CUYAHOGA COUNTY BOARD OF HEALTH

REQUEST FOR PROPOSAL

RFP # 2026-03

ISSUED **November 3, 2026**

RFP TITLE: **WATER QUALITY LABORATORY ANALYTICAL SERVICES**

Issuing Department: Administration
Cuyahoga County Board of Health
5550 Venture Drive
Parma, Ohio 44130
(216) 201-2000

Sealed proposals will be received until: December 1, 2026 at 10:00 a.m.

All inquiries should be directed to: Michael A. Pissini, CPA, CGFM
Director of Finance
Cuyahoga County Board of Health
5550 Venture Drive
Parma, Ohio 44130
(216) 201-2001 ext. 1103
(216) 676-1311 (fax)
mpissini@ccbh.net and
bidquestions@ccbh.net

ALL RESPONSES SHALL BE MARKED AS

"SEALED BID"
"REQUEST FOR PROPOSALS"
WATER QUALITY LABORATORY ANALYTICAL SERVICES

PROPOSALS ARE TO BE MAILED OR HAND-DELIVERED DIRECTLY TO THE ISSUING DEPARTMENT SHOWN ABOVE. ANY PROPOSAL RECEIVED AFTER THE TIME AND DATE SPECIFIED ABOVE WILL BE RETURNED UNOPENED.

PUBLIC NOTICE

REQUEST FOR PROPOSALS FOR
Water Quality Lab Services

RFP# 2026-03

The Cuyahoga County Board of Health is soliciting sealed proposals for Water Quality Lab Services. Proposals must be submitted to the Cuyahoga County Board of Health, 5550 Venture Drive, Parma, Ohio 44130 no later than **10:00 A.M** local time on **Tuesday, December 1, 2026**.

RFP questions and answers, along with this Notice and the RFP proposal, may be viewed on the following Board website: www.ccbh.net by clicking on the "Popular Links" tab on the home page.

All RFP questions must be submitted via the designated email address at bidquestions@ccbh.net.

The formal deadline for submitting questions is Friday, November 13, 2026. **Questions received after this deadline will not be addressed.**

Michael Pissini, Director of Finance

Published in the Cleveland Plain Dealer on Tuesday, November 3, 2026

Proprietary Statement

This specification document in whole and or in part is the property of the Cuyahoga County Board of Health (hereinafter Board) and shall not be used for any purposes other than those expressly defined herein. The reproduction or dissemination of this document is strictly prohibited without the expressed written approval of the Board.

Commencement of Contract Performance

In order to protect the interests of the Board, a contract must be executed by the Board before the application set forth in this specification can be provided. The contract will not be processed and executed by the Board until the documents required in this specification are received by the Board from the successful Respondent. If a contract cannot be negotiated within fifteen (15) days of notification to the designated Respondent, the Board may terminate negotiations with the Respondent and negotiate a contract with another Respondent.

I. NOTICE TO RESPONDENTS

Sealed proposals will be received in the Office of the Director of Finance of the Cuyahoga County Board of Health, 5550 Venture Drive, Parma, Ohio 44130 until 10:00 A.M., (local time), December 1, 2026, for the following:

The Cuyahoga County Board of Health (CCBH) is soliciting bids for water quality laboratory analytical services. CCBH is seeking to secure one (1) to two (2) laboratories to provide analytical services.

II. PROPOSAL REQUIREMENTS

A. QUESTION AND ANSWER PROCESS

There will be a formal question and answer process associated with this RFP. All questions should be submitted to bidquestions@ccbh.net by November 13, 2026.

The questions and corresponding responses will be posted to the CCBH website, www.ccbh.net, by November 20, 2026. No questions will be accepted or answered after the established cutoff date.

B. ADDENDA

Any changes or additions to the specifications will be delineated in the form of an addendum, which will be mailed to all interested Respondents who are known to the Office of the Director of Finance to have received a complete set of proposal documents. No addenda will be issued later than seventy-two (72) hours prior to the date for receipt of proposals.

All prospective respondents shall be responsible for routinely checking the Cuyahoga County Board of Health website (www.ccbh.net) for issued addenda and other relevant information.

The Board shall not be responsible for the failure of a prospective respondent to obtain addenda and other information issued at anytime, related to this RFP.

C. PROPOSAL SUBMISSION DEADLINE

The proposal documents must be received at the following location no later than 10:00 A.M. local time on the date below:

December 1, 2026
Cuyahoga County Board of Health
Office of the Director of Finance
5550 Venture Drive
Parma, Ohio 44130

LATE PROPOSALS WILL NOT BE ACCEPTED.

The official clock for the determination of 10:00 A.M., Local Time shall be the time clock located in the Board's Administrative Offices at the address shown above.

The proposal documents shall be submitted in a sealed envelope which is clearly identified with the above address and a description of the work to be performed as provided in the specification.

Proposals sent by facsimile or email will not be accepted.

D. TECHNICAL REQUIREMENTS

Refer to Appendix 1-3.

E. PROPOSAL DOCUMENT REQUIREMENTS

The Respondent shall submit the following documents with the proposal:

1. Pricing Document(s) – Respondent generated. **(ORIGINAL SIGNATURE ONLY)**

   All Respondents submitting proposals must submit this document signed.

2. Non-Collusion Affidavit **–** Appendix 1-2 **(ORIGINAL SIGNATURE & NOTARIZED)**

   All Respondents submitting proposals should submit this document in original form, signed and notarized.

3. Respondent's Reference Sheet – Appendix 1-1.

Blank copies of documents listed under Items 2 and 3 above have been included in the Appendix of this specification for completion and submission by the Respondent.

DOCUMENTS LISTED UNDER 1 AND 2 MUST HAVE ORIGINAL SIGNATURES.

COPIES WILL BE ACCEPTABLE ONLY IF THEY CONTAIN ORIGINAL SIGNATURES IN BLUE INK.

IN ADDITION, ONLY THE NON-COLLUSION AFFIDAVIT SHALL BE NOTARIZED.

III. PROPOSAL EVALUATION

A. CRITERIA TO BE EVALUATED

1. REQUIRED DOCUMENTS

All documents required in Section II.E. PROPOSAL DOCUMENT REQUIREMENTS shall be submitted.

2. SCOPE OF WORK and TECHNICAL REQUIREMENTS

All specifications outlined in Section II.D. TECHNICAL REQUIREMENTS must be met.

The aggregate cost shall consist of the following elements:

a. Total cost of all samples listed, including cost of weekend and holiday water quality samples.
b. Cost of the sample collection containers/vessels.
c. Cost of chain of custody forms.
d. Cost of shipping/handling, if necessary.
e. Cost of sample delivery, if necessary.
f. Pricing should include costs for the full three-year service period.

B. METHOD OF EVALUATION

The Board will review all information submitted by the Respondent and compare it to the requirements outlined in this RFP. All documents which are submitted as part of the sealed proposal process shall be evaluated. The Board reserves the right to negotiate further with one or more Respondents who submit proposals that are responsive to the requirements herein. The contract shall be awarded to the Respondent with whom the Board negotiates the best and/or lowest proposal. No consideration will be given to proposals that offer incentives or concessions.

Responses must be submitted with one (1) original and three (3) copies. All proposals submitted will become the property of the Board and will not be returned. The original

proposals shall be postmarked as such or be readily identifiable as the original. The following terms and conditions shall apply to the proposals:

1. No proposal shall be withdrawn after it has been deposited with the Board of Health.

2. All proposals submitted will be in effect for sixty (60) calendar days from the due date. Proposals will be accepted or rejected within this period.

3. The Board assumes no responsibility or liability for costs incurred in the preparation and/or submission of any proposal.

4. Corrections of errors in a proposal after the opening of proposals shall not be allowed except for extension errors and/or math errors, which are clearly evident.

   Correction of errors allowed by this paragraph must be accomplished within two (2) working days after the opening of proposals.

5. The Board reserves the right to consider all elements entering into the question of determining the responsibility of a Respondent.

6. The Board reserves the right to reject any or all proposals for any reason.

7. Any proposal which is incomplete, conditional, obscure, or which contains additions or deletions not called for or irregularities of any kind shall be rejected.

8. To ensure fair consideration for all respondents the Board **prohibits** prospective respondent's communication with any department or employee during the submission process. Questions relative to the specifications on the proposal shall be submitted to bidquestions@ccbh.net prior to November 13, 2026.

9. Pursuant to Section 149.43 of the Ohio Revised Code, the proposal may be considered a public record and be released upon request.

   The Board will treat any documents submitted with the proposal as a public document unless informed in writing by Bidder that it considers the document to contain trade secrets under Ohio law. The Board may require additional information in support of such a claim.

10. It is understood that time is of the essence and this provision applies to all terms and conditions contained herein.

IV. CONTRACTING REQUIREMENTS

A. GENERAL TERMS AND CONDITIONS

1. The successful Respondent shall, upon notification of award, be required to enter into a contract with the Board. The contract shall contain a clause to the effect that this complete specification package and the successful Respondent's proposal documents shall in their entirety become a part of

the agreement.

2. The successful Respondent shall agree to release, indemnify and hold harmless the Board, from and against any and all liabilities, claims, suits, damages, charges or expenses (including attorney's fees, whether at trial or appeal) which the Board may suffer, sustain, incur or in any way be subjected to by reason of or as a result of any act, negligence, or omission on the part of the successful Respondent, its agents or employees, in the execution or performance of the obligations assumed under, or incidental to, the award into which the successful Respondent and the Board will enter.

3. The Board shall not assume responsibility for the payment of any personal property taxes for any materials not owned by the Board, nor shall the Board pay any insurance premiums for any coverage of any property not owned by the Board. No conditions shall alter this statement.

4. The Board is a tax-exempt No. 29 political subdivision of the State of Ohio (Federal I.D. No. 34-6000817). Necessary tax exemption blanks will be furnished to the successful Respondent when the contract is awarded.

5. The Board does not pay a security deposit on any agreement.

6. Respondent's employees shall be bonded and insured. Proof of insurance and bonding must be in place prior to contract execution.

7. When deemed to be in the best interest of the Board, the Board may cancel any award resulting from this specification by the following means:

   10-day written notice with cause, or;
   30-day written notice without cause

8. Payments will be made by the Board after receipt and acceptance of proper invoices and normal processing time of approximately 45 days. The Board does not pay service charges or interest on late payments.

9. If applicable, the successful Respondent will comply with the provisions of the Ohio Revised Code (4115.03 through 4115.16) requiring the payment of prevailing wage. Information on prevailing wages may be obtained from the Prevailing Wage Coordinator of Cuyahoga County, 1642 Lakeside Avenue, Cleveland, Ohio 44113, 216-443-5530.

10. Respondent's Warranty against an Unresolved Finding for Recovery. Ohio Revised Code Section 9.24 prohibits the award of a contract to any Respondent against whom the Auditor of State has issued a finding for recovery, if the finding for recovery is "unresolved" at the time of the award. By submitting a bid, the bidder warrants that it is now and will not become

subject to an "unresolved" finding for recovery under Ohio Revised Code Section 9.24, prior to the award of any contract arising out of this RFP, without notifying the Board of such finding.

11. Suspension and Debarments. The Board will not award a contract for services funded as a whole or part with Federal funds, to an entity who has been suspended or debarred from doing business or who appears on the Federal Excluded Parties Listing System at www.sam.gov/.

12. Criminal Background Checks. If applicable, prior to entering into a contract with the Board the successful Respondent shall conduct background checks on all applicants for employment in direct service positions in accordance with applicable requirements so as to not knowingly employ staff who have been convicted or plead guilty to any of the crimes specified in ORC 3319.39(B) or other section of the ORC applicable to the Agency. Failure to conduct such background checks may result in termination of this contract.

13. Certification of Personal Property Tax. A Certificate of Compliance with Section 5719.042 of the Ohio Revised Code, which requires a certification of delinquent personal property tax by the respondent prior to the execution of the contract of a political subdivision, must be completed.

14. IRS Form W-9: Request for Taxpayer Identification Number and Certification. An Internal Revenue Service Form W-9 (Request for Taxpayer Identification Number and Certification) is required to be completed by the respondent, prior to the execution of the contract with the Board.

B. SIGNATURE AUTHORIZATION

The Respondent shall provide one of the following signature authorizations:

1. For a corporation, a notarized certificate of power of attorney authorizing the individual's signature to bind the corporation or a notarized certificate of corporate resolution authorizing the signature of the document.

2. For the sole owner, a notarized statement indicating that the individual is the sole owner and is authorized to sign for and bind the company.

3. For a partnership, a certificate of partnership agreement showing the names and address of all partners and authorizing the signatures to bind the partnership.

C. WORKER'S COMPENSATION CERTIFICATE

A Worker's Compensation Certificate is required from corporations and partnerships with employees. Sole proprietors and individual contractors are not required to submit this document.

The respondent shall provide a Certificate of Premium Payment for Ohio State Worker's Compensation Insurance, or equivalent Worker's Compensation Insurance or letter of indemnification in lieu thereof. This document shall be current for the entire period of the contract.

D. CERTIFICATE OF INSURANCE

The respondent shall have comprehensive auto and general liability insurance during the term of the contractual agreement wherein the Board and its employees are named as co-insured or additional insured.

This insurance shall protect the respondent, the Board and its employees, and any subcontractor performing work covered by the contract against claims for damage for personal injury including accidental death, as well as for property damages which may arise from operations under the contract whether such operations be by respondent or by any subcontractor or by anyone directly or indirectly employed by either of them.

An exact copy of such insurance policy or policies shall be made available to the Board for review upon request. A Certificate of Insurance with the following minimum levels of such insurance shall be submitted as follows:

a. General Liability: $1,000,000 per person, $2,000,000 per accident.

b. Professional Liability: $1,000,000 per accident, $2,000,000 per aggregate.

c. Comprehensive Automobile Liability: $250,000 per person, $500,000 per accident.

Subcontractor's Public Liability and Property Damage Insurance and Vehicle Liability Insurance

The Respondent shall either (1) require each of his subcontractors to procure and to maintain during the life of the subcontract, Subcontractor's Public Liability, Property Damage and Vehicle Liability Insurance of type and in the amounts specified above, or (2) the Respondent shall insure the activities of the subcontractor in his own policy as specified above.

The policy or policies shall contain the following special provisions:

"The respondent agrees that ten (10) days prior to cancellation or reduction of the insurance afforded by this policy with respect to the contract involved, written notice shall be mailed to the Director of Finance of the Board."

Any and all expense incident to the furnishing of all insurance required of the respondent, as well as the legally required performance bond (if applicable), shall be borne by the respondent and shall be included in his unit price bid in the contract.

E. LETTER OF INDEMNIFICATION IN LIEU OF WORKER'S COMPENSATION CERTIFICATE AND/OR CERTIFICATE OF INSURANCE (IF EITHER DOCUMENT IS REQUIRED ABOVE)

If the respondent cannot provide a worker's compensation certificate and/or certificate of insurance as requested, the respondent must, at the time of submission of the RFP, substitute a letter of indemnification for a worker's compensation certificate and/or certificate of insurance.

Only in those circumstances where the respondent verifies being self-insured by means of documentation will the Board consider the substitution of a letter of indemnification for a worker's compensation certificate and/or certificate of insurance. Such documentation, together with the letter of indemnification, must be submitted with the RFP proposal. Such a request will not be considered after the contract has been awarded.

F. PERFORMANCE BOND

If applicable, a Performance Bond or certified Check, made payable to the Board, at a sum equal to 100% of the total contractual award shall be provided by the respondent should the total amount of the contractual award be more than $25,000.

Such bond or check shall be conditional on the faithful performance of the work in accordance with the specifications and shall remain in the possession of the Board for the term of the contract and material warranties, whichever is concluded last. Such bond or check shall also indemnify the Board, Ohio, against such damages as may be suffered by failure to perform such contract according to the provisions thereof and in accordance with the specifications. If a bond is submitted, it shall be executed by a surety company authorized to do business in the State of Ohio. The bond shall be notarized with the corporate seal and the bonding company seal. Accompanying the bond shall be:

a. A certified power of attorney for the agent to sign the bond.

b. A certificate of compliance for the bonding company for the State of Ohio, Department of Insurance.

If the respondent fails to satisfactorily perform the contract, the bonding company which provided the performance bond will be required to obtain timely performance of the contract.

G. LIQUIDATED DAMAGES

If applicable, liquidated damages shall be assessed in the amount of $800.00 per calendar day for each and every day that the Respondent fails to meet the agreed upon deadline requirements for deliverables under the negotiated contract.

H. LETTER OF CREDIT IN LIEU OF PERFORMANCE BOND/CERTIFIED CHECK

If a performance bond is required, the following will be in effect:
If the respondent cannot provide a performance bond or a certified check in the amount requested, the respondent must, at the time of entering into a contract, substitute a letter of credit for a performance bond or certified check.

Only in those circumstances where the respondent verifies by documentation from insurance and/or bonding companies that a performance bond is not available because of the new, unusual or unique nature of the product or the service being purchased will the Board consider the substitution of a letter of credit for the performance bond or certified check requirement. Such documentation, together with the letter of credit in the amount requested for the performance bond, must be submitted during the writing of the contract with the successful respondent.

I. CONTRACT PROCESSING

Upon notification of award, the Board will forward the completed contract to the successful Respondent for signature. The selected Respondent shall submit **two (2) copies** of the contract with original signature on each, to the Board for review.

J. PAYMENT PROCESSING

The Board will pay the successful Respondent per the terms of the agreement.

K. MISCELLANEOUS

If any Respondent finds any perceived conflict, error, omission or discrepancy on or between any provision of this RFP or between any part of the RFP and any applicable provision of law, the Respondent shall submit a written request for interpretation or clarification to **Michael A. Pissini, Director of Finance at mpissini@ccbh.net.**

Appendix

Respondent's Reference Sheet …… 1-1

Non-Collusion Affidavit …… 1-2

Board of Health Specifications …….…… 1-3

Appendix 1-1

RESPONDENT'S REFERENCE SHEET

INSTRUCTIONS: **List a minimum of three (3) organizations to whom you have provided like services to that being requested in the specification. Provide all data requested below for each reference listed. Use additional sheets if desired.**	
ORGANIZATION'S NAME:	**CONTACT PERSON'S NAME:**
ORGANIZATION'S FULL ADDRESS:	**CONTACT PERSON'S TELEPHONE NUMBER:** **DATE SERVICE(S) PROVIDED:**
SPECIFY THE SERVICES PROVIDED:	
ORGANIZATION'S NAME:	**CONTACT PERSON'S NAME:**
ORGANIZATION'S FULL ADDRESS:	**CONTACT PERSON'S TELEPHONE NUMBER:** **DATE SERVICE(S) PROVIDED:**
SPECIFY THE SERVICES PROVIDED:	
ORGANIZATION'S NAME:	**CONTACT PERSON'S NAME:**
ORGANIZATION'S FULL ADDRESS:	**CONTACT PERSON'S TELEPHONE NUMBER:** **DATE SERVICE(S) PROVIDED:**
SPECIFY THE SERVICES PROVIDED:	

Appendix 1-2

NON-COLLUSION AFFIDAVIT

(THIS AFFIDAVIT MUST BE EXECUTED FOR THE PROPOSAL TO BE CONSIDERED)

STATE OF OHIO)
) SS.
COUNTY OF CUYAHOGA)

_____being first duly sworn, deposes and says that he/she is _____ of the party making the foregoing proposal: that such proposal is genuine and not collusive or sham: that said Respondent has not colluded, conspired, connived or agreed, directly or indirectly, with any contractor or person to put in a sham proposal, or that such other person shall refrain from bidding and has not in any manner, directly or indirectly, sought by agreement or collusion, or communication or conference, with any person, to fix the price of affiant or any other contractor, or to fix any overhead, profit or cost element of said price, or of that of any other contractor, or to secure any advantage against the Cuyahoga County Board of Health or any other persons interested in the proposed contract; and that all statements contained in said proposal are true; and further that all statements contained in said proposal are true; and further that such contractor has not, directly or indirectly submitted this proposal, or contents thereof, or divulged information relative thereto to any association or to any member or agent thereof.

FURTHER AFFIANT SAYETH NAUGHT.

_____
AFFIANT

Sworn to and subscribed before me this _____ day of _____ 2026.

_____
NOTARY PUBLIC

My commission expires:

Appendix 1-3

SCOPE OF WORK and TECHNICAL REQUIREMENTS

The Cuyahoga County Board of Health (CCBH) is soliciting bids for water quality laboratory analytical services. CCBH is seeking to secure one (1) to two (2) laboratories to provide analytical services.

Analyses are to include the measurement of multiple parameters in surface, ground, and drinking waters. The analytical services that will be requested from the successful Respondent by CCBH are conducted for both mandated, permit-driven analyses of samples as well as for project-based sample analyses required on an as-needed basis. CCBH personnel collect the samples needing analytical services, so sample collection services are not requested as part of this RFP.

Services are to be provided from April 1, 2027 through March 31, 2030.

Each Respondent shall provide CCBH with a proposed Scope of Work satisfying the objectives and tasks outlined herein and describing the Respondent's ability to complete the analyses requested as listed below. CCBH has identified the minimum requirements and preferences for the scope of services to be provided below.

1. Bottleware Supply and Sample Handling

1.1 The successful Respondent must provide all materials—including sample bottles (with preservatives as needed), labels, chain of custody forms, custody seals—for sample collection, identification, and transportation.

1.2 The successful Respondent must identify the appropriate bottleware (with preservatives as needed) required for sample collection as dictated by the analytical method when CCBH requests sample analyses.

1.3 Bottleware pickup and sample drop offs will typically occur during the normal hours of operation for CCBH, which is 7:00AM to 4:30PM Monday through Friday, with some weekend sampling during prime water quality sampling seasons as indicated more specifically by program below.

The successful Respondent must be able to conduct analyses for water quality samples on the weekends, Memorial Day, Juneteenth, Fourth of July, and Labor Day.

The following water quality tests are being requested by program:

Program	**Parameters**
Beaches	E. coli (m-tec method, E. coli (colilert Quanti-tray), cyanobacteria (Microscopic Identification), total microcystin (ELISA) or UHPLC-PDA for 6 variants of microcystin (RR,YR,LR,LA,LF, and LW) along with anatoxin-a and cylindrospermopsin, total Saxitoxin (ELISA), LC/MS/MS (identification of all toxins)

Household Sewage	E. coli, Fecal coliform, CBOD, BOD, Suspended Solids, Ammonia
Solid Waste	BOD, COD, Total Suspended Solids, Total Dissolved Solids, Orthophosphorous, Total Phosphorous, Ammonia, TKN, Chloride, Hexachrome, Metals (Cd, Cr, Cu, Fe, Pb, Ni, Zn), Hardness (CaCO3), pH
Drinking Water	Total Coliform (MMO-MUG), E. coli (MMO-MUG), Nitrates, Nitrites, Antimony, Arsenic, Asbestos, Barium, Beryllium, Cadmium, Chromium, Cyanide, Fluoride, Mercury, Selenium, Thallium
Stormwater	E. coli, Fecal coliform, CBOD, BOD, Suspended Solids, Ammonia
*Miscellaneous (not vital)	IMS/ATP for enterococci Drinking water analysis for: copper, iron, lead, magnesium, manganese, nickel, potassium, silver, sodium, strontium, zinc, total phosphorous, sulfate, chloride, VOCs, THMs

Please note: Price quotes for sample analysis should include the cost of the sample containers (vessels), chain of custody forms, and shipping/handling if necessary.

2. Laboratory Certifications and Methodology <u>Requirements</u>:

Water Quality laboratories must meet the following minimum criteria:

2.1 Possess certification for water and wastewater analysis by the Ohio EPA and any other pertinent training agencies at the time of bid submission.

2.2 Possess an established QA/QC plan.

2.3 Provide next day turnaround time for sample results measured from the time the samples are received at the laboratory, with the exception of samples requiring longer time frames for methods of analysis.

3. Reporting

3.1 The successful Respondent must complete the analyses requested using the appropriate method specified within the specified hold-times, and the results must be provided to CCBH in a timeframe that meets the Turnaround Time (TAT) requested. The successful Respondent must provide a report documenting, at a minimum, the following information for each set of samples analyzed: sample names, sample preservation, and sample conformance; method of analysis; quality assurance/quality control procedures; detection limits/reporting limits; dates of sample extraction, preparation, and analyses; and data qualifications and/or quality concerns.

3.2 The successful Respondent must have the ability to provide the analytical data in both electronic form (including Adobe PDF and Microsoft Excel files) and as a mailed hard copy. CCBH requires that analytical reports be provided in electronic form via email; CCBH will request a hard copy report only if needed.

3.4 The successful Respondent must provide CCBH with a preliminary or draft report documenting the results of the analyses within the TAT timeframe requested; for example, if a standard 10-day TAT is requested, the report must be provided to CCBH on the 10th business day after the successful Respondent received the samples. The final data package must be provided within twenty (20) business days of analysis.

4. Communication

4.1 The successful Respondent must be available for communication via telephone or email to answer questions regarding analytical results; requests for bottles, labels, etc.; sample drop-offs; confirmation of turn-around time capabilities; and requests for analytical services. In general, CCBH expects a response to inquiries made within one (1) business day.

4.2 Issues with sample chain of custody or sample receipt or holding time issues must be communicated to CCBH in a timely fashion.

5. Sample Disposal Requirements

The successful Respondent must dispose of all lab samples and associated wastes in a lawful and prudent manner, and in compliance with all applicable laws and regulations.

6. Sampling Change Process

CCBH and the Respondent will meet annually to determine if any changes to sampling are needed based on consumer demand and statutory requirements. An Addendum to the awarded contract would be amended to reflect any changes.