

GSA Lodging®

Emergency Lodging Services Program (ELS)

Frequently Asked Questions (FAQ's)

1. What is Emergency Lodging Services (ELS)?

GSA's Emergency Lodging Services program enables Federal agencies to quickly secure lodging accommodations and services for first responders, government employees, support personnel and evacuees; resulting from an emergency or disaster. The awarded contractor secures lodging at managed rates and handles reservations and billing for all Federal agency users of the emergency lodging services program. The contractor also manages housing payment and expense reimbursement for disaster evacuees through its Emergency Lodging Assistance, Disaster Housing Assistance and Direct Lodging Reimbursement programs. To learn more about this exciting GSA Lodging® program, please click on the following link.

http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentType=GSA_OVERVIEW&contentId=19726

2. Who manages and operates ELS?

The General Services Administration, Center for Travel Management , GSA Lodging Program Management Office administers a Blanket Purchase Agreement (BPA) with a contractor under GSA Schedule 599-3, which Federal agencies may become authorized users of the BPA. The GSA Lodging® PMO manages the relationship and BPA with Corporate Lodging Consultants, Inc. (CLC), the awarded contractor.

CLC has over 30 years of lodging management experience and has directly supported over 500 emergency response efforts for the American Red Cross, the Federal Emergency Management Agency, and many other agencies. CLC locates and sources lodging properties (hotels, extended stay properties, corporate housing, apartments, etc.), negotiates discounted rates, and can provide an audit and reporting trail.

3. How can hotels and/or apartment communities provide accommodations and participate in ELS?

If you are a hotel or apartment community and would like to participate in ELS, please contact our program's contractor, CLC or go to our website at www.gsa.gov/lodging. You may contact the Emergency Lodging Services Hotline at (800) 321-0455, or go to www.corplodging.com.

4. Who is eligible to use ELS?

Emergency Lodging Services may be utilized by any Federal Government Agency or State Government requesting to become an authorized user of the BPA.

If your agency would like to utilize the BPA, please have your Contracting Official send his/her agency name, all contact information and authorized user names direct to the GSA Contracting Officer at onthego@gsa.gov.

Contractors performing cost-reimbursement type contracts or other types of negotiated contracts, when the ordering agency determines that a substantial dollar portion is of a cost-reimbursement nature, may be authorized to use GSA sources of supply. Contractors must be working for an agency authorized to use the BPA. Payment for all services under this task order is the sole responsibility of the specified ordering activity.

5. Who is responsible for booking ELS accommodations and services?

Once your agency is authorized to use the ELS-BPA, they should designate a central point of contact to establish a task order with the ELS vendor, CLC. The task order should include all your agency's requirements, ordering instructions, payment instructions, reporting and auditing requirements. Payment of all services under this task order is the sole responsibility of the specified ordering activity.

6. For the purpose of this BPA, who is classified as an evacuee?

The BPA is designed to assist Federal agencies when lodging accommodations and services are required as a result of an emergency and/or disaster. An evacuee can either be a Federal employee or private citizen who has been displaced from their workplace or home by a disaster or emergency and as result, requires lodging. Specific determinations of evacuee or relief/emergency support personnel status will be determined by the ordering agency.

7. I'm on temporary duty travel. Can I use the ELS BPA?

It depends. You must first check with the appropriate officials within your agency. If you are on TDY travel in areas determined by your agency to be affected by an emergency and/or disaster, your agency may authorize you to use this BPA due to the difficulty of securing lodging accommodations. If you are on TDY travel in an area that your agency has determined is NOT impacted by an emergency and/or disaster, you must use your approved travel management system in lieu of this BPA. As a result, Federal agencies should refrain from using the BPA when the TDY

travel does not require emergency lodging and continue to use normal travel management systems for routine TDY travel.