

## **Tab 1: Statement of Company Background and Service Standards (hardcopy and electronically)**

Apollo Couriers would first like to take this opportunity to thank UCLA for being a valued partner and customer for the past 8 years. As UCLA's preferred courier provider for blood and medical specimens, Apollo has had the privilege of working with UCLA towards prompt, reliable, cost effective solutions for all of their transportation and patient care needs. The success Apollo Couriers has shared with UCLA over the years provides a great deal of confidence and a renewed sense of optimism that Apollo Couriers may have an opportunity to continue a relationship which combines value with improved quality of care.

For over 23 years Apollo Couriers, Inc. has been servicing a variety of medical facilities from large healthcare networks to small clinics nationwide. With over 100 full time drivers Apollo is the leading provider for all of your delivery needs, serving our Customers around the Bay Area and from San Louis Obispo down to San Diego.

Apollo employees are experts at handling a variety of deliveries from a medical records and blood samples to more critical deliveries such as human organs, 24 hours a day 7 days a week 365 days a year. Our drivers are trained in universal precautions, infection control procedures and are HIPAA compliant.

Our customized, innovative delivery and logistics solutions assist our customers in realizing their own enterprise mission and goals. Apollo's investment in knowledgeable and experienced staff, cutting-edge technology and adherence to a results-driven philosophy of management, bolsters our position as an in industry leader.

Our goal is to be a valuable partner to your business where Apollo's speed and accuracy will not only create cost effective solutions to your bottom line, but more importantly, improve your quality of patient care which is a goal we all share.

Thank you for your consideration and we hope to contribute to your success in the future of healthcare.

## Tab 2: Supplier Capabilities (hardcopy and electronically)

**On Demand Services:** *Our fastest service;* Pick-up and delivery within the same day. We can create customize timeframes to meet your specific service requirements. Whether you need STAT or routine deliveries, we guarantee that you will receive quick dependable service 24 hours a day, 7 days a week, 365 days a year.

**Customized Routes:** Apollo can analyze your needs and create routes that will maximize efficiency and save you money. In fact, our GPS technology enables us to monitor our route drivers in real time, which guarantees reliable service.

If you have existing routes by using route optimization we can analyze your routes and recommend routed service solutions that could reduce your costs and improve efficiency. This could result in more stops per route and streamline your deliveries.

**Pre-scheduled Pick-ups:** Apollo can arrange daily scheduled pick-ups at the times you require. Since Apollo operates 24 hours a day, 7 days a week, 365 days a year, service is guaranteed anytime; day or night.

**Dedicated Services:** can save you money, reduce your liabilities and maintain quality customer service. We provide full and part drivers with vehicles by the hour, day, week or longer. In fact, dedicated drivers can wear uniforms that represent your company and the vehicles can be branded with your logo.

**Document Shredding:** Apollo offers several options for your shedding needs. These include both on-site and off-site shedding, secure and non-secure document destruction, compliant and cost effective shedding solutions.

**Confidential Document Transport:** Apollo couriers are specially trained to handle confidential documents including financial reports, data, medical records, payroll and legal documents.

**Medication Deliveries:** Apollo delivers to nursing homes, private residences, hotels, businesses, assisted living facilities and hospices. Emailed confirmation of "Proof of Delivery" provides ease of use and recorded chain of custody.

**Facilities Management:** Large healthcare organization can benefit from our transportation expertise by having our dispatchers, customer service representatives and route drivers work for you at your location. We load and unload vehicles, route drivers, monitor inventory, control the paperwork and dispatch directly out of your facility. This eliminates the headaches for you associated with managing logistics and creates greater efficiency.

Service 24 hours a day, 7 days a week, 365 days a year.□

### **Tab 3: Responses To Implementation Plan (hardcopy and electronically)**

#### **A. UCLA may adopt a phased implementation plan as follows:**

- **Phase I:** Implement a pilot program and test the successful bidder's services and systems within selected UCLA campus department(s) for a 3 or 6 month period and complete the program evaluation
- **Phase II:** Conduct a campus-wide implementation following the successful implementation and testing of the pilot program. The level of success of the pilot program will be determined by UCLA through objective performance data and a customer satisfaction survey conducted with all of the campus department(s) selected by UCLA for the pilot program at the end of the test period.

As you current courier provide Apollo is willing to work with UCLA on any additional implementation requirements or procedures.

Apollo Courier recommends the following procedures for all new business:

Days One and Two: All new accounts will be visited to ensure the following:

- Introductions of all parties involved: Meet management and any other pertinent people necessary to service account properly. (Apollo Management, Driver Management, Service Rep, Lab Personnel, Lab Techs etc.)
- Verify addresses, locations of Labs and specimen pick-up and drop off sites.
- Assess delivery schedule and anticipated volume of deliveries.
- Review specimen types and proper handling procedures.
- Evaluate location procedures: parking locations, entrance/exits, POD collection, and personal contact numbers.
- Review order entry, tracking, and reporting.
- ID verification of appropriate personnel.

Day Three: Drivers are hand selected to attend a formal training at Apollo headquarters.

- Drivers are advised on account specific delivery requirements and protocol.
- Review specimen types and proper handling procedures
- Assess delivery schedule and anticipated volume of deliveries
- Go over location procedures: parking locations, entrance/exits, POD collection, and contact numbers.

Day Four and Five: Drivers will perform a dry run to demonstrate knowledge of account locations and procedures. Driver will:

- Verify addresses, locations of Labs and specimen pick-up and drop off sites.
- Provide ID Verification.
- Use proper parking locations, entrance/exits, POD collection, contact numbers.
- Demonstrate proper handling procedures.
- Be evaluated on his/her performance and adherence to account requirements.

**Tab 4: Price Quotation (include in original hard copy proposal/**hardcopy ONLY and NOT in electronic copy)****

**Tab 5: University Of California Business Information Form (BIF), Bidder Financial Information, Appendix A and UCLA's substitute W-9 (include in original hard copy proposal/**hardcopy ONLY and NOT in electronic copy**)**

**Tab 6: Supplemental Information (include in original hard copy proposal/**hardcopy ONLY and NOT in electronic copy)****

**ALTERNATE PROPOSAL**

Leadership and Care are at the foundation of Apollo Couriers' core values. It is what empowers Apollo to continually explore areas of innovation and improvement. Whether it is applied to their work, customer services or patient needs, caring is critical to an Apollo employee's daily demands. It is with these principles in mind, Leadership and Care, that has inspired Apollo Couriers to make steps to reduce the harmful emissions from its vehicles and do its part to protect the environment.

Having recognized its contribution to the growing problem of climate change, Apollo realizes its leadership position in the courier industry can have a significant impact on the future. Apollo success in this vision relies heavily on the support and commitment of its customers, which is why Apollo would like to invite you to join them in paving the way for a cleaner and healthier tomorrow.

Apollo Couriers believes a partnership with the UC Medical System would be successful in achieving the goal of reducing Apollo vehicle emissions in half by 2015. Not to mention, this achievement would cause others in the industry to follow suit contributing to an even greater impact. To ensure the success of this vision, Apollo Couriers would like to propose the following:

- 5 year commitment with UCI and UCLA (existing contract)
- For every \$200,000/yr of existing business, Apollo will provide a hybrid vehicle to service UCLA routes.
- For every \$50,000/yr of new business, Apollo will provide a hybrid vehicle to service UCLA routes.
- For every new \$50,000/yr of business from UCSD and UCSF, Apollo agrees to provide an additional hybrid vehicle to service UCLA routes and a additional Patronage Incentive Rebate applied towards existing business.
- Branding opportunities: UC Logo placement on all new hybrid vehicles.
- Bar Code Scanning Technology: Apollo will provide state-of-the-art bar code scanning technology for improved security, tracking, recording, and chain of custody. Customized for compatibility with existing lab systems.

**Exhibit 1 Attachment 4**