

**STATEMENT OF WORK  
EMERGENCY CARE SERVICES  
INVITATION TO QUALIFY (ITQ) CONTRACT**

**OVERVIEW:** The purpose of the Emergency Care Services ITQ is to qualify responsible and responsive Contractors to provide turnkey congregate sheltering services and large-scale feeding operations in response to an emergency or a Governor declared disaster. The services will be used when the scope, scale, and complexity of requirements which emerge during an incident or event, exceed the existing and available resources of the ‘authority having jurisdiction’. These services are intended to supplement county or local jurisdictional services.

In accordance with the Commonwealth Emergency Operations Plan (CEOP) and Executive Order 2016-06, certain Commonwealth agencies are required to support county or local operations when their capacity and capability are exceeded relating to emergency care/emergency assistance, housing, and human services. Therefore, use of this contract is restricted to those Commonwealth agencies tasked with this responsibility. Those agencies will be solely responsible for identifying the emergency situation requiring these services, issuing the Requests for Quotes, and managing the resulting purchase order.

**ISSUING OFFICE:** This ITQ is managed and administered by the Commonwealth of Pennsylvania, Department of General Services (DGS), Bureau of Procurement. All inquiries should be referred to:

Jason Collett, Commodity Specialist  
Department of General Services, Bureau of Procurement  
1800 Herr Street, 2<sup>nd</sup> Floor, Arsenal Building  
Harrisburg, PA 17103  
Telephone: (717) 346-3273 / Email: [jcollett@pa.gov](mailto:jcollett@pa.gov)

**TERM OF CONTRACT:** Any contract issued to qualified Contractors, as a result of this ITQ, shall commence on the Contract Effective Date and shall end on July 31, 2034.

**QUALIFICATIONS:** Contractors interested in becoming an ITQ Contractor must complete the Emergency Care Services ITQ Qualification Form providing a detailed explanation of their capabilities and experience, as it relates to the topics identified herein this section. Failure to provide adequate detail and proof of qualifications and experience will result in the application being rejected. Each Contractor that is able to demonstrate their qualifications and experience will be awarded a contract. Award of a contract to a Contractor is not a guarantee of business.

- A. Describe your company’s policies or practices that provide for the accountability of the services performed and the actions of those performing the services, ensuring your customers receive the quality of services required for each service category selected.
- B. Identify any parent corporation or subsidiaries, if applicable, and describe your company’s size and type as it relates to the Commonwealth of Pennsylvania’s, Bureau of Diversity, Inclusion, and Small Business Opportunities, requirements for Small/Small Diverse Business, or Veteran Business Enterprises.
- C. Provide a brief overview of your company including number of years in business, number of employees, nature of business, and description of clients.

- D.** Provide a summary of existing subcontractors or partners that would be used to support the requirements of this Contract. Be sure to include company names, principals, addresses, primary functions, and the benefits these partners will bring to those receiving your services.
- E.** Include a capability statement showing your company’s ability to:
- manage multiple events in different states, counties, etc., at the same time;
  - organize the personnel, equipment, and venues quickly, efficiently, and effectively, which are needed to support this emergency Contract;
  - partner or subcontract with other entities for supplies and services, which are outside the scope of what your company can currently provide; and
  - manage customer satisfaction and service legal agreements.
- F.** Proof of Insurance. The following insurance certificates are required at the time of the ITQ Contract prequalification and may be required with subsequent RFQs to confirm validity dates. It is the responsibility of the Contractor to maintain and provide current insurance certificates throughout the contract term. All insurance certificates must specify the following name and address as the certificate holder: Commonwealth of Pennsylvania, Department of General Services, 1800 Herr Street, Arsenal Building 2<sup>nd</sup> Fl, Harrisburg, PA 17103.
- Worker’s Compensation Insurance Certificate.
  - Public Liability and Property Damage Insurance Certificate.
- G. Documents Required.** The following documents are required to be completed and submitted with your qualification application.
- Iran Free Procurement Certification Form (BOP1701)
  - Worker Protection, and Investment Certification Form (BOP-2201)
  - Lobbying Certification Form (BOP-1307)
  - Domestic Workforce Utilization Certification Form (BOP-1301)

**SERVICE CATEGORIES:** Contractors will need to choose the appropriate commodity code(s) to qualify for this contract. Contractors will select the appropriate code(s) under the Business Details section of the qualification process. The Commonwealth may add additional commodity codes as the need arises. The table below lists the appropriate commodity code and description of each category.

COMMODITY CODE	DESCRIPTION OF CATEGORY
<b>93131800-ITQ-496</b> All-inclusive Turnkey Congregate Sheltering Services	The provision of life-sustaining services in a safe, sanitary, and secure environment for individuals who have been affected by disasters or emergencies. Includes all services required to facilitate a turn-key congregate shelter location that is capable of meeting all required needs. These needs may include, but are not limited to: <ul style="list-style-type: none"> <li>• Management, support, and staffing</li> <li>• Facilities for sheltering</li> <li>• Beds, cots, cribs, bedding, etc.</li> <li>• Meals and water for appropriate subsistence and hydration</li> <li>• Restrooms, wash stations, showers, and associated hygiene supplies</li> <li>• Sanitary and janitorial services and associated supplies</li> <li>• Wraparound services, which may include, but are not limited to:               <ul style="list-style-type: none"> <li>○ Medical care/health related services</li> <li>○ Security services</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Translation services</li> <li>○ Transportation services</li> <li>○ Educational services</li> <li>○ Religious services</li> <li>○ Relocation services</li> <li>○ Shelter closing services</li> </ul>
<p><b>93131800-ITQ-497</b>  <b>Large-Scale Feeding Operations</b></p>	<p>The provision of food, snacks, and hydration for small to large numbers of individuals, who have been affected by disasters or emergencies. Contractors must be able to provide culturally appropriate meals and food items to allow for life sustaining subsistence requirements for individuals of varying ages, ethnicities, and health conditions, such as, children, infants, adults, elderly, sick or ailing individuals, etc. These services include the preparation, purchase, coordination, and delivery of food and beverages.</p> <p>The types of food include, but are not limited to:</p> <ul style="list-style-type: none"> <li>● Hot meals</li> <li>● Boxed meals</li> <li>● Snacks</li> <li>● Infant/toddler feeding</li> <li>● Bottled water and other required beverages</li> <li>● Culturally diverse food items</li> <li>● Health related food items</li> </ul> <p>All food and food services must be performed and provided in compliance with the Center for Disease Control and the Food and Drug Administration’s food preparation and service requirements.</p>

**GENERAL INFORMATION/REQUIREMENTS:**

**A. Definitions.**

1. Congregate Care Shelter means an accessible facility set up to provide comfort, food, water, information, and sleeping accommodations to meet the immediate disaster-caused needs of individuals, families, and communities. Core services are provided in every shelter, and situational services are provided based on the needs of the clients. All services are programmatically and physically accessible to all clients.
2. Large-Scale Feeding Operation means the provision of food, snacks, and hydration to the affected population, ensuring all necessary health and safety requirements are met, for individuals of all ages, cultures, and health conditions.

**B. Type of Contract.** Upon determination that the Contractor meets the ITQ requirements, the Commonwealth will issue a contract to the Contractor. Upon receipt of a Purchase Order (PO) issued under this Contract, the Contractor agrees to furnish the requested services to the Commonwealth agency issuing the PO.

**C. Order of Precedence.** If any conflicts or discrepancies should arise in the terms and conditions of this Contract, or the interpretation thereof, the order of precedence shall be:

1. This Contract; and
2. The data resident on the ITQ web site and incorporated herein by reference at the date of execution of the Contract or issuance of an RFQ off of this Contract, whichever is later, including but not limited to the promises and certifications the Contractor made in qualifying for the Contract.

If any conflicts or discrepancies should arise in the interpretation of a PO, the order of precedence shall be:

1. This Contract
2. The service category definitions, descriptions, qualification requirements, and contract terms and conditions set forth in the RFQ; and
3. The PO and any attachment thereto, including: (1) the Contractor's Proposal, as accepted by the Commonwealth; (2) the RFQ.

**D. Bid Protest Procedure (April 2016)** The Bid Protest Procedure is on the DGS website. [Click here](#)

**E. New Equipment.** Unless otherwise specified in this ITQ, all products offered by Contractors must be new or remanufactured. A 'new' product is one that will be used first by the Commonwealth after it is manufactured or produced. A 'remanufactured' product is one which: 1) has been rebuilt, using new or used parts, to a condition which meets the original manufacturer's most recent specifications for the item; 2) does not, in the opinion of the Issuing Office, differ in appearance from a new item; and 3) has the same warranty as a new item. Unless otherwise specified in this invitation for bids, used or reconditioned products are not acceptable. This clause shall not be construed to prohibit Contractors from offering products with recycled content, provided the product is new or remanufactured.

**F. Prompt Payment Discounts.** Prompt payment discounts will not be considered in making an award. If prompt payment discounts are offered by any Contractor, however, the Issuing Office will take advantage of such offer.

**REQUEST FOR QUOTES (RFQ) PROCEDURES:** Commonwealth Agencies will issue an RFQ to qualified Contractors. Contractors will respond to the RFQ. The requesting Agencies may require the qualified Contractors to furnish, upon request, additional documentation in the RFQ. The qualified Contractors selected for the RFQ process will receive a Purchase Order (PO) and will supply the service to meet the specific requirements as indicated in the RFQ.

The responsive and responsible supplier who is able to provide the required services as reflected by their Service Proposal, within the timeline dictated by the specific emergency, and who's pricing is determined to be most competitive, will be deemed as providing the best value to the Commonwealth and will be awarded an emergency Purchase Order.