

A person wearing a grey jacket, a colorful beanie, and a large blue backpack is walking away from the camera on a suspension bridge. They are pointing their right hand towards a distant mountain peak. The bridge has metal railings and a chain-link fence. The background is a vast, forested mountain range with some trees showing autumn colors. The sky is hazy.

Jefferson Parish Juvenile Services Drug Screening

SOQ 22-053
DUE 11-10-2022

Original

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November 10, 2022

Jefferson Parish Government
Department of Juvenile Services
1546B Greta Blvd.
Harvey, LA.70058

Re: Jefferson Parish Department of Juvenile Services SOQ 22-053 for Drug Screening

To Whom It May Concern,

Redwood Toxicology Laboratory, Inc. is pleased to respond to the Jefferson Parish Department of Juvenile Services SOQ 22-053 for Drug Screening.

Below please find a summary of our understanding of the Department's needs, brief highlights of our capabilities, and some of Redwood Toxicology Laboratory's unique features and benefits for the Department's consideration.

UNDERSTANDING OF NEEDS

Redwood Toxicology Laboratory understands that the Department relies upon urinalysis results to help identify youth in need of intervention. Accordingly, we understand the importance of the tools and services we provide. We understand that the Department depends on drug testing to monitor program participants and hold them accountable for their own recovery. Being able to detect drug use quickly and accurately, and having the right technology tools to keep informed of participant activity are critical components to creating a successful program. We understand that the Department relies on the chosen laboratory to process specimens professionally and expertly, using methods that are dependable, and with quality control measures in place to ensure that the final results are consistently accurate and precise. Redwood Toxicology Laboratory is able to check all of these boxes for the Department, and has our sights set on going outside the box to deliver the Department with even more, as we describe in more detail below.

HOW REDWOOD TOXICOLOGY LABORATORY MEETS THE DEPARTMENT'S NEEDS

QUALIFICATIONS & EXPERIENCE

The Department needs a licensed and experienced laboratory to provide reliable, professional drug testing services. Redwood Toxicology Laboratory holds federal- and state-level certifications,

validating our adherence to scientific standards and our qualification to perform testing. As an industry leader that has provided drugs of abuse testing services since 1994 and drugs of abuse rapid test devices since 1998, Redwood Toxicology Laboratory not only has the necessary qualifications, but also name recognition and a strong track record providing accurate, legally defensible results for reputable public and private criminal justice agencies across the nation. We provide toxicology testing solutions for over 8,000 active customers with diverse drug testing needs and hold over 100 state- and county-level contracts for our laboratory drug testing products and services. With a focus on both criminal justice agencies and treatment centers as our primary marketplace sectors, we understand that these two types of institutions often have approaches that go hand-in-hand; accurate testing and effective participant monitoring are essential to both, and our solutions organize and harness the power of these tools. Aiming to serve these markets, our lab menu includes a wide variety of tests for standard drugs of abuse, alcohol, designer substances, and other comprehensive panels to ensure that our clients can adapt to the changing landscape as needed.

Redwood Toxicology Laboratory is licensed and accredited by the following relevant federal and state agencies:

- Department of Health and Human Services (DHHS), CLIA '88
- California Department of Public Health Clinical Laboratory License
- Drug Enforcement Agency (DEA)

RELIABLE TURNAROUND TIMES

The Department requires drug testing from a laboratory large enough to effectively and efficiently handle timely test processing. Redwood Toxicology Laboratory is one of the largest single-location laboratories in the nation; pre-Covid, our laboratory processed over 100,000 specimens per week, which translates into over 5 million specimens annually. Our lab is continually making improvements to handle more specimens and create efficiencies. As such, the Department can expect Redwood Toxicology Laboratory to handle the anticipated volume of specimens throughout the life of the contract. Our typical turn-around times include negative results for standard urine panels within 24 hours of receipt at the laboratory (and usually reported within 12 hours) and confirmed positive results for standard urine panels within 72 hours of receipt at laboratory. Please see more details about our turn-around times in section M of the General Professional Services Questionnaire.

ACCURACY & DEFENSIBILITY

In terms of laboratory-based testing, the Department needs a laboratory that will process specimens in a way that is forensically and scientifically supported, and that will be able to back up their results in a court of law. Redwood Toxicology Laboratory processes specimens in accordance with federal and state guidelines, maintains strict chain of custody, and participates in external proficiency testing programs. Monitoring of the effectiveness and efficiency of our processes is performed by an internal Quality Assurance team that regularly audits laboratory processes, functions, and outcomes and oversees planned corrective actions/preventative actions (CAPAs). This attention to quality—a hallmark of the Abbott brand—helps us provide clients with products and services that we can stand behind. Please see section M for more information about our proficiency testing practices.

Redwood Toxicology Laboratory's chain of custody (COC) procedures document complete specimen and aliquot handling and processing from receipt through screening, confirmation and storage. This complete documentation is proven to be forensically defensible in courts of law. Please see section M for a more detailed description of our COC process.

CONVENIENT WEB-BASED PROGRAM MANAGEMENT FEATURES

Redwood Toxicology Laboratory's proprietary web-based system, ToxAccess®, gives our clients access to results quickly and conveniently. In addition, the system boasts several other features that can be used by third-party vendors (if desired) and Department staff alike to create a consistent collection process and potentially transform the Department's program. ToxAccess includes options to:

- Streamline the collections process through web-based collections, which saves time and reduces transcription errors.
- Automate participant test scheduling (randomized scheduling and one-time test scheduling options), notifications, and check-ins for randomized testing using our interactive voice response (IVR) line or web check-in features.
- Consolidate result information (rapid tests and lab results) and compliance information (call-ins, no-shows, failed tests) for each drug program participant for an all-in-one overview of the participant's drug test history.*
- Automatically provide secure, direct sharing of specific donor's result data to key stakeholders internally and externally as needed (judges, case workers, probation officers, treatment providers).*
- View scanned requisition forms** received by the laboratory, which are automatically stored alongside test results.
- Offer filterable statistical reporting tools to empower administrators with program-wide data.

The above benefits would ideally free up Department staff from administrative burdens to allow time to focus on important participant casework. We are happy to provide a demo to the Department so you may see the system in action. We'd appreciate the opportunity to better understand your needs and go into more depth about the features available in the ToxAccess system that might help streamline your processes.

**Available when electronic collections and/or electronic scheduling features are used.*

***Scanned requisition forms available when pre-printed SRF forms or web forms are utilized.*

EXPERIENCED SCIENTIFIC STAFF

Redwood Toxicology Laboratory employs a highly qualified scientific staff with decades of experience to oversee the testing process. We have included professional qualifications summaries for our CLIA Laboratory Director/Senior Laboratory Manager QA/QC, Laboratory Operations Director, Manager of Technical & Instrumentation, and Confirmations Laboratory

Manager in the General Professional Services Questionnaire in our response to section J on pages 5-9. These staff members have significant industry experience and direct experience at our laboratory. In addition to laboratory leadership personnel, Redwood Toxicology Laboratory has 80 to 100 employees involved in the testing process, all qualified as testing personnel under CLIA. Lab staff performing testing are trained on-the-job at the laboratory, their competency is monitored through internal/external proficiency measures, and they are overseen by the Lab Manager or Lab Director.

TOXICOLOGY SUPPORT SERVICES

Redwood Toxicology Laboratory puts significant effort into providing our customers with service and support that goes above and beyond. As part of our complimentary customer package, we offer direct access to our Toxicology Support Services (TSS) team for questions about laboratory results, interpretations, and specimen-specific inquiries. Our TSS team is easily accessible during regular business hours Monday through Friday by toll-free phone or email. For more complex questions, the TSS team will escalate inquiries to a toxicologist for consultation and response.

In addition, Redwood Toxicology Laboratory has a Scientific Affairs team comprised of subject matter experts with decades of toxicology experience that are well-versed on emerging and future trends in drug testing. This team routinely engages with clients to provide education on various toxicology topics, including drug trends in adult and juvenile populations.

ADDITIONAL BENEFITS OF USING REDWOOD TOXICOLOGY LABORATORY

In the above section, we have indicated how we meet the largest needs of the Department. Below is a synopsis of the less obvious—but perhaps equally important—features and benefits Redwood Toxicology Laboratory offers that bring additional value to the Department's drug testing program.

LONGEVITY, FINANCIAL STRENGTH, AND BRAND RECOGNITION AS A SUBSIDIARY OF ABBOTT

Redwood Toxicology Laboratory is proud to be an Abbott company. Abbott Laboratories (NYSE: ABT) is a \$34 billion, multinational medical devices and health care company with a global presence. Today, 109,000 of us are working to make a lasting impact on health in the more than 160 countries we serve. Our impact is about more than just numbers; of note, Abbott is one of the top 50 most admired companies in the world and has been named the Most Admired Company in our industry for eight years in a row by Fortune magazine. Abbott creates breakthrough products—in diagnostics, medical devices, nutrition and branded generic pharmaceuticals—that help you, your family, and your community lead healthier lives, full of unlimited possibilities. As part of Abbott, Redwood Toxicology Laboratory has the financial infrastructure and technical resources that will continue to allow us to deliver life-changing tests and diagnostic tools to provide the Department with insights that enable smarter, faster decisions.

ATTENTION TO QUALITY

Redwood Toxicology Laboratory sets a high bar when it comes to quality. A specialized department is devoted to the management of our quality assurance program, which includes ongoing monitoring of complaints in order to improve our rapid test (on-site) products and to

quickly assess issues as they arise. Our lab utilizes routine internal and external proficiency testing measures to monitor testing processes and result accuracy on an ongoing basis. As mentioned previously, monitoring of the effectiveness and efficiency of our processes is performed by an internal Quality Assurance team that regularly audits laboratory processes, functions, and outcomes and oversees planned corrective actions/preventative actions (CAPAs). For Redwood Toxicology Laboratory, quality is paramount; this focus on quality allows us to provide our customers with confidence in their drug testing products and services.

UNSURPASSED CUSTOMER SERVICE

Redwood Toxicology Laboratory puts a premium on our customer experience, something acknowledged by many of our customers as a key reason they continue to choose us for their drug testing needs. At Redwood Toxicology Laboratory, customers call and talk to a live person instead of a phone tree, which allows for quick, informed transfers to the right representative or team for assistance. Our customer service offering includes direct, toll-free access to a wide variety of specialized support services, including easily accessible support teams and applications as follows:

- A dedicated Account Manager familiar with the Department's contract to direct account administration at a high level, with backup sales staff/management available in the event that the Account Manager is unavailable and an urgent matter needs attention;
- A Customer Support team to quickly take and place lab supply and rapid test device orders at your convenience, with the option to set up standing orders for regular supply delivery; and
- A Helpdesk team of I.T. professionals who can provide assistance with our ToxAccess web-based result reporting and drug testing program management system.
- As we've noted previously, our trained, specialized Toxicology Support Services team is accessible from 8:00 a.m. to 6:00 p.m. Central Time, Monday through Friday, for technical toxicology questions including result interpretations, test info, specimen-specific inquiries, re-test requests, and expert testimony requests. Certified Toxicologists are also available for consultations on drug interactions, cross reactivity, THC retention/detection times, and other toxicology inquiries.

ACCESS TO A COMPREHENSIVE, EVOLVING TESTING MENU

One of the understated benefits of using Redwood Toxicology Laboratory is that we possess an in-house research and development (R&D) team that continually analyzes data points and looks for trends with an eye towards new laboratory test creation or enhancement. Some of the most popular specialty tests offered by Redwood Toxicology Laboratory today include:

- an expanded menu of "fentalog" in our standard Fentanyl confirmation, which includes detection and identification of 11 different analytes instead of merely Fentanyl and Norfentanyl;
- a Premium Fentanyls panel that detects and identifies 29 "fentalog," most of which are not detected in a standard fentanyl confirmation test;

- a Premium Synthetic Cannabinoids (K2/Spice) panel that can detect 37 different synthetic cannabinoid compounds and is routinely updated to include newer compounds;
- a Comprehensive Panel that detects over 600 illicit and prescription drugs;
- a urine test for Gabapentin, an anticonvulsant that has been found as a cutting agent in street heroin;
- and a urine test for Tianeptine, a tricyclic anti-depressant that acts upon opioid receptors but is not picked up in routine opioid screens.

With access to our full laboratory menu as needed—on top of the wide assortment of standard drug tests and multi-drug panels from which you may draw for your routine test needs—the Department will have a multitude of test options at your disposal to help pinpoint abuse in your clients. We intend to work with the Department to understand your needs as they evolve and to help consult on available options as our laboratory develops new tests.

As discussed above, we at Redwood Toxicology Laboratory are committed to providing quality and accurate laboratory testing services for the Department's drug testing program. We are dedicated to providing the Department with access to our knowledgeable team of professionals and experts and to other customer resources that keep your drug testing program running smoothly. We did not see a designated area in the SOQ to provide a menu of tests; please contact us if you would like to discuss available panel and test options and to negotiate pricing for the Department's program. We look forward to collaborating with you to create a drug testing program that results in better outcomes for your young clients and a healthier community for your Parish.



SOQ 22-053 Drug Screening
Jefferson Parish Government

Project documents obtained from www.CentralBidding.com
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General Professional Services Questionnaire Instructions

- The General Professional Services Questionnaire shall be used for all professional services except outside legal services and architecture, engineering, or survey projects.
- **The General Professional Services Questionnaire should be completely filled out. Complete and attach ALL sections. Insert “N/A” or “None” if a section does not apply or if there is no information to provide.**
- Questionnaire must be signed by an authorized representative of the Firm. Failure to sign the questionnaire shall result in disqualification of proposer pursuant to J.P. Code of Ordinances Sec. 2-928.
- All subcontractors must be listed in the appropriate section of the Questionnaire. Each subcontractor must provide a complete copy of the General Professional Services Questionnaire, applicable licenses, and any other information required by the advertisement. Failure to provide the subcontractors' complete questionnaire(s), applicable licenses, and any other information required by the advertisement shall result in disqualification of proposer pursuant to J.P. Code of Ordinances Sec. 2-928.
- If additional pages are needed, attach them to the questionnaire and include all applicable information that is required by the questionnaire.

General Professional Services Questionnaire

A. Project Name and Advertisement Resolution Number:

Jefferson Parish Department of Juvenile Services, Drug Screening SOQ 22-053

B. Firm Name & Address:

Redwood Toxicology Laboratory, Inc.
3650 Westwind Blvd.
Santa Rosa, CA 95403

C. Name, title, & contact information of Firm Representative, as defined in Section 2-926 of the Jefferson Parish Code of Ordinances, with at least five (5) years of experience in the applicable field required for this Project:

Mary Tardel, Director of Government Services
mary.tardel@abbott.com
(707) 570-4659

D. Address of principal office where Project work will be performed:

3650 Westwind Blvd.
Santa Rosa, CA 95403

E. Is this submittal by a JOINT-VENTURE? Please check:

YES _____ NO ☒ X

If marked "No" skip to Section H. If marked "Yes" complete Sections F-G.

F. If submittal is by JOINT-VENTURE, list the firms participating and outline specific areas of responsibility (including administrative, technical, and financial) for each firm. Please attach additional pages if necessary.

1.

2.

General Professional Services Questionnaire

G. Has this JOINT-VENTURE previously worked together? Please check: YES _____ NO _____		
H. List all subcontractors anticipated for this Project. Please note that <u>all subcontractors must submit a fully completed copy of this questionnaire</u>, applicable licenses, and any other information required by the advertisement. See Jefferson Parish Code of Ordinances, Sec. 2-928(a)(3). Please attach additional pages if necessary.		
Name & Address:	Specialty:	Worked with Firm Before (Yes or No):
1. N/A		
2. N/A		
3. N/A		
4. N/A		
5. N/A		

General Professional Services Questionnaire

I. Please specify the total number of support personnel that may assist in the completion of this Project: <u>up to 250, including 80-100 in the lab and customer support from various departments</u>
J. List any professionals that may assist in the completion of this Project. If necessary, please attach additional documentation that demonstrates the employment history and experience of the Firm's professionals that may assist in the completion of this Project (i.e. resume). Please attach additional pages if necessary.
PROFESSIONAL NO. 1
Name & Title:
Jasbir Arora, B.Sc., M.Sc., Ph.D., CLIA Laboratory Director and Senior Laboratory Manager QA/QC
Name of Firm with which associated:
Redwood Toxicology Laboratory, Inc.
Description of job responsibilities:
Dr. Arora directs and monitors the CLIA laboratory's compliance with regulatory and accreditation standards. Dr. Arora develops, implements and maintains all operational policies, procedures and customer service standards of the laboratory and monitors and evaluates effectiveness of established laboratory protocols.
Years' experience with this Firm:
4 years (December 2018)
Education: Degree(s)/Year/Specialization:
Dr. Arora received his bachelor's degree in Chemistry (1991), his masters in Organic Chemistry (1993), and his Ph.D. in Organic Chemistry (1998) from Guru Nanak Dev University (GNDU) in Amritsar, India.
Other experience and qualifications relevant to the proposed Project:
He is certified by the National Registry of Certified Chemists (NRCC: Toxicology), the American Society of Clinical Pathology (ASCP: Specialist in Chemistry), and the American Board of Clinical Chemistry (ABCC: Toxicology). Dr. Arora is also licensed as a bioanalytical laboratory director by the California Department of Health. He has over 7 years of experience in the toxicology field and over 15 years of experience in related scientific fields.

General Professional Services Questionnaire

PROFESSIONAL NO. 2
Name & Title:
Valerie Trudeau, M.S., M.B.A., Laboratory Operations Director
Name of Firm with which associated:
Redwood Toxicology Laboratory, Inc.
Description of job responsibilities:
Ms. Trudeau coordinates activities among and is responsible for the overall laboratory operations for the two laboratories at Redwood Toxicology Laboratory's campus, which includes over 200 laboratory employees. She also manages and directs the development of the technical SOPs, workflows, and personnel of the laboratory to maintain technical/scientific veracity, adherence to prevailing regulatory requirements, and to ensure legal acceptability.
Years' experience with this Firm:
1 year (2022)
Education: Degree(s)/Year/Specialization:
Ms. Trudeau received her bachelor's degrees in Natural Science and Medical Technology (2002) from Lyndon State College and the University of Vermont, respectively, and her master's in Business Administration and Master of Science in Accounting both from Colorado Technical University.
Other experience and qualifications relevant to the proposed Project:
She has been certified in the past as a flow cytometrist, medical technologist and Clinical Laboratory Scientist (CLS). She has over 15 years of laboratory oversight, operations and administration experience.

General Professional Services Questionnaire

PROFESSIONAL NO. 3
Name & Title:
Brent Dawson, Ph.D., Manager of Technical & Instrumentation
Name of Firm with which associated:
Redwood Toxicology Laboratory, Inc.
Description of job responsibilities:
Dr. Dawson contributes to the implementation and validation of various instruments in the laboratory, as well as development and validation of new drugs of abuse tests produced by their Research & Development team.
Years' experience with this Firm:
10+ years (September 2012)
Education: Degree(s)/Year/Specialization:
Dr. Dawson received his bachelor's degree in Chemistry (1995) from Furman University; his master's degree in Forensic Toxicology (2001) from the University of Florida; and his Ph.D. in Analytical Chemistry (2018) from Iowa State University.
Other experience and qualifications relevant to the proposed Project:
He has over 10 years of experience in the toxicology field and has been a contributor to a number of scientific publications and presentations made to various professional associations in the forensic toxicology field.

General Professional Services Questionnaire

PROFESSIONAL NO. 4
Name & Title:
Lister M. Macharia, M.Sc., MBA, D-ABFT-FT, Confirmations Laboratory Manager
Name of Firm with which associated:
Redwood Toxicology Laboratory, Inc.
Description of job responsibilities:
Ms. Macharia oversees laboratory operations specific to the lab's confirmation testing process, including review of test results and supervision of laboratory personnel performing testing.
Years' experience with this Firm:
11+ years (October 2011)
Education: Degree(s)/Year/Specialization:
Ms. Macharia received her bachelor's degree in Chemistry (2006) from Egerton University in Njoro, Kenya and her master's degree in Pharmacy (2015) from the University of Florida in Gainesville.
Other experience and qualifications relevant to the proposed Project:
She is certified as a diplomate by the American Board of Forensic Toxicology (ABFT) and is a certified Toxicological Chemist by the National Registry of Certified Chemists (NRCC). She is a member of industry associations such as the Society of Forensic Toxicologists (SOFT) and the California Association of Toxicologists (CAT) and has contributed to a number of presentations made to professional associations in the forensic toxicology field.

General Professional Services Questionnaire

PROFESSIONAL NO. 5
Name & Title:
Kim Peterson, Toxicologist
Name of Firm with which associated:
Redwood Toxicology Laboratory, Inc.
Description of job responsibilities:
Ms. Peterson is the customer liaison and subject matter expert related to customer communication for Redwood Toxicology Laboratory. Should the Court require any special training regarding the laboratory tests offered by Redwood Toxicology Laboratory, Ms. Peterson will typically be the person leading the training and offering scientific insights.
Years' experience with this Firm:
5 years (2017)
Education: Degree(s)/Year/Specialization:
Ms. Peterson received her Bachelor's of Science in Biology (2008) from Central Washington University and her Masters of Science in Forensic Science (2012) from California State University, Fresno.
Other experience and qualifications relevant to the proposed Project:
Ms. Peterson is certified as a Diplomate by the American Board of Forensic Toxicology (ABFT) and has over 11 years of experience in the toxicology field. She has been with Redwood Toxicology Laboratory for 5 years and has worked closely with the laboratory in relation to preparation and review of laboratory standard operating procedures, analysis of the laboratory's systems and metrics, and the provision of expert testimony services.

General Professional Services Questionnaire

K. List all prior projects that best illustrate the Firm's qualifications relevant to this Project. Please include any and all work performed for Jefferson Parish. Please attach additional pages if necessary.

PROJECT NO. 1

Project Name, Location and Owner's contact information:	Description of Services Provided:
Monterey County Juvenile Probation 20 E. Alisal St. Salinas, CA 93901 Contact: Mario Palomares, Deputy Probation Officer PalomaresMS@co.monterey.ca.us (831) 444-3515	Urine lab-based testing and confirmations Rapid urine and oral fluid devices
Length of Services Provided:	Cost of Services Provided:
10/2019 - present	Confidential – please discuss with reference directly.

PROJECT NO. 2

Project Name, Location and Owner's contact information:	Description of Services Provided:
Montgomery County Drug Court 406 N. Thompson St., Suite 100 Conroe, TX 77301 Contact: Christen Arnold, Director christen.arnold@mctx.org (936) 539-8113	Urine and Oral Fluid lab-based testing and confirmations
Length of Services Provided:	Cost of Services Provided:
05/2000 - present	Confidential – please discuss with reference directly.

General Professional Services Questionnaire

PROJECT NO. 3	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Nebraska Rehabilitative Services 201 N. 5th St. Beatrice, NE68310 Contact: Renee A. Faber renee.faber@nebraska.gov (402) 326-4909	Urine and Oral Fluid lab-based testing and confirmations
Length of Services Provided:	Cost of Services Provided:
09/2018-present	Confidential – please discuss with reference directly.

PROJECT NO. 4	
Project Name, Location and Owner's contact information:	Description of Services Provided:
At this time, Redwood Toxicology Laboratory is providing Jefferson Parish with 3 references. Additional references can be provided to the Department, upon request.	
Length of Services Provided:	Cost of Services Provided:

General Professional Services Questionnaire

PROJECT NO. 5	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

PROJECT NO. 6	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

General Professional Services Questionnaire

PROJECT NO. 7	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

PROJECT NO. 8	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

General Professional Services Questionnaire

PROJECT NO. 9	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

PROJECT NO. 10	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

General Professional Services Questionnaire

L. List all prior and/or on-going litigation between Firm and Jefferson Parish. Please attach additional pages if necessary.

Parties:		Status/Result of Case:
Plaintiff:	Defendant:	
1. Abbott Laboratories (Abbott), the parent company of Redwood Toxicology, Inc., is a publicly traded company. All material lawsuits involving Abbott Laboratories and its consolidated subsidiaries, occurring within the applicable time period for reporting such proceedings, are disclosed in its Annual Reports on form 10-K, Quarterly Reports on form 10-Q, and/or Proxy Statements, which are made available at www.abbottinvestor.com as soon as reasonably practicable after Abbott electronically files these documents with the Securities and Exchange Commission.		
2.		
3.		
4.		

M. Use this space to provide any additional information or description of resources supporting Firm's qualifications for the proposed project.

CHAIN OF CUSTODY

Chain of custody starts at the point of collection. All sections of the standard request form (SRF) / chain of custody (COC) form are to be completed and signed by the donor and the collector according to the guidelines provided by Redwood Toxicology LaboratoryRTL. The sample bottle, along with the COC form, is placed into the specimen bag, which contains a sponge that will absorb urine if the bottle leaks. The urine samples are placed into the FedEx or UPS lab pack, the pack is sealed, the FedEx or UPS label is filled out and applied to the outside of the pack. A FedEx or UPS courier will pick up the samples on a schedule determined by each agency (daily, three times a week, etc.).

Specimen unloading and processing is performed in the receiving area of Redwood Toxicology LaboratoryRTL's laboratory. Entrance to this area is limited to authorized personnel only. The person removing the specimen from the lab pack or mailer examines the specimen for any signs of tampering. The person receiving the specimen initials and dates the SRF /COC form and indicates whether or not the security seal was intact. Barcodes on both the SRF/COC and specimen are scanned electronically to enter the specimen into the laboratory information management system (LIMS); if the SRF/COC was produced using ToxAccess' web-based collections, the system will match the specimen up to the existing requisition. Regardless of whether the SRF/COC was produced through ToxAccess or a preprinted, handwritten form, the complete SRF/COC document will be scanned by lab personnel following receipt and accessioning so that a pdf copy of the document will appear alongside the result when testing is completed.

(CONTINUED ON ATTACHED PAGE)

N. To the best of my knowledge, the foregoing is an accurate statement of facts.

DocuSigned by:
Signature: Mary Tardel **Print Name:** Mary Tardel
D43702811A5146C...
Title: Director, Government Services **Date:** November 9, 2022 | 6:09:53 PM CST

SECTION M (continued)

CHAIN OF CUSTODY

Each assembled tray of urines (or rack of oral fluids) has an Intralaboratory Chain of Custody form that accompanies it. This form indicates how the specimen was received (U.S. mail, FedEx, local route), the initials of the person assembling the tray (or rack), the initials of the person accessioning the tray (or rack), and the initials of the operator who aliquoted the specimens and loaded them onto the tray for analysis (or processed the oral fluids specimen). This form also has an area to record the quality control for each tray (or oral fluids batch).

URINE - SCREEN: The Load List and the Intralaboratory Chain of Custody form accompany the tray to the screening laboratory where the urines are examined for signs of adulteration when they are aliquoted. The person who aliquots the urine initials the Load List on the "Loaded By" line. When the results are ready, they are reviewed by the laboratory technician and any exceptions are noted on the Flag Sheet for further testing. Each original urine specimen is scanned to see whether it will move forward to confirmation, be stored in the warehouse, or be placed in temporary storage for disposal based on results of initial screening and/or tests requested by the client. If the urine specimen tests positive and goes on to confirmation, a confirmation label is applied and the technician applying the label initials the Labeled By area on the Load List. Confirmation chain of custody is documented by intralaboratory chain of custody forms that document all personnel who handle the specimen from sample preparation through quality control, data review, and reporting.

ORAL FLUIDS - SCREEN: For oral fluids specimen, samples and their accompanying SRF/COC forms have corresponding barcode labels. As previously mentioned, the Intralaboratory Chain of Custody form accompanies each batch of oral fluids to the Oral Fluid laboratory. Additionally, there is an Oral Fluid EIA Intralaboratory COC that is completed for every batch. The form indicates who delivered the specimens to the screening lab; who assembled the batch and aliquoted the specimens; who loaded the Olympus; who transcribed the results; who labeled the batch for confirmation; and which Certifying Scientist reviewed the batch. In this manner, documentation of every person handling the specimen occurs.

BOTH URINE AND ORAL FLUIDS - CONFIRMATION: After all specimens are screened, a computer-generated list is produced which identifies all presumptive positive specimens requiring confirmation. Each specimen is assigned a confirmation ID number based in part on the drug(s) which are to be confirmed. This "positive" list is used to locate the specimens and assemble subsequent confirmation batches. A separate chain of custody form is used for each drug group. This form requires documentation of the technician signature and the date(s) of all phases of handling of the original specimen and subsequent aliquots including batch assembly and aliquoting of specimens; extract specimens, confirmation analysis and final storage of confirmed positives. Additionally, the form includes documentation of Analyst and Certifying Scientist review.

QUALITY ASSURANCE/QUALITY CONTROL

Redwood Toxicology Laboratory sets a high bar when it comes to quality; our focus on quality allows us to provide customers with confidence in our drug testing products and services. The laboratory processes specimens in accordance with federal and state guidelines and utilizes

routine internal and external proficiency testing measures to monitor testing processes and result accuracy on an ongoing basis. Monitoring of the effectiveness and efficiency of processes is performed by an internal Quality Assurance team that regularly audits laboratory processes, functions, and outcomes and oversees planned corrective actions/preventative actions (CAPAs). When nonconformances (quality incidents) or CAPAs are identified, they are logged into an electronic system. Nonconformances may be identified during day-to-day activities, upon review of monthly quality assurance records, through client interactions, during an internal assessment, and other scenarios. The nonconformances and CAPAs are tracked weekly and monthly and are considered a key performance indicator.

Internal Blind Proficiency Testing

Redwood Toxicology Laboratory is committed to ensuring the highest quality results. As part of the ongoing commitment to quality assurance/quality control, Redwood Toxicology Laboratory maintains an internal blind proficiency program that submits blind proficiency specimens daily. The blinds are tested by both screen and confirmation procedures. Testing of personnel is included in this process.

The internal blind proficiency testing program allows monitoring of specimen unloading, chain of custody, computer accessioning, screening, confirmation procedures, certification of final results, and reporting of final results. This allows evaluation of all laboratory personnel involved with the testing and reporting processes.

All administrative details regarding specimen identification and results of blind proficiency testing are documented and maintained by the General Laboratory Supervisor or designee. Results are reviewed by the laboratory director.

External Blind Proficiency Testing

Redwood Toxicology Laboratory subscribes to the following external proficiency testing agencies:

- American Association of Bioanalysts: Two urine drugs of abuse samples are sent to Redwood Toxicology Laboratory each quarter to be tested. Five urine samples are sent for pregnancy testing.
- Pennsylvania State Department of Health's Proficiency Testing Services: Five urine drugs of abuse samples are sent to Redwood Toxicology Laboratory each quarter to be tested.
- College of American Pathologists Urine Drug Screening & Confirmation: Ten urine drugs of abuse samples are sent to Redwood Toxicology Laboratory each quarter to be tested.
- RTI International: Five oral fluid drugs of abuse samples are sent to Redwood Toxicology Laboratory each quarter to be tested.

In addition to the blind quality control specimens, the following components are monitored on an ongoing basis with systems checks or procedures to evaluate ongoing laboratory performance with limits of acceptability established for each component:

- Patient Test Management

- Quality Control
- Correlation of Test Results
- Personnel Competence
- Communication of Results
- Complaints
- QA Documentation

Furthermore, the Redwood Toxicology Laboratory Management Advisory Committee meets regularly and discusses quality assurance issues, problems, and resolutions. In this manner, there is continuous monitoring and prompt resolution of any problems or potential problems. Additionally, the meeting provides a forum for department managers to discuss and implement procedural changes that result in a cost savings without impacting quality. The result is laboratory quality that is effectively monitored and maintained.

TURNAROUND TIMES

Redwood Toxicology Laboratory typically reports negative results for standard urine panels within twenty-four (24) hours after receipt of the specimen in the laboratory. The majority of the time, negative screen results will be reported within 12 hours of receiving the specimen (i.e. results will be reported same-day). For confirmation of positives by GC-MS, LC-MS/MS, or GC-FID, an additional forty-eight (48) to seventy-two (72) hours may be necessary. All told, Redwood Toxicology Laboratory typically reports confirmed results for standard drug panels within 72 hours of receipt of the specimen at the laboratory. These timelines are the benchmarks used by the laboratory to track steady turn-around time achievement.

For specialty urine tests such as Synthetic Cannabinoids (K2/Spice) or Designer Stimulants (Bath Salts), results are typically reported within seventy-two (72) to ninety-six (96) hours after receipt of the specimen in the laboratory.

Please note that this turnaround time excludes weekends and federal holidays. Additional time may also be required if retesting is necessary for validation

TRAINING OF DEPARTMENT STAFF

Training regarding proper specimen labeling and packaging procedures for lab-bound specimens will be provided by Redwood Toxicology Laboratory to Department staff upon request and at no additional charge. Trainings may be provided via online training modules, webinar training, or on-location training. We encourage your agency to utilize online and webinar-based options, as they allow more flexibility for your staff.

For locations and staff interested in web-based training, Redwood Toxicology Laboratory offers Learning XChange, a complete system designed for on-demand training. The in-depth training procedures available through this online system will ensure that members of an organization are trained to perform drug screens in a manner consistent with manufacturer recommendations. When a course is completed, users may test their knowledge by successfully completing a quiz. If the quiz is passed, the user will receive a Certificate of Completion to print or save as a PDF document.

Redwood Toxicology Laboratory will also provide Department staff with training regarding use of our ToxAccess system based on the responsibilities and timelines agreed upon during

contract negotiation and roll-out. For instance, the Department may need—or want—to use the following features on an interim or permanent basis: scheduling participants (individually and/or by group, for random ongoing and one-time testing), monitoring the donor activity feed for follow-ups on missed check-ins or missed appointments, and accessing statistical reports.