

## GL 20 Review of Requests and Tenders

*Approved by Director: Dr. Guy Vallaro*

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### A. **PURPOSE:**

Customer service is of utmost importance to the Division of Scientific Services; as such, requests, contracts and tenders are reviewed to ensure continued compliance with their requirements. The purpose of this procedure is to describe and define the process by which such review occurs.

### B. **RESPONSIBILITY:**

Director: responsible to review contracts annually and assure that all sections of the laboratory follow contracts as set forth with customers.

Deputy Directors: assure that all sections of the laboratory follow contracts as set forth with customers. Contracts must be reviewed at least annually to assure the needs of the customer are being met.

Quality Managers: must assure that contracts are reviewed as needed, or at a minimum, once annually.

Section Supervisors (however titled): must assure that their section is meeting the requirements set forth by the laboratory in contracts with the laboratory customers.

Analysts (however titled): must follow SOPs and inform their supervisor as major deviations from defined procedures/contractual agreements are required.

### C. **PROCEDURE:**

#### 1. **Contracts/Tenders/Requests:**

- a. As part of the annual laboratory audit the laboratory will review its customer contract to determine if it still meets the needs of the customers. Each laboratory section is responsible for contractual obligations applicable to that section, under the general authority and responsibility of the Director.
- b. If there are any specialized contracts, these will be similarly reviewed to assure the customer's needs are continued to be met.
- c. If contracts for outsourcing of testing (sub-contracting) are obtained the Quality Section will maintain a list of the acceptable contracted vendors. The contracts will be reviewed annually.

#### 2. **Evidence Submission to the Laboratories:**

- a. When an agency/customer submits evidence to the laboratory for examination they are given a receipt to sign indicating what was submitted to the laboratory. This receipt has the contract between the laboratory and the submitting agency printed on it. Each specific laboratory shall, as a function of the contractual agreement with the customer, specify and use appropriate procedures which meet the needs of the customer and which are appropriate for the examination/testing required.

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- b. The contract between the laboratory and submitting agency states:

*Agencies submitting evidence to the Division of Scientific Services Laboratories for specific analysis agree to allow the laboratory to determine the appropriate methodology for the evidence submitted. Descriptions of analyses offered by the Division are detailed on our website. If the laboratory needs to deviate from standard test methodologies you or your agency will be contacted prior to the analysis being performed. The laboratory reserves the right to use contract laboratories to perform case analysis as needed. This contract serves to inform you as the client of this potential event. In the event a contract laboratory is used the name and address of the contract laboratory will be stated on the laboratory report to the submitting agency. Any concerns or specific requests about the required testing can be discussed with the section supervisor or Director prior to case analysis.*

- c. By signing the evidence receipt form the customer accepts the terms of the contract.
- d. If agencies are identified that submit cases through the US mail only, and there is not a MOU with these agencies the contract will be submitted to them annually to sign. By signing they demonstrate that they approve of the contract. If changes to the contract are proposed prior to the annual approval the new contract will be sent to the specific agencies to sign for approval.
3. Changes to Contracts (before or after work begins):
- a. When a major change to a contract must be made, it must be approved by the customer prior to the work being performed by the laboratory. This approval can be obtained verbally, however the information must be documented in the case file. A major change is the use of a non-standard method or anything that causes work to be performed other than that in which the case was originally submitted for.
- i. Example: a case was submitted for drug analysis; the findings indicate that a drug is not present but that an explosive may be present. The customer would be contacted to determine if they wanted the evidence transferred from the Controlled Substance laboratory to the Arson laboratory for analysis.
- b. A major change does include the laboratory sending the sample to a reference/contract laboratory for a procedure that is not part of the laboratories normal scope of testing.
- c. A major change does not include changes such as instrument of choice or solvent of choice as long as the customer's needs are still met by the change.
- d. A major change does not include sending the case to a contracted vendor, if the contract vendor is analyzing the case materials for the same type of analysis the evidence was submitted to the laboratory for.

4. Contact with Customers:

- a. Any employee who is contacted by or contacts a customer concerning changes to a contract of a case (whether verbal or written) must note in the case file:
  - i. date of contact
  - ii. the name of the customer
  - iii. contact information
  - iv. brief overview of the discussion
  - v. what was agreed to
- b. These records will be maintained in the case file for the life of the case file.

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