

1. Scope of Work

1.1. Transport for London (TfL) has undertaken extensive drug and alcohol testing, primarily of safety critical employees, since the early 1990s. It therefore requires the laboratory to provide the sample collection, transportation arrangements and also analysis for unannounced tests. This is in the form of urine testing for drugs, and breath-testing for alcohol.

1.2. Transport for London require urine testing for drugs and breath testing for alcohol to be undertaken for all people working on LU infrastructure who are classified as safety critical, regardless of their employer, prior to their first employment. TfL also undertake unannounced, post incident, cause and monitoring tests.

2. Service Specification

2.1. Sample collection arrangements

2.1.1. Sample collection arrangements are to be provided by the laboratory for monitoring, unannounced, post incident and for cause testing for which a collection agent will visit the place of work, or site of any incident of the employees concerned.

2.1.2. Transport for London requires the laboratory which undertakes the analysis of urine for drugs testing to provide the sample collecting and transportation arrangements for unannounced, for cause, post incident and monitoring testing. Collecting agents shall arrive at the appropriate site within two hours of a request from the Employer for post incident and for cause testing. Unannounced and monitoring testing is arranged in advance by the employer with the laboratory.

2.1.3. Transport for London requires the laboratory to provide quality assurance of all stages of the collection, testing and reporting processes, including the integrity of the chain of custody.

2.2. Competency of staff

2.2.1. Management, Certifying Analysts, Analysts, Support Staff and Sample Collecting Staff must be fully competent to undertake the work required of them. They must be able to demonstrate appropriate qualifications, skills and experience and maintain a relevant programme of ongoing professional development.

2.3. Internal chain of custody process

2.3.1. The internal chain of custody process must conform with current good practice and be legally defensible.

2.4. Detection of adulteration and manipulation of samples

2.4.1. Urine creatinine and pH should be part of the assessment for adulteration. Other tests for adulteration and manipulation of sample may be agreed with Transport for London.

2.5. Screening equipment, protocols, methodology and cut off levels

2.5.1. Screening equipment must be fit for purpose with adequate maintenance and back up arrangements to test for the following drugs: Amphetamines, MDMA, Methylamphetamine, Barbiturates, Benzodiazepines, Cannabis, Cocaine, LSD, Methaqualone, Opiates, 6-MAM, PCP

2.5.2. Other drugs may be included if drug taking trends change.

2.5.3. The assay screening methodology and threshold screening levels must conform with current good practice and be agreed with Transport for London.

2.6. Confirmation equipment, protocols, methodology and cut off levels

2.6.1. Confirmation equipment must be suitable for purpose with adequate maintenance, calibration and back up arrangements to accurately test for the following drugs: Amphetamines, MDMA, Methamphetamine, Barbiturates, Benzodiazepines, Cannabis, Cocaine, LSD, Methaqualone, Opiates, 6-MAM, PCP.

2.6.2. Other drugs may be required if drug taking trends change.

2.6.3. The confirmation screening methodology and threshold confirmation levels must conform with current good practice and be agreed with Transport for London.

2.7. Equipment

2.7.1. Equipment must be fit for purpose with adequate maintenance, calibration and back up arrangements.

2.8. Toxicological advice to Medical Review Officers

2.8.1. Toxicological advice which is of high quality and legally defensible must be available to the Medical Review Officer. This applies for MROs employed directly by the laboratory or by the company undertaking the tests.

2.8.2. The specialist Toxicologist Advisor as well as a laboratory analyst must be available during each working day for contact regarding queries or further factual information, which may include quantification applicable to specific cases.

2.8.3. Written confirmation of information provided over the telephone shall follow within 24 hours.

2.8.4. A further named senior Specialist Toxicological Adviser must be available within 24 hours during the working week to provide toxicological interpretation and consultancy advice.

2.8.5. Additional analysis as recommended by either of the above must be available with the agreed target dates for provision of the results.

2.8.6. A specialist advisor or other suitably qualified person must be available to act on behalf of TfL OH as an expert witness in legal proceedings if required.

2.8.7. The laboratories may not only be required to screen and test TfL staff but may also be required by TfL to screen and test to the same standards, clients of TfL OH. In this event the laboratories will be employed and paid for by TfL.

2.8.8. The laboratories employed by TfL and their clients will be required to provide TfL OH with a quarterly report in the format agreed with TfL, detailing volumes and results of testing undertaken by TfL and their clients identifying the reason for each test.

2.8.9. Where a laboratory is approved by TfL to undertake D&A testing to LU standards for LU contractors, service providers and partner comprises, TfL retains the right to demand reports in a format agreed with TfL OH detailing volumes and results of testing, as part of an audit or investigation.

2.9. Accreditation(s) the laboratory has achieved

2.9.1. The laboratory is required to be accredited by a national accrediting body to undertake the work and is required to meet TfL and London Underground standards.

2.10. Sample numbers and turn around time

2.10.1. An adequate throughput of samples must be demonstrated for the laboratory staff to maintain their competence. The laboratory must be able to demonstrate its capacity to meet the numbers / rate of samples that they are likely to receive and that they will be able to meet TfL & LU standards. The fast testing turn around times are required for screening and for confirmation, because of the safety critical nature of the work to be undertaken.

2.11. Service providers

2.11.1. Service providers are required to:

- i. describe arrangements for the management of sample collection and handling, including in-house
- ii. describe briefly any current information technology issues being addressed
- iii. provide with your tender a specimen collection kit.
- iv. describe your security arrangements in relation to staff, specimens and data.
- v. establish assurance arrangements applicable to any third party service provider used for sample collection
- vi. describe documentation and reporting arrangements.

2.12. Urine sample testing

2.12.1. The collection and analysis of urine samples and provision of reports of analysis for evidence of consumption of:

- i. Amphetamines
- ii. Barbiturates
- iii. Benzodiazepines
- iv. Cannabinoids
- v. Cocaine
- vi. Opiates
- vii. Dextropropoxyphene
- viii. Methadone
- ix. LSD (when specifically requested).

2.12.2. The term Amphetamines includes amphetamine, methamphetamine and MDMA (Ecstasy).

2.12.3. Methods to identify possible adulteration e.g.: creatinine estimation must be taken for each test.

2.12.4. The supply and distribution of urine sample “chain of custody” kits and “blue loo” to collecting Officers, as required.

2.13. Breath sample testing

2.13.1. The testing of breath samples for evidence of alcohol consumption. The supply of breath analyser kits for alcohol, with printed readout facility, to Collecting Officers with appropriate arrangements for calibration and maintenance.

2.14. Screening / testing

2.14.1. Pre-employment, promotion and transfer:

TfL screens safety critical employees for consumption and abuse of drugs, prior to employment, promotion or transfer. Tests will be conducted by TfL OH during working days (Monday – Friday) and samples will be ready for collection by courier at 3:30 pm each working day.

2.14.2. Unannounced Targeted Staff:

TfL randomly selects employees for unannounced testing for consumption and abuse of drugs and alcohol. The laboratory will receive advance notice of the location of the site at which tests will be conducted, the time the tests will commence and the anticipated number of employees to be tested. As Transport for London has safety critical employees on duty at all times of day and night, such tests can be performed on any day of the week and at any time of day and night, by arrangement.

2.14.3. “For cause” and “Post incident”:

All employees of TfL, whether classified as safety critical or not, are subject to drug and/or alcohol screening procedures for reasons of “for cause” and “post incident”. The laboratory conducts the majority of such tests and is expected to remain on call at all times (24 hours, 365 days of the year) so as to be available at the site of an incident within 2 hours of a request for service.

2.14.4. Monitoring:

Employees who have returned to work following treatment through the TfL OH Drugs and Alcohol Assessment and Treatment Service are subject to monitoring at an agreed frequency for an agreed period of time. These tests are arranged in advance by the manager at different times or days each week and take place at the worksite.

2.15. Collection

2.15.1. Collection Facilities

i. The laboratory will supply TfL OH with urine Chain of Custody kits for samples collected by TfL OH and for Collecting Officers (as approved by TfL OH).

ii. TfL OH will collect urine samples for pre-employment, promotion and transfer of safety critical employees and referred “for cause” cases.

iii. TfL will provide site testing facilities, and provide reasonable working conditions for the Collecting Officer(s).

2.15.2. Authorised Referral:

Sample collections will be undertaken with the authority of a TfL authorised individual. TfL will identify such individuals to the Collecting Officer(s).

2.15.3. Authorised Collecting Officer:

i. Samples for pre-employment testing are provided by TfL OH.

ii. On-site tests to be provided by the laboratory.

iii. “For cause” tests will be determined by the referring TfL authorised individual.

2.15.4. Chain of Custody and Documentation:

- i. This must be fully described and demonstrated through an audit if requested.
- ii. There shall be built-in monitoring procedures with telephone help line for queries.
- iii. Identification of donors will be by name and laboratory code (mandatory bar code) and TfL code.
- iv. Documentation will be customised to meet TfL requirements
- v. The laboratory will be responsible for integrity of the Chain of Custody throughout the entire procedure from the time of the collection of sealed packages from TfL OH thereafter, or the on site testing carried out on TfL premises.
- vi. The service provider will be required to train to the satisfactory industry standards 10 of TfL's personnel per year in methods, requirements , standards etc so that these personnel are qualified to undertake "chain of custody" duties.

2.15.5. Second Sample:

- i. The laboratory must keep the sample on behalf of TfL under secure, laboratory controlled and Chain of Custody conditions.
- ii. In the event of the first sample showing a negative result, TfL releases custody 7 days after reporting result , when it shall be destroyed.
- iii. In the event of the first sample showing a positive result, unless otherwise advised, TfL releases custody 12 months after reporting result, when it shall be destroyed.

2.16. Collection of breath samples from donor

Where a breath sample is taken, the test will generally be conducted prior to any drugs testing that takes place.

2.16.1. Collecting Officer:

The laboratory will be responsible for providing a Collecting Officer on all occasions where breath samples are requested.

2.16.2. TfL Authorised Individual:

TfL will provide an authorised individual, for all tests, who will be on site at the testing location and will receive the printed breath analyser result.

2.16.3. Collecting Equipment and method:

- i. Collecting equipment will be provided by the laboratory. The equipment must be capable of being validated prior to use, carry proof of up to date calibration and have the capacity to provide printed results.
- ii. Equipment will be specified to record "positive" readings of 13 micrograms per 100 millilitres or over, and "negative" for readings of 12 micrograms per 100 millilitres or below, with numerical display at the time of the test. The equipment will provide a printed read out of the test results.

2.17. Phlebotomy, Analysis of blood samples and provision of results.

2.18.1 Provision of phlebotomy at TfL locations and at location(s) of the service provider. TfL OH staff do not undertake phlebotomy. Analysis as follows:

- i. Infrequent testing as part of assessment of alcohol related disease. Includes FBC, liver function tests including GGT, and CDH
- ii. Regular requirement for small numbers of staff to undergo blood testing for exposure to lead. a) Blood lead by atomic absorption spectroscopy or equivalent method. b) ZPP (Zinc protoporphyrin) by Haematofluorimetry method or equivalent method. c) Hb - Haemoglobin
- iii. Very occasional requirement for other blood testing for medical assessment purposes. – FBC, LFTs, U+Es etc
- iv. Very occasional assessment of risk for exposure to blood borne pathogens with sample collection and saving for testing, appropriate advice and provision of post exposure prophylaxis where necessary. For occupational health staff, and for other staff where potential exposure has occurred.

2.18. Transport of samples

2.18.1. Collection and transportation from TfL OH:

The laboratory is responsible for collection by courier at 3:30pm each working day (Monday – Friday) from TfL OH premises, 1st Floor, Townsend House, Greycoat Place, London SW1P 1BL and subsequent transportation to the laboratory.

2.18.2. Collection and transportation from test site:

The laboratory is responsible for transportation to the laboratory, of all samples taken from a test site by the Collecting Officer.

2.18.3. Integrity, Safety and Security of the Samples:

Once handed over by either TfL OH or the Collecting Officer, the laboratory is responsible at all times for:

- i. Chain of Custody
- ii. Maintaining controlled laboratory conditions
- iii. Health, Safety, environmental and other legislative provisions
- iv. Security of samples and associated documentation in transit and at the laboratory

2.19 Drug analysis and other test reports.

2.19.1. Standards:

- i. These must meet acceptable UK accreditation standards, which the laboratory must be prepared to state in detail.
- ii. Laboratory Quality Control Standards must be approved by TfL.
- iii. The laboratory must agree to ongoing independent audit of these standards. These audits may be once per annum or at other times as considered necessary – TfL will advise the reason for any additional audits.

2.19.2. Drugs to be tested for:

- i. The drugs to be tested for are listed in section 2.13.1 of this document. These may change, subject to reasonable notice by TfL to reflect any changes in drug taking patterns.

ii. The laboratory is required to notify TfL OH of any trends (e.g.: new drugs of abuse) of which it has become aware of by reason of its expertise in this area, and recommend inclusion in the TfL test profile if indicated, at a negotiated cost.

2.19.3. Method of Analysis:

Suitable methods of analysis must be used to provide legally defensible results. These methods must be fully described.

2.19.4. Independent Analysis:

i. In the event of a challenge to a positive result given by the laboratory, the donor will apply to TfL for release of the second sample under secure conditions (Chain of Custody) for testing at a second, independent, registered/approved laboratory by a qualified analyst.

ii. TfL will only consent to this and instruct the laboratory if the nominated second laboratory is on the TfL OH approved list.

iii. The laboratory shall make all arrangements for transfer of the sample to the qualified analyst at the second laboratory under strict laboratory controlled and secure conditions ensuring a sound Chain of Custody.

iv. Any breach in the above conditions of transfer must be notified immediately to TfL OH, who reserves the right to halt the process without detriment to the donor.

v. If the outcome of the first and second samples tests differs in any respect, the laboratory must agree to the referral of both results to an independent specialist arbitrator.

2.19.5. Reports turn around time:

i. Negative reports of samples collected from TfL OH shall be delivered to TfL OH by 10 am the next working day.

ii. Negative reports of Unannounced Testing shall be delivered to TfL OH within 18 hours of collection.

iii. Negative reports of “for cause” and “post incident” on site testing shall be delivered to TfL OH within 24 hours of collection.

iv. A daily summary list of samples requiring further work is shall be delivered to TfL OH.

v. Positive reports and any outstanding negative reports shall be delivered to TfL OH within 5 working days of collection.

vi. All opiate positive reports must be signed off by the senior Specialist Toxicological Adviser.

vii. Any results not deliverable within these constraints shall be notified to TfL OH before the agreed time limit.

viii. All test results from DAATs monitoring shall be returned directly to the DAATs administrator at TfL OH, Townsend House.

ix. For blood testing, 95% of test reports provided to TfL OH within five working days of Phlebotomy.

2.19.6. Format of Report:

i. Drug Test reports shall be used for each sample in accordance with ISO 17025.

- ii. Each drug analysis must be separately itemised. The report must state “Negative” or “Positive” to previously agreed cut off levels, which must also be recorded. No other information on levels must be recorded.
- iii. All findings must be endorsed by the analyst – in case of positive results this must be by full signature. This includes the results of blood testing undertaken for screening purposes.
- iv. All collections of samples from TfL OH are to be made by courier, and results delivered by e-mail using appropriate methods to maintain security of data please describe how this is achieved.

2.19.7. Alcohol – Analysis and Reports

2.19.7.1. Analysis:

The Collecting Officer must report the recorded result of the alcohol breath test to the employee and provide the Authorised Individual with the printed readout of the result on completion of the test.

2.19.7.2. Written Report for Breath Analyser Testing at Authorised Laboratory:

Certification of analysis is required for each breath test to be included with the drug test report or provided separately to ISO 17025 standard where no drug test took place.

2.20. Skills and knowledge transfer

2.20.1. The service provider shall be required to visit TfL’s premises (location to be confirmed) and facilitate a workshop twice yearly. The workshops shall be to educate TfL staff about how the Drugs and Alcohol programme is administered and provide an update changes and trends that have occurred in the previous six months.

2.20.2. Sufficient information packs shall be required to be distributed to the attendees of the workshop

3. Service Level Agreements

3.1. Service levels required:

3.1.2. Unannounced testing: Testing agents’ attendance on site is required by prior arrangement. Coverage 24 hours a day 365 days / year to any TfL operational site and office building, including London Underground depots and stations.

3.1.3. Monitoring testing:

Testing agents’ attendance on site is required by prior arrangement. Coverage 24 hours a day 365 days / year to any London TfL operational site such as London Underground depots and stations (usually pre-shift testing).

3.1.4. Post Incident, ‘For Cause’ call outs:

Testing agents’ attendance on site is required within 2 hours of receipt of call out. Call outs can occur at anytime, 24 hours a day 365 days / year to any London location, including TfL group offices and operational sites such as London Underground depots and stations.

3.1.5. Pre-employment testing:

Collection of samples from 1st floor Townsend House: Daily at a time to be agreed.

3.1.6. Post treatment monitoring:

TfL OH Drugs and Alcohol Assessment and Treatment Services (DAATS) require staff who have returned to work following treatment to be monitored. Samples are to be collected from the individuals by prior arrangement through the DAATs team.

3.1.7. Test results return:

- i. Negative reports of samples collected from TfL OH shall be delivered to TfL OH by 10:00 the next working day.
- ii. Negative reports of unannounced testing shall be delivered to TfL OH within 18 hours of sample collection.
- iii. Negative results of all other testing shall be delivered to TfL OH within 24 hours of sample collection.
- iv. A daily summary list of any samples requiring further work shall be delivered to TfL OH.
- v. Positive reports and any outstanding negative reports shall be delivered to TfL OH within 5 working days of collection.
- vi. All opiate positive reports must be signed off by the senior Specialist Toxicological Adviser.
- vii. Any results not delivered within these service levels shall be notified to TfL OH before the agreed time limit.
- viii. All test results from DAATs monitoring shall be returned directly to the DAATs administrator at TfL OH, Townsend House
- ix. For blood testing services, 95% of test reports provided to TfL OH within five working days of Phlebotomy.

3.2. Key Quality Measures

3.2.1. The successful company shall retain valid and in-date all accreditations to professional bodies and / or Quality Management Systems that support their tender submission. See also section 2.9

3.2.2. Contract performance reviews held quarterly or at other periods that may be agreed from time to time.

4. Contract Performance Reviews.

4.1. The management of the contract will be reviewed through a quarterly meeting between relevant personnel from the service provider and TfL OH.