Attachment C - Scope of Work

Emergency Medical Services
Shelter Support

A. Scope of Work
On a contingency basis, the Contractor will provide support to activated state shelters utilizing the incident management team concept during a declared State of emergency and upon activation by the Louisiana State Health Officer/designee. Contractors will assist by providing one and/or both of the following deliverables that will be identified in an activation order during an event.

1. Deliverable 1: Two (2) Advanced Life Support (ALS) ambulances. Each will be staffed with a minimum of one (1) EMT Basic and one (1) Paramedic or staffed with two (2) Paramedics.
2. Deliverable 2: Augmentation Personnel will be two (2) paramedics assigned to work within the shelter.

Upon activation by the Louisiana State Health Officer, the State Health Officer’s designee will notify the Contractor via written communications identifying which deliverable to be activated in the current event for the support of medical operations. Each deliverable can be activated with or without the other deliverable and will require notification by the Louisiana State Health Officer or his designee. The Contractor will provide those identified deliverables with staffing and operations support during a declared emergency at an activated shelter with appropriate staff as detailed below.

Safe Working Conditions: The contractor is responsible for adequate shift change schedules that promote safe working operations. Failure and/or neglect may render a negative performance review.

B. General Requirements
1) Contractor will activate upon written notification by LDH.
2) Once activated, Contractor will remain in an active status until officially notified by the Louisiana State Health Officer’s designee, at the request of the State Health Officer, via written notification.
3) Upon activation, the Contractor must be at the designated site within four (4) hours. There may be instances where a Contractor is willing to service a particular region but will not be able to arrive within the four (4) hour designation. LDH, due to the severity of the event, may opt to grant an extended response time. If Contractor cannot meet the four (4) hour response time, indicate on the pricing sheet the minimum response time. If no
designation is given, it will be assumed that Contractor can report within the four (4) hour response time.

4) All activated instate Louisiana licensed and equipped ALS ambulances and paramedics shall report directly to the identified Louisiana shelter reporting to the shelter’s LDH regional command and/or LDH Liaison at that designated shelter.

5) All duties as described herein pertain to pre-event and post-event responsibilities.

6) Contract functions are 24 hours per day, seven (7) days per week (24/7) unless otherwise directed by the Louisiana State Health Officer or his designee. Operational periods will be specified by the Louisiana State Health Officer’s designee with the overall goal being 24 hour coverage.

7) All operational data collected, processed, and reported by the Contractor becomes the property of the State of Louisiana Department of Health, and shall provide all required documentation and invoices within fourteen (14) business days of deactivation of the contract. The Contractor will share, without hesitation, any and all data with designated ESF 8 representatives during the event.

8) If the Contractor chooses to develop or purchase software applications for the collection and dissemination of information under the contract, the software application (including application interfaces, web services, any operational data, and underlying source code) will become the property of the State of Louisiana.

9) All reporting requirements must be complete and verified before payment is made.

10) For all contract personnel, relevant and current certifications must be submitted to the Louisiana State Health Officer’s designee.

11) All logs and reports are subject to the review of the Louisiana State Health Officer’s designee for purposes of reimbursement and accountability.

12) Forms will be available electronically upon activation.

13) All contract personnel must complete and sign the operational roster for each operational period worked and report to the shelter command providing staff roster and unit number each operational period.

C. **Deliverables:**

1. Deliverable 1: Provide two (2) staffed Advanced Life Support (ALS) Ambulances at designated shelter sites 24/7. Each ALS ambulances must be staffed with a minimum of one (1) EMT Basic and one (1) Paramedic or staffed with two (2) Paramedics and all staff shall be licensed to operate in Louisiana.

2. Deliverable 2: Provide two (2) paramedics as augmentation staff within the shelter. Shelter augmentation staff must consist of two (2) Louisiana licensed Paramedics.

**Logistics:**

- Meals will be provided by State to Contractor’s staff assigned to the shelter during operational periods.
- The Contractor will be responsible for lodging and meals when staff is not on active duty at the assigned shelter.
• Hourly rate is to be inclusive of all labor, materials, overhead expenses, contractor provided meals and lodging and any other travel expenses to provide services as required.

**Contractor Goal:** The Contractor will support LDH in the medical transport and care of shelterees during a declared emergency.

**Availability:**
1. Two contracted ALS ambulances with required staff are to be available and in-service 24 hours per day, seven days a week until demobilization of the shelter.
2. Augmentation staff will be available at the shelter 24 hours a day, seven days a week until demobilization of the shelter.

**Requirements:**
• Units shall be Louisiana licensed and equipped ALS ambulances in accordance with La. R.S. 40:1133.6.
• Paramedic/EMT staff shall be Louisiana Licensed in accordance with La.R.S. 40:1133.6

• Out-of-State ambulances may be utilized in response to the contract as a last resort only when specifically approved by the Louisiana State Health Officer or designee. In the exception case(s) where out-of-state ambulances are approved, the contractor shall verify that the responding units are licensed and in good standing in the state of origin. The contractor shall notify the responding State’s EMS official that units are responding to an out-of-state request. The Contractor shall disclose to the State of Origin State EMS Official the number, location and name of the ambulance service of any ambulances from that state that are used as a part of the contract and provide LA evidence of this notification prior to the ambulances leaving the affected state and this documentation provided to LA. Out-of-state ambulance staff has to notify LA State’s EMS official to verify they are in good standing to work in the State.

• Ambulances must have a common radio communications system (the State of Louisiana 700 MHz Interoperable radio system) that will have contact with the EMS Tactical Operations Center and LDH Emergency Operations Center.

**Participating Ambulances:** In-state ALS ambulance and associated staff are not to be pulled from the locally affected area. A locally affected area is defined as a Parish or group of Parishes that are evacuating or under the threat of an evacuation. Clarification should be sought from the EMS Director.

**Disclosure of Contractual Obligation of Participating Providers:** The bidder shall disclose contractual obligations that they have entered into to provide their ambulances and/or staff. These contracts include but are not limited to, Nursing Home, Home Health, Hospitals or other providers in support of contract within Louisiana or out-of-state.
**Direction:** The ambulances will be utilized by LDH under the direction of the shelter incident commander or designee. All ambulance missions will be assigned and tracked through the LDH designated system. *Any time associated with a mission that was not assigned and documented within the LDH designated system will not be compensated.*

**Payment:** Contracted ambulances will be paid on hourly basis for active hours of service. Ambulances that are on crew rest are considered out of service and no hourly rate applies.

Active – ambulance is available for use.

Crew Rest – ambulance is out of service.

Hourly rate is to be inclusive of all labor, materials, overhead expenses and travel to provide services as required.

For each operational period, the Contractor will submit:
- Summary of reports for asset-resource utilization and mission assignments.
- The operational personnel roster for all contracted personnel.

Payment shall begin after the staff reports to the shelter incident commander or designee. Payment shall end upon demobilization of the shelter.

**Reporting:** The Contractor shall provide a summary report of all missions. Mission assignment data will include but is not limited to:
- Name of patient
- Point of Origin
- Point of Destination
- Transfer Times
- Crew member Identification

Detailed patient care documentation shall be provided to LDH upon request. The Contractor shall provide a sample run report to LDH for approval. Detailed mission assignment reports for each operational period must be submitted along with the invoice.

**Logistics:** Medical supplies utilized and expended on patients during transport, fuel, food, and lodging shall be provided by the Contractor unless they are not commercially available as verified by local resources. The State will assist the Contractor in securing needed resources such as medical supplies expended on patients, during transport, fuel, food, and lodging. The State reserves the right to bill appropriately and/or deduct cost from invoiced amount for provided resources, or to adjust the Contractor’s submitted final bill.

- If needed resources are provided by the State, the Contractor must complete the appropriate supply request form as prescribed by the State.
Infection Control:
Contractor must have an infection control and post-exposure prophylaxis and monitoring plan in compliance with industry standards and Occupational and Safety Health Administration.

Performance Measures:
- Ambulance staff will meet with the Shelter Incident Commander or designee, when requested to provide updates and situational reports. Minimum frequency of at least once per operational period.
- For each operational period, the Contractor will submit:
  - Summary of reports for asset/resource utilization and mission assignments
  - The operational personnel roster for all contract personnel.
  - Signed time sheets for all contracted personnel.
  - Activity sheet.
  - Transport log.
  - The Contractor shall be provided a template of all required forms prior to the activation of the Contract.
  - The contractor will provide within fourteen (14) business after the contract is deactivated the documentation listed above covering the span of activation during the event along with an invoice that includes at a minimum [date/day, line item-(deliverable #, staff # ,unit #), quantity, start/end time, shift end date, total Shelter Hours, Rate/hour, total].

Monitoring Plan for Contracted ALS Ambulances:

The Contractor will provide the Shelter Incident Commander or designee with a copy of the summary report for asset/resource utilization and mission assignments for submission to the Louisiana State Health Officer’s designee each operational shift.

The Louisiana State Health Officer’s designee will review and maintain a copy of all summary reports submitted by the Shelter Incident Commander or designee and distribute them as directed.

A listing of the current shelter locations can be found in Appendix A. These locations are subject to change but will remain in the designated state region.