

ATTACHMENT B

RFx number: 3000024492

Contract Title: Emergency Management, Staffing, and Operational Shelter Services - DCFS

SPECIFICATIONS

Emergency Management, Staffing and Operational Shelter Services for the Louisiana Department of Children and Family Services (DCFS) Evacuation Shelters

Background

The Louisiana Department of Children and Family Services (DCFS) is the primary Louisiana State Agency responsible for providing Emergency Support Function-6 (ESF-6) services, which include Mass Care, Housing and Human Services, during emergencies and disasters. When an emergency is declared, an evacuation order may be issued for the population of the affected area. Evacuation is defined as the orderly removal of people from an area threatened by disaster to a place of safety. A hurricane is the likely reason for mass evacuation and presents the most intense evacuation and sheltering scenario. Evacuees are transported to shelter facilities that provide temporary housing until the emergency has passed and they can return to their homes or be transferred to more long- term housing.

DCFS is responsible for opening, managing, staffing, and coordinating the statewide operations of the shelter facilities when there is an imminent threat to the lives and property of the citizens of the State. The number of people requiring evacuation and sheltering fluctuates with the size, intensity and location of the event. The number of evacuees in the shelters may vary from day to day and the length of time the shelters remain open is also fluid. During an emergency, several types of shelters may be operated, including: Critical Transportation Needs Shelters (CTNS) and Medical Needs Shelters (MNS)

Pre-identified shelter sites are located mostly in the northern part of the state, but shelters may be operated anywhere within the state.

Definitions

- **Critical Transportation Needs Shelters (CTNS)** - Large capacity sheltering facilities established to meet the needs of citizens who are not able to evacuate via their own transportation.
- **Medical Needs Shelters (MNS)** - Sheltering facilities for citizens who require medical assistance with daily activities but do not have conditions that require admission to or sheltering in a hospital. Triage and assessment assistance for MSNS are provided by the Louisiana Department of Health (LDH).
- **DCFS** - Department of Children and Family Services
- **ITB** - Invitation to Bid.
- **Mobilization** - Activation and bringing resources to site.
- **Demobilization** - Removing resources from site.
- **Turnkey** - Complete operational readiness.
- **Stand-Alone** - Resource by itself, "a la carte"
- **Should** - The term "should" denotes a desirable action.
- **May** - The term "may" denotes an advisory or permissible action per La. R.S. 39:1556(33).
- **Must** - The term "must" denotes mandatory requirements.
- **Shall** - The term "shall" denotes mandatory requirements per La. RS: 39:1556(52).
- **State** - The State of Louisiana.
- **ADA Compliant** - Following the American with Disabilities Act regulations.

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Purpose

The purpose of this solicitation is to provide either a complete management and service package or a partial provision of services needed for operating evacuation shelters located within the State of Louisiana during emergencies and disasters. The services necessary to maintain and operate shelters include, but are not limited to, management and logistics personnel, portable restroom facilities and showers, waste management and disposal, and janitorial services. Complete requirements of the service package are described in the Scope of Work/Services. Pending the official declaration of emergency and a subsequent order from the DCFS Emergency Preparedness Director or his designee in accordance with the schedule listed below in Goals and Objectives, the turnkey Contractor shall be requested to immediately dispatch resources to the shelters.

Goals and Objectives

It is the goal of DCFS to provide comfort for displaced people through the provision of shelter and relief supplies. Shelters should provide a safe, secure and sanitary place for individuals and families affected by disasters to be housed temporarily until they can return home or be placed in transitional or longer-term housing. Standards of care at shelters should address their immediate needs, which are physical, emotional and informational.

The Contractor(s) shall be capable of providing a turnkey project and/or stand-alone services as described in the Scope of Work/Services section of Attachment B, according to the following schedule:

- Management staff shall be on-site in the shelters within 48 hours after notification;
- Operations staff shall be on-site in the shelters within 72 hours after notification; and
- Equipment and service resources shall be in place and functional on-site within 72 hours after notification.

The Contractors shall be prepared to continue services at each shelter for an indefinite period of time, as long as the need to shelter evacuees exists or until other sheltering provisions are arranged.

Scope of Work/Services

The scope of the work and services to be provided is both vast and complex. The number of people requiring evacuation and sheltering fluctuates with the size, intensity and location of the event. In the most likely scenario - a hurricane, DCFS wants to ensure its resources by having the Contractor stage its assets in the State when the threat of a storm is imminent but State officials have not yet ordered evacuation requiring the opening of shelters. DCFS desires to partner with Contractors who are willing to provide a turnkey solution of all management, staffing and operational shelter services required to adequately operate a shelter, as well as allow DCFS to select specific stand-alone services to support the operation of a shelter

DCFS reserves the right to add or delete shelters and adjust the capacity of shelters as mandated by the severity of the emergency, pandemic spacing requirements, and the number of people who must be sheltered. DCFS will provide capacity at the time of notification in regards to management, staffing, Schedule 2, and Schedule 3.

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Components to provide Turnkey Solution, as well as standalone Services:

The Contractor may provide services, supplies, personnel and/or equipment on a stand-alone basis to manage and service the equipment as described below and outlined under Turnkey Management of Shelter(s) in Schedules 1, 2, 3, 4 and 5 in this solicitation.

Upon notification, the Contractor shall provide all physical equipment and ancillary equipment necessary to be completely self-sustaining to include:

- Potable water
- Gray water removal
- Waste management
- Power generation
- Propane
- Contractor personnel sleep facilities for the duration of the operation and demobilization

Equipment and service resources shall be on-site, in place and functional within 72 hours after notification

Mobilization:

The Contractor shall provide mobilization, including all ablution equipment and ancillary support to ensure a total turnkey shelter will be mobilized, pending official notification of full mobilization.

The Contractor shall provide the following components:

- Provide and set up the appropriate number of portable toilets and hand wash stations for each location determined by DCFS per specifications in Schedule 1 and Schedule 2 in this solicitation.
- Provide and set up the appropriate number of showers for each location determined by DCFS per specifications in Schedule 1 and Schedule 3 in this solicitation.
- Provide and set up an adequate waste disposal system for each location determined by DCFS per specifications in Schedule 4 in this solicitation.
- Provide janitorial services for each location determined by DCFS per specifications in Schedule 5 in this solicitation.

Demobilization:

The Contractor shall provide all services, equipment and personnel necessary for demobilization to stand down and close the facility. Facilities and their contents must be cleaned and disinfected. An inventory of remaining supplies shall be provided to DCFS upon closure.

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Equipment for Shelter Management, Operations and Logistics Support:

Equipment:

Equipment and service resources shall be on-site, in place and functional within 72 hours after notification.

Equipment includes:

- Mobile Restrooms
- ADA Mobile Restrooms
- Handwashing Stations
- ADA Handwashing Stations
- Mobile Showers
- ADA Mobile Showers

Mobilization:

The Contractor shall mobilize all ablution equipment and ancillary support to ensure the services and equipment will be operable.

The Contractor shall provide and set up the appropriate number of showers, hand wash stations, portable toilets, restrooms, waste disposal, janitorial services and/or wastewater collection systems for each location determined by DCFS as per specifications in Schedules 1, 2, 3, 4 and 5 in this solicitation.

Demobilization:

The Contractor shall provide all services, equipment and personnel necessary for demobilization to stand down and close the facility.

Facilities and their contents must be cleaned and disinfected. An inventory of remaining supplies shall be provided to DCFS upon closure.

Services for Shelter Management, Operations, and Logistics Support:

Shelter Operations Management:

The Contractor shall provide management of all major components which include:

- Setting up and establishing shelters to provide appropriate sleeping areas and necessary sanitation and personal hygiene services for evacuees.
- Organizing and coordinating services.
- Maintaining and tracking supplies.
- Tracking expenditures, bills and invoices for goods and services.
- Ensuring proper cleanliness, sanitation and waste disposal.
- Distributing comfort/hygiene kits to evacuees.
- Submitting daily reports to the DCFS Shelter Manager and any other information requested by DCFS.

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- Organization and oversight to the distribution of food supplies and information to be provided to evacuees.

Management staff to be on-site in the shelter(s) within 48 hours after notification.

Shelter Operations Management Key Personnel:

The Contractor shall provide:

- Organizational chart of personnel that will hold key roles at the shelters, ensuring that sufficient numbers of staff are on duty to comprehensively manage shelter operations.
- Positions, classifications and job duties of each staff personnel, ensuring the number of staff assigned to each shelter will be commensurate with the potential number of evacuees at each site.

The Contractor shall be responsible for:

- Hiring employees who are experienced in emergency response services.
- Ensuring all employees are drug free.
- Processing background checks on all employees who work in shelters to ensure a safe and secure environment.
- Complying with all Federal, State and Local laws, ordinances and regulations that affect employees or prospective employees.

Shelter Operations staff shall be on-site in the shelters within 72 hours after notification.

Shelter Operations Management Command Structure:

DCFS shall provide overall management and oversight of shelter operations. A DCFS Shelter Manager will be stationed on-site at each shelter and will be deemed as the Incident Commander for the sheltering operations at that particular facility.

The Contractor shall have one employee who is responsible to DCFS; this employee shall be the contact person.

The Contractor shall provide on-site workers who will adhere to proper Incident Command Protocol.

Shelter Operations Management Staff Ratios:

The Contractor will provide adequate staffing to provide management and logistics support via an Incident Management Team (IMT) at each shelter site.

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Staffing ratios shall be:

- 2% for regular shelter populations
- 5% for special needs populations.

The Contractor shall assign staff that possesses the knowledge, skills and abilities to successfully perform assigned tasks.

Shelter Operations Management Reporting:

The Contractor shall be responsible for providing daily reports of the number of evacuees that are occupying the shelter. The Contractor may be required to report other information as requested by the DCFS Emergency Director or his/her designee. The Contractor shall be responsible and accountable for all expenses, including any documentation that may be required by DCFS.

Shelter Operations Management Food and Supplies:

DCFS will pre-stock and/or make available shelter supplies which include, but are not limited to:

- Meals Ready-to-Eat (MRE's)
- Ready to eat food,
- Snacks
- Water
- Cots
- Blankets
- Linens such as sheets and towels, and comfort/hygiene kits.

The Contractor shall provide organization and oversight to the distribution of food supplies and information to be provided to evacuees.

Shelter Operations Management Miscellaneous Purchases:

If miscellaneous purchases need to be made during the Contractor's management of the shelters, the Contractor's site manager shall make a recommendation for purchase to the DCFS Shelter Manager. The DCFS Shelter Manager must review and approve all orders unless further instructions are provided by the Emergency Preparedness Director or his designee.

SCHEDULE 1 - ABLUTION EQUIPMENT SPECIFICATIONS

"Certificated" potable water supply, showers, hand wash stations, portable toilets, restrooms, and wastewater collection systems are provided by the Contractor at each location. All water supply equipment is to be rated for potable water supply in accordance with ANSI/NSF 42, 53 and 61 standards. Water systems are installed and operated in accordance with AWWA standards C900, C901 and NSF 14 for distribution systems and flexible lateral supply piping.

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All potable water must be "certificated" by a Federal or State Agency prior to use. The Contractor shall ensure that each tanker of water to be used is "certificated" as potable and copies of all certificates maintained by the Contractor for a period of not less than three years.

Should a State Health Official deem a specific water source as "potable" for continuous re-supply, the Contractor must get that certification in writing from the health official as well as name, organization, address and phone number.

All gray water must be captured and removed from the shelter site. Gray water may be dumped in manholes or at a local lift station.

All black water must be captured, contained and taken to a State-approved facility for disposal. The Contractor is responsible for any fees associated with that disposal.

SCHEDULE 2 – RESTROOM FACILITIES

Portable Toilets and Hand Wash Stations

Restroom Facilities Overview:

The Contractor shall ensure sufficient restroom facilities in a manner that provides adequate health and safety as provided by ANSI Z4.3 and Z4.4.

Portable Restrooms Specifications:

- Self-contained for 100% of the NIMS camp, mobilization ratio of one toilet to 20 persons per shelter, in accordance with ANSI Z4.3 and Z4.4.
- Hand wash stations (sinks) ratio of one per 20 persons per shelter.
- Servicing shall be daily for all restrooms and hand wash stations.
- At least 10% of portable restroom facilities should be ADA compliant.

Necessary actions shall be taken to shield users from exposure to the elements by ensuring protected access to the portable restroom facilities.

Male/Female Segregation:

Assume 40% male and 60% female.

This ratio may be adjusted by the DCFS Emergency Preparedness Director on a per-shelter basis.

SCHEDULE 3 – MOBILE SHOWERS

Shower Operations Overview:

The State shall provide the Contractor with the head count for the event prior to mobilization.

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The Contractor shall provide shower units to accommodate the shelter population at the ratio of one showerhead per 25 people.

The DCFS Emergency Preparedness Director and the Contractor Representative shall discuss head-count trends on a daily basis.

Shower Specifications:

The Contractor shall furnish the following:

- All labor to include, but not limited to, complete management, control, transport, purchase, receipt, storage, issue, set up, handling, processing, drying towels (paper) and soap for dispensers.
- Garbage can and liners for outside the shower unit.
- Temporary waiting area with chairs and grass rugs sufficient to stage 10 personnel.
- A five gallon water bucket with chlorine solution for shower flip-flops.
- Necessary actions shall be taken to shield users from exposure to the elements by ensuring protected access to the portable shower facilities.

The Contractor shall ensure the following:

- Certified potable water initial supply of 1,500 gallons of potable water with recurring certificated potable water reorders using a 6,000 – 8,000 gallon tanker.
- Gray water storage capacity of a minimum of 2 – 1,350 gallon bladder bags per shower.
- Gray water removal.
- Adequate fire extinguishers meeting current Occupation Safety and Health Act (OSHA) National Fire Protection Association 10.
- Provide equipment and operate in accordance with all current Federal, State, Local laws or standards; OSHA regulations in National Electrical Code (NEC); the Uniform Plumbing Code (UPC); Federal and State potable water codes; the current Food Code issues by the U.S. Department of Health and Human Services; U.S. Public Health Service, Food and Drug Administration; and other contractual requirements stated herein.
- Living accommodations and meals for the Contractor's personnel.
- Employees are neat and clean in appearance.
- All employees shall wear identification that distinguishes the Contractor represented.

Shower Unit (Including All Ablution Equipment and Ancillary Support)

1. The shower unit shall have the ability to be segregated by male and female and be fully enclosed except the shower access door.
2. Equipment surface shall be free from channels, crevices, flanges, ledges, sharp or jagged edges, and other cleaning obstructions. Unfinished wooden surfaces are not permitted.
3. All pipes, fittings, or hoses shall comply with the shower unit and peripheral equipment where water is stored and used. Space around pipes, conduits, or hoses that extend through floors or outer walls shall be sealed. The seal shall be smooth and easily cleanable.

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4. Light bulbs, tubes, etc., shall be covered completely with enclosed plastic safety shields, approved shatterproof type bulbs or the equivalent. Light fixtures shall be installed so as to not constitute a hazard to personnel. No electrical receptacles shall be placed inside the showers.

SCHEDULE 4 – WASTE DISPOSAL

Waste Disposal Overview:

The Contractor shall ensure that waste containers are provided at each shelter and that all waste, trash and garbage generated during the mobilization period is hauled off and properly disposed of.

Waste Disposal Specifications:

The Contractor shall be required to furnish the necessary containers and hauling services as specified below:

- The Contractor shall be responsible for maintaining, deodorizing, disinfecting and/or replacing containers (including recycling containers). Responsibility also includes any and all costs for chemicals needed to sanitize equipment.
- Upon the Agency's request, all containers must be thoroughly cleaned and disinfected to prevent possible disease or odor.
- All containers must be treated with insecticide, pesticide or whatever is needed to control flies, rodents, etc.
- Cleaning of spills or leaks resulting from disposal operations shall be the responsibility of the Contractor.
- The Contractor shall be responsible for keeping loading areas, including cleanup of any paper or general trash in the immediate vicinity of the containers, reasonably clean and in a sanitary condition at all times in a manner acceptable to the Agency.
- The Contractor shall be responsible for maintaining and keeping equipment at the location to ensure continuous service for trash collection.
- The Contractor is required to use only Louisiana State Board of Health approved landfill sites to dispose of refuse.
- The Contractor shall deliver containers with the bottom of the front load containers being a minimum of 10 gauge. The container must be watertight, fitted with a properly hinged lid and must meet Louisiana State Board of Health standards. The lids of all containers must have appropriate handles and be constructed so that insects cannot enter closed containers.
- The Contractor must pick up all garbage in an appropriate garbage truck suitable to the type of container used. A "suitable garbage truck" means that the truck must be constructed specifically and solely for the purpose of picking up garbage and the truck

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must be approved by the Louisiana Board of Health and must have passed Federal, as well as Louisiana State Department of Public Safety standards.

SCHEDULE 5 – JANITORIAL SERVICES

Janitorial Services Overview:

The Contractor shall ensure that shelter facilities are kept clean and free of dirt and debris.

Routine cleaning shall be performed daily.

Other cleaning shall be performed on an as-needed basis, as spills or other incidents occur which must be remedied to prevent a threat to the health or safety of the shelter staff and evacuees.

Janitorial Services Specifications:

The Contractor shall supply all cleaning chemicals and supplies.

Duties shall include, but are not limited to:

- Spot cleaning when requested.
- Mopping up spills as needed.
- Filling up paper towel, toilet tissue, and hand soap dispensers when needed.
- Any other cleaning needed during the time shelters are mobilized.

Routine services include the following:

Floors:

- Floors in shelters shall be dust mopped and damp mopped.
- Dust mops shall be appropriately treated.
- The damp mop shall be accomplished with fresh clean water as required to leave a clean and neat appearance.

Restrooms:

- Floors shall be swept, detergent mopped and rinsed with clean water.
- Mirrors shall be wiped clean of all fingerprints and smudges.
- Fittings and supply pipes shall be wiped clean.
- Commodes, urinals, fixtures and hardware shall be cleaned and sanitized.
- Remove all water marks and stains.
- Waste Receptacles shall be emptied, cleaned, sanitized and resulting debris placed in a designated area and receptacle liners replaced.
- Towel and tissue receptacles shall be filled from the Contractor's stock and checked periodically during the day to ensure that receptacles are filled. Supplies must fit the dispenser provided.
- Liquid soap receptacles shall be cleaned and refilled from the Contractor's stock, and checked periodically during the day to ensure that receptacles are filled.

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- The Contractor shall supply deodorizers to be used to leave restrooms free of odor.

Restrooms shall be cleaned a minimum of twice a day.

Receptacles:

- Waste receptacles shall be emptied and resulting debris placed in designated area.
- Receptacles shall be cleaned when they become soiled. Plastic liners shall be used in all waste receptacles.
- Sand urns shall be sifted. Soiled sand shall be emptied and urn shall be refilled as needed from the Contractor's stock.
- Waste receptacles in food service areas shall be emptied daily and sanitized.

Miscellaneous:

- Drinking fountains shall be cleaned and sanitized as needed or as requested.
- Sweep outside areas such as loading docks, sidewalks, steps, and entrance as required.
- Entrance doors, frames, and glass shall be cleaned inside and out.
- Clean and/or wipe window ledges and handrails.
- Remove all outside debris and wipe clean all outside ashtrays/ash urns. Replace with sand as necessary.