

CONTRACT AWARD

Date of Award: December 01, 2020
State of Kansas Contract ID: 49601
MMCAP ID: MMS2000332
Replaces Contract: 43937 MMS14033

Procurement Officer: Aubrey L Waters
Telephone: 785-296-2401
E-Mail Address: aubrey.waters@ks.gov
Web Address: <http://admin.ks.gov/offices/procurement-and-contracts>

Item: Drug Testing Services
Agency/Business Unit: Statewide - Optional Use
Period of Contract: October 05, 2020, through September 30, 2025

Contractor: REDWOOD TOXICOLOGY LABORATORY INC
3650 WESTWIND BOULEVARD
SANTA ROSA, CA 95403

Vendor ID: 0000159143
FEIN: on file
Contact Person: MMCAP Member Primary Contact
Hollie Turk, Director of Sales
<http://www.redwoodtoxicology.com/mmcapon&IN>

[MMCAP Membership Application](#)

Customer Service

a. Hours of Operation: Vendor offers toll-free sales and customer support services during regular business hours, 7:30 a.m. to 4:00 p.m. PT. However, members of Vendor's IT and Toxicology Support Services are available starting at 6:00 a.m. PT. Please note that the IT phone will not ring prior to 7:30 a.m. PT. For IT emergencies or immediate assistance before 7:30 a.m. PT, MMCAP Members should call the department's "Before Normal Business Hours" extension.

b. Phone:

IT Support

helpdesk@redwoodtoxicology.com

During Business Hours: (800) 255-2159, ext. 34311

Before Normal Business Hours: (800) 255-2159, ext. 34345

Toxicology Support Services

clientservices@redwoodtoxicology.com

During Business Hours: (800) 255-2159, Option 5

Before Normal Business Hours: (800) 255-2159, ext. 34340

Product Quality Assurance

Janee Gully, Quality Assurance Director

jgully@redwoodtoxicology.com

During Business Hours: (800) 255-2159, ext. 34354

After hours, agencies may leave a voice message or e-mail a message to the appropriate representative or department, and someone will respond back within 24 hours (excluding weekends). For all non-IT and non-Product Quality Assurance emergency situations that need immediate attention, agencies may contact Staci Hart, Director of Sales at (707) 843-1618.

FREIGHT (FOB): Orders shall be shipped FOB Destination-freight prepaid and allowed.

Ordering Instructions

a. Telephone: Orders may be placed by telephone at (800) 255-2159, by fax at (707) 577-8102, or by e-mailing the appropriate Account Representative which will be provided. Vendor's Account Representatives will confirm receipt of the order.

b. Online: Laboratory Supplies may also be ordered online, through our Supply Online Ordering Form at https://www.redwoodtoxicology.com/resources/supply_form

c. Re-Order Laboratory Supplies: To order new testing supplies (labels, bottles, and shipping materials) MMCAP