

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**Office of Contracting and Procurement**



**Attachment A – Scope Of Work**

**Emergency Transportation Services**

**1. BACKGROUND/MISSION**

The mission of the Office of Emergency Management (OEM) within the DC Department of Human Services is to provide key support to the agency by leading and coordinating activities to mitigate, prepare for, respond to, and recover from emergencies and disasters that threaten the ability of District of Columbia residents to survive. DC DHS OEM leads Emergency Support Function 6 (Mass Care) and 11 (Feeding) for the government of the District of Columbia. The OEM Program is comprised of DHS OEM staff, Management Supervisor Service (MSS) staff, and the DHS Emergency Response Team (DHSERT) comprised of over 100 DHS personnel who are trained in Shelter Management, First Aid, and CPR. This program helps to provide rapid and safe care for District residents in the event of a major incident or large scale disaster. When called upon, the DHSERT provides shelter staffing, basic aid, and food and water coordination.

**2. DEFINITIONS**

**Emergency** – An actual or pending crisis event as determined by the District of Columbia government authorities to require immediate emergency life-sustaining support to district residents and or visitors.

**Transportation** – Capability resources and services such as buses, vans, or shuttles to safely move disaster victims to designated sites.

**Recreational vehicle (RV)** – for the purposes of this contract is a motor vehicle equipped with office and meeting type work space and associated technological equipment.

**Van** – An enclosed boxlike motor vehicle having rear or side doors and side panels especially for transporting people.

**Minibus** – A bus typically used for small trips.

**55-Passenger Coach Bus** – A long motor vehicle used for carrying passengers.

**CDL Driver** – A driver trained and licensed to operate commercial motor vehicles as follows:

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**Class A** – Any combination of vehicles with a GVWR (Gross Vehicle Weight Rating) of 26,001 or more pounds (11,793 kg), provided the GVWR of the vehicle(s) being towed is in excess of 10,000 pounds (4536 kg).

**Class B** – Any single vehicle with a GVWR (Gross Vehicle Weight Rating) of 26,000 or more pounds (11,793 kg), or any such vehicle towing a vehicle not in excess of 10,000 pounds (4536 kg) GVWR.

**Class C** – Any single vehicle, or combination of vehicles, that does not meet the definition of Class A or Class B, but is either designed to transport 16 or more passengers, including the driver, or is placarded for hazardous materials.

### **3. SCOPE**

The District of Columbia, Office of Contracting and Procurement “OCP” on behalf of the Department of Human Services, Office of Emergency Management is seeking fiscally sound, transportation “Contractors” to administer the District’s Emergency Transportation Services on an “as needed” basis to the residents of the District of Columbia when disaster situations arise.

The goal is to provide ground transportation services from the disaster area to an emergency shelter location within the District of Columbia within a certain mile radius. The number of residents to receive the service can possibly range from 10 or more.

The Contractors shall provide a brief history of the company and pictures of the proposed vehicles available for use. A site visit will be completed prior to awarding the Blanket Purchase Agreement in addition, a site visit can be expected to review daily operations, call center functions and the overall ability to deliver the services required in a timely manner.

The Contractors shall develop a transportation network containing the capacity to deliver services as described in the Scope of Work Attachment A and effectively and efficiently meet the needs of residents in emergency situations in a timely matter when contacted by the DC DHS Office of Emergency Management.

### **Scenario Example:**

At 10:00pm, the District of Columbia (DC) Department of Human Services (DHS) responds to a request by the DC Fire Department and American Red Cross to assist with 100 displaced residents due to an apartment building fire resulting in damage that makes the facility uninhabitable. At 11:00pm, DC DHS coordinates with the DC Department of Parks and Recreation to use two of its Recreation Centers as Emergency Shelters. At midnight, emergency transportation services are required: Contractor is called to provide transportation buses to move the 100 displaced residents from the apartment building site to the two recreation centers. Three

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days later, the District arranges for the residents to be housed in at the Holiday Inn Express. Transportation buses are needed and Contractor is called to move the remaining residents from the Emergency Shelters to the Holiday Inn Express.

The Contractors Shall:

- a) Establish a transportation service that offers a variety of transportation vehicles including ADA compliant vehicles to meet the needs of the recipients on an emergency “as needed” basis;
- b) Provide licensed CDL drivers that can serve as standby/scheduled drivers for two large RV type sized vehicles during large emergencies and for supplemental client and training support to DHS Service Centers, facilities, and other mission required locations.
- c) Provide Non-CDL licensed driver(s) to transport agency provided vehicles or company owned vehicles as is required. Driver(s) will be able to help passengers requiring assistance into and out of vehicle and secure wheelchairs to restraining device for the duration of the trip.
- d) Have the ability to provide transportation to move a minimum of 200 people within a 2 hour period;
- e) Establish a centralized Call Center or direct contact persons that will be notified and able to receive and process emergency transportation request;
- f) Activate the transportation request;
- g) Determine the most appropriate mode of transportation;
- h) Monitor the overall delivery of transportation services including; vehicle size and number requirements, drivers, and attendant requirements and performance to ensure the consistent delivery of reliable and qualified services;
- i) Maintain quality assurance plans, complaint, and grievance resolution processes; and
- j) Provide payment and administration for transportation providers.

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### Attachment B

#### Price Schedule

Agreement Line Item Number	Services Description	Service Unit	Fixed Unit Rate
0001	Van 4-14 passenger		\$
0002	Shuttle Bus 12-25 passenger		\$
0003	Coach Bus 55-passenger		\$
0004	2 CDL Drivers for RV		\$

#### Deliverables

CLIN	ITEM	Quantity	Delivery Time
1	Attend Mandatory Pre-Bid Conference.	N/A	August 12, 2015 Please see details below.
2	Be available for Site-Visit/Walk through of facility where vehicles are housed.	N/A	TBD
3	Deliver quality and immediate transportation services.	Per Incident or Emergency	As needed by incident.
4	Provide a point of contact to serve as the primary interface for scheduling, reports and performance concerns.	Per Incident or Emergency	As needed by incident.
5	Assign drivers and vehicles appropriately to convey agency command vehicles or passengers.	Per Incident or Emergency	As needed by incident.
6	Deliver written reports detailing transportation services provided. This report will	Per Incident or Emergency	15 or 30 days after the assignment.

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	include time agency request call was received, company dispatch time, arrival time to pick-up location, departure time and final arrival of destination time.		
7	Deliver written incident reports with remedies.	Per Incident or Emergency	Within 2 days of incident.
8	Provide CDL licensed driver(s) as needed to transport using either agency provided vehicles or company owned vehicles. Driver(s) will be able to help passengers requiring assistance into and out of vehicle, and secure wheelchairs to restraining device for the duration of the trip.	Per Incident or Emergency	As needed by incident.
9	Provide Non-CDL licensed driver(s) to transport agency provided vehicles or company owned vehicles as is required. Driver(s) will be able to help passengers requiring assistance into and out of vehicle and secure wheelchairs to restraining device for the duration of the trip.	Per Incident or Emergency	As needed by incident.
10	Deliver clean and well maintained van vehicles to service up to 14 passengers with ADA compliance if needed.	Per Incident or Emergency	As needed by incident.

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11	Deliver clean and well maintained shuttle bus vehicles to service up to 25 passengers with ADA compliance if needed.	Per Incident or Emergency	As needed by incident.
12	Deliver clean and well maintained coach bus vehicles to service up to 55 passengers with ADA compliance accommodations as needed.	Per Incident or Emergency	As needed by incident.

### PRE-BID CONFERENCE

A pre-bid conference will be held on Wednesday, August 12, 2015 at 1:00 PM in the following location:

Department of Human Resources  
District of Columbia Government  
64 New York Avenue, N.E., Logan Circle – Conference Room  
Washington, DC 20002

Prospective Offerors will be given an opportunity to ask questions regarding this solicitation at the conference. The purpose of the conference is to provide a structured and formal opportunity for the District to accept questions from Offerors on the solicitation document as well as to clarify the contents of the solicitation. Attending Offerors must complete the pre-bid conference Attendance Roster at the conference so that their attendance can be properly recorded.

Impromptu questions will be permitted and spontaneous answers will be provided at the Districts' discretion. Verbal answers given at the pre-proposal conference are only intended for general discussion and do not represent the District's final position. All oral questions must be submitted in writing through e-Sourcing Message Board following the close of the pre-proposal conference but no later than five days after the pre-proposal conference in order to generate an official answer. Official answers will be provided in writing to all prospective Offeror's who are listed on the official Offeror's list as having received a copy of the solicitation. Answers will be posted on the OCP website at [www.ocp.dc.gov](http://www.ocp.dc.gov).

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**PRE-AWARD SITE – VISIT**

A pre-award site visit will be held before the Blanket Purchase Agreement is awarded.  
The date will be determined at the close of the solicitation.