

ATTACHMENT B

RFx number: 3000024607

Contract Title: Emergency Helicopter Medical Services - LDH

Scope of Work

ROTARY WING AIR AMBULANCES/ HELICOPTERS

Project Overview:

On a contingency basis, the Contractor shall provide Helicopter Medical Services to the Louisiana Department of Health (LDH) Emergency Medical Services – Tactical Operations Center (EMS-TOC), utilizing the incident management team concept during a declared state of emergency and upon activation by the State Health Officer or designee.

For purposes of the contract, the EMS-TOC will serve as Incident Command to the Contractor providing the services herein.

During a declared state of emergency, the State of Louisiana anticipates the utilization of air ambulances to assist in the following:

- Hospital evacuations;
- Nursing Home evacuations;
- Augmentation of 911 services in evacuating regions, and evacuation of homebound patients;
- Support search and rescue efforts in affected areas

Contracted emergency transportation resources may assist the State via state contracted resources, Emergency Medical Assistance Compact (EMAC), or federal contract. The State Health Officer or designee will have sole discretion to review the scope and scale of an event to determine from all of the available resources which activations will best serve the State's needs. Use of out-of-state resources by the Contractor requires written authorization by the State Health Officer or designee.

Out of State Air Ambulances: The intent of the contract is to solicit vendor(s) within the State to address local, regional or state disasters. EMAC is the primary venue for out-of-state air ambulances. For the contract, out-of-state air ambulances may be utilized in response to the contract as last resort only when specifically approved by the State Health Officer or designee. In the exception case(s) where out-of-state air ambulances are approved:

- The Contractor shall verify that all 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 air ambulances from that state that are used as a part of the contract.
- The Contractor shall provide the Louisiana Bureau of EMS evidence of this notification prior to the air ambulances leaving the affected state and shall copy the EMS-TOC on all documentation.

General Requirements:

- Response Time - The approved number of contractor representatives and units should be at the designated site locations within 1 hour of contact except as follows: *“Arrival time to destination will be driven by federally mandated pre-check and flight plan requirements. These requirements may cause response to exceed 1 hour.”*
- Once activated, the Contractor will remain in an active status until officially notified by the State Health Officer or designee via written notification to demobilize.
- Direction - All requests for air ambulance support will be requested through the EMS-TOC at the direction of the State Health Officer or designee.
- Demobilization - Upon notification by the State Health Office or designee to the Contractor that a specific number of units are to be demobilized, the Contractor will make recommendations to the EMS-TOC as to which specific units are to be demobilized. After concurrence is received from the EMS-TOC and the Contractor gives notification to the unit, air ambulances shall be demobilized. Payment will be withheld for air ambulances not completing demobilization.
- All duties as described herein pertain to pre-event contractor responsibilities. However, duties may continue post-event at the discretion of the State Health Officer or designee.
- Contract functions - Activated helicopters must be available up to 24 hours per day, 7 days a week, 24/7 unless otherwise specified by the State Health Officer or designee.
- Required Units - The State Health Officer or designee, after consultation with the EMS-TOC, shall establish the number of air ambulances and associated staff needed upon activation. In the event greater or fewer units are required, the right is reserved by the State of Louisiana to increase or decrease the amount, at the unit price stated in the bid and subsequent award.
- Safe Working Conditions - The Contractor is responsible for maintaining and promoting safe working conditions as per industry standards (FAA codified in Code of Federal Regulations (CFR14)) during a declared state of emergency.
- All contract personnel must complete and sign the operational roster for each operational shift worked.
- Payment - Services will be paid at the quoted hourly rate upon activation of the contract until the units are demobilized. The Contractor will provide detailed run records of each patient transfer or transport.
- Reporting - The Contractor shall provide a summary report of their mission’s activity log and patient care reports to the EMS-TOC for each operational shift if requested by the EMS-TOC. All logs and reports are subject to the review of the EMS- TOC for purposes of reimbursement and accountability.

- All operational data collected, processed, and reported by the Contractor will be made available to LDH within 30 days of the conclusion of the event. The Contractor will share all data with the designated ESF 8 representatives during the event.

Monitoring Plan for Contracted Air Ambulances:

- For all units dispatched by the Contractor, the Contractor will provide the Air Ops contract representative or designee with a copy of the summary report for asset/resource utilization and mission assignments for submission to the EMS- TOC each operational shift.
- The EMS-TOC will review and maintain a copy of all summary reports submitted by the Air Ops contract representative or designee and distribute them as directed.

Deliverables:

Line 1: Rotary wing air ambulance with Advanced Life Support (ALS) Paramedic

- Requirements: Rotary wing air ambulance to be consistent with the medical and patient care equipment as recommended by the Air Ambulance Standards Committee and promulgated into the Administrative rules of the Louisiana Department of Health (LDH). It must meet the minimum LA Licensing requirements of ALS' paramedic, per Attachment D - LAC48:I Chapter 60: Subchapter D; 6071, and pilot per Attachment D - LAC48:I Chapter 60: Subchapter B; 6043.G.
- Helicopter Size: In addition to the two crew staff members, each rotary air ambulance shall be able to transport up to two passengers. The two passengers could be a combination of one ambulatory patient and one non-ambulatory patient, or one non-ambulatory patient and one caregiver.
- Communication Equipment: Rotary wing air ambulances must have a common radio communications system, the State of Louisiana 700 MHZ interoperable radio system, that will have 24 hours a day, 7 days a week, 24/7 contact with the Louisiana Surge Contractor Contract Representative, the EMS- TOC and Louisiana Department of Health (LDH), Emergency Operations Center (EOC).

Line 2 – Rotary wing air ambulance with licensed flight nurse

- Requirements: Rotary wing air ambulance to be consistent with equipment required in Attachment D - LAC48:I Chapter 60: Subchapter D; 6071, and staffed with a Licensed Flight Nurse. Also staffed with a pilot per Attachment D - LAC48:I Chapter 60: Subchapter B; 6043.G.
- Helicopter Size: In addition to the two crew staff members, each rotary air ambulance shall be able to transport up to two passengers. The two passengers could be a combination of one ambulatory patient and one non-ambulatory patient, or one non-ambulatory patient and one caregiver.

- Communication Equipment: Rotary wing air ambulances must have a common radio communications system, the State of Louisiana 700 MHZ interoperable radio system, that will have 24 hours a day, 7 days a week, 24/7 contact with the Louisiana Surge Contractor Contract Representative, the EMS-TOC and Louisiana Department of Health (LDH), Emergency Operations Center (EOC).