

Attachment B - Scope of Work

Staff Augmentation for Mass Fatality Services Statewide For Human Remains Recovery, Transportation and Temporary Refrigerated Storage Site(s)

Introduction

Should one or more of Louisiana's parishes/regions experience a number of deaths that overwhelm local and/or regional capacity, the Louisiana Department of Health (LDH), the Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP) and other agencies may be tasked with providing support for human remains recovery, transportation and/or Temporary Refrigerated Storage Sites (TRSS). Therefore, LDH is seeking a Contractor to provide the resources necessary to facilitate the recovery and transportation of human remains from their place of death (or other locations as necessary) and/or Temporary Refrigerated Storage Site(s) operations as needed. As the specifics of any given future emergencies are unknown, also are the specifics of resources required for a response. This Scope of Work details various positions with job descriptions, however it is important to note that there may be a requirement to recover human remains in a variety of situations such as high water, rough terrain, inclement weather, contaminated sites (bodies may be contaminated as well), high/low temperatures, unstable/unsafe buildings or other facilities and/or any location where a body may lie.

- Due to state disasters, parishes/regions in Louisiana have the potential to need assistance in the recovery and transportation of human remains and/or require TRSS to hold the remains.
- Should a parish/region require assistance, LDH (and other applicable State agencies) with the assistance of their ESF8 Fatality Management Lead can design, establish, and manage TRSS and/or manage the recovery and transportation of bodies with assistance from the Contractor.
- The Parish Coroner's Office(s), hospitals and other authorities/agencies will support this effort working with LDH, Contractor(s) and other applicable agencies to recover and/or store and release bodies.
- LDH will provide a Planning and Response Lead to oversee all daily functions and ensure that effective roles and responsibilities are carried out in body recovery operations and at TRSS locations. The Contractor's lead personnel will report to the Planning and Response Lead or designee.
- As needed, GOHSEP will contract and provide for the 53' refrigerated trailers. The Contractor shall place remains in two rows of seven. Each 53' trailer will accommodate 14 human remains. As necessary, the Contractor will interface with the company providing the trailers to ensure they stay sufficiently fueled and maintained.
- The Contractor will provide all personnel, equipment and supplies to facilitate, provide security, dispatch and provide transportation and body retrieval from pick-up sites to the TRSS or other designated location(s).

- The Contractor will provide all personnel, equipment and supplies to facilitate the recovery of human remains and transport to designated location(s).
- The Contractor will be responsible for all security and safety protocols to include proper use of Personal Protective Equipment (PPE) (e.g. proper donning and doffing procedures), OSHA regulations, along with all Federal and State Health and Safety regulations concerning the proper decontamination of personnel and equipment and supplies and overall safety of the personnel and work locations.

Temporary Refrigerated Storage Site(s)

LDH in consultation with GOHSEP, the Parish Coroner's Office(s), and other applicable agencies will determine if a TRSS is needed and the specific location(s).

TRSS may be located in any one or more regions (**see Attachment D – Regional Map**) based on the needs of the affected area. Though there may only be specific site(s) required in the early days of a response, it may be determined in the best interest of the State to activate additional sites. Upon notification to the Contractor as to the specifics of an additional site requirement, the Contractor shall have all equipment, supplies, personnel and any other necessary resource in place and operational within 40 hours.

NOTE: Based on the needs of an affected parish/region, and the ability of the Parish Coroner's Office to house human remains, there may be no need to establish a TRSS, thus the Contractor will only provide recovery and transportation services under the contract.

Recovery and Transportation Services

LDH in consultation with GOHSEP, the Parish Coroner's Office(s), and other applicable agencies will determine if body recovery and transportation services are needed following a disaster, resulting in an inordinate number of human remains that overwhelm local resources.

Recovery and transportation services may be established in conjunction with TRSS location(s) or independently. Services may be needed in one or more regions in Louisiana which may call for one, central base of operation from which transport vehicles can be dispatched or multiple bases of operation.

Activation / Hours of Operation

During the unfolding of a disaster, as the request of possible resource needs are identified, LDH will keep the Contractor updated to prepare for possible activations. Details may include specific personnel, the number of personnel to deploy, and the activation date. The Contractor must be at designated site locations within 12 to 24 hours of the activation date.

Upon initial activation, the remains recovery and transportation operations and/or TRSS may operate 12 hours daily and then adjust as the operations ensue. If warranted, the Contractor may be required to operate 24 hours a day, 7 days a week with shifts that are split into two, 12 hour shifts. The Contractor must provide staff to maintain all shift schedules as requested by LDH. Hours will be decided by LDH based upon the scope and scale of the event.

Personnel

LDH reserves the right to determine the initial number of personnel required to activate and will scale up or down pursuant to the scope and scale of the emergency. Depending on the response, individuals may be required to fulfill more than one position noted below. All personnel, regardless of their position, must possess a valid driver's license with no impairment and/or restriction to drive transport or other vehicles. NOTE: Personnel listed under "Temporary Refrigerated Storage Site" may be called upon to augment "Remains Recovery and Transportation" teams as necessary.

Temporary Refrigerated Storage Site (TRSS)

1. *Storage Site Supervisor*

Job Description: The Storage Site Supervisor will be responsible for all activities at the site to include: strict adherence of all protocols and procedures for the site; proper documentation (which includes completion of all intake and release documentation; assigning storage locations for remains in the trailers and scheduling pick up times as necessary) of all remains; scheduling all site personnel; maintaining work flow; ensuring other site and training site personnel understand and perform their duties as instructed and resolving personnel issues and disputes and elevating to upper management as necessary. This will be a working supervisor who will support other site personnel as needed to move human remains, maintain site cleanliness, secure trailers, and other duties as assigned/necessary. The Storage Site Supervisor should have the ability to adapt quickly to changing operational needs/ structure. The Storage Site Supervisor will report daily (and more often as necessary) to the ESF8 Mass Fatality Response Lead or designee.

Experience: Individual(s) shall have 2 years previous supervisory/management experience.

2. *Storage Site Supervisor Administrative Assistant*

Job Description: The Storage Site Supervisor Administrative Assistant will assist the Storage Site Supervisor in all their duties and fill in for the Supervisor as needed. The Storage Site Supervisor Administrative Assistant should have the ability to adapt quickly to changing operational needs/ structure. The Storage Site Supervisor Administrative Assistant will be the primary liaison between the Storage Site Supervisor and the Transportation Supervisor when scheduling pickups and releases. As necessary, the Storage Site Supervisor Administrative Assistant may fill in for the Transportation Supervisor or act in any one of the other positions as outlined in this Scope of Work or other duties as assigned.

Experience: Individual(s) shall have 2 years previous supervisory/management experience.

3. *Storage Site Operators*

Job Description: The Storage Site Operators will be responsible for moving human remains from transport vehicles to their assigned locations in refrigerated trailers, retrieving remains from the trailers and transporting to the funeral home or transport vehicles upon release. The Storage Site Operators shall maintain the cleanliness of the storage site to include the inside of the trailers and all areas around the storage site in general. As necessary, the Storage Site Operators will assist the Site Supervisor with proper documentation of all remains, scheduling pick-up times for funeral homes and other duties as assigned. Should it become necessary, the Storage Site Operators may accompany transfer staff in the retrieval of remains from the place of death back to the storage site.

Experience: Individuals shall have 2 years of experience in storage site operations and must be willing to be trained quickly on the proper handling of human remains as listed in the job description.

4. *Site Protection (Security)*

Job Description: The Site Protection (Security) will provide operational and site protection to the Temporary Refrigerated Storage Site (TRSS) to include personnel, the refrigerated trailers, area in and around the actual work site, gates and other entrances to the site as well as other locations related to site operations as assigned. The Site Protection (Security) will be responsible for traffic control, addressing safety or security violations and prohibiting access to the site to those without legitimate cause to be there. The Site Protection (Security) will be responsible for regular patrols of the site and hourly inspection of trailer power supply, fuel, and operations.

Experience: Individuals shall have 2 years of experience in providing security and safety work site protection. Individual shall be a private Louisiana licensed armed security guard or sworn law enforcement officer.

5. *Transportation Supervisor*

Job Description: The Transportation Supervisor will be responsible for all Temporary Refrigerated Storage Site (TRSS) transport activities during their shift. Duties include: dispatching transport driver/recovery specialists; developing and maintaining the schedule for transport drivers; working with the transport drivers to ensure all vehicles are equipped with necessary equipment and supplies for each shift; addressing any issues related to vehicle maintenance or mechanical problems or reporting to proper authorities; assisting other transfer site personnel as necessary, and other duties as assigned. The Transportation Supervisor may be required to serve as a Transport Driver/Recovery Specialists, Storage Site Operator, or other position(s) along with other duties that may be assigned. If needed, the Transportation Supervisor may also be responsible for dispatching and tracking recovery vehicles/teams for remains recovery not related to TRSS operations.

Experience: Individual shall have 2 years of experience in dispatching, tracking and documenting transport vehicles and personnel.

6. *Transport Driver/Recovery Specialist* - minimum of two for each vehicle

Job Description: Recover and transport human remains from their place of death, or alternate location, to the Temporary Refrigerated Storage Site (TRSS), Parish Coroner's Office(s), or other designated location. They will be responsible for the cleanliness of their vehicles, ensuring that they have enough fuel, equipment and supplies to accomplish the transfer of remains and other duties as assigned.

Experience: Individuals shall have 2 years of experience as transport drivers and who are willing to be quickly trained on the proper handling of human remains as listed in the job description.

7. *Forklift Operator*

Job Description: Lift remains in and out of refrigerated trailers and move equipment and supplies, as necessary.

Experience: Individual(s) shall have 2 years of forklift operational experience and shall possess the following training and certification(s): (Occupational Safety and Health Administration) OSHA 1910.178 – Powered Industrial Trucks (forklift operator training) and OSHA 1910.179(I) – Operator Training for Powered Industrial Trucks (forklifts).

Remains Recovery and Transportation Teams

The Remains Recovery and Transportation Team personnel must be capable of working in all weather conditions, rough/difficult terrain, on land and in the water, and any other conditions/locations as necessary. All personnel, regardless of their position, must also possess a valid driver's license with no impairment or restriction to drive transport or other vehicles. The Contractor is responsible for providing all safety/weather gear for team members in a variety of situations such as high water, rough terrain, inclement weather, contaminated sites (bodies may be contaminated as well), high/low temperatures, unstable/unsafe buildings, or other facilities and/or any location where a body may lie.

Remains Recovery and Transportation teams will consist of the following:

1. *Recovery Team Leader* - One per team as needed.

Job Description: The Recovery Team Leader will be responsible for all activities performed by the team and ensuring that team personnel follow established protocols and guidelines set forth by local, regional and State authorities. Additionally, this individual will be responsible for the safety and welfare of team personnel. Additionally, this individual is responsible for the safety and welfare of team personnel and oversight that they are performing job duties as identified herein. The Team Leader may also serve in any one of the other recovery team positions, as necessary.

NOTE: The position of Recovery Team Leader, instead, may be assumed by staff from the Parish Coroner's Office(s) or other local, regional or State Agency.

Experience: Individual(s) shall have 2 years of previous supervisory/management experience in remains, or related, recovery operations.

2. ***Scribe*** - One per team.

Job Description: The Scribe will be responsible for recording all pertinent information regarding a recovery utilizing designated forms /format and other duties as assigned. Records must be recorded legible. This person will be required to accompany the recovery team which may include bad weather, rough terrain and contamination or other unsafe situations.

Experience: Individual shall have 2 years of experience as a professional scribe.

3. ***Photographer*** - One per team.

Job Description: The photographer will be responsible for documenting remains recovery via photographs, based on established protocols and procedures that are to be used as a part of the identification process and other duties as assigned. The photographer will be required to accompany the recovery team which may include bad weather, rough terrain and contamination or other unsafe situations. The photographer will be responsible for providing camera equipment and ensuring there is sufficient battery power supply and digital storage capacity on hand for the duration of daily operations. The Photographer may also be responsible for transferring images to a designated database or other electronic formats.

Experience: Individual shall have 2 years of experience in forensic/crime scene or related photography.

4. ***Safety Officer*** - One per team as needed.

Job Description: A designated Safety Officer may be required when there are numerous known or suspected safety and security issues identified such that someone with no other collateral duties is assigned. The Safety Officer will assist to enforce all safety requirements for the environment that are to be identified by Incident Command or other authorities.

Experience: Individual shall have 2 years of safety and security experience.

Equipment and Supplies:

Below is a list of equipment and supplies that LDH has identified from past events that the Contractor will be responsible for providing to properly perform the contract deliverables. If the Contractor determines that additional supplies are needed to perform successfully, it will be the Contractor's responsibility to provide those additional supplies.

The Contractor is responsible for providing all Personal Protective Equipment (PPE) for their personnel as well as wrap around services such as a facility (e.g. Tent) to shelter from the weather, appropriate clothing and any other essential items.)

The Contractor is responsible for providing all items listed below for the duration of the activation period(s) (as needed). These estimates may be adjusted depending on the size, nature and location of the emergency. The Contractor is to determine the quantities needed at start up based on the scope and size of the emergency and will be responsible for back-fill quantities as needed.

SUPPLIES

Item	*Quantity Estimates	Description
Standard adult body bags	150	<ul style="list-style-type: none"> • 36" W x 94" L Size • 6 Handles • Military grade or equivalent Static lift tested to 450lbs. (204 kg) capacity. • Sealed seams for superior resistance to leakage during transport and to comply with OSHA Regulation 3130. • Manufactured to and complies with U.S.Gov't and Department of Defense (DOD) specifications for disaster response Human Remains Pouch National Stock Number – NSN: 9930-01-331-6244. • Impervious abrasion resistant exterior material. • Envelope style easy access zipper opening. • Exterior material 14 oz. – 18 mil HD vinyl coated scrim
Oversized adult body bags	50	<ul style="list-style-type: none"> • 54" W x 108" L Size • 6 to 8 Handles • Military grade or equivalent Static lift tested to 750lbs. (340 kg) capacity. • Sealed seams for superior resistance to leakage during transport and to comply with OSHA Regulation 3130. • Manufactured to and complies with U.S.Gov't and Department of Defense (DOD) specifications for disaster response Human Remains Pouch National Stock Number – NSN: 9930-01-331-6244. • Impervious abrasion resistant exterior material. • Envelope style easy access zipper opening. • Exterior material 14 oz. – 18 mil HD vinyl coated scrim
Child body bags	25	<ul style="list-style-type: none"> • 36" W x 60" L Size • 4 Handles • Military grade or equivalent Static lift tested to 179lbs. (81 kg) capacity. • Sealed seams for superior resistance to leakage during transport and to comply with OSHA Regulation 3130. • Manufactured to and complies with U.S.Gov't and Department of Defense (DOD) specifications for disaster response Human Remains Pouch National Stock Number – NSN: 9930-01-331-6244. • Impervious abrasion resistant exterior material.

		<ul style="list-style-type: none"> Envelope style easy access zipper opening. Exterior material 14 oz. – 18 mil HD vinyl coated scrim
Toe Tags	225	Paper toe tags - Min 2.625" W X 5.25" L Size or suitable equivalent
Gloves-small	8,000	4mil Nitrile gloves
Gloves-medium	10,000	4mil Nitrile gloves
Gloves-large	10,000	4mil Nitrile gloves
Gloves-x large	10,000	4mil Nitrile gloves
Gowns- 6 XL or universal	10,000	Impermeable
Face shields	5,000	Full frontal, splash proof
Goggles	5,000	Medical protective grade
Masks	10,000	N95 or equivalent
Mortuary cot	4	600lb capacity
Bariatric Mortuary cot	2	900lb capacity
Laptop	2	Microsoft Office Suite installed
Cell phone	3	Cellular phone with charger
Air card	2	Internet air card with charger
Copier	2	Copier/scanner
Copy paper	As needed	Standard white copy paper- 8 ½ X 11
Copier ink	As needed	To fit copier that is supplied
Biohazard container	As needed	Disposable biohazard containers
File cabinet	1	Four drawers, lockable
File folders	1,000	Standard letter size
Duct tape	20 rolls	Silver, max strength
Zip ties	2,000	12"
Locks	1 per trailer	Heavy duty keyed locks
Clip boards	25	Standard letter size
Plastic sleeves	100	Letter size, heavy duty
Sharpies	50	Large size-broad tip
Office supplies	Asst	Pens, stapler, tape dispenser (with extra tape) etc...
Three-hole punch	2	Heavy duty adjustable
Loose leaf notebook	3	2" heavy duty
12" wide laminator	1	With 500 letter size laminating sheets (additional sheets as needed)

Bleach	50	77oz bottles
Garden sprayer	20	Lightweight sprayer
Disinfectant	100	32oz. bottles. EPA-approved emerging viral pathogens (no specific brand)
Lysol wipes	50	Large size
Hand sanitizer	12	1 gallon size
Paper towels	1,000 rolls	Heavy duty paper towels
Spray bottles	30	32oz heavy duty spray bottles
Signs	As needed	Storage Center Entrance 36" X 36"
Signs	As needed	Exit 36" X 36"

*Quantities for supplies are projected estimates. The Contractor is to provide an initial amount for start-up. The Contractor will be responsible to evaluate the scope and size of the emergency and increase quantities, if needed with the demand, in order to provide adequate quantities to meet the requirements of the contract.

EQUIPMENT

Item	Qty	Description
Vehicles		
Basic Transport vehicles ¹	As needed	Each vehicle to be capable of carrying two mortuary cots and should include limited rear windows darkened from inside, no carpeting and no rear seats
All Terrain/High Water vehicles ²	As needed	Vehicles for navigating in off road locations/terrain, high water and other difficult to traverse locations
Watercraft³		
Shallow water watercraft w/ motor	As needed	Motorized boat with hull that requires only a few feet of water to remain operable
Shallow water watercraft w/o motor	As needed	Non-motorized boat with hull that requires only a few feet of water to remains operable
Deep water watercraft	As needed	Motorized boat/watercraft capable of operating in deep water (e.g., river, lake, bayou, etc....)
Deep water watercraft with crane	As needed	Motorized watercraft capable of operating in deep water with an onboard crane capable of lifting min of 600 pounds
Other Equipment		
Mobile Office**	1 per site	Office with electricity, air conditioner, desk space for six and work area
Portable car port/covering	1 per site	Size: 20 X 20 The purpose of this covering will be to provide weather protection at the back-end of reefer trucks.
Portable toilets	2 per site	One men's and one women's, if not unisex
Generator	1 per site	7500 Watt -if electricity is not available at site
Extension cords	5 per site	50 foot heavy duty
Halogen pole lights	50 or 25 Per site	500 dual lights-if no lighting is available on site 500 dual lights if lighting is available on site
Handwashing Station	1 per site	Station with potable water and hand soap
Forklift	1 per site	

¹ A minimum of two Transport Vehicles per site will be required for all Temporary Refrigerated Storage Sites² All Terrain/High water vehicles must include a driver trained and capable of negotiating all terrains and high water locations³ All watercraft must include an operator and all fuel, and other resources to function

** Once a Temporary Refrigerated Storage Site location(s) is finalized, the site may or may not have office space available for the Contractor that is required for this service. Therefore, for this solicitation, we will require bidder to quote “activation/operation cost” providing mobile office space for six personnel and “activation/operation cost” without mobile office space.

It should be noted that the mobile office space for six personnel is required to accommodate working space needed to process paperwork and reports.

Also, since the final site location is unknown at this time, there may not be any other buildings or provisions for the Contractor’s non-office personnel. Therefore, it will be the Contractor’s responsibility to determine if they will need to provide additional provisions for their personnel. (i.e.) Past contractors have chosen to provide a tent area, tables, water coolers, etc.