

Guidance for Using Emergency Lodging Services (ELS) and Becoming an Authorized User

Blanket Purchase Agreement (managed by GSA/FAS)

Opportunities for Federal Agencies & Other Authorized Users

1. Pre-planning is essential for lodging services.
2. If your organization sends responders to support a national emergency or has mission-related tasks where lodging is difficult to secure, please contact
 - a. Marcus Witowski at marcus.witowski@gsa.gov or
 - b. Steven Meyer at steven.meyer@gsa.gov
3. Also useful as a lodging resource for National Security Special Events (i.e., Presidential Inauguration, papal visit, COOP events)
4. Goals:
 - a. Avoid intra-government competition for scarce lodging facilities needed by survivors and responders
 - b. Establish key POCs and key requirements in advance of emergency declaration

Steps for Agency's to become an authorized user of ELS 4.0 and purchase emergency housing:

Step 1: Contact GSA – Agency Contracting Officer or prospective user should email onthego@gsa.gov and state XXXXXXXXX (agency name) would like to become an authorized user of the ELS 4.0-BPA. Please include the following information:

- agency name
- agency address
- authorized user(s) names
- titles or roles
- phone number(s)
- email address
- if a Contracting Officer, a copy of the appropriate warrant

Each submission must identify at least one warranted Contracting Officer and cannot include contractors as users.

The BPA includes a unilateral right to add additional users at **no cost**.

Step 2: Once the agency is authorized, the agency's designated Contracting Officer or authorized user will call the ELS contractor, CLC (1-800-321-0455), directly, to discuss their requirements and issue a task order directly with CLC using the [task order template \[PDF - 306 KB\]](#) The task order must include agency requirements, payment and reporting/auditing requirements. Payment of all services under this task order is the sole responsibility of the specified ordering activity.

The ELS 4.0 BPA may be used for:

- Global Pandemics
- Lodging for natural and manmade disasters
- Relief/emergency support personnel
- Displaced disaster/emergency evacuees
- Continuity of Operations (COOP) events

National Special Security Events (such as the Presidential Inauguration, the G7 Summit to the US, political conventions, and dignitary visits)

Ordering and Billing Process

- Each Agency places an Order with CLC
- CLC negotiates rates with hotel(s) once agency sends requirements for a specific mission / emergency / area
- CLC contract negotiators locate rooms from existing hotel database or finds other hotels which meets the Agency needs
- As soon as the negotiators set up a hotel(s) for disaster services – a direct billing process with the hotel(s) is initiated
- Employee / Volunteer / Victim / Grantee arrives at the hotel per Federal Agency requirements
- Hotel accumulates guest statements and submits invoice to CLC for payment
- CLC Audits and processes the invoices, summarizes the bill by Disaster Number, and then electronically bills the Federal Agency for payment to include any Service Fees and Industrial Funding Fees (IFF)
- Agency pays CLC per task order requirements
- CLC remits payment to the hotel(s)

Once an Agency becomes an approved user of the BPA and executes a task order, the benefits of ELS are:

- Effectively source the government's buying power
- Allow for a rapid response when personnel are deployed
- Provides a quick mechanism for CO's to expedite an order
- Does not compete against other Federal Agencies or survivors for limited accommodations (does not drive up prices)

The Contractor will:

- Secure accommodations and ancillary services for federal agencies, state and local governments, first responders, support personnel and any other authorized user of the service to include private citizens and their pets. The most urgent needs result from hurricanes, wildfires and declared national emergencies.
 - **Accommodations may be, but are not limited to hotels, motels, apartments, college dormitories, cruise lines, religious camps, retreats and any other facility deemed safe and comfortable.** Federal Agencies may direct which types of accommodations are preferred in their task order with CLC.
 - **Ancillary Services in response to an emergency, disaster or national security event, ancillary services may be, but are not limited to meeting rooms & services, food services, supplies, planning & support**

services and preparedness operations. Federal Agencies may direct which types of ancillary services are required in their task order with CLC.

- **The service is available in CONUS and Canada.**
 - Provides a centralized service on a 24x7x365 basis to be used by Agency POC's when placing group orders.
 - Provides a documented and consistent billing and payment process.
 - Tracks and reports on all lodging/housing usage, services purchased and fees assessed.

Background:

- CLC currently holds GSA's Emergency Lodging Services (ELS) Blanket Purchase Agreement (BPA) which was originally awarded in September 2005.
- Under the BPA, CLC negotiates lodging agreements at managed rates and handles reservations and billing for first responders, government employees and support personnel.
- CLC offers Federal Agency customers a selection of programs to facilitate the need for emergency sheltering and housing, they are:
 - Emergency Lodging Assistance – disaster survivors
 - Rapid Response – first responders to disaster areas
 - Disaster Housing Assistance – long term housing needs
 - Direct Reimbursement – out of pocket lodging expenses
- CLC has provided lodging and billing services for over 35 years. Their customer list has included but is not limited to the American Red Cross, FEMA, Corporation for National and Community Service (CNCS), US Army Corps of Engineers, regional utility companies and emergency transportation companies.