



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

## Header 2

List View

## General Information

## Contact

## Default Values

## Discount

## Document Information

Procurement Folder: 658012


Procurement Type: Central Master Agreement

Vendor ID: VS0000007234 

Legal Name: NORTON MEDICAL INDUSTRIES

Alias/DBA:

Total Bid: \$42.00

Response Date: 01/02/2020 

Response Time: 19:27

SO Doc Code: CRFQ

SO Dept: 0323



SO Doc ID: WWW2000000006

Published Date: 12/30/19

Close Date: 1/3/20

Close Time: 13:30

Status: Closed

Solicitation Description: ADDENDUM 3 - Drug Screening/Testing  

Total of Header Attachments: 2

Total of All Attachments: 2





Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

State of West Virginia  
Solicitation Response

Proc Folder : 658012  
Solicitation Description : ADDENDUM 3 - Drug Screening/Testing  
Proc Type : Central Master Agreement

Date issued	Solicitation Closes	Solicitation Response	Version
	2020-01-03 13:30:00	SR 0323 ESR01022000000003885	1

VENDOR
VS0000007234 NORTON MEDICAL INDUSTRIES

Solicitation Number: CRFQ 0323      WWV2000000006

Total Bid : \$42.00      Response Date: 2020-01-02      Response Time: 19:27:01

Comments:

FOR INFORMATION CONTACT THE BUYER Dusty J Smith (304) 558-2063 dusty.j.smith@wv.gov		
Signature on File	FEIN #	DATE

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Drug Screening/Testing per specifications attached herein	1.00000	EA	\$42.000000	\$42.00

Comm Code	Manufacturer	Specification	Model #
85121810			

Extended Description :	Drug Screening/Testing per specifications attached herein
------------------------	---

**Comments:** See Cost Sheet/Exhibit A  
Unit \$42.00/Extended Cost \$42,000.00  
(Not sure what the Mandatory "Delivery Days" is asking for here as it wasn't called for elsewhere. Putting 11 Days till initial delivery of first test results from award of contract.)



Response of  
Norton Medical Industries to  
West Virginia Purchasing Division to  
Bid for  
CRFQ 0323 WWV2000000006  
Drug Screening/Testing Services

Dusty Smith  
Department of Administration, Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305-0130

Submitted on December 27, 2019 by  
Marshall A. Zablen, M.D.  
Norton Medical Industries  
6265 Sepulveda Blvd. Suite 13  
Van Nuys, CA 91411  
(800) 243-7669  
[admin@nortonmedical.com](mailto:admin@nortonmedical.com)





Response of Norton Medical to  
West Virginia Purchasing Division to  
supply a Quote for  
CRFQ 0323 WWV2000000006  
Drug Screening/Testing Services



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West Virginia Purchasing Division to  
supply a Quote for  
CRFQ 0323 WWV2000000006  
Drug Screening/Testing Services



## A. Introduction

### Introduction letter

Norton Medical Industries  
6265 Sepulveda Blvd.  
Van Nuys CA 91411  
Office: (800) 243-7669  
Fax: (818) 779-1908  
Cell: (818) 621-1866  
[DrZablen@NortonMedical.com](mailto:DrZablen@NortonMedical.com)

December 27, 2019

Department of Administration, Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305-0130

Dear Dusty Smith, Buyer:

Norton Medical Industries has a long history as a responsible partner assisting small and large clients with drug testing needs to meet federal and state requirements. After careful examination of the specifications and requirements laid out by CRFQ 0323 WWV2000000006, Norton Medical Industries is confident that it is a qualified and capable bidder and is prepared to execute the contract in its entirety for WORKFORCE WEST VIRGINIA.

Norton Medical Industries is submitting the following quote for your consideration.

Sincerely,

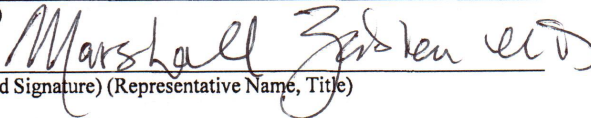
Dr. Marshall Zablen, M.D.

Designated Contact Sheet

**DESIGNATED CONTACT:** Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

\_\_\_\_\_  
(Name, Title)  
Marshall Zablen, MD / Medical Director  
\_\_\_\_\_  
(Printed Name and Title)  
6265 Sepulveda Blvd. Suite 13, Van Nuys, CA 91411  
\_\_\_\_\_  
(Address)  
1-800-243-7669 / 818-779-1908  
\_\_\_\_\_  
(Phone Number) / (Fax Number)  
admin@nortonmedical.com  
\_\_\_\_\_  
(email address)

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Norton Medical Industries  
\_\_\_\_\_  
(Company)  
  
\_\_\_\_\_  
(Authorized Signature) (Representative Name, Title)  
Marshall Zablen, MD / Medical Director  
\_\_\_\_\_  
(Printed Name and Title of Authorized Representative)  
12-24-19  
\_\_\_\_\_  
(Date)  
1-800-243-7669 / 818-779-1908  
\_\_\_\_\_  
(Phone Number) (Fax Number)

Addendum Acknowledgement Form

ADDENDUM ACKNOWLEDGEMENT FORM  
SOLICITATION NO.:

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:  
(Check the box next to each addendum received)

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7  |
| <input checked="" type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4            | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5            | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Norton Medical Industries

Company

Authorized Signature

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.



Contract Manager Sheet

REQUEST FOR QUOTATION  
Drug Screening/Testing Services

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DOL:

[http://www.dol.gov/claws/esa/flsa/docs/contractors.  
asp](http://www.dol.gov/claws/esa/flsa/docs/contractors.asp)

Prior to utilizing the services available under this contract, each agency must ensure that factors relating to the broad categories of behavioral control, financial control, and the type of relationship between the state and the temporary worker will not cause the independent contractor relationship to be construed as an employee/employer relationship. Items that must be considered include but are not limited to, the degree of control exercised by the State over the temporary worker relating to performance of the job and the degree to which the temporary worker is integrated into the State's system. The Purchasing Division recommends that each agency review the IRS and DOL publications found at the links above and obtain further assurance from their respective internal legal counsel to maintain the independent contractor status for individuals and entities hired under this contract.

**12. MISCELLANEOUS:**

- 12.1 Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

**Contract Manager:** Marshall Zablen, MD  
**Telephone Number:** 800-243-7669  
**Fax Number:** 818-779-1908  
**Email Address:** admin@nortonmedical.com





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### Purchasing Affidavit

STATE OF WEST VIRGINIA  
Purchasing Division

## **PURCHASING AFFIDAVIT**

**CONSTRUCTION CONTRACTS:** Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

**ALL CONTRACTS:** Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

**EXCEPTION:** The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

#### **DEFINITIONS:**

**"Debt"** means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

**"Employer default"** means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

**"Related party"** means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

**AFFIRMATION:** By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

#### **WITNESS THE FOLLOWING SIGNATURE:**

Vendor's Name: Norton Medical Industries

Authorized Signature: Marsiale Gasher Date: 12-26-19

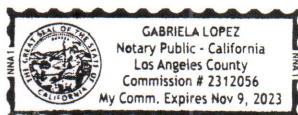
State of California

County of Los Angeles, to-wit:

Taken, subscribed, and sworn to before me this 26 day of December, 2019.

My Commission expires November 9, 2023.

#### **AFFIX SEAL HERE**



#### **NOTARY PUBLIC**

Gabriela Lopez  
Purchasing Affidavit (Revised 01/19/2018)

## CALIFORNIA ALL-PURPOSE CERTIFICATE OF ACKNOWLEDGMENT

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California }

County of Los Angeles }

On December 26, 2019 before me, Gabriela Lopez - Notary Public,  
(Here insert name and title of the officer)

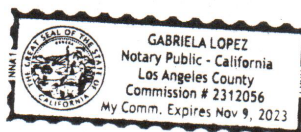
personally appeared Marshall Alan Zabien  
who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Gabriela Lopez  
Notary Public Signature

(Notary Public Seal)



### ADDITIONAL OPTIONAL INFORMATION

#### DESCRIPTION OF THE ATTACHED DOCUMENT

Purchasing Affidavit  
(Title or description of attached document)

(Title or description of attached document continued)

Number of Pages 2 Document Date 12/26/19

#### CAPACITY CLAIMED BY THE SIGNER

- ☐ Individual (s)  
☐ Corporate Officer

(Title)

- ☐ Partner(s)  
☐ Attorney-in-Fact  
☐ Trustee(s)  
☐ Other \_\_\_\_\_

### INSTRUCTIONS FOR COMPLETING THIS FORM

This form complies with current California statutes regarding notary wording and, if needed, should be completed and attached to the document. Acknowledgments from other states may be completed for documents being sent to that state so long as the wording does not require the California notary to violate California notary law.

- State and County information must be the State and County where the document signer(s) personally appeared before the notary public for acknowledgment.
- Date of notarization must be the date that the signer(s) personally appeared which must also be the same date the acknowledgment is completed.
- The notary public must print his or her name as it appears within his or her commission followed by a comma and then your title (notary public).
- Print the name(s) of document signer(s) who personally appear at the time of notarization.
- Indicate the correct singular or plural forms by crossing off incorrect forms (i.e. he/she/they- is /are ) or circling the correct forms. Failure to correctly indicate this information may lead to rejection of document recording.
- The notary seal impression must be clear and photographically reproducible. Impression must not cover text or lines. If seal impression smudges, re-seal if a sufficient area permits, otherwise complete a different acknowledgment form.
- Signature of the notary public must match the signature on file with the office of the county clerk.
  - Additional information is not required but could help to ensure this acknowledgment is not misused or attached to a different document.
  - Indicate title or type of attached document, number of pages and date.
  - Indicate the capacity claimed by the signer. If the claimed capacity is a corporate officer, indicate the title (i.e. CEO, CFO, Secretary).
- Securely attach this document to the signed document with a staple.



## B. Executive Summary



Norton Medical Industries provides drug testing services characterized by personal customer service and reliable compliance at competitive prices.

Our municipal FTA clients include: *Golden Empire Transit serving the City of Bakersfield, California, SunLine Transit Agency serving Riverside County, California and Sun Metro Transit serving the County of El Paso, Texas; as well as the Los Angeles County Department of Transportation and County of Orange Taxi Administration Program in California.* State governmental clients include: *State of New Mexico's Department of Transportation, Radcliffe VA Hospital in the State of Kentucky, and the State of Wyoming's Department of Corrections.* NMI has provided services to most of these clients for over 20 years.

We will provide WORKFORCE WEST VIRGINIA with a comprehensive solution for testing your clients for drugs of abuse (Amphetamines, Cannabinoids/THC, Cocaine, Opiates, Phencyclidine, Methadone, Barbiturates and Synthetic narcotics) at customizable cutoff levels.

We are presently contracted with and working with West Virginia Technical College Grant Program to test over 2,000 students throughout the state for the same drug panel you are requesting. Students who test negative receive a grant for their school fees. We have collection sites that have been testing students on an ongoing basis.

WORKFORCE WEST VIRGINIA has different requirements as evidenced by your Authorization Form (Exhibit D/Attachment A). Norton Medical is very innovative with our software since we developed it and can customize it to meet your agency's needs and can create an electronic authorization form to make it work simply and smoothly and meet all the features shown in your authorization form. We can populate your dashboard electronically with each of your applicants or your applicants can enroll individually themselves. Your client's information, work location, dates, limiting testing required for the client, and person assigned to the client will all be recorded. We utilize automation to keep the cost to your agency low and for ease of the collection process, clients testing at the collection site via the authorization form printed via a web app.

**Webapp:** Clients enroll and find a collection site location in the state of West Virginia near them preloaded in the app. We use LabCorp as the laboratory of choice and the web app automatically schedules an appointment and provides the client with a unique **LabCorp registration number** so that the collection process is easy to identify your institution, your applicants, the panel to test and Norton Medical as your provider.



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**Reporting:** Norton Medical provides Online Drug Testing Administration and data management with Norton Medical Proprietary Software. You on your dashboard see when students enroll via the web app and also see test results usually next day. We provide you data on tests in excel format that you request from the dashboard. Screen shots of the dashboard are presented later in the document.

Our Mobile App makes it easy for clients to find a West Virginia location near them to schedule a collection. Appointments with physical LabCorp locations can be scheduled online in advance.

We have embraced technology to improve efficiency, including our Participate in Program mobile app, but Norton Medical has never abandoned its commitment to providing live, trained administrators, based in our offices, to answer our phones and address client concerns promptly and efficiently.

All tests are verified by LabCorp, a SAMHSA certified laboratory using GC/MS technology. The laboratory scientists can, and will, testify as to the accuracy of the tests if challenged. The samples will be collected as splits so that in case of a challenge the client can request a retest at a different laboratory and the sample will be transferred via chain of custody to another SAMHSA laboratory.

Norton Medical follows procedures in compliance pursuant to 49 CFR Part 40, NMI also understands that positive test results have a tremendous impact on the donor and WORKFORCE WEST VIRGINIA. NMI's meticulousness extends to how test results are conveyed, how information is maintained and how an investigation into a positive test result is conducted and Norton Medical Industries' proprietary, web-based Dashboard serves as a key tool in maintaining compliance to drug screening/testing services policies in safety-sensitive occupations.

Dr. Zablen will serve as the primary point of contact throughout the lifecycle of the contract.

Dr. Marshall Zablen, MD  
Norton Medical Industries  
6265 Sepulveda Blvd.  
Van Nuys CA 91411  
Office: (800) 243-7669 / Cell: (818) 621-1866  
Fax: (818) 779-1908  
[DrZablen@NortonMedical.com](mailto:DrZablen@NortonMedical.com)



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### C. Detailed Description of Services Provided

Norton Medical Industries understands the necessity of WORKFORCE WEST VIRGINIA to efficiently coordinate urine drug screens for your clients following DOT protocols using your requirements and has contracted with and is working with collection sites throughout the State of West Virginia established for the West Virginia Technical College Grant Program.

Norton currently has a working web app that allows West Virginia Technical College Grant Program students to find a collection site near them in the State of West Virginia and schedule an appointment with their data. This allows for a smooth collection process for most students using an electronic chain of custody, like an airline boarding pass, that can be printed from their computer. Some sites do not use electronic chain of custody forms and these sites will be provided with paper chain of custody forms.

WORKFORCE WEST VIRGINIA has different requirements than West Virginia Technical College Grant Program and Norton Medical must discuss with you how we can make the collection process easy and cost effective for your agency. We can populate the dashboard with information on your clients and they can print out the authorization form on their computer or we can mail an application form to them with all the information you require. We can pre-authorize a LabCorp registration number for the applicants at LabCorp sites. The non LabCorp sites will have printed authorization forms.

Test Results are usually returned next day and reported on your dashboard for review. From the dashboard you can request reports show all information you need in comma delimited format to input into Excel.

Our MRO team will contact all your clients with non-negative tests and confirm test results as positive or negative before reporting to your agency. All results are kept indefinitely electronically. Positive results are kept as long as you require.

Norton Medical has 11 full time employees to assist your Workforce clients and your staff. Our telephones are answered by a living person at all times, office staff during business hours and an answering serviced during non-operational hours.



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WORKFORCE WEST VIRGINIA's Dashboard homepage will give you access to all available features.

# Participate in Program

Powered by Norton Medical

Out

Home

Info

Current

Search

ps

Recent

**West Virginia Invests Grant** (Client ID#: 54302 )

**West Virginia Invests Grant**  
1018 Kanawha Boulevard East, Suite 700  
Charleston, WV 25301

Today is: 01/01/20

Our Company Policy for Negative Dilute Urine Drug Tests is: For negative dilute samples with creatinine 2-5mg/dl. The Participant has to return for another collection under direct observation with no prior notification.

**EMAIL REPORT: All Recent Tests** - Last 60 Days (.csv format - you will receive within 1 hour)

Tests Lists from October 03 2019 - Tests Found: 239 - This Page: 239 Tests

Print	First	Last	Test Date	Test Report Date	Type	Kind	Outcome	Dilution	Test Details	Grant ID	Phone	School	Sign Up ID
Print	[REDACTED]	[REDACTED]	12/27/2019	12/28/2019	Drug	Pre Employment	Negative	Normal Range1		[REDACTED]	[REDACTED]	Mountwest Community and Technical College	54902
Print	[REDACTED]	[REDACTED]	12/27/2019	12/28/2019	Drug	Pre Employment	Negative	Normal Range1		[REDACTED]	[REDACTED]	Pierpont Community and Technical College	56532
Print	[REDACTED]	[REDACTED]	12/27/2019	12/28/2019	Drug	Pre Employment	Negative	Normal Range1		[REDACTED]	[REDACTED]	Bridge Valley Community and Technical College	55100
Print	[REDACTED]	[REDACTED]	12/27/2019	12/28/2019	Drug	Pre Employment	Negative	Normal Range		[REDACTED]	[REDACTED]	Potomac State College	55282
Print	[REDACTED]	[REDACTED]	12/27/2019	12/28/2019	Drug	Pre Employment	Negative	Normal Range1		[REDACTED]	[REDACTED]	Blue Ridge Community and Technical College	56547
Print	[REDACTED]	[REDACTED]	12/27/2019	12/28/2019	Drug	Pre Employment	Negative	Normal Range1		[REDACTED]	[REDACTED]	Southern WV Community and Technical College	55162
Print	[REDACTED]	[REDACTED]	12/27/2019	12/28/2019	Drug	Pre Employment	Negative	Normal Range1		[REDACTED]	[REDACTED]	Potomac State College	54764
Print	[REDACTED]	[REDACTED]	12/27/2019	12/28/2019	Drug	Pre Employment	Negative	Normal Range1		[REDACTED]	[REDACTED]	Blue Ridge Community and Technical College	54825
Print	[REDACTED]	[REDACTED]	12/27/2019	12/28/2019	Drug	Pre Employment	Negative	Normal Range1		[REDACTED]	[REDACTED]	WVU Parkersburg	56546
Print	[REDACTED]	[REDACTED]	12/27/2019	12/28/2019	Drug	Pre Employment	Negative	Normal Range1		[REDACTED]	[REDACTED]	Potomac State College	54790
Print	[REDACTED]	[REDACTED]	12/26/2019	12/27/2019	Drug	Pre Employment	Negative	Normal Range1		[REDACTED]	[REDACTED]	Potomac State College	54648
Print	[REDACTED]	[REDACTED]	12/26/2019	12/27/2019	Drug	Pre Employment	Negative	Normal Range1		[REDACTED]	[REDACTED]	New River Community and Technical College	56534
Print	[REDACTED]	[REDACTED]	12/24/2019	12/26/2019	Drug	Pre Employment	Negative	Normal Range1		[REDACTED]	[REDACTED]	Blue Ridge Community and Technical College	56533
Print	[REDACTED]	[REDACTED]	12/23/2019	12/24/2019	Drug	Pre Employment	Negative	Normal Range1		[REDACTED]	[REDACTED]	Southern WV Community and Technical College	55097



*The mobile app generates an Electronic Chain of Custody. No paper is needed for LapCorp Collection Sites.*



**Authorization Form  
for Drug Testing**

Agency Information:

**West Virginia Invests Grant**  
West Virginia Higher Education Policy  
Commission/West Virginia Community and  
Technical College System  
1018 Kanawha Boulevard East, Suite 700  
Charleston, WV 25301

**Collection Questions?**  
**Call ParticipateInProgram**  
**Norton Medical Industries**  
**At 800-243-7669**



Instructions for B [REDACTED]

You are registered for: **Drug Test.**

Your registration number is:

**3** [REDACTED]

**B** [REDACTED]

**Collector: Check Photo ID.**

**This Test is ONLY For:**

**\*\*\* B [REDACTED] \*\*\***

**Corp ID Number for**

**B [REDACTED] is: 5** [REDACTED]

**Please Put ID Number 5** [REDACTED]

**Into the ID field on the  
electronic CCF NOT the  
Social Security Number.**

**LabCorp Non Nida Info For  
Norton Medical:**

**Labcorp Registration**

**Number : 3** [REDACTED]

**Registration Deadline:**

**10/26/2020 00:00:00**

**Account #: 8** [REDACTED]

**Location Code: 0** [REDACTED]

**Panel Number: D12477**

Norton Medical Industries can use the  
Federal Drug Testing Custody and Control  
Form given as Exhibit F in the RFQ.

However, using the one the web app  
generates—which can be customized to your  
needs—is preferential as it enrolls the client  
in the LabCorp system with a unique  
registration number valid for 10 months,  
making the process seamlessly integrated.

The client will experience difficulty if  
they go to a collection site without a  
LabCorp registration number, which is  
automatically tied to your agency, the  
requested panel, our MRO and our  
Dashboard.

Non-LabCorp collection sites will be  
supplied with the proper Chain of Custody  
forms to have on hand.



Response of Norton Medical to  
West Virginia Purchasing Division to  
supply a Quote for  
CRFQ 0323 WWV2000000006  
Drug Screening/Testing Services



Sample Invoice



## NORTON MEDICAL INDUSTRIES

Drug Programs to Comply With Federal Regulations  
6265 Sepulveda Blvd.  
Van Nuys, CA 91411  
800-243-7669 • 818-779 1900 • Fax 818-779-1908

### INVOICE

John Smith  
Pulaski County  
123 Main St  
Anytown Ar 12345

DOT

**Attention Payment Policy Notice: Payment due net 15 days.**

Clients over 30 days past due will have their program suspended, no additional testing can occur and your company will be out of compliance with your regulatory agency.  
If no action is taken by client to work out payment schedule, client will be terminated, sent to collection and authorizing state or federal agency notified.

**Norton Medical allows 30 day period to dispute a test. Anything beyond 30 days will be subject to a \$25.00 archive retrieval fee per test.**

**1. PAY BY CHECK:** The check must indicate the invoice number and/or client number. Write check to Norton Medical Industries and mail to 6265 Sepulveda Blvd., Suite 13 Van Nuys, CA 91411.

**2. PAY ONLINE:** You may now pay your invoice(s) online, securely.

Login to your account to pay now.  
<https://nortonmedicalclients.com/login.php>

Emp Client No.	11586
Invoice Date	5/1/2018
Invoice No.	1407760
Fax:	8187791908
Total Test Charges	\$350.00
Interest	
Employee Charges	\$0.00
376 Employees @ /Employee	
Invoice Total	\$350.00
Previous Balance	\$0.00
Payments	
Current Amount Due	\$350.00

#### Summary of Tests Performed this Period (4/29/2018 - 4/29/2018)

Tests Performed	After Hours	Corp ID	Emp SS#	Type	Test Cost	New Emp	OnSite	Collection Fee	Charges
<b>EPW</b>		<b>2154</b>							
Random - 1									
4/29/18 Armando Briseno		5295	529...	Drug	\$59.00	\$0.00		\$0.00	\$59.00
								<i>Subtotal:</i>	<b>\$59.00</b>
<b>SAM</b>		<b>2167</b>							
Random - 5									
4/29/18 Sergio Chavez		16978	169...	Drug	\$59.00	\$0.00		\$0.00	\$59.00
4/29/18 Matthew Mancha		20036	200...	Alcohol	\$55.00	\$0.00		\$0.00	\$55.00
4/29/18 Alberto Pedroza		1746	174...	Drug	\$59.00	\$0.00		\$0.00	\$59.00
4/29/18 Jose Ramosez		20310	203...	Drug	\$59.00	\$0.00		\$0.00	\$59.00
4/29/18 Steve Turner		21527	215...	Drug	\$59.00	\$0.00		\$0.00	\$59.00
								<i>Subtotal:</i>	<b>\$291.00</b>
<b>Totals</b>					<b>\$350.00</b>	<b>\$0.00</b>		<b>\$0.00</b>	<b>\$350.00</b>



## Participate In Program Mobile Phone APP

**Participate in Program**  
Powered by Norton Medical

B [REDACTED] ID: [REDACTED]

**- PAY FOR A NEW DRUG SCREEN -**

**Find Drug Testing  
Collection Sites**

**→When Going For Your Urine SCREEN  
Press This Drug Test  
Authorization Form For Collector**

Your Screening History

**Your Payment History**

Who May See  
My Screening Results

**My Contact Info**

What Drugs  
Am I Tested For?

Program Rules

**YOUR RECEIPT FOR PAYMENT**

Last Drug  
SCREEN Results

**Log Out**

Need Help? Call 800-243-7669  
9 AM to 7:30 PM Eastern Time  
Or [Click Here To Email Us](#)

Participate In Program © 2019  
Last Login: 10:40 AM  
[Your Info is Current](#)  
[REFRESH](#)

Home
Info
Sites

*Norton Medical has created a working app available for both Apple and Android devices that is currently in use for thousands of students in the West Virginia Invests Grant Program. The app will be customized for WORKFORCE WEST VIRGINIA with the following capabilities available:*

- Clients will have their own unique username and password in order to keep all information and results confidential.
- Your agency can see results as soon as they are processed on your dashboard or email or both.
- Clients, **if you choose**, can see their results also on the app. The positive individuals will have an MRO review to confirm a positive finding.
- Clients, **if you choose**, can share their results with anyone they choose by email, such as their therapist, spouse, lawyer, or parents.
- Clients can see your guidelines and procedures placed in regards to WORKFORCE WEST VIRGINIA.
- Clients can make payments for all fees associated with their specific drug test
- Managers via the dashboard will be notified when clients test positive or negative, or if clients paid but did not go to their scheduled test.

*Clients can search for collection sites near their location.*

[BACK](#)
[Participate in Program](#)
Powered by Norton Medical

**You Need A West Virginia Invests Drug Screening**

To Choose A Collection Site Press The Blue Bar.

- Click the Top HOME BAR. When you go for your urine test, press Drug Authorization form for Collector.
- Show the Collector your Mobile Authorization by clicking On Mobile Authorization Form on the Front Page Link of This App.
- Write down the time and location of your appointment so you do not forget.

Labcorp  
TEL: (304)523-9853  
3135 16TH STREET RD STE 10  
**HUNTINGTON, WV 25701**  
Distance: 8.2  
Urine Drugs: Yes  
Days: MON-FRI LUNCH NO DRUG SCRS  
Hours: 8:00AM-4:30PM 12:30-1:00PM AFTER 4:00PM  
[Make Appointment](#)

Labcorp  
TEL: (304)757-2976  
1207 HOSPITAL DR  
**HURRICANE, WV 25526**  
Distance: 15.6  
Urine Drugs: Yes  
Days: MON-FRI LUNCH NO DRUG SCREENS AFTER  
Hours: 7:00AM-4:00PM 12:00PM-1:00P 3:30PM  
[Make Appointment](#)

Labcorp  
TEL: (304)776-4289  
5480 BIG TYLER RD  
**CROSS LANES, WV 25313**  
Distance: 28.8  
Urine Drugs: Yes  
Days: MON-FRI LUNCH NO DRUG SCRS  
Hours: 7:00AM-4:00PM 12-1PM AFTER 3:30PM  
[Make Appointment](#)

Labcorp  
TEL: (304)744-2792  
428 DIVISION ST, SUITE 1A SUITE 1A  
**SOUTH CHARLESTON, WV 25309**  
Distance: 29.1  
Urine Drugs: Yes  
Days: MON-FRI SAT NO DRUG SCRS SAT DRUG SCRS  
Hours: 7:00AM-4:30PM 8AM-12PM AFTER 3:30PM 8-11:30AM  
[Make Appointment](#)

Labcorp  
TEL: (606)432-1266  
419 TOWN MOUNTAIN ROAD STE 208 SUITE 208  
**NICHOLS, WV 25104**

[Home](#)
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Web app test results of applicant.

[BACK](#)
Participate in Program  
Powered by Norton Medical



**INDEPENDENT PARTICIPANT  
CONSORTIUM**  
Drug and Alcohol Testing Programs  
to Meet Federal Requirements  
6265 Sepulveda Blvd., #13  
Van Nuys, CA 91411  
800-243-7669 | 818-779-1900  
Fax 818-779-1908

**Participate In Program Member:**  
B [REDACTED]

[REDACTED]

Name: B [REDACTED]

Drivers Lic. #: [REDACTED]

Cellphone #: [REDACTED]

Participate In  
Program Client #: [REDACTED]

Test Collection  
Date/Time: 08/06/2019 -  
16:28:00

Received MRO  
Copy of CCF: 8/6/2019

Test Report Date: 08/07/2019

MRO  
Verified Date: 08/08/2019

Specimen ID #: [REDACTED]

Test #: [REDACTED]

Location/  
Division #: [REDACTED]

Location/  
Division: [REDACTED]

Test Type: Drug

Test Kind: Pre Employment

Outcome: **Negative**

Type of Drug:  
(Positive for)

Urine Creatinine  
Concentration: Acceptable

Specific Gravity: Acceptable

Comments:

*The Client can opt to share their results with any email they wish.*



B [REDACTED] ID: [REDACTED]

Today is 12-30-2019

**Results Are Sent Automatically  
ONLY After You Have Had A Test.**

They Go Automatically To The **West Virginia Technical College System**  
You Can Send Your Results To Anyone You Want.  
ENTER THE EMAIL ADDRESSES AND PRESS ADD

Enter Email Address:

**Your Email List:**

Address	Delete
	<a href="#">Delete Email</a>
	<a href="#">Delete Email</a>
	<a href="#">Delete Email</a>
	<a href="#">Delete Email</a>
	<a href="#">Delete Email</a>
	<a href="#">Delete Email</a>
	<a href="#">Delete Email</a>
	<a href="#">Delete Email</a>
	<a href="#">Delete Email</a>
	<a href="#">Delete Email</a>

WORKFORCE WEST VIRGINIA can post what drugs are being tested for and any other information desired.



Welcome B [REDACTED] (5 [REDACTED]) as a new member participant to the:

### Participate In Program

*Powered by Norton Medical Industries*

You are **NOT** eligible for your Grant until your drug test returns as negative. Results usually return within 2 days and both you and your contractor will know immediately of your status.

You must now select a collection site and have a drug test with a negative result to be Grant eligible .

#### What drugs will you be tested for?

You will be tested for:

- Marijuana
- Cocaine
- Amphetamines
  - Amphetamines
  - Methamphetamine
  - Ecstasy
- Opioids
  - Hydrocodone
  - Hydromorphone
  - Oxycodone
  - Oxymorphone
  - Morphine, Codeine
  - Heroin
  - Methadone
- Phencyclidine
- Barbiturates
- Benzodiazepines
- Propoxyphene
- PCP Angel Dust

If you have a legitimate doctor's prescription for the medication your test will be reported as negative after you talk to the MRO Medical Review Officer.


#### When should I be screened?


Now, or as soon as possible for you to be within your Grant window period.

You will need a new drug screen for the next Grant period.



*WORKFORCE WEST VIRGINIA can also make the rules of their program readily available for their Clients and Norton Medical will make any appropriate customizations for your organization.*

[BACK](#)  **Participate in Program**  
Powered by Norton Medical



West Virginia  
**INVESTS**  
GRANT PROGRAM

Welcome **B [REDACTED]** as an applicant for West Virginia Grant Program Using Participate in Program Powered by Norton Medical

Your West Virginia Grant ID is: **[REDACTED]**. Use this ID number when creating your account.

To receive the West Virginia Invests Grant, you must receive a negative result from the drug screening. The drug screen must be taken within 60 days prior to the start of each term. Your term start date is in the letter you received. Your drug screen must be completed between the dates on the letter you received. Drug screening results taken outside of the 60-day window will not be accepted.

You must provide a driver's license or government issued photo identification card and your drug screen authorization form at your appointment.

\*If your program or start date has changed, please contact the financial aid office at your college to update your application. Changes to the program start date will change the 60-day window to complete this requirement.

[View the Drug Screening Policy](#)

**Instructions on Completing the Drug Screening Process**

To complete your drug screening, you will need to access the **"Participate in Program"** cell phone application powered by Norton Medical Industries or website [www.participateinprogram.com/mobile](http://www.participateinprogram.com/mobile)

You will use this application to pay for your screening, schedule your appointment, show the collector your authorization form, and access your screening results.

- **1. Download the cell phone application "Participate in Program"**
  - For Mobile Devices. Download the **"Participate in Program"** App on the IOS or Google Play Store and fill out the **Participate in Program** Application to create an account.
  - Your agency type is: **[REDACTED]** for West Virginia Invests Grant Program.
  - Website: go to [www.participateinprogram.com/mobile](http://www.participateinprogram.com/mobile)
- **2. Create an Account**
  - Once you have accessed the site, select New Application –Sign up from the main page. You must have your West Virginia Invests Grant ID # and your Driver's License number or Government Issued Identification number to create a new account. Use your Driver's license or other UNIQUE number like your cellphone number as your password. For returning applicants, select Current Client Login. The application should remember your password.

### Chain of Custody (Paper or Electronic)

Norton Medical Industries will subcontract with LabCorp for all laboratory services. LabCorp and all individual collection sites are trained to comply with all of the DOT's chain of custody processes.

Chain of custody form (CCF) documentation and management is of critical importance in the testing process and is carefully controlled from the time the test is ordered through the review and final reporting of the specimen. NMI utilizes 5-part forms so that documentation of test results can be communicated to NMI's test facility, the MRO, the collector, the employer and the donor. Specimen integrity is documented through notation of the packaging type and specimen seals. Process information as the test specimen travels from person to person is also documented.

The collector completes their portion of the CCF form for each urine specimen with a water-resistant marker, such as a black or blue ball point pen, and confirms that the specimen identification number on the CCF matches the identification number printed on the specimen labels and seals. The collector also verifies any demographic information on the CCF and, if not present, notes: 1) Employer's name, address, telephone and fax numbers, and employer ID number (if applicable); 2) MRO name, address, telephone number, and fax number; 3) Donor's identification (SSN or employee ID number); 4) Specific testing authority for the federal agency drug test (if known and applicable); 5) Reason for the test,; 6) Test to be performed; 7) Collection site address; and 8) Collector's telephone and fax numbers.

The CCF is a legal document and has the ability to be invalidated if the specimen has been tampered with and does not have the complete information written on it. A broken or mismatched seal on the specimen bottle will also invalidate the specimen being tested. Tampering or mishandling the CCF is subject to investigation and subsequent penalization in accordance with the law. To prevent undetected tampering and eliminate the possibility of damage during shipment, the collector packages specimens in a sealed and secure shipping container, along with Copy 1 of the CCF (electronic Copy 1 provided electronically), for transport to the laboratory.

Specimens travel via Federal Express from the collection site to the laboratory. The CCF is updated by the testing laboratory upon specimen arrival to reflect the time and specifics of the tests that will be conducted. The date and signature of the person processing the sample are provided. The transportation CCF is copied and a dedicated part is returned to Dr. Zablen for interpretation and conclusion.

NMI's MRO will record his final result on the completed CCF and will transport this result electronically using NMI's software. Throughout the process a part or copy of the form may be retained by the specimen collector, the agency requiring testing, the donor, the laboratory and finally the MRO, with the MRO copy having the final result recorded.

All of the processes involving the CCF serve as assurance to the donor that the specimen they were required to provide was handled and tested in the order outlined in the Mandatory Guidelines for Federal Workplace Drug Testing Programs published by SAMHSA.

Collection site records are stored for a two year minimum, including the collector copy (Copy 3) of the CCF for each specimen. Processes for storage and disposal of both hardcopy and electronic collection records maintain donor confidentiality.

### Collection Sites

NMI understands that in order for its subcontractor collection sites to be compliant with 49 CFR Part 40, the site must:

1) Preserve the integrity of the collection process, safeguard the privacy of the donor and the security of the specimen and have personnel refrain from conduct or statements that could be viewed as offensive or inappropriate; 2) Ensure that all water sources are secured; 3) Maintain blue toilet water; 4) Have no soap, disinfectants, cleaning agents or other adulterants present in the collection location; 5) Inspect the collection location for unauthorized substances and promptly remove any identified materials; 6) Secure any removable toilet accessories and all movable objects such as paper towel holders and trash receptacles; 7) Maintain only one point of ingress and egress into the collection location; 8) Bar access of unauthorized personnel into the collection site during the collection; 9) Execute only one collection at a time; 10) Make certain that the unsealed specimen is handled only by the collector and the donor; 11) Affix tamper-evident labels/seals on specimen bottles (i.e., primary and split specimens); and 12) Store sealed, leak-resistant plastic bag containing specimens within the collector's line of sight or in a temporary secure location prior to shipping.

Our subcontractor collection sites comply with all collection procedures as codified in 49 CFR Part 40. The specific procedures are as follows:

1. The collector will check the identity of the donor by requesting the donor's driver's license (or a substitutable photo ID) and last four digits of his or her social security number. The information will be confirmed with the details provided on the CCF form.
2. The basic collection procedure will be described to the donor by the collector and any reasonable and appropriate questions about the collection process will be answered.
3. The donor will be asked to remove unnecessary outer clothing and all personal belongings will be handed to the collector and retained in a secure area until the test is complete. If a collector has reasonable suspicion that a donor may try to adulterate the sample, the collector may ask that all pockets are emptied to ensure that no hidden contaminant is taken into the collection room.
4. Donors will be asked to wash their hands.
5. The collector will hand the donor a single-use, collection container with graduated volume markings clearly noting levels of 45 mL and above.



6. If a collection is unobserved, the donor will enter the collection stall alone. The collector will wait outside the collection area until the donor is finished urinating.
- 6b. If a collection is observed, the collector will advise the donor that the collection will occur under direct observation. A same gender collector will accompany the donor in the collection stall and observe the donor urinate into the specimen container.
7. The collector will accept the specimen from the donor while wearing disposable gloves, immediately reading the temperature strip on the outside of the container, within four minutes from receipt of the specimen. Urine temperature should range between 90.5°-99.8°F.
8. The collector will inspect the physical characteristics of the specimen for adulteration or substitution, noting any abnormalities such as the presence of foreign materials or objects, signs of adulteration (e.g., extreme formation of foam when shaken), unusual color (e.g., green specimen), unusual odor (e.g., chlorine). A specimen suspected of being an invalid urine specimen will be sent to an HHS certified laboratory for testing.
- 8b. If abnormalities due to adulteration or substitution by the donor are present, the collector will immediately begin a second specimen collection using a direct observed collection procedure and a new collection container and a new CCF.
9. The collector will verify that the specimen contains at least 45 mL of urine and redistribute it into the appropriate leak-resistant bottles labeled with the date of collection, the donor's name and identification numbers and the collector's initials.
10. The collector will document the time the specimen was collected on the CCF.
11. The collector will separate Copy 1 of the CCF from the other four copies and place it in one of the two sealable compartments in the leak-resistant plastic transport bag, the specimen (with a secure lid) deposited into the other compartment. Absorbent material, enough to absorb the entire contents of specimen, will be fitted inside the compartment into which the specimen is placed. The plastic bag will be securely sealed to prevent the possibility of undetected tampering. (In the case of electronic CCF, Copy 1 can be placed inside the appropriate pouch or the specimen package label adhered onto the outside of the bag before the bag is sealed.)
12. The collector will give Copy 5 of the CCF to the donor. Alternatively, the donor may be given a copy electronically after the collection. The collector will remind the donor that s/he may list any prescription and over-the-counter medications on the back of the donor's copy of the CCF or on a separate sheet to help the donor

remember what medications may have been taken if contacted by the MRO. (This information must not be recorded on any other CFF copy.)

13. The collector will advise the donor that he or she may leave the collection site.
14. Valid specimens are refrigerated at 35.6-46.4°F until transported.
15. The collection site will submit the specimen to the laboratory within 24 hours after the collection or during the next business day.
16. Several sealed tamper-resistant plastic specimen bags may be placed into one shipping container. The shipping container is designed to adequately protect the specimen from shipment damage during transport from the collection site to the laboratory, shipped according to applicable government, International Air Transport Association (IATA) and International Civil Aviation Organization (ICAO) regulations. FedEx requires four layers of packaging: 1) Primary watertight inner receptacle, with multiple primary receptacles individually wrapped or separated to prevent contact between each; 2) Absorbent material--cellulose wadding, cotton balls, paper towels or super-absorbent packets--between the primary and secondary receptacles, enough to absorb the entire contents of all primary receptacles; 3) Secondary watertight inner receptacle, a sealed plastic bag, plastic canister or screw-cap can; and 4) Sturdy outer packaging constructed of corrugated fiberboard, wood, metal or plastic, with the FedEx Clinical Pak as an overwrap.
17. The collection site will send the Federal CCF to the MRO (Copy 2) and to the agency's designated representative (Copy 4) within 24 hours after the collection or during the next business day via fax to a secure fax machine, scanned image of the Federal CCF copy to a secure computer, or mailing or transporting by courier. The MRO or the collection site will maintain the original Copy 2 with the donor's signature (handwritten wet-ink signature on paper or electronic with the donor's electronic signature) for the record retention period specified by the federal agency.
18. The collector will retain Copy 3 of the CCF.



Response of Norton Medical to  
West Virginia Purchasing Division to  
supply a Quote for  
CRFQ 0323 WWV2000000006  
Drug Screening/Testing Services



Norton Medical has the following locations to meet the needs of WORKFORCE WEST VIRGINIA in the required 20-mile radius of supplied field offices:

**Beckley Office:**

NAME	ADDRESS	PHONE	FAX	HOURS
<b>LABCORP - BECKLEY</b>	2401 S KANAWHA ST BECKLEY, WV 25801	304-253-2185	304-255-1567	M-F: 7A-12:30P, 1P-3P

**Charleston Office:**

NAME	ADDRESS	PHONE	FAX	HOURS
<b>LABCORP - CHARLESTON</b>	3701 MACCORKLE AVE SE CHARLESTON, WV 25304	304-925-5368	304-925-5409	M-F: 7A-3:30P
<b>LABCORP - SOUTH CHARLESTON</b>	428 DIVISION ST, SUITE 1A SOUTH CHARLESTON, WV 25309	304-744-2792	304-744-6174	M-F: 7A-3:30P SAT: 8A- 11:30A

**Clarksburg Office:**

NAME	ADDRESS	PHONE	FAX	HOURS
<b>MEDEXPRESS URGENT CARE - CLARKSBURG</b>	101 Emily Dr CLARKSBURG, WV 26301	304-623-5094		M-F: 8A-8P SAT-SUN: 8A- 8P

**Elkins Office:**

NAME	ADDRESS	PHONE	FAX	HOURS
<b>DAVIS MEMORIAL HOSPITAL - LABORATORY</b>	811 GORMAN AVE & REED ST ELKINS, WV 26241	304-637-3366	304-637-3726	M-F: 8A-4P

**Fairmont Office:**

NAME	ADDRESS	PHONE	FAX	HOURS
<b>LABCORP - FAIRMONT</b>	501 LOCUST AVE FAIRMONT, WV 26554	304-366-0291	304-366-4564	M-F: 7:30A- 12:30P, 1:30P- 3:30P



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**Greenbrier Valley (Fairlea) Office:**

NAME	ADDRESS	PHONE	FAX	HOURS
<b>LABCORP – LEWISBURG (DAVIS)</b>	3738 DAVIS STUART RD, STE 101 LEWISBURG, WV 24901	304-645-2220	304-645-3022	M-F: 7:30A-1P, 2P-4P
<b>LABCORP-LEWISBURG (JEFFERSON)</b>	1464 N JEFFERSON ST LEWISBURG, WV 24901	304-647-1225	304-645-4802	M-F: 7:30A-4:30P

**Huntington Office:**

NAME	ADDRESS	PHONE	FAX	HOURS
<b>LABCORP - HUNTINGTON</b>	3135 16TH STREET RD STE 10 HUNTINGTON, WV 25701	304-523-9853	304-523-9708	M-F: 8A-12:30P, 1P-4P

**Logan Office:**

NAME	ADDRESS	PHONE	FAX	HOURS
<b>MEDEXPRESS URGENT CARE - LOGAN</b>	123 ENTERPRISE DR LOGAN, WV 25601	304-752-0183		M-F: 8A-8P SAT-SUN: 8A-8P

**Martinsburg Office:**

NAME	ADDRESS	PHONE	FAX	HOURS
<b>VALLEY HEALTH EMPLOYER HEALTH-MARTINSBURG</b>	97 ADMINISTRATIVE DRIVE MARTINSBURG, WV 25404	304-350-3200	304-350-3240	M-F: 8A-8P SAT-SUN: 9A-6P

**Mercer County (Princeton) Office:**

NAME	ADDRESS	PHONE	FAX	HOURS
<b>LABCORP-PRINCETON</b>	150 COURTHOUSE RD STE 102 PRINCETON, WV 24740	304-425-0090	304-425-0093	M-F: 7:30A-3:30P



Response of Norton Medical to  
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Drug Screening/Testing Services



**Morgantown Office:**

NAME	ADDRESS	PHONE	FAX	HOURS
<b>LABCORP - MORGANTOWN</b>	1311 PINEVIEW DR. MORGANTOWN, WV 26505	304-598-9761	304-599-6537	M-F: 7:30A- 12P, 12:30P- 3:30P

**Parkersburg Office:**

NAME	ADDRESS	PHONE	FAX	HOURS
<b>LABCORP - PARKERSBURG</b>	1212 GARFIELD AVE STE 101 PARKERSBURG, WV 26101	304-422-2802	304-422-9930	M-F: 7:30A- 3:30P

**Putnam (Hurricane) Office:**

NAME	ADDRESS	PHONE	FAX	HOURS
<b>LABCORP - HURRICANE</b>	1207 HOSPITAL DR HURRICANE, WV 25526	304-757-2976	304-757-5740	M-F: 7A-12P, 1P-3:30P

**South Branch (Moorefield) Office:**

NAME	ADDRESS	PHONE	FAX	HOURS
<b>LOVE MEMORIAL CLINIC</b>	112 KUYKENDALL LANE MOOREFIELD, WV 26836	304-530-7755	304-530-7756	M-F: 9A-5P

**Summersville Office:**

NAME	ADDRESS	PHONE	FAX	HOURS
<b>MEDEXPRESS URGENT CARE - SUMMERSVILLE</b>	5870 WEBSTER RD SUMMERSVILLE, WV 26651	304-872-3709		M-F: 8A-8P SAT-SUN: 8A- 8P

**Weirton Office:**

NAME	ADDRESS	PHONE	FAX	HOURS
<b>MEDEXPRESS URGENT CARE - WEIRTON</b>	218 THREE SPRINGS DRIVE WEIRTON, WV 26062	304-723-3627		M-F: 8A-8P SAT-SUN: 8A- 8P



Response of Norton Medical to  
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CRFQ 0323 WWV2000000006  
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**Welch Office:**

NAME	ADDRESS	PHONE	FAX	HOURS
<b>BLUEFIELD REG. MEDICAL CENTER - ER</b>	500 CHERRY ST. BLUEFIELD, WV 24701	304-327-1100	304-327-1591	M-F: 8A-5P*

**Wheeling Office:**

NAME	ADDRESS	PHONE	FAX	HOURS
<b>MEDEXPRESS URGENT CARE - WHEELING</b>	620 NATIONAL ROAD WHEELING, WV 26003	304-233-3627		M-F: 8A-8P SAT-SUN: 8A-8P
<b>MEDEXPRESS URGENT CARE – ELM GROVE</b>	10 ELM GROVE CROSSING MALL WHEELING, WV 26003	304-242-4228		M-F: 8A-8P SAT-SUN: 8A-8P

Walk-ins are welcome at LabCorp locations but any appointments must be made 2 hours in advance.

In addition, NMI can also use any site you choose if the office is certified for U.S. DOT drug collection.

### Laboratory Procedures

LabCorp Laboratories Inc., headquartered in St. Paul, MN, was among the first laboratories to be certified for DOT employment testing under the Substance Abuse and Mental Health Services Administration (SAMHSA). LabCorp utilizes immunoassay-screening procedures with gas chromatography coupled with mass spectrometry (GC/MS). GC/MS is the most sophisticated drug-testing approach and it is used in confirmatory testing. Typically, GC/MS is preceded by a rapid immunoassay method to eliminate the majority of the "negative" samples. Adulteration is a serious problem in forensic urine drug testing and LabCorp can test for creatinine, pH, and specific gravity to detect the presence of glutaraldehyde, nitrite and oxidants/pyridinium chlorochromate (PCC) in specimen samples collected. LabCorp currently performs more than 60,000 immunoassay-screening tests on approximately 10-12,000 forensic drug-testing specimens per day. In addition, LabCorp also performs more than 500 GC/MS confirmations per day.

LabCorp can run specialized screening panels at your request. Panels can include designer and synthetic substances. LabCorp also can monitor drug usage in patients using medication-assisted treatment. If a worker is taking a legally prescribed drug that may affect performance, Dr. Zablen can alert you that the worker is taking a substance that can impact performance and safety.

Upon receiving a DOT specimen, LabCorp inspects the specimen and confirms receipt of Copy 1 of the CCF, documenting any "fatal flaws": 1) No CCF; 2) No specimen submitted with the CCF; 3) Absence of collector's printed name and signature; 4) One CCF used for two separate collections; 5) Specimen ID numbers on the CCF and the specimen bottle do not match; 6) Broken seal or evidence of tampering (unless a split specimen can be re-designated); or 7) Insufficient specimen for analysis in primary bottle (unless specimens can be re-designated). The testing process is stopped if a fatal flaw is found.

Each CCF is inspected for the presence of the collector's signature on the certification statement in Step 4 of the CCF. If the signature is omitted, the flaw is documented and the testing process continued, the specimen retained for a minimum of 5 days from when LabCorp initiates action to correct the flaw. If it is not corrected, the result is reported as rejected for testing.

If the specimen temperature was not checked and the "Remarks" line does not provide an explanation, LabCorp attempts to correct the problem for five business days, before reporting the result.

If an incorrect CCF for was used, LabCorp attempts to make a correction, retaining the specimen for a minimum of 5 business days from the date on which corrective action was initiated. If not corrected, the laboratory records the test as rejected.

If the CCF indicates that a split specimen was collected but the split specimen does not accompany the primary, has leaked, or is otherwise unavailable for testing, LabCorp will still test the primary specimen and follow appropriate procedures regarding the unavailability of the split specimen for testing. The primary and split specimens can be re-designated if:





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1) The primary specimen leaked but a sufficient amount of urine exists in the split specimen to conduct all appropriate primary laboratory testing; 2) The primary specimen is labeled as Bottle B, and the split specimen as Bottle A; 3) The laboratory opens the split specimen instead of the primary specimen, the primary specimen remains sealed, and a sufficient amount of urine exists in the split specimen to conduct all appropriate primary laboratory testing; 4) The primary specimen seal is broken but the split specimen remains sealed and a sufficient amount of urine exists in the split specimen to conduct all appropriate primary laboratory testing.

A notation shall be made on Copy 1 of the CCF (Step 5a) and on any LabCorp internal chain of custody documents for any fatal or correctable flaw.

LabCorp will report the results for each primary specimen. The result of a primary specimen will fall under the categories of Negative, Non-Negative or Rejected.

LabCorp will report Negative test results as being: 1) Negative; or 2) Negative-dilute, with numerical values for creatinine and specific gravity. LabCorp will fax, courier, mail, or electronically transmit a legible image/copy of the fully-completed Copy 1 of the CCF which has been signed by the certifying scientist or electronically provide the laboratory results report (i.e., computer data file).

If LabCorp opts to provide the laboratory results report, it may be released only after review and approval by the certifying scientist and it will reflect the same test result information as contained on the CCF signed by the certifying scientist, nothing additional. It will minimally include: 1) Laboratory name and address; 2) Employer's name (may include I.D. or account number); 3) MRO's name; 4) Specimen I.D. number; 5) Donor's SSN or employee I.D. number, if provided; 6) Reason for test, if provided; 7) Collector's name and telephone number; 8) Date of the collection; 9) Date received at the laboratory; 10) Date certifying scientist released the results; 11) Certifying scientist's name; 12) Results; 13) Remarks section, including an explanation of any corrected correctable flaw.

LabCorp, together with Dr. Zablen, ensures that the information remains confidential and adequately protected from unauthorized access or release, both during transmission and in storage.

LabCorp will report Non-Negative results as being one or more of the following: 1) Positive, with drug(s)/metabolite(s) noted and numerical values for the drug(s) or drug metabolite(s); 2) Positive-dilute, with drug(s)/metabolite(s) noted and numerical values for the drug(s) or drug metabolite(s), creatinine and specific gravity; 3) Adulterated, with adulterant(s) noted, with confirmatory test values (when applicable) and remarks(s); 4) Substituted, with confirmatory test values for creatinine and specific gravity; Or 5) Invalid result, with remark(s) and actual values for pH results.

When LabCorp rejects a specimen for testing, the laboratory will report the result as being Rejected for Testing with remarks directly, and only, to Dr. Zablen at his place of business. LabCorp will not report results to or through the DER or a service agent.

For both Non-Negative and Rejected for Testing results, LabCorp will fax, courier, mail, or electronically transmit a legible image or copy of the fully-completed Copy 1 of the CCF that has been signed by the certifying scientist. Additionally, LabCorp may provide the electronic laboratory results report.





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LabCorp will transmit test results to Dr. Zablen in a timely manner, ideally the same day that the certifying scientist's review is completed. If by fax, LabCorp will confirm that the fax connection is a fixed telephone number accessible only to authorized individuals.

LabCorp will provide quantitative values for confirmed positive drug test results to the Dr. Zablen. Without any further request from Dr. Zablen, LabCorp will also provide the MRO numerical values that support the adulterated (when applicable) or substituted result, provide numerical values for creatinine and specific gravity for the negative-dilute test result, and provide quantitative values for confirmed opiate results for morphine or codeine at 15,000 ng/mL or above.

Any primary specimen recorded as positive, adulterated, substituted, or invalid will be kept in secure, long-term, frozen storage in accordance with HHS requirements for a minimum of one year by LabCorp. LabCorp will comply with any written request from Dr. Zablen, the employee, the employer or a DOT agency made within the one-year period to retain a specimen for an additional period of time. If no such request is received, LabCorp discards the specimen after a year. If a split specimen was collected but LabCorp did not send it to another laboratory for testing, it is retained for the same period of time under the same storage conditions as the primary specimen.

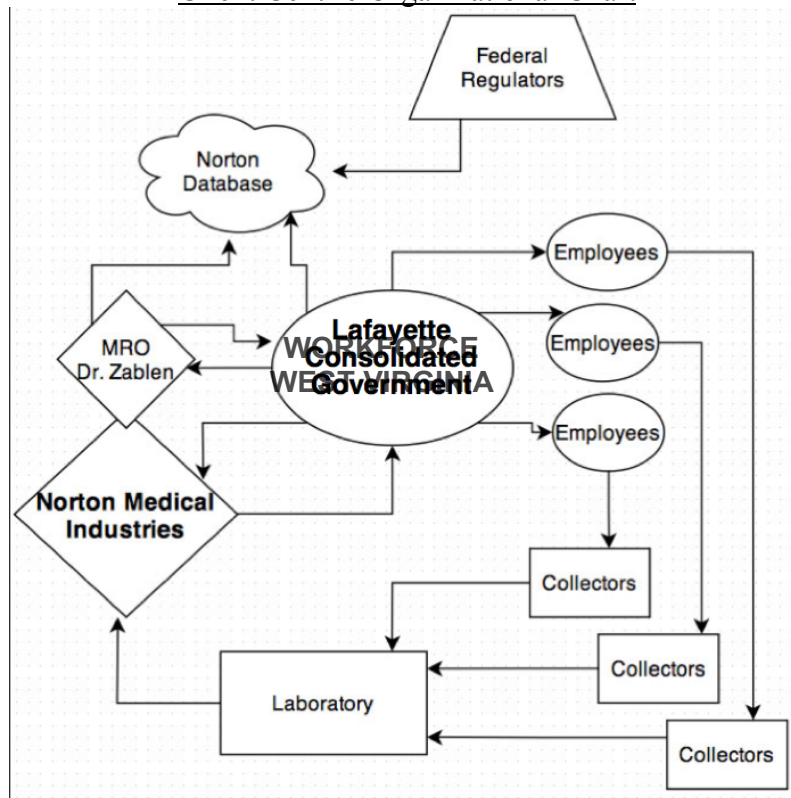
LabCorp will retain all records pertaining to each urine specimen for a minimum of two years, including employer-specific data. LabCorp will comply with any written request from Dr. Zablen, the employee, the employer or a DOT agency made within the two-year period to retain records for an additional period of time. If no such request is received, LabCorp discards the records after two years.

As a large, active client, LabCorp has provided Norton Medical Industries with a dedicated team, Team Ruby, to assist with quick reporting and quick problem solving. LabCorp ensures that negative results confirmation is communicated to Dr. Zablen within 24 hours. Positive results are usually reported to Dr. Zablen within 24 hours as well. Results are usually communicated to you within 48 hours. If Dr. Zablen's investigation determines there is a legitimate medical explanation for a positive test result, he reports to the you that the test is negative. If not, he reports it as positive and the employee has 72 hours after being notified of a positive test result to request that Dr. Zablen have the specimen tested in a different certified laboratory.

Deliverable Timetable

(Business) Day	Event
Day 0	Award of Contract. Pertinent Information gathered for Chain of Custody forms
Day 2	Proprietary Web-Based Dashboard populated
Day 7	Supplies arrive at Collection Site, ready to start testing
Day 8	Specimen arrives at Lab
Day 9	Negative results arrive to MRO
Day 11 (Usually next day)	Positive results arrive to MRO

Client Centric Organizational Chart



Medical Provider Credentials

Certificate of Good Standing

**State of California**  
**Secretary of State**

CERTIFICATE OF STATUS

ENTITY NAME:

NORTON MEDICAL INDUSTRIES

FILE NUMBER: C1759048  
FORMATION DATE: 02/21/1995  
TYPE: DOMESTIC CORPORATION  
JURISDICTION: CALIFORNIA  
STATUS: ACTIVE (GOOD STANDING)

I, DEBRA BOWEN, Secretary of State of the State of California,  
hereby certify:

The records of this office indicate the entity is authorized to  
exercise all of its powers, rights and privileges in the State of  
California.

No information is available from this office regarding the financial  
condition, business activities or practices of the entity.



IN WITNESS WHEREOF, I execute this certificate  
and affix the Great Seal of the State of  
California this day of December 09, 2014.

*Debra Bowen*

DEBRA BOWEN  
Secretary of State

NSS

NF-25 (REV 1/2007)

Norton Medical DATIA Certification

## Drug & Alcohol Testing Industry Association

recognizes

Norton Medical Industries  
Van Nuys, CA

*as a Regular Member in Good Standing*

Membership Expires: 9/1/2019  
Member # 19567



*Jessica Scott*

Jessica Scott  
Membership Manager  
DATIA, Washington, DC



WBE: Verification and Certification of Women Owned Business



MedTox SAMHSA Accreditation





MedTox CAP Accreditation



COLLEGE of AMERICAN  
PATHOLOGISTS



The College of American Pathologists  
certifies that the laboratory named below

**MedTox Laboratories Inc**  
**Main Laboratory**  
**Saint Paul, Minnesota**  
**Karla J. Walker, PharmD, D(ABCC), MT(**

CAP Number: 3039201  
AU-ID: 1189554  
CLIA Number: 24D0665278

has met all applicable standards for accreditation and is hereby accredited by the  
College of American Pathologists' Laboratory Accreditation Program. Reinspection  
should occur prior to February 4, 2021 to maintain accreditation.

Accreditation does not automatically survive a change in director, ownership,  
or location and assumes that all interim requirements are met.

Chair, Accreditation Committee

President, College of American Pathologists

## MedTox CLIA License

**CENTERS FOR MEDICARE & MEDICAID SERVICES  
CLINICAL LABORATORY IMPROVEMENT AMENDMENTS  
CERTIFICATE OF ACCREDITATION**

<p><b>LABORATORY NAME AND ADDRESS</b> MEDTOX LABORATORIES 402 W COUNTY RD D SAINT PAUL, MN 55112-3522</p> <p><b>LABORATORY DIRECTOR</b> KARLA J WALKER P.A.</p>	<p><b>CLIA ID NUMBER</b> 24D0605278</p> <p><b>EFFECTIVE DATE</b> 08/03/2019</p> <p><b>EXPIRATION DATE</b> 08/02/2021</p>
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Pursuant to Section 858 of the Public Health Services Act (42 U.S.C. 263a), as revised by the Clinical Laboratory Improvement Amendments (CLIA), the above named laboratory located at the address shown herein (and other approved locations) may accept human specimens for the purposes of performing laboratory examinations or procedures.  
This certificate shall be valid until the expiration date above, but is subject to revocation, suspension, limitation, or other sanctions for violation of the Act or the regulations promulgated thereunder.



*Karen W. Dyer*  
Karen W. Dyer, Director  
Division of Laboratory Services  
Survey and Certification Group  
Center for Clinical Standards and Quality

19c (08/02/2019)

If you currently hold a Certificate of Compliance or Certificate of Accreditation, below is a list of the laboratory specialties/subspecialties you are certified to perform and their effective date:

<u>LAB CERTIFICATION (CODE)</u>	<u>EFFECTIVE DATE</u>	<u>LAB CERTIFICATION (CODE)</u>	<u>EFFECTIVE DATE</u>
GENERAL IMMUNOLOGY (220)	10/13/2000		
ROUTINE CHEMISTRY (310)	09/03/1999		
TOXICOLOGY (340)	04/03/2000		
HEMATOLOGY (400)	09/03/1999		




FOR MORE INFORMATION ABOUT CLIA, VISIT OUR WEBSITE AT [WWW.CMS.GOV/CLIA](http://WWW.CMS.GOV/CLIA)  
 OR CONTACT YOUR LOCAL STATE AGENCY. PLEASE SEE THE REVERSE FOR  
 YOUR STATE AGENCY'S ADDRESS AND PHONE NUMBER.  
 PLEASE CONTACT YOUR STATE AGENCY FOR ANY CHANGES TO YOUR CURRENT CERTIFICATE.



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## D. Statement of Qualifications and Capacity

Norton Medical Industries is a Third-Party Administrator of a drug and alcohol program founded in California over 25 years ago by Esther Zablén and Marshall Zablén, M.D., headquartered in Van Nuys, California, with operations throughout the United States. It is also a certified, woman-owned business enterprise and S-Corporation. The principle tenet upon which NMI was founded is that the world can become a better and safer place when the use of drugs is discouraged: As an Internal Medicine specialist, Dr. Zablén understands that drug testing is proactive method to aid in the dissuasion of drug use and abuse.

Norton Medical Industries provides a full-service, anti-drug and alcohol misuse prevention program. NMI has been assisting DOT regulated entities, educational institutions, police departments, and private companies to comply with drug and alcohol programs since 1989. Norton Medical provides next day reporting with a web-based Dashboard. We also have a full office staff manning our phones, fully trained to promptly handle any questions that you may have.

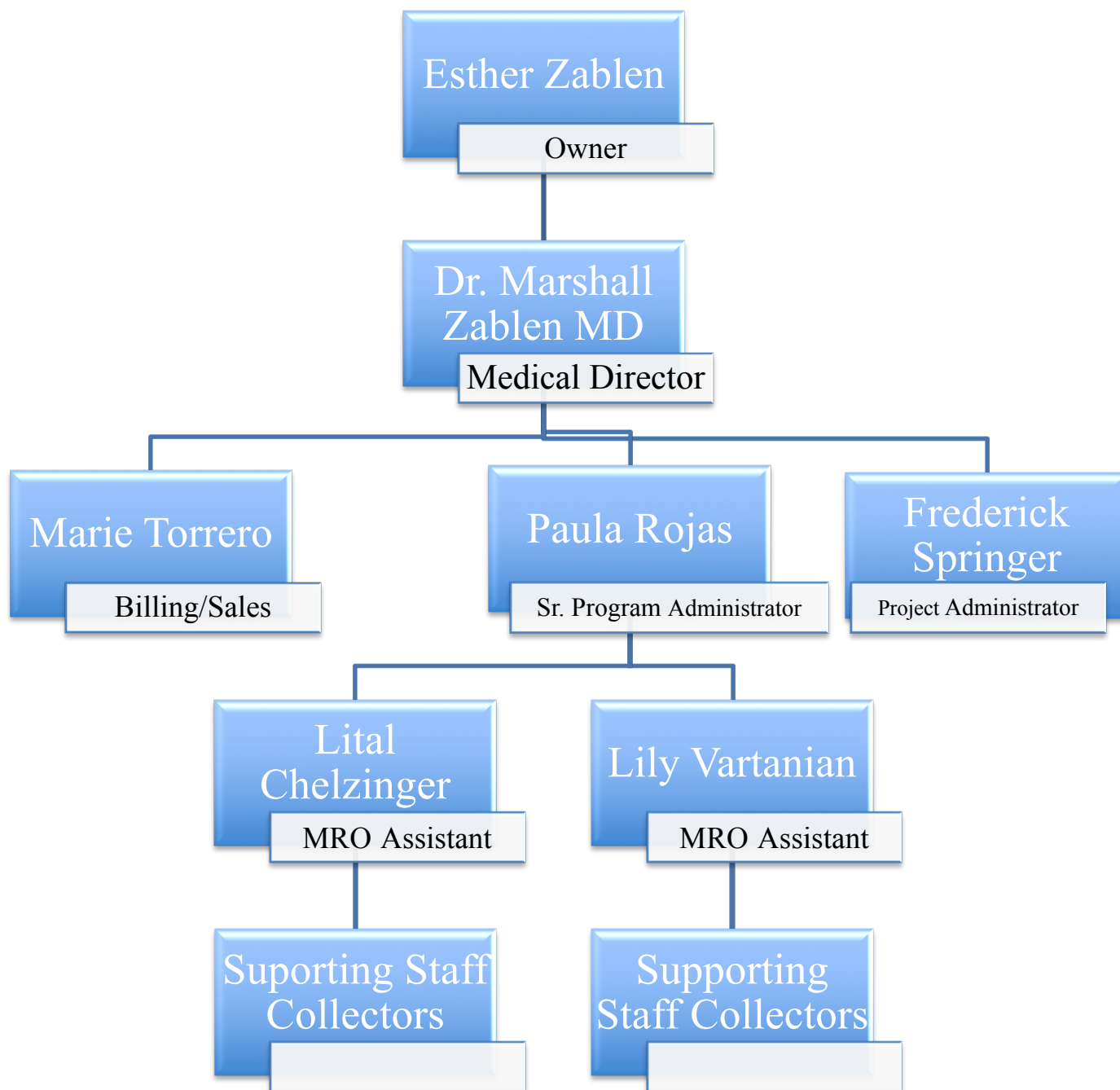
Norton Medical Industries began providing federal compliance administration for county-level transit authorities in the early 1990s. Our client base is expansive and located throughout the union.

Our municipal FTA clients include: *Golden Empire Transit serving the City of Bakersfield, California, SunLine Transit Agency serving Riverside County, California and Sun Metro Transit serving the County of El Paso, Texas; as well as the Los Angeles County Department of Transportation and County of Orange Taxi Administration Program in California.* State governmental clients include: *State of New Mexico's Department of Transportation, Radcliffe VA Hospital in the State of Kentucky, and the State of Wyoming's Department of Corrections.* NMI has provided services to most of these clients for over 20 years.



## E. Key Individuals

### Internal Organizational Chart



## Personnel Qualifications

### Owner

#### **Esther Zablen**

Norton Medical Industries is a proud, **woman-owned business**. Esther Zablen, aware of how the American people are affected by illicit drugs and alcohol, wanted to play an instrumental role in creating a drug free and safe workplace. She recruited her husband, Dr. Marshall Zablen, to serve as Medical Director and put into place a third-party administrator company to participate in the drug screening process. She is proud of the progress made by her company in making the world a better, safer place.

- Norton Medical Industries, Founder and Owner, Van Nuys, CA, 1989 to present

### Medical Director – Medical Review Officer

#### **Marshall A. Zablen, MD**

Dr. Zablen's contributions to the field of DOT-drug testing are exemplary. He is board certified in internal medicine and received his medical review officer certification from the American Association Medical Review Officers. He has spent 25 years as a Medical Review Officer. Dr. Zablen has published numerous articles in the fields of Internal Medicine and drug testing. Dr. Zablen practiced Internal Medicine in the Los Angeles County area for 30 years before he founded NMI.

While impressive medical credentials are the foundation for Dr. Zablen's duties as MRO and Medical director of NMI, what makes Dr. Zablen unique is his unwavering commitment to substance abuse prevention and public safety. When a positive test result is returned, Dr. Zablen immediately contacts the donor. He speaks to the donor and thoroughly questions him or her to determine if the result stems from illicit behavior, medical-assisted treatment or a temporary prescription. Dr. Zablen will request permission to speak with a donor's medical provider if he has more questions. He will also consider the amount of the substance found in the specimen with the adverse side effects that could impact public safety in the course of the donor's job duties. At the end of the process, Dr. Zablen will contact you to discuss his opinions and recommendations in an unbiased and medically sound manner.

Dr. Zablen knows that his reporting duties are time sensitive and he acts diligently in his review of both positive and negative results. He leads by example and Dr. Zablen, along with the MRO team assigned to your collections, will be responsive to all questions, concerns, reporting requirements and testing requirements at all times.

Dr. Zablen is available through NMI's 24-hour telephone service at (800) 243-7669.

- University of California, Los Angeles, B.A., Zoology, LA, CA 1962-66
- University of Cincinnati College of Medicine, M.D., Cincinnati, OH 1966-70
- Los Angeles County USC Medical Center, Internship, LA, CA 1970-72
- Established HEW sponsored Migrant Health Center, General Practice, Lamont, CA, 1971-72
- Sepulveda VA Hospital, Internal Medicine Residency, Sepulveda, CA, 1972-74
- Certification, American Board of Internal Medicine 1974
- UCLA Center for the Health Sciences, Pathology Residency, Los Angeles, CA, 1974-75

- Harbor General Hospital, Pathology Residency, Torrance, CA, 1975-78
- Harbor General Hospital, Chief Resident, Pathology, Torrance, CA, 1978
- Internal Medicine Practice, Panorama City, CA, 1978-83
- Internal Medicine Practice, Sherman Oaks, CA, 1983-90
- Norton Medical Industries, Medical Director, Van Nuys, CA, 1989 to present

#### **ASSOCIATIONS:**

Certified, American Board of Internal Medicine  
Certified, American Association of Medical Review Officers  
DATIA Member  
SAMHSA Member

**Zablen M., Nieberg R.** *Aspergillosis of the Human Female Genital Tract Demonstrated by Endometrial Jet Washings and Pap Smear.* Acta Cytol 21:367-8, 1977

**Sarti D, Zablen, M.A.** “The Ultrasonic Findings In Intussuception of the Blind Loop In A Jejunum-Ileal Bypass For Obesity”. *Journal Clinical Ultrasound* 7 (1):50-2, Feb. 1979

**Binder M.K., Zablen, M.A., Fleisher E., Sue D.Y., Dwyer R.M., Hanelin L.** “Colon Polyps, Sebaceous Cysts, Gastric Polyps and Malignant Brain Tumor in a Family”. *American Journal Digestive Disorder* 23:460-6, May 1978

**Zablen M., Brand N.** “Cleft Lip and Palate with the Anticonvulsant Ethotoin”. (Letter) *New England Journal of Medicine* 297:1404, 1977

**Piken E., Dwyer R., Zablen, M.A.** *Gastric Candidiasis. A Report of Two Cases.*


#### **PUBLICATIONS:**

- Covered Worker Education Book for the United States Department of Transportation Anti-Drug and Alcohol Misuse Prevention Program, Discouraging Drug and Alcohol use in the Workplace. Copyright 2016
- Supervisor Workbook for the United States Department of Transportation Anti-Drug and Alcohol Misuse Prevention Program, Discouraging Drug and Alcohol use in the Workplace. Copyright 2016
- Anti-Drug and Alcohol Misuse Prevention Program: Policy Book to meet requirements of the Federal Aviation Administration.



Dr. Zablen's MRO Certification

**AAMRO**  
*American Association of Medical Review Officers*



**THIS IS TO CERTIFY THAT**  
**Marshall Zablen, M.D.**

having presented to the Executive Board of the American Association of  
Medical Review Officers satisfactory evidence of prescribed qualification and  
having passed an approved examination before the


**American Association of Medical Review Officers**

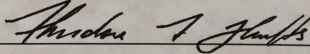
in accordance with national standards of competency and expertise  
established for Medical Review Officers, is hereby accredited and designated  
as a

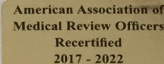
**Certified Medical Review Officer**

and by order of the AAMRO Board has been entered as such in the  
**AAMRO Registry of Certified Medical Review Officers**

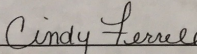
Given and dated this      27th      day of      February 2017

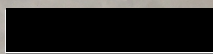


 Chairman



Countersigned and sealed with the Seal of  
the American Association of Medical Review  
Officers the day and date above written

 Corporate Secretary

 Certificate Number



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### **Senior Program Administrator**

**Paula Rojas** is the Senior Program Manager at Norton Medical Industries (NMI). Ms. Rojas manages NMI's third-party administration and anti-drug and alcohol misuse prevention program. She specializes in program administration for Federal and Public Utilities Commission (PUC) mandated entities such as municipal transit authorities, school bus transportation, charter shuttle services, Taxi Companies, and Pipeline construction companies regulated by PHMSA - Pipeline and Hazardous Materials Safety Administration. She assists with staff and client management, coordinates training and maintains that our company follows all regulations mandated by the DOT, FAA and PUC. She handles and resolve all billing issues and concerns within 24 hours and has the authority to take corrective actions and make the necessary adjustments.

Ms. Rojas received her degree in business management from California State University, Northridge. She has been with Norton since December 1998.

### **Project Administrator**

**Frederick Springer** is a Norton Medical Industries Project Administrator. He oversees creation of proposals and assists new and current clients. He received his Master of Business Administration from Fairleigh Dickinson University. He has been with Norton since June 2019.

### **MRO Assistants**

**Lital Chelzinger** is a Norton Medical Industries Medical Review Officer's assistant. She is currently trained in the Federal Drug & Alcohol Abatement Program and 49 CFR Part 40 of the Federal Register, as well as a certified Breath Alcohol Technician. She has been with the company since March 2008.

**Lilian Vartanian** is one of Norton Medical Industries' Medical Review Officer's assistants. She is also active in customer service, as well as collections. She is currently trained in the Federal Drug & Alcohol Abatement Program and 49 CFR Part 40 of the Federal Register, as well as a certified Breath Alcohol Technician. She has an AA and has been with Norton Since November 2016.

### **Billing**

Norton Medical Industries will submit monthly invoices reflecting fees for drug and or alcohol tests, and other services provided.

Billing issues and concerns will be handled and resolved by Paula Rojas, Norton Medical Industries Senior Program Administrator. Paula Rojas will respond to all billing issues within 24 hours and has the authority to take corrective actions and make the necessary adjustments.

Paula Rojas  
Senior Program Administrator  
6265 Sepulveda Blvd., Van Nuys, California 91411  
(818) 779-1900 (800) 243-7669 FAX (818) 779-1908  
Email: [paula@nortonmedical.com](mailto:paula@nortonmedical.com)

## F. References

NMI is privileged to serve numerous public sector clients. Because of NMI's exemplary service, we have a high retention rate and have clients that have utilized our services for over 25 years. NMI's reference list is below:

### **West Virginia Invests Grant**

1018 Kanawha Boulevard East, Suite 700, Charleston, WV 25301

**Contact:** Brian Weingart, [Brian.Weingart@wvhepc.edu](mailto:Brian.Weingart@wvhepc.edu), (304) 558-4618

**Client Since:** 2019 – Present

In June 2019, Norton Medical launched our Participate In Program mobile app, tailored specifically for the West Virginia Invests Grant program. We test over 2,000 students throughout the state; students who test negative receive a grant for their school fees.

### **City of El Paso**

300 N. Campbell St, El Paso, TX 79901

**Contact:** Antimo Carreon, [CarreonAD@elpasotexas.gov](mailto:CarreonAD@elpasotexas.gov), (915) 212-0043

**Client Since:** 2015 – Present

For four (4) years, Norton Medical has been providing testing for those employed by El Paso's Municipal Transit, Fire Department, Airport, Fleet services, Parks & Recreation, Public Service Board (EPWU) and Environmental Services and Department of Transportation. All testing complies with relevant regulations from DOT, FTA and FAA, including "DOT lookalike" testing for the fire departments.

### **City of Mesa, AZ Police Department**

P.O. Box 1466, Mesa, AZ 85211

**Contact:** Marcella Garcia, [Marcella.garcia@mesaaz.gov](mailto:Marcella.garcia@mesaaz.gov), (480) 644-5214

**Client Since:** 2016 – Present

For four (4) years, Norton Medical has been providing drug and alcohol testing for those employed by Mesa, Arizona's police department.

### **City of Beverly Hills Human Resources**

455 N. Rexford Dr. #310 Beverly Hills, CA 90210

**Contact:** Sharon L'Heureux Dressel, (310) 285-1073

**Client Since:** 1994 – Present

Heavy Equipment, Fire Department.



**Wyoming Department of Corrections (employee testing)**

1934 Wyott Dr, Suite 100, Cheyenne, WY 82007

**Contact:** Derek Teneyck, [Derek.teneyck@wyo.gov](mailto:Derek.teneyck@wyo.gov), (307) 777-5485

**Client Since:** 2012 – Present

Since 2012, Norton Medical Industries has been providing drug testing services for all correctional officers in the State of Wyoming. To guarantee favorable random selection for work sites with fewer numbers of employees, Norton Medical established a statewide consortium.

**Golden Empire Transit – City of Bakersfield’s Public Transit- City Bus System**

1830 Golden State Ave, Bakersfield CA 93301

**Contact:** Crystal Hamlet, [chamlet@getbus.org](mailto:chamlet@getbus.org), (661) 869-6311

**Client Since:** 1996 – Present

Golden Empire Transit District became a client of Norton Medical’s in 1996. Golden Empire Transit District is a citywide bus system for the city of Bakersfield, California. Norton Medical Industries provides drug and alcohol testing programs for hundreds of Golden Empire Transit employees. The company requires pre-employment, random, reasonable suspicion, and post-accident testing. All collection sites are coordinated based on the company’s location. All collection sites provided adhere to federal DOT standards.

**Los Angeles City Department of Transportation Taxicab Regulation Division**

**Contact:** Brian Bass, [Brian.Bass@lacity.org](mailto:Brian.Bass@lacity.org), (213) 928-9735

**Client Since:** 2001 – Present

The City of Los Angeles Department approved Norton Medical Industries’ Testing program in 2001 and began enrolling and referring taxi companies who had to meet their regulations. The LADOT has approximately 4,000-permitted taxi drivers currently enrolled in Norton Medical’s testing program. Norton Medical Industries developed the random drug testing program for the Los Angeles DOT-Taxi Division and further expanded by meeting stricter testing requirements for the cities of Pasadena, West Hollywood, Beverly Hills, Culver City, and Santa Monica. LADOT requires pre-employment, random, annual, reasonable suspicion, and post-accident testing. Norton Medical provides all necessary educational materials as required by the agency (i.e., covered worker books, supervisor training, and online access for full program review.)

**Orange County Taxi Administration Program**

**Orange County Transportation Authority (OCTA)**

**Contact:** JoAnne Bravo, [jbravo@octa.net](mailto:jbravo@octa.net), (714) 560-5029

**Client Since:** 2003 – Present

Orange County Taxi Administration Program (OCTAP) approved Norton Medical Industries’ Testing program in 2003 and began enrolling and referring taxi companies who had to meet their regulations. OCTAP has approximately 1600 licensed taxi drivers currently enrolled in Norton Medical’s testing program. Norton Medical industries developed the random drug-testing program of OCTAP and provided all necessary educational materials as required by the agency (i.e., covered worker books, supervisor training, and online access for full program review.) OCTAP



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required pre-employment, random, annual, reasonable suspicion, and post-accident testing. Norton Medical utilizes hundreds of collection sites throughout Southern California to meet their testing needs, including 24-hour sites.

**Sunline Regulatory Administration**

**Municipal Transit Riverside County California**

32505 Harry Oliver Trail, Thousand Palms, CA 92276

**Contact:** Vanessa Mora, [vmora@sunline.org](mailto:vmora@sunline.org), (760) 343-3456, ext. 1202

**Client Since:** 2015 – Present



## Vendor Performance Appraisals

### PAST PERFORMANCE EVALUATION FORM

(Check appropriate box)

Offeror: Norton Medical Industries

Performance Elements	Excellent	Good	Acceptable	Poor	Unacceptable
Quality of Services/ Work	X				
Timeliness of Performance	X				
Cost Control	X				
Business Relations	X				
Customer Satisfaction	X				

- Name & Title of Evaluator: Jeannine Brands
- Signature of Evaluator: Jeannine Brands
- Name of Organization: Los Angeles Dept. of Transportation
- Telephone Number of Evaluator: 213-972-8403
- State type of service received: drug testing program
- State Contract Number, Amount and period of Performance  
multiple accounts Since 2001-present!
- Remarks on Excellent Performance: Provide data supporting this observation. Continue on separate sheet if needed  
great service, great price, always on time!
- Remarks on unacceptable performance: Provide data supporting this observation. (Continue on separate sheet if needed)



Response of Norton Medical to  
West Virginia Purchasing Division to  
supply a Quote for  
CRFQ 0323 WWV2000000006  
Drug Screening/Testing Services



## PEPPERDINE UNIVERSITY

June 30, 2016

To whom it may concern:

Norton Medical Industries serves as our third party administrator for Pepperdine University's drug and alcohol testing program. The University has worked with Norton Medical since 1997, and we have been very pleased with their performance and customer service. The staff are highly knowledgeable and are eager to assist when we have needed their services.

Sincerely,

A handwritten signature in cursive script, appearing to read "Christine Hannick", written in black ink.

Christine Hannick  
Benefits Specialist  
Pepperdine University  
Malibu, CA 90263  
310.506.7358

**ATTACHMENT F  
REFERENCE FORM**

**Reference Organization Information:**

Name: GOLDEN EMPIRE TRANSIT DISTRICT

Address: 1830 GOLDEN STATE AVENUE, BAKERSFIELD, CA 93301

Contact Name: CAROL E. SMITH - Executive Assistant/Drug & Alcohol  
Program Manager

Telephone No.: (661) 324-9874 X316 E-mail: casmith@zeus.kern.org

**Similar Contract Information:**

Term of Contract: From 11/1994 (still under contract) To Contract Amount \$ varies from month to  
month depending on

**Description of Services Provided:**

Norton Medical Industries serves as our Third Party Administrator  
for our Drug and Alcohol Testing Program

**Rate Overall Performance:**

☒ Exceptional ☐ Above Standard ☐ Acceptable ☐ Needed Improvement

Please circle one and make any applicable comments below.

The District has been very pleased with the overall performance  
of Norton Medical Industries.

**Rate Responsiveness to Requirements:**

☒ Exceptional ☐ Above Standard ☐ Acceptable ☐ Needed Improvement

Please circle one and make any applicable comments below.

Norton Medical Industries has always been very responsive  
to the requirements of the Federal Transit Administration.

**Rate Company Team/Personnel Experience and Knowledge:**

☒ Exceptional ☐ Above Standard ☐ Acceptable ☐ Needed Improvement

Please circle one and make any applicable comments below.

**ATTACHMENT F  
REFERENCE FORM**

Rate the Quality of Services Provided:

Exceptional      Above Standard      Acceptable      Needed Improvement

Please circle one and make any applicable comments below.

I find the personnel at Norton Medical Industries eager to  
assist me when I have needed their services.

General Comments:

I have enjoyed the working relationship that I have  
established with the personnel at Norton Medical Industries.  
I especially like working with Dr. Zablen and Paula Langton.  
Anytime that I had a question or needed an answer regarding  
a test result, they both were available and receptive to  
answering my questions.

I "highly" recommend Norton Medical Industries.

Signature

*Carol E. Smith*

Title: Executive Assistant/Drug and Alcohol Program Manager

E-Mail Address: casmith@zeus.kern.org



**From:** David Manriquez <[dmanriquez@sunline.org](mailto:dmanriquez@sunline.org)>  
**Subject:** Thank you  
**Date:** December 23, 2015 9:52:29 AM PST  
**To:** Tests.Randoms at Norton Medical  
<[tests.randoms@nortonmedical.com](mailto:tests.randoms@nortonmedical.com)>,  
"paula@nortonmedical.com" <[paula@nortonmedical.com](mailto:paula@nortonmedical.com)>  
**Cc:** Marie Torrero <[marie.torrero@nortonmedical.com](mailto:marie.torrero@nortonmedical.com)>

Good morning Julia and Paula,

It is hard to believe that Christmas is here again. As I prepare for the holiday I can't help but think about all the blessing I have to be grateful for this year. One of the blessings I am grateful for is the support you ladies have given to me since I have taken over my new position . Lord knows just how demanding this job can be and I could not possible get it all gone without the support from both of you. Please relay to the rest of the staff at Norton Medical my deepest gratitude for all of their hard work and support, and yes I know I am not the easiest person to work with ☺. Please relay to all that I truly wish them and their families a very Merry Christmas and I pray that God will continue to bless them as he has blessed me.

Sincerely,

David

**David R. Manriquez Jr.**  
Drug and Alcohol Compliance Officer



32-505 Harry Oliver Trail  
Thousand Palms, CA 92276  
Phone – (760) 343-3456 Ext. 1606  
Fax (760) 343-2077  
[dmanriquez@sunline.org](mailto:dmanriquez@sunline.org) <<mailto:dmanriquez@sunline.org>>  
[www.sunline.org](http://www.sunline.org) <<http://www.sunline.org>>





November 21, 2017

To: Whom It May Concern  
Re: Professional Business Reference

Dear Sirs:

I have professionally worked with Norton Medical directly for over 10 years. My company first opened our account in 2001. Since then we have opened 11 more, making a total of 12 active accounts and handling 1,726 drivers. They have always responded to my requests promptly and resolved any of my issues in a timely manner.

Additionally, we find their employees to be efficient, courteous and professional in all their dealings with us. I would highly recommend this company for your needs.

Any questions, feel free to contact me at (310)851-5081

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Kalvin". The signature is fluid and cursive.

Mark Kalvin  
Operations Manager



Response of Norton Medical to  
West Virginia Purchasing Division to  
supply a Quote for  
CRFQ 0323 WWV2000000006  
Drug Screening/Testing Services



## G. Cost Sheet

NMI's pricing is reasonable and includes the value-added use of NMI's proprietary software and training of all WORKFORCE WEST VIRGINIA's employees who will use the system. Customized panels can also be created to suit WORKFORCE WEST VIRGINIA's needs.

### Exhibit A-Pricing Page

Exhibit A-Pricing Page for Drug Screening Services

Description	Unit of Measure	Unit Cost	Estimated Number of Test	Extended Cost
Drug Screening/Testing	Each	\$42.00	1000	\$42,000.00
Total Bid Amount				\$42,000.00

Estimated quantity is for bidding purposes only

Exhibit A-Pricing Page for Drug Screening Services

Description	Unit of Measure	Unit Cost	Estimated Number of Test	Extended Cost
Drug Screening/Testing	Each	\$42.00	1000	\$42,000.00
Total Bid Amount				\$42,000.00
Estimated quantity is for bidding purposes only				