

ATTACHMENT B

RFx #3000024598

Contract Title: Emergency Surge Medical Transportation - LDH

Scope of Work/Deliverables

The Contractor is to provide all services as identified in the Deliverables Section of the contract.

Deliverable 1:

Management of Advanced Life Support (ALS) and Basic Life Support (BLS) Ambulances - The Contractor will provide up to two contract representatives for each operational shift to provide oversight and ongoing management/operations of the Contractor's surge ambulances made available through the contract. The Emergency Medical Services - Tactical Operations Center (EMS-TOC) will determine if the contract representatives are to report to the EMS-TOC or if they are to report to a designated region within the State. Based on the scope and scale of an event, the Louisiana Department of Health (LDH) may seek additional representatives from the Contractor (if available).

The contract representative(s) shall: 1) be pre-identified (the Contractor would need to identify their contract representative and provide contact information for coordination of events) to an event; 2) have working knowledge of what is covered under the terms of the contract and any subcontracts; 3) have operational command over surge units so they are able to solve issues that may arise; 4) be knowledgeable of the Point of Contacts (POC's) for the surge units and any of their direct wrap-around services; and 5) be responsive to the data needs of the EMS-TOC and/or Designated Regional Coordinator (DRC) when it comes to utilization of units, and problem solving related to the units.

Deliverable 2:

ALS Ambulances - ALS ambulances must be a Louisiana registered unit and staffed with a minimum of one Louisiana licensed First Responder in good standing and one Louisiana licensed Paramedic in good standing.

Deliverable 3:

BLS Ambulances - BLS ambulances must be a Louisiana registered unit and staffed with a minimum of one Louisiana Licensed EMT Basic in good standing and one Louisiana licensed First Responder in good standing.

Deliverable 4:

Management of Air Ambulances – Fixed Wing - Contractor will provide an Air Ops contract representative to the EMS-TOC for each operational shift to provide oversight and ongoing management of air ambulances made available through the contract unless directed otherwise by the State Health Officer (SHO) or designee, or EMS-TOC.

Deliverable 5:

Air Ambulances - Fixed Wing - Air ambulances must be staffed with adequate personnel consistent with aircraft configuration with respect to the number of patients and level of care to be delivered during transport.

Project Overview:

On a contingency basis, the Contractor will provide support to the EMS-TOC utilizing the National Incident Management System (NIMS) during a declared State of Emergency and upon activation by the SHO or designee.

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

On activation by the SHO or designee, the EMS-TOC or designee will notify the Contractor via written communication to activate operations. During a declared State of Emergency, the Contractor will provide the number of staffing and operational support for any/all of the following items that are activated:

- Management of ALS and BLS Ambulances
- ALS Ambulances
- BLS Ambulances
- Management of Air Ambulance - Fixed Wing
- Air Ambulance Fixed Wing

During a declared State of Emergency, Louisiana anticipates the utilization of 100 to 600 contracted ambulances, para-transit vehicles and 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
- Augmentation of other operations deemed critical during a declared emergency

Contracted emergency transportation resources may assist the State via state contracted resources, Emergency Medical Assistance Compact (EMAC), or Federal contract. The SHO 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 SHO or designee.

Ambulance usage for the contract is defined as:

Active - (billable hours)

Active – ambulance with crews are on assignment; or ambulance with crews are available for assignment.

Staging – (billable at one half hourly rate)

Ambulance is in staging but not available for assignment as crews are on rest; and no back-up crew is available to operate unit for assignment.

Out of Service - (not billable)

Unit is being serviced or maintained as deemed necessary by the Contractor. The Contractor shall have 4 hours to repair or replace an out of service unit before it is demobilized.

General Requirements:

- a) The contract will be activated upon written notification of the EMS-TOC or designee under the direction of the SHO.
- b) Once activated, the Contractor will remain in an active status until officially notified by the SHO or designee via written notification to demobilize.
- c) The Contractor shall not “lean forward” or start incurring costs until the SHO or designee issues an activation order to the Contractor.
- d) Upon activation, the approved number of contract representatives and units must be at the designated site locations within 6 hours and be available for assignments.
- e) All duties as described herein pertain to pre-event contractor responsibilities. However, duties may continue post-event at the discretion of the SHO.
- f) Activated ambulances must be available for services up to 24 hours per day, 7 days a week 24/7 unless otherwise specified by the SHO or designee. Operational shifts will be two 12 hour shifts per 24 hours unless specified otherwise by the SHO or designee.
- g) Safe Working Conditions: The Contractor is responsible for maintaining and promoting safe working conditions as per industry standards during a declared State of Emergency. The Contractor is to provide back-up crews to allow for crew rest while continuing to keep the units in service for 24 hours per day, 7 days a week 24/7. If the Contractor is not able to provide adequate crews to support the units operating 24 hours per day, 7 days a week 24/7, any non-available hours will be billable at one-half the hourly rate.
- h) The Contractor shall provide a list of crew and crew back-up with shift schedules to the EMS-TOC.
- i) Upon award of this contract, the Contractor is to identify a point of contact for both the management of ALS and BLS ambulances and the management of air ambulances. Once identified, any changes to these POCs will require written notification to the EMS-TOC and replacement will be required to meet all qualifications as listed in this solicitation.
- j) Real time reports of assigned units should be immediately available upon request of the EMS -TOC or Emergency Support Function #8 (ESF8) leadership. As part of the State’s Emergency Operation Plan, ESF8, Public Health and Medical Services provides the mechanism for coordinated Federal assistance to supplement State, tribal, and local resources in response to a public health and medical disaster, including potential or actual incidents requiring a coordinated Federal response. Reports should include unit and crew information, current location assignment and any other data points requested from LDH.
- k) 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, without hesitation, any and all data with designated ESF8 representatives during the event.
- l) If the Contractor is required by LDH to develop or purchase software applications for the collection and dissemination of information under the contract, the software application (information and data only) will become the property of LDH. Any software or equipment opted to be purchased at the Contractor’s discretion will not be paid for by LDH. To be eligible for State reimbursement would require prior approval by LDH.
- m) For all contract personnel, relevant and current certifications must be submitted to the EMS-TOC upon request. All logs and reports are subject to the review of the EMS-TOC for purposes of reimbursement and accountability.
- n) All forms will be available within 30 days after the contract is executed. The State / EMS-TOC must give the Contractor adequate written notice (where possible) before any revision can be made to any and all forms/templates.
- o) All contract personnel must complete and sign the operational roster for each operational shift worked.