This sample SOW is being sent to all field operations to give everyone visibility on what services we have been providing through RDI. Your site may vary by specification, counts, start and end dates, etc. Specific questions about services actually contracted can be directed to robert.bishop@hhs.gov

**Emergency Response Service Support (ERSS)**

**SOC Task Order 7.290**

**Statement of Work (SOW)**

**Task Order SAMPLE ONLY Mod N/A**

1. **INTRODUCTION**

The contractor shall provide the following services under the Emergency Response Service Support (ERSS) contract to support the Department of Health and Human Services (DHHS)/Assistant Secretary for Preparedness and Response (ASPR). The services will be for meals, laundry transportation and rooms for up to 120 people for up to 20 days at location listed below (1.2). See section 1.2 below for the dates of services. Demobilization will occur on the day following the last day of service.

1.1 **Services**: All services required by site shall be provided as noted below in (1.2) and final cleaning and demobilization will occur on the day following the last day of service (see chart below for dates of service). Services may include: delivery to each room with individually wrapped catered meals and beverages (see 2.0 chart); transportation to/from the lodging to airport (see 2.2 chart); ALS and/or BLS Ambulance service may be requested reside on site to transport ill patients to designated medical facility/s or airport (see 2.3 chart); perimeter fencing, lighting and barriers (see 2.7 chart); facilities management (see 2.9 chart); laundry pickup from each room and delivery laundry services to each room to include linen exchange (see 2.6 chart); custodial services (see 2.4 chart); Biomedical waste removal (see 2.5 & 2.8 charts); and HVAC with generator power and equipment fueling/serving as defined in 2.11 (see 2.11 chart).

1.2 **Support Locations**:

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| **Name/Location** | **Support Dates** |
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1. **REQUIREMENTS**

2.1 **Catered Meals and Beverages**: (PARA 19.3/19.6)

2.1.1 The Contractor shall provide drinking water: Bottled water should be provided with every meal (breakfast, lunch and dinner) (PARA 19.6.1b{4}) of this TO SOW. Additional bottled water shall be provided to ensure each person is provided a minimum of 2 liters per day.

2.1.2 The Contractor shall provide Meals: Hot meals three times per day (breakfast, lunch, dinner and daily snack, coffee bar) delivered to lodging location and specifically to each room in (TO SOW Paragraph 1.2). Meals shall be nutritionally balanced and varied daily with servings of meat, vegetables, and starches. Meals Times: Breakfast: 08:00 AM, Lunch: 12:00 PM, Dinner: 6:00 PM. Any dieting restrictions shall be conveyed per site. On the final day lunch maybe required at an earlier time and a bag lunch maybe required. Dinner may or may not be needed for the final dinner.

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| **Name/Location** | **Meal Type** | **Quantity** |
| Holiday Inn Express | Breakfast | 120 |
| Lunch | 120 |
| Snack | 120 |
| Dinner | 120 |
|  | Breakfast |  |
| Lunch |  |
| Snack |  |
| Dinner |  |
|  | Breakfast |  |
| Lunch |  |
| Snack |  |
| Dinner |  |
|  | Breakfast |  |
| Lunch |  |
| Snack |  |
| Dinner |  |
|  | Breakfast |  |
| Lunch |  |
| Snack |  |
| Dinner |  |

2.2 **Transportation**: The Contractor shall provide vehicle transportation as noted in chart below to lodging locations (TO SOW Paragraph 1.2) and designated international airport provided by ASPR onsite or regional representative. (PARA 19.15). The contractor shall provide baggage handling support (staffing & equipment) in moving passenger baggage as noted in the chart below (PARA 19.15).

Buses will be utilized for transportation of travelers from cruise ship to local billeting and or airport locations. Stage all buses at or near the location listed above for the potential moves as directed by the DFHCO.

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| **Name/Location** | **Vehicle Type** | **Quantity** | **Date/s** | **Start Time** | **End Time** |
| Holiday Inn Express | 15-PAX Shuttle Van | 0 |  |  |  |
| 30-PAX Minibus | 0 |  |  |  |
| 56-PAX Coach | 0 |  |  |  |
| Other | 0 |  |  |  |
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Baggage handlers will provide the offloading of baggage from the cruise ship and uploading of baggage to either busses or airplanes. At locations Dobbins, Lackland, and Miramar the baggage handlers will provide the unloading of baggage from the airplane, transport from airfield to the billeting location, and offloading of baggage at billeting location. See chart below for details by site.

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| **Name/Location** | **Number of Passengers** | **Quantity of Planes** | **Quantity of luggage** | **Start Time** | **End Time** |
| Holiday Inn Express | 0 |  |  |  |  |
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* 1. **Ambulance**: Location, Quantity, Types, Schedules noted in chart below.
     1. Be equipped to transport patients exhibiting symptoms related to Coronavirus.
     2. Ambulance will be required to transport patients to a predetermined hospital (TBD) within 100 miles of the Quarantine station. Replace ambulance on site to for coverage within 1 hour of departure of the first ambulance when transport is required as directed by the CO and COR through the onsite IMT. The contractor must notify the CO when 75% of the funding is remaining on the CLIN for the replacement ambulances.

2.3.3 Transit destination facility solely determined by the government through the CO and COR.

* + 1. Furnish all labor, management, travel, supplies, equipment, materials, and vehicles to perform the work described herein, unless otherwise specifically stated.
    2. Comply with applicable federal, state, and local laws, regulations, and guidance; and perform all work in accordance with these requirements and any applicable agreements.

2.3.6 Provide a dispatch-managed standby full service transportation 24 hours a day. The Contractor shall manage dispatch requirements, transport schedules and requests for transport to ensure timely transportation.

* + 1. Maintain a serviceable transportation fleet that meet DOT inspection standard, service ADA loading and unloading equipment, and appropriate safety equipment such as fire extinguishers, breakdown markers. Operators must be properly licensed in accordance with federal and state requirements, to operate in the county.
    2. Must be license to transport to and pick up from local hospitals.
    3. Provide courteous customer service during operations and driver or and assistant should be able to assist non-ambulatory clients in and out of vehicles, and assist into facilities if other support is not available, if required by the patient.

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| **Name/Location** | **Vehicle Type** | **Quantity** | **Date/s** | **Start Time** | **End Time** |
| Holiday Inn Express | BLS Ambulance (2-EMTs, 1-Driver) | 0 |  |  |  |
| ALS Ambulance (2-EMT-Ps, 1-Driver) | 0 |  |  |  |
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2.4 **Custodial Services**: The Contractor shall provide house cleaning service and daily waste removal to community housing occupants at lodging locations, as noted in chat below (TO SOW Paragraph 1.2) and dispose at authorized trash sites per local laws. (PARA 19.20) Waste should be disposed of in accordance with PARA 19.13.1.

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| **Name/Location** | **Total Guests** | **Total Rooms** | **Cleaning Type** | **Start Time** | **End Time** |
| Holiday Inn Express | 120 | 120 | Daily | 1100 | 1400 |
| 120 | 120 | Final | Start after guests depart | Complete NLT 2330 on final day |
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2.5 **Biomedical Bodily Fluids Cleanup:** The contractor shall provide biomedical bodily fluid removal as required. This will be added via option CLIN and funded as noted in chart below. If more incidents are need they will be added via modification.

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| --- | --- | --- | --- | --- |
| **Name/Location** | **Total Events Funded** | **Total Rooms** | **Cleaning Type** | **Remarks** |
| Holiday Inn Express | 2-Per Day | All | Biomed | As required |
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2.6 **Laundry Services**: The Contractor shall perform laundry operations for community housing occupants at lodging locations (TO SOW Paragraph 1.2) as stated in section 19.71 and noted in chart below. (PARA: 19.7). Contractor will initially provide two (2) sets of linens for all guests. All individuals may not require laundry service every day, but it should be available daily. (Wash and fold). All laundry must be returned by the evening of the day prior to the end of the period of performance.

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| **Name/Location** | **Laundry  Pick-Up** | **Number Of Guests** | **Cleaning Type** | **Remarks** |
| Holiday Inn Express | Daily | 120 | Fluff-N-Fold | Pick-up and return to central location |
| Final | 120 | Fluff-N-Fold | Must be returned by 1700 prior to departure day |
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2.7 **Perimeter Fencing**: The Contractor shall provide perimeter fencing or crowd control barriers with personnel and vehicle gates to create and maintain zones and separations as defined by the government. (PARA: 19.29.7) see chart below for locations and linear feet required.

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| **Name/Location** | **Linear Feet Required** |
| Holiday Inn Express | 1,500 |
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2.8 **Biomedical Waste Removal**: The Contractor shall provide routine pickup of biomedical waste items (biohazard, medical/surgical, expired and partly used pharmaceuticals) at government occupied sites or facilites and disposal of per Federal and state laws. Service shall include all sharps containers and red bags at designated locations. (PARA: 19.13).

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| **Name/Location** | **Frequency** |
| Holiday Inn Express | As Required |
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2.9 **Facilities Management**: The Contractor shall provide on-call Operations and Maintenance (O&M) Services such as plumbing and handy-man repairs to maximize life expectancy of government occupied sites or facilities. (PARA: 19.27).

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| **Name/Location** | **Service Required**  **(Yes/No)** |
| Holiday Inn Express | Yes |
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2.10 **Final/Exit Day Cleaning:** Cleaning rooms and common areas will be a requirement at end of mission. Routine cleaning is required, if this changes during the task order period of performance, a modification will be issued for this change. Full final cleaning to comply with CDC guidelines after site shut down.

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| **Name/Location** | **Date** |
| Holiday Inn Express | 04/05/20 |
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2.11 **HVAC:** (reference: basic contract SOW para-19.10.2): Provide HVAC units, cabling, ducting and power generation/fueling capable of cooling/heating in accordance with industry standards. (4-tons per 400s.f.).

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| **Name/Location** | **Number HVAC Units** |
| Holiday Inn Express | 0 |
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2.12 **ADA compliant Latrines, Showers and Ablution units (19.29.8/19.28.9)**: Provide trailer mounted Latrines and Showers for both male and female guests (note: anticipate 50/50 gender requirement) see chart below for needs by site. Must meet OSHA minimum requirements for capacity. Facilities must provide privacy and come with internal lighting, toilet paper, paper towels, and liquid soap. Provide daily custodial cleaning services two times per day to clean and replace supplies (toilet paper etc.). Contractors must provide their own water supply and waste removal.

2.12.1 All units shall be fully serviced once weekly, or as site capacity requires, or as directed by the COR.

2.12.2 All wastewater if generated shall be collected with vacuum trucks, transported offsite, and disposed of through legally permissible methods.

2.12.3 When available, public utilities shall be utilized pending authorization with local authorities vetted (by the local IMT) through the CO and COR.

2.12.4 Ten percent (10%) of restroom facilities must be ADA compliant.

2.12.5 The Contractor shall ensure the toilets are adequately stocked with toilet paper.

2.12.6 The Contractor shall ensure the hand wash stations remain stocked with water, hand soap and paper towels and cleanliness maintained at all times.

2.12.7 Disposal trucks shall maintain a service schedule to remove the wastewater and portable toilets from the site and transport offsite to dispose of at a permitted treatment facility. Local utilities shall be used if available.

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| **Name/Location** | **Hand Washing Stations** | **Latrines** | **Showers** |
| Holiday Inn Express | 10 | 10 | 0 |
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2.13 **Light Tower with Generator:** Provide light towers (4,000 watt min) with generator to include fueling services. Quantity needed per site listed in chart below.

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| **Name/Location** | **Number Light Towers** |
| Holiday Inn Express | 10 |
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1. **GOVERNMENT FURNISHED EQUIPMENT /PROPERTY**

No Government furnished equipment/Property will provided.