# Standard Operating Procedure for Outsourcing Analyses through a Contract Laboratory

## 1. Scope and Purpose

The FDEP Laboratory enlists external laboratories to perform overflow work under the following circumstances: a) capacity for the requested analyses has been exceeded; b) the requested analyses are not performed by the FDEP laboratory; and c) the samples cannot be shipped to the FDEP laboratory in time to avoid expiration and therefore must be analyzed at a laboratory with closer proximity to the collection site. This standard operating procedure outlines the Lab's procedure for handling the overflow process from the point of scheduling samples to reporting results to the client.

## 2. Summary

The Lab utilizes outside laboratories through both contracts and purchase orders. Some of the contracts and purchase orders are handled on a task assignment (TA) basis and some are not. The microbiology contracts do not require a task assignment due to the short holding time (~6 hrs); there is not enough time to fill out task assignment forms prior to transporting the samples to the lab. All other analyses are outsourced on a task assignment basis.

Samples for both types of agreements are scheduled in the DEP Laboratory Information Management System (LIMS) for overflow analyses and logged in after collection and/or receipt.

For task assignment samples the Lab's project manager runs a weekly check for incoming overflow samples using the LIMS scheduling tracker. The project manager checks the LIMS backlog daily for overflow samples. When samples arrive a TA form is signed and filled out and the samples are transported or shipped to the overflow laboratory for analysis. Samples under a task assignment contract cannot be transferred to an overflow lab without the signature of the contract manager on the task form.

For non-task assignment samples there is no paperwork filled out prior to transporting the samples to the overflow laboratory.

For both types of agreements the contractor sends the lab report and invoice to the project manager or designee. The data are reported in the LIMS as overflow data and the contractor's lab report is reported to the client along with the LIMS report.

## 3. Scheduling Analyses

Prior to sending samples to an overflow facility, a contract or a purchase order must already be in place.

3.1. The project manager or a DEP LIMS user schedules the overflow analyses in the LIMS scheduler. The LIMS test IDs for all overflow analyses are preceded by OV-, or in the case of the microbiology analyses, preceded by the DEP R initials.


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3.2 For analyses scheduled by the project manager, the client must be notified in writing or by e-mail that the analyses will be performed by a contract laboratory.

3.3 If a sampling kit is requested, the DEP Laboratory provides containers for both the regular and the overflow analyses.

3.4 Tracking Scheduled Analyses

The project manager uses the LIMS Scheduling Tracker to view the overflow analyses scheduled in the upcoming weeks. If there is a project containing a large number of overflow analyses or analyses with a short hold time (e.g. MBAS), the project manager notifies the overflow facility of the projected work. Some analyses with very short hold times, such as MBAS, or special circumstances require samples to be shipped directly from the field to the overflow facility. (see section 11).

3.5 The project manager notifies the contract lab project manager of the anticipated samples. For microbiology analyses, the DEP ROC staff notify the contract labs of incoming samples if appropriate.

3.6. Some arrangements allow for adding additional analyses if they are not in the existing agreements. If the written agreement allows adding analyses then obtain a quote from the contract lab, along with MDL/PQL information, sampling container/preservation information and analysis hold times. Create a LIMs test and link it to the correct lab.

## 4. Sample Receipt – Task Assignment Agreements

4.1 Overflow samples are logged in the LIMS upon receipt at the Lab.

4.2 For the chemistry analyses the project manager generates a summary form in the LIMS browser (Attachment 2).

4.3 The samples are stored under proper temperature preservation.

4.4 The login procedure for overflow samples is the same as for the regular samples (reference LB-016 for details on sample login).

4.5 For short hold tests the receiving staff and project manager must expedite the sample processing and transport so that the samples are analyzed within the holding time. If the test is analyzed by TestAmerica. sufficient time must be allowed for the Tallahassee TestAmerica facility to transport the sample(s) to their appropriate lab to avoid expiration.

For example, sulfide has a 7 day hold time. We deliver the samples to TestAmerica Tallahassee but they lose a day or two when their courier service transports the sample to their Savannah facility.

Some samples must be shipped directly from the field to the lab. Reference section 11.0.

4.6 The project manager calls or emails the overflow facility to inform them of the incoming analyses and to set up the delivery or ship date to the facility, if needed.

4.7 Samples are sent/transported to the overflow lab at a frequency that is based on analysis hold time, event priority and whether or not more overflow samples are scheduled to arrive in the next few days.


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## 5. Assigning Tasks

5.1 The project manager signs and fills out a task assignment form (Attachment 1) and prints a summary from the LIMS Browser (Attachment 2). One task assignment form can contain multiple projects if the samples are being transported the same day, to the same facility.
Samples cannot be shipped or delivered to a contract lab until the task assignment form has been completed by the project manager and signed by the contract manager.

5.2 The signed and completed task assignment form and LIMS summary are given to a technician for shipment or transport to the contract lab. Samples are shipped/transported with the appropriate temperature preservation regardless of proximity to the DEP Laboratory.

## 6. Sample Shipping/Transport

6.1 Sample Transport by Hand

6.1.1 Obtain the sample(s) and check them out of LIMS using the overflow checkout feature in the custody module.

6.1.2 Place the sample(s) in a cooler or box with cold packs or ice, along with a cold temperature control bottle if temperature preservation is required.

6.1.3 Deliver the task assignment/chain of custody paperwork and samples to the overflow laboratory or include in the cooler with the samples.

6.1.4 At the overflow lab, complete the custody information on the task assignment (delivery date, time, and signatures). Copies of all the paperwork are provided to the overflow lab and a copy is brought back to the DEP Lab.

6.1.5 Return the copy of the paperwork to the contract manager.

6.1.6 Samples are not retrieved from the overflow lab unless they are scheduled as criminal case samples or specifically requested by the client. If samples are for a criminal case, indicate on the bottom of the task form that the samples must not be discarded. Let the contractor know that the samples need to be returned to DEP (by shipment or pickup). Have the task form signed for relinquishing/receiving the samples.

6.2 Sample Shipping

6.2.1 Repeat steps 6.1.1 – 6.1.2.

6.2.2 Sign and enter the date shipped on the task assignment form.

6.2.3 Make copies of the task assignment form and summary.

6.2.3 Enclose copies of the task form and summary with the samples.

6.2.4 Ship samples priority overnight.

6.2.5 Return the original paperwork to the contract manager.


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6.3 Task Assignment Form Processing

6.3.1 After samples are sent to the overflow lab, the staff at the overflow facility sign the task form acknowledging sample receipt and the overflow lab's contract manager signs the form to accept the task. The signed task assignment form is e-mailed to the contract manager within a couple days of sample receipt. If an executed task form is not received within a few days of sample shipment, request the task form from the contact at the overflow facility.

6.3.2 The contract manager retains the copy of the fully executed task form. The Contract Manager is responsible for routing the task assignment through Procurement.

## 7. Checking NELAC Certification

For analyses that are requested sporadically, check overflow lab's the NELAC certification each time samples are sent to the facility. For analyses that are requested routinely, check the NELAC certification website on a regular basis. If a facility is not NELAC certified for a particular method then notify the client.

## 8. Tracking Task Assignments

Both the project manager and contract manager track the task assignments. Task assignments are given a sequential number preceded by a two letter ID code for the overflow lab. Enter the number on each task assignment form when the form is filled out.

## 9. Managing and Reporting Data

9.1 Data Acquisition

Results of overflow analyses are received by the laboratory by several means.

9.1.1 The overflow laboratory may submit a paper report.

9.1.2 Results may be submitted electronically by attaching a report or electronic data deliverable (EDD) to an email directed to the project manager or contract manager.

9.1.3 The overflow laboratory may place a report or EDD in a directory on its FTP site.

9.1.4 The overflow laboratory may save a report or EDD in a directory on the B/Laboratories' FTP area. This directory is password-protected and is accessible only to the specific overflow laboratory and select B/Laboratories staff.

9.2 Initial Evaluation

Once the report or EDD is received, the project manager reviews it for errors (required data elements missing from the deliverable, results not properly qualified, etc.). If such errors are discovered, the project manager notifies the


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overflow laboratory to resolve any problems and re-issue reports or EDDs as appropriate.

9.3 Upload Results to LIMS

9.3.1 Manual

Use the Results Editor to enter data manually (Laboratory → Technical → Results Editor). The tests must have been logged in and assigned a valid LIMS sample identifier. If the laboratory has reported date/time values in Central Standard Time (CST), they are incremented by one hour and entered as Eastern Standard Time (EST). Once a result, analysis date and time, and any appropriate data qualifiers or comments are entered, the values may be uploaded to the LIMS tables.

9.3.2 Electronic

Results delivered as tab-delimited text in a pre-determined format may be electronically entered into the LIMS, using the Overflow Upload module (Laboratory → QC → Overflow Upload). Choose the appropriate format (current formats include Adapt EDD, Overflow, and Biological) and click the icon to open the data file. Select the name of the overflow laboratory, and then navigate to the file from the appropriate directory. For laboratories that have been flagged as ones that report times in CST, the upload program will automatically increment the collection, received, prepared and analysis dates to EST. If an EDD from the laboratory has been used before, the program uses associations stored in a cross-reference table to translate the overflow laboratory's test and analyte names to those accepted by the LIMS. If this is a new overflow laboratory or an analysis that has not been previously procured, the program will prompt the user to manually create these associations. Once the grid has been populated, review the data to make sure it has been correctly parsed. If everything is correct and the upload prompt indicates 'Yes', then upload the data.

9.4 Final Review and Assessment

9.4.1 Once the data are uploaded to the LIMS, results can be assessed for technical consistency and usability in the Data Review/Authorize module (Laboratory → Administrative → Data Review/Authorize). This final review will confirm that the relevant dates are in logical order and that certain qualifiers (e.g., Q, J) have been appropriately applied and alert the user if they have not.

9.4.2 If this assessment indicates the dataset contains errors, the project manager will notify the overflow laboratory. Depending on the nature of the problem(s), the overflow laboratory may re-issue an amended report and EDD.


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9.4.3 When this final evaluation is complete and no unresolved issues remain, the job associated with the overflow samples is authorized for release.

9.4.4 If the work is done under contract and is referenced on a task assignment form, write the Event ID on the hard copy of the overflow laboratory's report and on the original of the task assignment form. Place the overflow laboratory's report in the event folder for release with the LIMS final report.

9.5 File Management

Save all files submitted by the overflow laboratory to the Supplemental Event folder using the LIMS event name as the first string (e.g. SW-DIST-2008-02-04-04 Lab Name Report.pdf).

9.6 Reporting Results

When all of the analyses associated with a sampling event have been authorized for release, the LIMS event enters the certification queue. Certification and reporting of final results involves several steps.

9.6.1 A draft copy of the final report is reviewed by a senior laboratory manager. If any issues are discovered, they are resolved with the supervisor of the relevant analytical group.

9.6.2 An automated process then transfers the following files to a password protected directory on the B/Laboratories' FTP site: the final report, a comma-delimited text file containing all sample and QC results (if requested), the sample submittal and chain-of-custody forms, and any other relevant files associated with the event. A notification email is sent to the contact associated with the analysis request with a link to the directory containing the files listed above. Files are retained on the FTP site for a period of four months.

9.6.3 That same automated process copies the files to an archive directory on a central server.

## 10. Invoice Payment

10.1 Within 5 business days of receiving the overflow lab invoice and report (both written and electronic, if applicable) the report must be reviewed and the invoice submitted for payment.

10.2 For work done under contract, fill out the following:

- Overflow Checklist for Contracts (e.g., Attachment 3) – for microbiology contracts, a designated biologist fills out the checklist and submits it to the contract manager for signature. The


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checklist can be found in the public directory \\FLDEP1\LDS_Admin\ContractInformation\OutsourceWork\GeneralInfo\Contract&POChecklist&PaymentForms_DEP55-263.

- DEP Form 55-263-A
- FACTS Form
- EXCEL Overflow Contract Tracking Spreadsheet

Submit the following to the Lab Budget Administrator:

- Date Stamped Invoice
- Signed Overflow Checklist
- Task Assignment form, if applicable
- DEP Form 55-263-A
- Signed FACTS Form
- Price quote, if applicable
- Final report
  For analyses not listed in the contract include a copy of the price quote with the invoice paperwork.

File copies of the documents in the designated notebook, after entering the information into CMSS, which are located in the contract manager's office. Electronic copies can be found in \\FLDEP1\LDS_Admin\ContractInformation\OutsourceWork\GeneralInfo\Contract&POChecklist&PaymentForms_DEP55-263\InvoicesScannedandPaidBeginning2-18-14.

10.3 For work done under <u>purchase order</u>, check the report and invoice to make sure everything is correct. Stamp the invoice with the date it's received. For overflow invoices for chemical analyses fill out the Overflow Checklist for Purchase Orders, (e.g., Attachment 4). The checklist can be found in the LDS_Admin directory \\FLDEP1\LDS_Admin\ContractInformation\OutsourceWork\GeneralInfo\Contract&POChecklist&PaymentForms_DEP55-263.

Submit the following to the DEP Lab's purchasing agent:

- Date Stamped Invoice
- Task Assignment Form (if applicable)
- Signed Overflow checklist (for chemical analyses)
- Final report

File the copies in the designated location. For chemistry analyses the notebook is in the project manager's office.

## 11. <u>Procedure for handling overflow samples, under a Task Assignment Contract, that get shipped directly from the field to the overflow lab.</u>

11.1 When approving an RQ with the analyses that require shipping directly to the overflow laboratory notify the customer that they will have to send


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those aliquots from the field directly to the overflow lab and obtain the sampling date information.

11.2 Notify the overflow lab's contract manager of the upcoming event.

11.3 Obtain a task form that has the address of the facility that will be receiving the aliquots.

11.4 Sign the task form and fill out the upper portion as well as the analysis information, cost, number of samples etc.

11.5 E-mail the sampler a copy of the partially completed task form.

11.6 Instruct the sampler that a copy of the task form must accompany the samples to the overflow lab, along with a copy of the field sheet.

Example of E-mail
Attach task form to e-mail – pre-fill out as much as possible.

"Our lab does not run the OV-MBAS analysis in RQ----. Our contract lab in City, State runs MBAS. Due to the short hold time, 48 hours, there isn't time to ship the samples to us for shipment to City. Send the MBAS aliquots directly to the lab in "name city here" on the day of collection (instructions below). The aliquots for the other analyses get shipped to the Lab. Let the overflow Lab know what day to expect the samples.
Instructions for shipping the MBAS aliquots to the overflow lab:
On the attached task form sign/date the "Samples released by" section on the day of shipment.
Make copies of the field sheet and task form
Ship the MBAS aliquots, task form and Field sheet to the address listed on the Task Form.
Note: the task form must be included with the samples and field sheet.
E-mail me copies of the field sheet and task form."

11.7 Instruct the sampler to send any other overflow analyses in the same event to the DEP Laboratory along with the DEP Lab's aliquots.

11.8 Find out the day the samples are being collected and notify the overflow facility of the date the samples should arrive at their lab and the expected number of samples. The DEP Lab usually receives the aliquots for the other analyses the same day the overflow facility receives their aliquots.

11.9 The day the samples are to arrive at the overflow lab, e-mail or call the overflow lab contract manager and ask if the samples arrived intact. Have the samples logged in LIMS along with DEP Lab's aliquots. Generate an overflow login form in the LIMS browser (see Attachment


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2) and scan it in a file. E-mail a copy of the completed task form along with the form generated in the LIMS browser to the overflow lab contract manager.

11.10 There are currently two tests that have to be sent from the field directly to the overflow lab, MBAS Surfactants and Chromium VI (OV-MBAS-W, OV-CHRO-VI).

MBAS has a 48 hour hold time and is analyzed by TestAmerica Labs in Savannah.

Chromium VI is analyzed by TestAmerica Tallahassee but due to the 24 hour hold time there isn't time to receive it at DEP and then transport to TestAmerica. The chromium VI has a 24 hour hold time and must be collected as late in the day as possible to avoid expiration. Let the samplers know that afternoon collection is preferable. It's recommended that the samplers choose FedEx First Overnight when shipping samples for chromium VI. First Overnight guarantees delivery at ~ 8 am the next day.


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Attachment 1

**STATE OF FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION**
**TASK ASSIGNMENT/NOTIFICATION FORM: DEP Contract: LAB #**

| | | |
|---|---|---|
| Contract Manager: | Sara Armour, MS 6500<br>2600 Blair Stone Rd.<br>Tallahassee, FL 32399-2400 | (850) 245-8084 |
| Contractor: | Test America<br>2846 Industrial Plaza Drive<br>Tallahassee, FL 32301 | (850) 878-3994 |

State Approval By: _____ Contractor Approval By:_____*
Project Manager Project Manager

Contractor Representative Contacted: Matt Jones Date:

Means of Contact:

Task Assignment Number: TA Maximum Cost: Turnaround Time:

Sample Delivery Date: _____

ProjectName/Description: (include purpose, location, etc.)

| **Parameter Group/ Method** | **Sample Matrix (if any)** | **# of Samples** | **# of QC Samples** | **DEP ID #** | **Unit Cost** | **%mark-up** | **Cost** |
|---|---|---|---|---|---|---|---|
| | | | | | | | |

Total:

**Total Number of Containers Shipped**:

**QC Instructions**: Report batch matrix spikes

Samples released to Contract Lab by: _____Date/Time: _____ Deliver Method:

Samples Accepted by:
_____Date/Time_____*
*** Please sign and return by FAX at (850) 412-0497 or email to sara.armour@dep.state.fl.us**


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# Attachment 2
# LIMS Summary

| Event ID | Job ID | Event Descript. | Sample ID | Field ID | Site Location | Date Sampled | |
|---|---|---|---|---|---|---|---|
| Matrix | Analysis | | | Specific Cond. | Sample Status | Priority | |
| CHEM-LAB-****** | TLH-***** | WP-147 | 622114 | Sample 1 | ERA | 9/13/2002 10:00 | W- |
| OTHER | OV-OIL-GRS | 150 | V | 3 | | | |
| CHEM-LAB-****** | TLH-***** | WP-147 | 622115 | Sample 2 | ERA | 9/13/2002 10:00 | W- |
| OTHER | OV-COD | 220 | V | 3 | | | |


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# Attachment 3
# Overflow Checklist for Contract Invoices

Laboratory Name: _____

Task Number: _____

Contract Number: _____

LIMs Event Name(s): _____

Contractor's Report ID: _____

Invoice Number: _____

TAT in days* _____

| | Yes | No |
|---|---|---|
| Written report received? | | |
| Electronic deliverable received? | | |
| Data for all samples accounted for? | | |
| All requested QC accounted for? | | |
| Is TAT acceptable? | | |
| Is data reportable? | | |
| Invoice amount agrees with reported data? | | |

| | |
|---|---|
| Date report received | |
| Date EDD received | |
| Date invoice received | |

* TAT - Turnaround time from the day of sample receipt at overflow lab to the day the report is received.

Comments:

Project Manager's Signature/Date _____/_____

07/16/10


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# Attachment 4
# Overflow Checklist for Purchase Order Invoices

Laboratory Name:

Task Number:

Purchase Order#:

LIMs Event Name(s):

Contractor's Report ID:

Invoice Number:

TAT in days*

| | Yes | No |
|---|---|---|
| Written report received? | | |
| Electronic deliverable received? | | |
| Data for all samples accounted for? | | |
| All requested QC accounted for? | | |
| Is TAT acceptable? | | |
| Is data reportable? | | |
| Invoice amount agrees with reported data? | | |

| | |
|---|---|
| Date report received | |
| Date EDD received | |
| Date invoice received | |

* TAT - Turnaround time from the day of sample receipt at overflow lab to the day the report is received.

Comments:

Contract Manager's Signature/Date_____/


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