

Attachment B - Scope of Work
Temporary Medical Staffing Services for the
Louisiana Department of Health (LDH)
RFx: 3000024900

The purpose of this solicitation is to establish Emergency Contingency Contract(s) to provide Temporary Medical Staffing for the Louisiana Department of Health (LDH).

Scope of Work:

Medical staff will be utilized to augment Medical Special Needs Shelter (MSNS) staffing and/or to support other LDH Operations inclusive, but not limited to, Transportation Triage, Points of Dispensing Sites (PODS), medical monitoring/assessment teams, urgent care centers, Temporary Medical Operation Staging Area (TMOSA), Search and Rescue Base of Operations (SARBOO), and any other operation as designated by the State Health Officer/designee.

Example of services within a MSNS staff will provide medical support to residents with a range of acuity levels; low= medication management/oxygen dependent to high= home ventilator. Examples of services to be provided within other LDH medical operations include medical support, medical screening, First Aid, Behavioral Health, vaccination, and/or dispensing of medicines. The vendor may range from providing an individual to multiple personnel within the same medical discipline or varying medical discipline sets, based on the discipline pools the Contractor has available, in accordance with specifications and all of the terms and conditions attached to this Invitation to Bid (ITB).

Staffing Disciplines

Disciplines needed includes: Physicians, Physician Assistants, Nurse Practitioners, Registered Nurses, Licensed Practical Nurses, Nursing Assistants, Respiratory Therapists, Pharmacists, Pharmacy Technicians, Licensed Clinical Social Workers and Clerical/ Administrative.

Physician

- Must have a minimum 1 year of medical experience in any of the following areas: Internal Medicine, Emergency Medicine, Primary Care Medicine
- Must have active and unencumbered licenses in their state of licensure in order to work in the operation as a medical provider with their defined skill set.
- Medical personnel will be responsible for medical screenings and assessments, patient care, first aid, administering vaccination, medication management and dispensing, and some behavioral health management.

Physician Assistant (PA)

- Must have a minimum 1 year of medical experience in any of the following areas: Acute Care, Primary Care, Family Health, or Emergency Medicine.
- Must have active and unencumbered licenses in their state of licensure in order to work in the operation as a medical provider with their defined skill set.
- Must have a Notice of Intent to Practice Agreement (PA).
- Medical personnel will be responsible for medical screenings and assessments, patient care, first aid, administering vaccinations, medication management and dispensing, and some behavioral health management.

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Nurse Practitioner (NP)

- Must have a minimum 1 year of medical experience in any of the following areas: Acute Care, Primary Care, Family Health, or Emergency Medicine.
- Must have active and unencumbered licenses in their state of licensure in order to work in the operation as a medical provider with their defined skill set.
- Must have collaborate practice agreement in accordance with the Louisiana State Board of Nursing (LSBN).
- Medical personnel will be responsible for medical screenings and assessments, patient care, first aid, administering vaccinations, medication management and dispensing, and some behavioral health management.

Registered Nurse (RN)

- Must have a minimum 1 year of medical experience in any of the following areas: Acute Care, Critical Care, Emergency Room, Medical Surgical, Behavioral Health, Chronic Disease Management, Wound and Ostomy Care, Pharmacy, Geriatrics, Pediatrics.
- Must have active and unencumbered licenses in their state of licensure in order to work in the operation as a medical provider with their defined skill set.
- Medical personnel will be responsible for medical assessments, patient care, first aid, administering vaccination, medication dispensing, and some behavioral health management.

Licensed Practical Nurse (LPN)

- Must have a minimum 1 year of medical experience in any of the following areas: Acute Care, Critical Care, Emergency Room, Medical Surgical, Behavioral Health, Chronic Disease Management, Wound and Ostomy Care, Pharmacy, Geriatrics, Pediatrics.
- Must have active and unencumbered licenses in their state of licensure in order to work in the operation as a medical provider with their defined skill set.
- Medical personnel will be responsible for medical assessments, patient care, first aid, administering vaccination, medication dispensing, and some behavioral health management.

Pharmacist

- Must have a minimum 1 year of medical experience.
- Must have active and unencumbered licenses in their state of licensure in order to work in the operation as a medical provider with their defined skill set.
- Medical personnel will be responsible for assisting patients with access and information related to their prescription medications, medication management, and administering vaccinations.

Nursing Assistant/ Pharmacy Technician

- Must have a minimum 1 year of medical experience.
- Must have active and unencumbered licenses in their state of licensure in order to work in the operation as a medical provider with their defined skill set.
- Medical personnel will be responsible for patient care (assistance with feeding, toileting,

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bathing and dressing), transferring patients, basic wound care, first aid, and some behavioral health management.

Respiratory Therapist

- Must have a minimum 1 year of medical experience in any of the following areas: Acute Care, Critical Care, Emergency Room, Medical Surgical, Behavioral Health, Chronic Disease Management, Wound and Ostomy Care, Pharmacy, Geriatrics, Pediatrics.
- Must have active and unencumbered licenses in their state of licensure in order to work in the operation as a medical provider with their defined skill set.
- Medical personnel will be responsible for patient assessment, disease management, diagnostic evaluation, management, education, rehabilitation and care of patients with deficiencies and abnormalities of the cardiopulmonary system.

Social Worker

- Must have a minimum 1 year of clinical experience.
- Must have active and unencumbered licenses in their state of licensure.
- Personnel will be responsible for advocating for providing education and information to patients, facilitating linkage of patients to community resources, case management, discharge planning, some behavioral health management.

Clerical/Administrative

- Preferred minimum of 1 year of experience in emergency response/preparedness and qualifications shall include proficiency in computer, writing, filing, and good communication skills.
- Nonmedical staff will provide administrative assistance for record filing and data entry.
- Staff will be responsible for Registration, Data Entry, Inventory Management and Runner.

Locations of Work

LDH medical operations may be in any or all of the following nine cities: New Orleans, Baton Rouge, Alexandria, Lake Charles, Lafayette, Thibodaux, Hammond, Monroe, and Bossier City. However, medical operation sites may not be limited to these locations. The staffing contract activated may range in discipline type.

Bid Requirements and Contract Award

LDH may award contracts to multiple vendors to insure enough staffing is available throughout the State of Louisiana.

Bids to be considered for evaluation must meet all mandatory administrative requirements and provide evidence of complying with the following minimum vendor qualifications:

- A. At least 1 year as an established temporary staffing service business. Vendor must provide at least one reference within 5 business days of written request.
- B. Vendor must be able to provide staffing request for at least one of the medical disciplines listed above for staffing positions that work within LDH medical operations.

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- C. Vendor must be able to implement services within 14 business days of award.
- D. Vendor must have an established process and/or procedures for capturing time and attendance.
- E. Vendor must also provide centralized billing and electronic invoicing.
- F. All medical personnel must have active and unencumbered licenses in the state of licensure. Vendor will provide proper credentialing/verification of licensure and supporting documentation at the time of contract activation and staffing assignments.
- G. Documentation – LDH will provide approved forms for reporting and documentation of the medical operations. All client forms and reports shall remain in the care, custody, and control of LDH and are the property of the State of Louisiana. All Contractor personnel must complete a daily Federal Emergency Management Agency (FEMA) and LDH compliant time and attendance log that must be approved by the onsite LDH Command Staff.

Licensing Requirements

In accordance with **La. R.S. 40:2120.14**, all bidders **must hold** a Louisiana Nurse Staffing Agency license at the time of bid submittal. Proof of licensure should be included with the bid response, or within 5 business days of request.

For more information on how to obtain a Louisiana Nurse Staffing Agency license, please click on the following link:

<https://ldh.la.gov/health-standards-section/nurse-staffing-agencies>.

Vendor Employer Role

The vendor shall be the primary Contractor of the temporary staffing service. The Louisiana Department of Health (LDH) is not a co-employer of employees of the Contractor. The vendor will act as an independent Contractor conducting business with LDH and as such, will comply with all Federal, State, and Local laws regarding working conditions, hours of employment, overtime regulations, and methods of payment. All work shall be performed in compliance with all applicable Federal, State, and Local laws, codes and regulations.

Any staff provided by the Contractor shall NOT be entitled to participate in any of the employee benefit plans of the State or LDH, including retirement, deferred compensation, insurance, paid leave and holidays, and other similar plans, programs and agreements, whether reduced to writing or not. Any benefits accruing to the temporary staffing shall be the responsibility of the temporary staffing service Contractor.

Subcontracting

The services provided to accomplish the requirements of the contract shall be under the control, management, and supervision of the Contractor, unless otherwise stated. Should the Contractor enter into subcontracts with third parties for the performance of any part of this solicitation, in no event shall the existence of a subcontract operate to release or reduce the liability of the Contractor for any breach of performance required herein.

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Staff Credentialing

The Contractor shall provide temporary personnel that are qualified and competent to perform the functions of the assignment in accordance with the job descriptions identified herein; and, who have appropriate credentials for the assignment. The Contractor must pre-screen and verify credentials of staff, where appropriate, to ensure that the Contractor refers only those individuals who have the education and experience for the assignment(s) requested.

Unsatisfactory Performance

The Contractor shall also provide a means for exchanging workers if the worker's performance is unsatisfactory to LDH. If a temporary employee is: a) determined unsatisfactory, b) fails to report to work, or c) terminates employment with the contractor while working, the Contractor agrees to a telephone call-back of 4 hours, or otherwise mutually agreed upon time, for confirmation of who will report to the job on the next business day as a replacement for such a temporary employee. LDH may also replace personnel when necessary and appropriate. In the event the Contractor does not routinely furnish qualified temporary employees, the Contractor may be deemed in default.

Activation of Contract

Emergency Contingency Contract(s) will activate upon written notification from the State Health Officer/designee or the LDH Emergency Operations Center (EOC).

The enclosed specifications provide general descriptions and skill levels required for the temporary positions to be provided by the successful vendor. Vendor shall fill a work order within 48 hours of placement of the work order except as mutually agreed to by both LDH and the Contractor due to special circumstances.

The Contractor shall submit the name and telephone number of the point of contact to LDH. LDH shall be able to call requirements, changes, complaints, and questions to this point of contact via email or telephone. The Contractor shall provide immediate notice of any changes to the designated point of contact. For emergencies after regular working hours, the Contractor shall provide a means for 24 hour contact.

Monitoring

LDH will provide approved forms for reporting and documentation of the medical operations. All client forms and reports shall remain in the care, custody, and control of LDH and are the property of the State of Louisiana. All Contractor personnel will complete a daily FEMA and LDH compliant time and attendance log that must be approved by the onsite LDH Command Staff.

Invoicing

The Contractor will bill LDH only for the hours that the individual worked on State premises. This hourly cost shall be inclusive of all labor, FEMA and LDH compliant travel, and overhead/administrative costs to perform the duties outlined in the Scope of Work. The

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Contractor is responsible for obtaining the requested working hours from LDH. FEMA and LDH compliant time sheet(s)/certified payroll must be signed in/out on a daily basis by an authorized representative of LDH and the temporary worker. This will be used as verification of pay schedule of each employee and for payment of invoices. LDH shall pay the Contractor according to actual hours worked and in accordance with the contracted service fees bid on Attachment C - Price Sheet.

The Contractor may invoice LDH monthly at the following billing address: LDH/Bureau of Community Preparedness, 8453 Veterans Memorial Blvd., Baton Rouge, LA 70807. Payments will be made by LDH within approximately 30 days after receipt of a properly executed invoice, and approval by LDH.

Invoices shall include the order number, a copy of the time sheet indicating the pay rate, temporary personnel's name, and dates of service. Invoices submitted without the referenced documentation will not be approved for payment until the required information is provided. Temporary employees are to be paid by the Contractor in a timely manner.

No fee shall be charged to LDH if the Contractor's worker becomes a State employee. In order to become a State classified employee, the contract worker shall successfully compete in a regular manner as defined in the applicable Civil Service Rules and published policies for any probationary or provisional appointment.