

2. CONTRACT NO. (Proc. Inst. Ident.) HSFE80-13-D-0074	3. EFFECTIVE DATE 09/30/2013	4. REQUISITION/PURCHASE REQUEST/PROJECT NO.
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5. ISSUED BY Federal Emergency Management Agency Office of Acquisition Management Recovery Branch 500 C Street, S.W., PP 5th Floor Washington DC 20472	CODE	6. ADMINISTERED BY (If other than Item 5)	CODE
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7. NAME AND ADDRESS OF CONTRACTOR (No., street, city, county, State and ZIP Code) Vanguard Emergency Management Housing Inspection Services 412 Mount Kemble Ave. Morristown NJ 07962 DUNS: 078652615 DUNS+4:	8. DELIVERY <input type="checkbox"/> FOB ORIGIN <input checked="" type="checkbox"/> OTHER (See below) 9. DISCOUNT FOR PROMPT PAYMENT Net 30 10. SUBMIT INVOICES (4 copies unless otherwise specified) TO THE ADDRESS SHOWN IN
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11. SHIP TO/MARK FOR	CODE	FACILITY CODE	12. PAYMENT WILL BE MADE BY FEMA Finance Center	CODE
		P.O. Box 9001 Winchester VA 22604 PHONE: FAX:		

13. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION: <input type="checkbox"/> 10 U.S.C. 2304(c) <input type="checkbox"/> 41 U.S.C. 253(c)	14. ACCOUNTING AND APPROPRIATION DATA
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15A. ITEM NO.	15B. SUPPLIES/SERVICES	15C. QUANTITY	15D. UNIT	15E. UNIT PRICE	15F. AMOUNT
	The Contractor shall provide Housing Inspections Services in accordance with the attached Performance Work Statement and the terms and conditions of this contract. Contract Type: Indefinite Quantity/Indefinite Delivery Contract Ceiling: \$163,000,000.00 Period of Performance: 9/30/2013 - 9/29/2014 Option Periods: This contracts contains a base plus four one-year option periods.				

15G. TOTAL AMOUNT OF CONTRACT

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CONTRACTING OFFICER WILL COMPLETE ITEM 17 (SEALED-BID OR NEGOTIATED PROCUREMENT) OR 18 (SEALED-BID PROCUREMENT) AS APPLICABLE

17. <input checked="" type="checkbox"/> CONTRACTOR'S NEGOTIATED AGREEMENT (Contractor is required to sign this document and return 1 copies to issuing office.) Contractor agrees to furnish and deliver all items or perform all the services set forth or otherwise identified above and on any continuation sheets for the consideration stated herein. The rights and obligations of the parties to this contract shall be subject to and governed by the following documents: (a) this award/contract, (b) the solicitation, if any, and (c) such provisions, representations, certifications, and specifications, as are attached or incorporated by reference herein. (Attachments are listed herein.)	18. <input type="checkbox"/> SEALED-BID AWARD (Contractor is not required to sign this document.) Your bid on Solicitation Number _____ including the additions or changes made by you which additions or changes are set forth in full above, is hereby accepted as to the terms listed above and on any continuation sheets. This award consummates the contract which consists of the following documents: (a) the Government's solicitation and your bid, and (b) this award/contract. No further contractual document is necessary. (Block 18 should be checked only when awarding a sealed-bid contract.)
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19A. NAME AND TITLE OF SIGNER (Type or print) DANIEL A. CRAIL, PROJECT DIRECTOR	20A. NAME OF CONTRACTING OFFICER Lester L. Ingol Chief, Recovery	19B. NAME OF CONTRACTOR BY <i>[Signature]</i>	19C. DATE SIGNED 9/30/2013	20B. UNITED STATES OF AMERICA BY <i>[Signature]</i>	20C. DATE SIGNED 9/30/2013
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SECTION B - SUPPLIES OR SERVICES AND PRICE/COSTS

B.1 ITEMS TO BE ACQUIRED

The Contractor shall furnish all personnel, facilities, equipment, material, supplies, and services (except as may be expressly set forth in this contract as furnished by the Government) and otherwise do all things necessary to, or incident to, performing and providing the following items of work:

See Section C.1, Section J. Attachment 1 Performance Work Statement

B.2 MAXIMUM AND MINIMUM FUNDING LIMIT

The maximum funding limitation for this contract shall not exceed \$163,000,000. The guarantee minimum under this contract is \$5,000.00

B.3 NEGOTIATED INDIRECT COST RATES

Notwithstanding the provisions of Clause 52.216-7 of this contract entitled, "Allowable Cost and Payment," the allowable indirect costs under this contract shall be obtained by applying negotiated indirect rates to bases agreed upon by the parties. The period(s) for which such rates will be established shall correspond to the contractor's fiscal year(s).

Negotiation of final indirect rates shall be in accordance with FAR 52.216-7 and Subpart 42.700 of the Federal Acquisition Regulation. The results of each negotiation shall be set forth in a modification to this contract which shall specify (1) the agreed final rates, (2) the bases to which the rates apply, and (3) the periods for which the rates apply.

Pending establishment of final overhead rates for any period, the Contractor shall be reimbursed for allowable indirect costs, not claimed elsewhere, at the following billing rate(s). Such billing rate(s) may, at the request of either party, be revised by mutual consent to apply either retroactively or prospectively to prevent substantial over and under payment.

Indirect Cost	Base of Application	Billing Rate	Contractor's Fiscal Year
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

B.4 CONSIDERATION AND PAYMENT

See Section J, Attachment 17, Operations Costs and Contract Line Item Numbers (CLINs)

B.5 CONTRACT TYPE

The Government anticipates awarding multiple Indefinite Delivery/Indefinite Quantity contracts, where Firm-Fixed Price Task orders or Time and Material Task Orders may be issued.

B.6 OTHER DIRECT COSTS

All ODC's will be reimbursed at cost, plus material handling (if applicable) or G&A. All costs associated with travel, will be reimbursed in accordance with approved Federal Travel Regulation rates during the time of travel. All ODC's shall be itemized on each ODC invoice.

Other Direct Cost (ODC) to be incurred under this contract may include but are not limited to the following:

- Inspector Adjudication
- Inspector Registration Events
- Emergency Purchases
- Materials (not emergency purchases)
- Travel Expenses (CONUS and OCONUS)

B.7 ISSUING TASK ORDERS

Services specified above by Contract Line Item Number (CLIN) shall be obtained by issuance of task orders. Services may be ordered (by CLIN) at any time during the effective period of performance, at the price specified. Task orders shall be issued in accordance with the Section G clause entitled "Ordering Procedures". The aggregate dollar amount of all task order funding obligations shall not exceed the ceiling price of this contract as specified in the Section B clause entitled "Maximum and Minimum Funding Limitation".

Transition may be invoiced upon completion of transition. One-half of the actual, allowable costs incurred for Partnering, and approved by the government, shall be invoiced on a per session basis. The total cost for all sessions during the effective period of performance shall not exceed the total estimated price of the task order. Authorized costs may include Facilitator, Facilitator travel (transportation, lodging, and per diem), facilities and other direct costs, but shall not include any travel costs for Contractor or government participants (see Section H.14). Allow-ability of costs shall be determined based on FAR Part 31. Travel costs shall be limited to the amounts authorized under the Federal Travel Regulations.

SECTION C - DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

C.1 SEE SECTION J ATTACHMENT 1 - HOUSING INSPECTION SERVICES PERFORMANCE WORK STATEMENT

SECTION D - PACKAGING AND MARKING

D.1 PRESERVATION, PACKING AND PACKAGING -- COMMERCIAL

Preservation, packing, and packaging for shipment of all items ordered hereunder shall be in accordance with commercial practice and adequate to insure both acceptance by common carrier and safe transportation at the most economical rate(s).

SECTION E - INSPECTION AND ACCEPTANCE**E.1 NOTICE LISTING CONTRACT CLAUSES INCORPORATED BY REFERENCE**

The following contract clauses pertinent to this section are hereby incorporated by reference (by Citation Number, Title, and Date) in accordance with the clause at FAR "52.252-2 CLAUSES INCORPORATED BY REFERENCE" in Section I of this contract. See FAR 52.252-2 for an internet address (if specified) for electronic access to the full text of a clause.

NUMBER	TITLE	DATE
\$ 52.246-2	INSPECTION OF SUPPLIES--FIXED PRICE ALTERNATE I (JUL 1985)	JUL 1985
@ 52.246-3	INSPECTION OF SUPPLIES--COST REIMBURSEMENT	MAY 2001
\$ 52.246-4	INSPECTION OF SERVICES--FIXED-PRICE	AUG 1996
@ 52.246-5	INSPECTION OF SERVICES--COST-REIMBURSEMENT	APR 1984
\$ 52.246-16	RESPONSIBILITY FOR SUPPLIES	APR 1984

E.2 INSPECTION AND ACCEPTANCE

Final inspection and acceptance shall be by the Contracting Officer or his/her duly authorized representative at the Disaster Assistance Response Team or Virginia National Processing Service Center (VA-NPSC).

For the purpose of this clause, the Contracting Officer's Representative (COR) named in the Designation of Contracting Officer's Representative clause in this contract is the representative of the Contracting Officer. The Contracting Officer reserves the right to unilaterally designate other Government agents as authorized representatives. Should such occur, the Contractor will be notified by a written notice.

E.3 PERFORMANCE EVALUATION

(a) The Government reserves the right, at all reasonable times, and upon reasonable notice to the Contractor to inspect or otherwise evaluate the work performed or being performed at the location(s) at which work is being performed. Pursuant thereto, the Government reserves the right to maintain representatives on the premises of the contractor (or subcontractor). If the Government makes any inspections or evaluations on the premises of the Contractor (or subcontractor) the Contractor shall provide all reasonable facilities and assistance ensuring the safety and convenience of the Government's representatives in the performance of their duties. All inspections and evaluations by the Government's representatives shall be performed in such a manner as will not unduly delay work. The Government will endeavor to conduct all audits, inspections, and evaluations in accordance with the highest levels of established professional auditing practices and standards. If a written report of such inspection or evaluation is prepared by the Government which reflects deficiencies or proposed corrective actions to be taken by the Contractor or its subcontractor, a copy of those deficiencies and/or proposed corrective actions shall be furnished to the Contractor. Any corrective action proposed to be taken as a result of such inspections shall be discussed with the Government prior to implementation.

(b) During the performance of this contract, the Contractor shall be evaluated by the COR, or other designate personnel, in accordance with the overall level of compliance with the contract and the demonstrated quality and timeliness of the services provided. The Quality Assurance Surveillance Plan (QASP) lists the performance requirements by Performance Objectives for which Contractor performance will be measured when performing under this contract. This does not replace the performance requirements stated in Section C. The contractor's approved Quality Control Plan (QCP) and FEMA's Quality Assurance Surveillance Plan (QASP) will be incorporated into the contract upon award. The Government and the Contractor may by mutual

agreement adjust the standards and/or identify additional performance elements as may be necessary to ensure the performance standards for work specified in the contract reflect the requirements.

(c) The Government representatives are extended to include agents, i.e., COR, CMHIS representatives, auditors, and/or other Contractors as authorized.

E.4 QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

This Quality Assurance Surveillance Plan (QASP) is a Government developed document outlining the surveillance procedures that will be used in assessing the quality of performance achieved under the Housing Inspection Service's (HIS) contract; including 1- Quality Management System, 2- Task Order Performance. The QASP captures surveillance results for stated thresholds and objectives. FEMA has included a scoring matrix for key performance areas. The offeror may during the proposal stage disclose to FEMA adjustments to the Task Order Performance matrix while meeting or exceeding stated thresholds and objectives if found a better value to FEMA. During the evaluation process, FEMA may accept in part or in whole if a more effective approach is recommended by the offeror. FEMA may reject in part or in whole if a lesser intended value is determined. The Contractor is responsible for management and quality control actions to meet the terms of the contract.

The Government will perform those quality assurance procedures that may be necessary to verify that performance is in accordance with the Performance Requirements Summary for each task order (Attachment 2). Government quality assurance will be performed routinely by the COR; however, other activities may be called upon to support this effort as required.

The QASP will be used by the Government to evaluate the Contractor's performance over the life of the contract. Through this evaluation, the Contracting Officer Technical Representative (COR) will identify both positive and negative aspects of the Contractor's performance, which may result in a payment incentive or payment disincentive based on meeting or exceeding stated thresholds. This will allow the COR to communicate to the Contractor those aspects that are strengths of their performance, and those aspects considered to be deficiencies/weaknesses in their performance and which need to be addressed and corrected. For those tasks listed in the QASP, the COR or designated quality assurance evaluators will follow the methods of surveillance specified in the contract. The COR or designated quality assurance evaluators will record all surveillance observations and will maintain a file of all inspection results. Government surveillance of tasks not listed in the QASP may occur during the performance of this contract. Such surveillance will be done according to standard inspection procedures or other contract provisions. Unsatisfactory performance for any Performance Standard/Acceptable Quality Level (AQL) item may result in other appropriate action(s) by the Contracting Officer in accordance with the Inspection of Services clause, including Termination for Default. Any action taken by the Contracting Officer as a result of surveillance will be in accordance with the terms of this contract.

E.5 PERFORMANCE VERIFICATION

(a) The Government intends to measure the outcomes of the performance objectives with stated thresholds that the Government expects these contracts to deliver (Section J Attachment 2 Performance Requirements Summary). Exceeding, meeting and/or less than expected thresholds shall result in incentives and/or disincentives respectively. During performance of this contract, incentives and disincentives as a result of resulting Contractor performance thresholds shall be measured under individual task orders (for inspections only), shall be evaluated and measured by the COR, Project Monitor, or other designated Government personnel, to assess the overall level of compliance with the contract in terms of Quality Control, Production/Timeliness, Customer Service, and Miscellaneous criteria as specified in the Performance Requirements Summary (Section J, Attachment 2). The Performance Requirements Summary and supplements does not replace, the performance requirements stated in Section C of the contract. The Government and the Contractor may mutually adjust the standards and/or identify additional performance elements, as may be deemed necessary, to ensure that the performance standards reflect actual contract requirements.

(b) In accordance with the inspection clause of this contract, the Government intends to measure the outcomes of the external audits of the contractor's Quality Management System for compliance (Section J Attachment 2 Performance Requirements Summary). A retainer percentage will be held from the contract cost per year and a release of that retainer percentage shall be based on the contractor's annual QMS audit outcomes provided by the independent third party auditor as described by the Performance Requirement Statement and approved by FEMA.

FEMA shall weight ISO standards four (4) through eight (8). The contractor's monthly invoice for contract costs shall include the required percentage deduction for withholding. Following the annual surveillance or re-certification audit, the contractor shall submit a retainage release invoice. Retainage release shall be based on the following release criteria: Audits resulting in no major or minor non-conformities shall result in a release of the entire percent retainer. Any of the five (5) standards receiving a major non-conformity as determined by the audit firm shall have a minimum percent permanently withheld from the retainer for the standard identified to have a major non-conformity. Minor non-conformities may have a withholding from the retainer for the standard identified to have a minor non-conformity. The following exception applies for minor non-conformities: For the Base period, the contractor shall be allowed up to five (5) minor non-conformities without permanently withholding the retainer. For the out years, the contractor shall be allowed up to three (3) minor non-conformities without permanently withholding the retainer. To prevent additional forfeiture, the contractor shall initiate corrective actions for either nonconformance in accordance with their QMS corrective action procedures and plans. If the corrective action is not completed in the time allotted by the auditor and/or the corrective action is not effective or approved by the auditor for a major non-conformity, the entire percent for that standard shall be forfeited. If the corrective action is not completed in the time allotted by the auditor and/or the corrective action is not effective or approved by the auditor for a minor non-conformity, the percent will be forfeited for that minor nonconformity.

c) As a financial incentive to perform all phases of "inspections" services at a superior level, the fixed per inspection rate shall be adjusted upward by the maximum of the percentage identified by FEMA and applied to the total number of inspections completed and eligible for payment under individual task orders. As a financial dis-incentive, for performance below the standard level, the fixed per inspection rate shall be adjusted downward by a maximum of the percentage identified by FEMA per inspection and applied to the total number of inspections completed and eligible for payment under individual task orders. Therefore a withholding of a percentage of the inspection rate is applicable to all task orders for inspections pending completion of evaluated and agreement on the incentive/disincentive amount to be applied. Financial incentives can amount to sizable sums of money, as can dis-incentives, and shall be applied to all evaluated task orders in accordance with the Performance Requirement Summary (Section J, Attachment 2).

(d) During the Phase -In period, the contractor shall present to FEMA the percentage matrix that will be applied for performance incentives, dis-incentives and QMS retainer percentages. FEMA reserves the right to negotiate and approve these percentages and retainers presented for reasonableness and effectiveness. These percentages and retainers shall be in effect for the remainder of Base Period as well as the option years.

SECTION F - DELIVERIES OR PERFORMANCE**F.1 NOTICE LISTING CONTRACT CLAUSES INCORPORATED BY REFERENCE**

The following contract clauses pertinent to this section are hereby incorporated by reference (by Citation Number, Title, and Date) in accordance with the clause at FAR "52.252-2 CLAUSES INCORPORATED BY REFERENCE" in Section I of this contract. See FAR 52.252-2 for an internet address (if specified) for electronic access to the full text of a clause.

	NUMBER	TITLE	DATE
\$	52.242-15	STOP-WORK ORDER	AUG 1989
@	52.242-15	STOP-WORK ORDER	AUG 1989
		ALTERNATE I (APR 1984)	

F.2 TERM OF CONTRACT

The contract shall be effective September 30, 2013 through September 29, 2014, unless an Option Period is exercised. Task Orders placed prior to the expiration date shall remain in full force and effect until deliveries have been completed and payments have been made.

F.3 PRINCIPAL PLACE OF PERFORMANCE

The effort required shall be performed at: Various disaster sites CONUS and OCONUS to be determined by individual Task Orders

F.4 DELIVERY SCHEDULE

Delivery of items shall be shipped FOB in accordance with the following schedule: To be determined on a Task Order basis.

Reference Attachment 4, Deliverables.

Delivery Address:

Virginia Disaster Operations Center
430 Market Street, 4th Floor, Room 407
Attention: Mike Hockman
Winchester, VA 22603

Mailing Address:

Virginia Disaster Operation Center
P.O. Box 2297
Winchester, VA 22604
Attention: Mike Hockman, Room 407

F.5 REPORTS OF WORK

See Section C. Attachment 1, C.6.12.

CONTRACT CLOSEOUT FINAL REPORT The Contractor shall submit a final report which documents and summarizes the results of the entire contract work, including recommendations and conclusions based on the experience and results obtained. The final report shall include tables, graphs, diagrams, curves, sketches, photographs, and drawings in sufficient detail to

comprehensively explain the results achieved under the contract. The content and format of the proposal report must be of a quality suitable for publication. The following disclaimer shall be placed in a prominent place on the first page:

Any opinions, findings, conclusions or recommendations expressed in this publication do not necessarily reflect the views of the Federal Emergency Management Agency.

The Final report shall be preceded by a draft final report submitted to the COR 30 days prior to contract expiration. Approval of the draft or comments will be submitted to the Contractor by the COR at least 15 days prior to contract expiration. The Contractor shall submit the final report on or before the expiration date of the contract expiration, after approval of the draft report is obtained from the COR.

In the event the Government delays review and return of the draft report beyond the period specified, the Contractor shall immediately notify the Contracting Officer in writing, and the Contractor shall be entitled to a day-to-day extension for submission of any subsequent reports.

SUBMISSION

One final copy of the report specified above shall be submitted to the Contracting Officer's Technical Representative (COR):

DHS/Federal Emergency Management Agency
ATTN: COR
Virginia National Processing Service Center (VA-NPSC)
Winchester Branch
P.O. Box 166
Berryville, VA 22611

In addition, one copy shall be submitted to the Contracting Officer at:

DHS/Federal Emergency Management Agency
Attn: Contract Specialist
Office of Chief Procurement Officer
Mitigation Branch, Room 350
500 C. Street, S.W.
Washington, D. C. 20472

52.247-48

F.O.B. DESTINATION--EVIDENCE OF SHIPMENT

FEB 1999

SECTION G - CONTRACT ADMINISTRATION DATA**G.1 INVOICE PROCEDURES**

An invoice is a written request for payment under this contract for supplies delivered or for services rendered. Invoice Templates to be used by the contractor are illustrated in Section J. Attachments 16. Payment of invoices submitted under this contract shall be made in accordance with the terms and conditions of the Prompt Payment clause and in accordance with the provisions of other clauses in this contract. Failure or refusal to provide the following information on all invoices submitted under this contract may result in the invoice being considered improper for payment in accordance with the Prompt Payment Act. Each invoice is to include, at a minimum, the detail of costs incurred using the invoice detail structure below. Each invoice must include, as applicable, all indirect costs and profit:

- a. Fixed Rate for Services (Inspections) Refer to Attachment 17 Operations Costs Model detailing costs to be included for invoicing purposes. Invoices for Inspections, IT Data plans, Inspector Registrations shall include sufficient detail to identify and validate quantities billed are properly chargeable to the contract. Inspection invoices must show inspection costs in the following manner:
- b. Operations (Phase In, Base Year and Options) Refer to Attachment 17 for the Operations Costs Model detailing costs to be included for invoicing purposes. Operations monthly invoicing shall not exceed the proposed costs. Only actual verifiable and allowable costs incurred are to be invoiced for each CLIN. Invoices for Operations shall include the actual allowable costs and shall include sufficient detail to identify and validate costs incurred are properly chargeable to the contract.
- c. Technical Assistance Invoices or vouchers for payment of reimbursable other direct costs shall include sufficient detail to identify that costs are properly chargeable to the contract. In addition, each invoice or voucher shall detail the Hours, hourly rate and amount billed by Labor Category; and show current and cumulative amounts billed. Descriptions are listed in H.5 Technical Assistance Generalist descriptions for this Contract.
- d. Other Direct Costs (Cost Reimbursable) Invoices or vouchers for payment of reimbursable other direct costs shall include sufficient detail to identify that costs are allowable and properly chargeable to the contract. In addition, each invoice or voucher shall detail the total charges by cost element and showing current and cumulative costs in the following manner:

In the event no charges exist for any one of the line items, such shall be so indicated by entering \$0 (zero dollars). Inability to reconcile the entries with recorded Contracting Officer approved estimates, particularly in the areas of computer (IT acquisitions), facilities, and special test equipment, may result in the voucher being returned for correction and resubmission.

G.2 ORDERING PROCEDURES**(a) Issuance of Task Orders****(1) Fair Opportunity for Consideration**

One or more task orders may be issued during the period of performance of this contract. The Government will provide all awardees a fair opportunity for consideration. In accordance with FAR 16.505(b), the Contracting Officer will give each awardee a "fair opportunity" to be considered for each order in excess of \$3,000 unless one of the following conditions applies.

Exceptions to Fair Opportunity for Consideration. Awardees will not be given a fair opportunity to be considered for task orders which are expected to exceed \$3,000 when the Contracting Officer determines one of the following conditions apply:

A. The agency need for services is of such urgency that providing an opportunity would result in unacceptable delays and/or, B. Only one awardee is capable of providing the services required at the level of quality required because the services ordered are

unique or highly specialized and/or, C. The order should be issued on a sole-source basis in the interest of economy and efficiency as a logical follow-on to a task order already issued under this contract, provided that all awardees were given fair opportunity to be considered for the original order. When deciding whether to negotiate a sole source logical follow-on task order with the current contractor consideration will be given to the contractor's past performance and price, and/or, D. It is necessary to place an order to satisfy a minimum ordering requirement of the contract.

The Contracting Officer has broad discretion in determining which awardee should receive a task order. Proposed price, timeliness, and past performance will always be considered for task order award. Task orders may be awarded to other than the lowest price offeror based on the following factors:

A. The proposed price of the task order. B. Timeliness of submission of an offeror's response to task order proposal request (TOPR). Offeror's response to TOPR, which are submitted late, may not be considered for award. C. Past Performance-The Government will review the contractor's past performance on other task orders issued under this contract.

When placing orders, the Contracting Office is not required to prepare formal evaluation plans, score offerors, post notice in the Federal Business Opportunities, or hold discussions or negotiation with each awardee. Even though the Contracting Officer does not have to comply with the competition rules in FAR 6 of the Federal Acquisition Regulations and does not have to conduct discussions before issuing a task order, there will be an internal record of why a particular offeror provided the best value on the particular requirements of each task order.

(2) Task Orders will be issued unilaterally by the Contracting Officer based on rates (by CLIN) established under Section B.4, Consideration and Payment, during the effective period of performance above EXCEPT, final task orders and other supplemental agreements or changes, if any, will be bilateral, using the SF 30. Upon signature by the Contracting Officer, each Task Order is considered fully executed, binding and ready for implementation. Each Task Order will be forwarded promptly to the Contractor and shall conform to all terms and conditions of the contract.

(3) Task orders shall be consecutively numbered, reference the contract number and contract line item number (CLIN), and specify the period of performance and total price. If for "inspections", the task order shall also include at a minimum, (i) the disaster declaration number and location (state or territory); (ii) estimated number of inspections; (iii) fixed rate per inspection; and (iv) not-to-exceed price.

(4) If mailed, a task order is considered issued when the Government deposits the order in the mail. If necessary, orders may be issued by facsimile.

(b) Electronic Task Orders

The Government anticipates electronic issuance of task orders under the contract. At this time, electronic signature technology is not in place. However, it is anticipated that the Government will implement such technology and in the future, task orders will be issued electronically under the contract. If sent via electronic mail, a task order is considered issued when the Government sends the electronic order to the Contractor.

(c) Pre-Authorization Notice

Prior to execution of a formal, written task order, the Contracting Officer may "activate" the Contractor by granting authority to the Contractor to mobilize and begin work. Such authority shall be written, or confirmed in writing within 72 hours after activation in the event such authorization is required during non-duty hours. Electronic mail shall be acceptable for meeting this requirement.

(d) Distribution of Task Orders

It is the Government's intent to compete task orders. During the performance of this contract, the Contracting Officer will, to the best of his/her ability, attempt to compete each task order. If at any time the Government determines there is not sufficient time to effectively compete task orders, the Government reserves the right to evenly distribute the task orders

consecutively based on the order of ranking during evaluation for the IDIQ contract award and rotate task order awards accordingly.

(e) Ceiling/Performance Period

If, at any time during performance of a task order for inspections, the Contractor has reason to believe that the number of inspections to be performed will exceed the estimated quantity set forth in the task order, maximum performance ceiling and contract ceiling, the Contractor shall notify the Contracting Officer immediately. Performance in excess of the not-to-exceed quantity, or price, specified under individual task orders, or beyond the expiration date, shall be at the Contractor's risk.

(f) Authorized Ordering Officials

Services shall be ordered by the Contracting Officer.

(g) Payment Requests

(1) The Contractor shall invoice according to procedures stated in Sections G.1, INVOICES, and B.3. A summary sheet for the total cost by task order shall be provided, with a separate invoice for each task order outlining the total costs billed. The summary sheet and associated documentation for each task order shall be clearly marked to indicate the task order numbers. A Final Invoice shall be submitted for each task order upon task order completion. For task orders, other than "inspections" task orders, the Contractor shall submit final invoices within 30 days following task order completion. For "inspections" task orders, final invoices shall be submitted following issuance of a bilateral "final task order modification" which finalizes the total number of inspections, fixed rate per inspection, and total fixed price. The COR approval of a final invoice will constitute "acceptance" of services provided under the task order.

(2.a) Task Order Performance: the Government shall withhold (Ref. QASP) of the total price of each "inspections" task order pending (a) review and verification of the total number of inspections eligible for payment and accepted by FEMA in accordance with Section C.1, Performance Work Statement, (b) completion of the required performance evaluation, and (c) agreement on the incentive/ disincentive percentage to be applied to the fixed per inspection rate (See Section E.5). Withholding is applicable to all task orders. The Contractor's monthly invoice for "inspections" task orders shall include, and itemize, the required (Ref. QASP) for withholding of initial inspections. Following issuance of the "final task order modification" and in response to the Contractor's Final Invoice, the balance of any funds owing to the Contractor will be released for final payment of the task order.

(2.b) Quality Management System Withholding FEMA shall weight ISO standards four (4) through eight (8) at one (1%) percent each. FEMA shall withhold a five (5%) percent retainer from the Operations Cost Reimbursable CLINs per year and a release of that retainer shall be based on the contractor's annual QMS audit outcomes provided by the independent third party auditor as described by the PWS and approved by FEMA. Refer to Attachment 2 Performance Requirements Summary, Section 1 Quality Management System for instructions and withholding details.

(3) In accordance with performance evaluation requirements specified in Section E.3, other than "standard" performance in critical areas shall result in a determinable percentage increase, or decrease, in the fixed rate per inspection applicable to the number of inspections eligible for payment under an evaluated task order. In the event a task order is not evaluated, for any reason whatsoever, the Contractor shall be reimbursed at the rate established under the applicable CLIN (See Section B.3). If the adjustment to the rate results in an overpayment to the Contractor, the Contractor shall reimburse the Government amounts by company/corporate check, made payable to the FEDERAL EMERGENCY MANAGEMENT AGENCY. On the face of the check, the contractor shall cite the contract number, task order number, and disaster declaration number separated by slash marks, i.e. HSFEHQ-12-D-XXXX/HSFEHQ-12-J-XXXX/DR-XXXX-XX. The Contractor shall attach any such check to the applicable, signed, final task order modification and forward directly to the Contracting Officer for further processing. Then after verifying compliance with the requirements of this paragraph, the Contracting Officer will forward the check to the FEMA Central Depository Lockbox at PO BOX 530217, Atlanta GA 30353-0217

(h) Task Order Modifications

Prior to "release" (para. i below) under a task order, the Contracting Officer may unilaterally modify the quantity, not-to-exceed price and task order expiration date, on an as needed basis until all work is completed. Final task order modifications for inspections task orders shall quantify the actual number of inspections accepted, the per inspection rate and Fixed Price based on mutual agreement of the parties and executed bilaterally following performance evaluation refer to Section E.3. All other modifications to task orders will be executed as deemed appropriate.

(i) Task Order Completion

The COR shall notify the Contractor upon task order release and completion. Acceptance by the government shall be accomplished upon approval of the Final Invoice/Voucher. An inspections task order is generally considered complete when the FEMA Inspection Management Activity Report (IMAR) "backlog" column consistently indicates "zero" remaining, at which point the Contracting Officer will issue a written "Release" notification. After "Release" under an "inspections" task order, and upon agreement on (1) the actual number of inspections eligible for payment, and (2) the applicable fixed per inspection rate adjustment, if any (based on performance evaluation results) and (3) the total fixed price, a final modification will be issued by the Contracting Officer. This final task order modification will result in the de-obligation of excess funds, if any, or obligation of additional funds, as required, and establishment of the firm fixed price of the task order.

(j) Task Order Closeout

Task orders shall be considered closed upon payment of the Final Invoice/Voucher and issuance of final task order modification.

(k) Contract Closeout

The Contractor shall submit a final report which documents and summarizes the results of the entire contract work including, recommendations and conclusions based on the experience and results obtained. The final report shall include tables, graphs, diagrams, curves, sketches photographs and drawings sufficient to comprehensively explain the results under the contract. The content and format of the proposal report must be of a quality suitable for publication. The following disclaimer shall be placed in a prominent place in the first page.

Any opinions findings, conclusions or recommendation expressed in this publication do not necessarily reflect views of the Federal Emergency Management Agency.

The final report shall be preceded by a draft final report submitted to the COR 30 days prior to contract expiration. Approval of the draft or comments will be submitted to the Contractor by the COR at least 15 days prior to contract expiration. The Contractor shall submit the final report on or before the expiration date of the contract expiration, after approval of the draft report is obtained from the COR.

In the event the Government delays review and return of the draft beyond the period specified, the Contractor shall immediately notify the Contracting Officer in writing and the Contractor shall be entitled to day-to-day extension for submission of any subsequent reports.

SUBMISSION

One final copy to the report shall be submitted to the Contracting Officer's Technical Representative (COR):

DHS/Federal Emergency Management Agency
ATTN: COR
Virginia National Processing Service Center (VA-NPSC-DOC)
P.O. Box 2297 Winchester, VA 22604

In addition, one copy shall be submitted to the Contracting Officer:

Chief, Recovery Branch, Acquisition Operations Division
Office of the Chief Procurement Officer | FEMA | DHS |
Attn: Contract Officer
395 E. Street SW, Room 504, Washington DC 20472-3205

G.3 ROLE OF TASK MONITOR

For each Task Order a "Task Monitor" (federal employee) will be designated. The Task Monitor is responsible for individual project management and/or task assignment administration. This may involve daily oversight to ensure work is performed in accordance with the task order request(s) and provide any other necessary technical guidance to the contractor. A Task Monitor does not have authority to request or authorize work to be performed outside the scope of the task order. Each Task Monitor works in conjunction with the COR, however, if any discrepancies exist between the direction given by a COR and a Task Monitor to the Contractor, the COR's direction shall take precedence. If the Contractor is unclear as to the direction provided by a Task Monitor or believes the direction to be out of scope, the Contractor shall contact either the COR or the Contracting Officer as appropriate.

G.4 TECHNICAL DIRECTION AND SURVEILLANCE

(a) Performance of the work under this contract shall be subject to the surveillance and written technical direction of the Contracting Officer's Representative (COR) or a Task Monitor that will be assigned by the COR. The COR will be specifically appointed by the Contracting Officer in writing.

Technical direction includes the process of conducting inquiries, requesting studies, or transmitting information or advice by the COR or Task Monitor, regarding matters within the general tasks and requirements in Section C of this contract. The COR approves processes and completes the general description of work, shifts emphasis among work areas or tasks and/or furnishes guidance to the Contractor.

(b) The COR or Task Monitor does not have the authority to, and shall not, issue any technical direction which:

- (1) Constitutes an assignment of additional work outside the Scope of Work;
- (2) Constitutes a change as defined in the contract clause entitled "Changes";
- (3) In any manner causes an increase or decrease in the total estimated contract cost, the fixed fee (if any), or the time required for contract performance;
- (4) Changes any of the expressed terms, conditions, or specifications of the contract; or
- (5) Interferes with the Contractor's right to perform the specifications of the contract.

(c) The Contractor shall proceed promptly with the performance of technical directions duly issued by the COR or Task Monitor in the manner prescribed by this clause and within his/her authority under the provisions of this clause. Any instruction or direction by the COR which falls within one or more of the categories defined in (b)(1) through (5) above, shall cause the Contractor to notify the Contracting Officer in writing within five (5) working days after receipt of any such instruction or direction and shall request the Contracting Officer to modify the contract accordingly. Upon receiving the notification from the Contractor, the Contracting Officer shall either issue an appropriate contract modification within a reasonable time or advise the Contractor in writing within thirty (30) days after receipt of the Contractor's Letter that:

- (1) The technical direction is rescinded in its entirety

(2) The technical direction is within the scope of the contract, does not constitute a change under the "Changes" clause of the contract and that the Contractor should continue with the performance of the technical direction.

(d) A failure of the Contractor and Contracting Officer to agree that the technical direction is within scope of the contract, or a failure to agree upon the contract action to be taken with respect thereto shall be subject to the provisions of the "Disputes" clause of this contract.

(e) Any action(s) taken by the Contractor in response to any direction given by any person other than the Contracting Officer or COR shall be at the Contractor's risk.

G.5 SUBMISSION OF INVOICES OR VOUCHERS FOR PAYMENT

(a) Payments of invoices or vouchers submitted under this contract shall be made in accordance with FAR clause 52.232-1 "Payments Under Fixed Price" (AUG 1987) for Firm Fixed Price Task Orders, or 52.232-7 "Payments Under Time-and-Materials and Labor-Hour Contracts" (DEC 2002) for Time and Materials Task Orders, Other Direct Cost (ODC) and in accordance with provisions of other clauses in this contract. The Contractor shall submit invoice/vouchers once each month (or more frequent intervals, if approved by the Contracting Officer), to the offices designated below. The contractor shall substantiate vouchers by evidence of actual payment and by individual daily job timecards, or other substantiation approved by the Contracting Officer.

(b) Invoices or vouchers, and any required supporting documentation, must be properly identifiable with the Name of contractor, date of the invoice/voucher, contract number, task order number, name and address or EFT information that payment is to be sent to, and the name, title and phone number of the point of contact at the contractor's facility in case of a defective invoice/voucher. Invoices/vouchers shall be submitted as follows:

Original and 2 Copies: Federal Emergency Management Agency
FEMA Finance Center
PO Box 9001
Winchester, VA 22604

One Copy: Contract Specialist
Federal Emergency Management Agency
Recovery Branch
500 C Street SW, PP-5th Floor
Washington, D.C. 20472

One Copy: Michael D. Hockman
CMHIS Contracting Officer's Representative
VA NPSC – DOC
P.O. Box 2297
Winchester, VA 22604

G.6 IDENTIFICATION OF GOVERNMENT OFFICIALS

The Government Officials assigned to this contract are as follows:

Administrative Contracting Officer:

Name: Lester Ingol

Phone: 202-212-1767

Email: Lester.Ingol@fema.dhs.gov

Contracting Officer's Representative:

Name: Michael Hockman

Phone: 540-686-3802

Email: Michael.Hockman@fema.dhs.gov

G.7 CONTRACT ADMINISTRATION REPRESENTATIVES

Contracts Specialist(s) responsible for administering this contract;

Angela G. Meeks

395 Patriot Plaza, Suite 500

Washington, DC, SW 20742< Email: Angela.G.Meeks@fema.dhs.gov

G.8 SUBCONTRACT NOTIFICATION

(a) Subcontract means any contract, as defined in FAR Subpart 2.1, entered into by a subcontractor to furnish supplies or services for performance of the prime contractor a subcontract. It includes, but is not limited to, purchase orders, and changes and modifications to purchase orders.

(b) The Contractor shall notify the Contracting Officer reasonably in advance of placing any subcontract for inspection services. Such notification shall include identification of the complete name and address of the subcontractor.

(c) The Contractor shall give the Contracting Officer immediate written notice of any action or suit filed and prompt notice of any claim made against the Contractor by any subcontractor or offeror that, in the opinion of the Contractor, may result in litigation related in any way to this contract.

G.9 GEOSPATIAL INSPECTIONS

A Separate Task Order may be required if requested by FEMA under the PWS clause titled, "C.6.10 Technical Assistance" for geospatial damage assessment determinations further referred to as Geospatial Inspections.

Geospatial inspections are intended to provide estimated residential damage data from a geospatial analysis as a supplement to physical inspections in areas with extensive damage conditions. Geospatial analysis provided by the contractor will enable the contractor to return a completed damage assessment that includes pre-determined residential damage line items or assistance determinations. Either will allow FEMA the ability to assess applicant requests during times of a federally declared disaster as a surrogate for traditional ground inspections for areas of mass destruction and/or inaccessibility due to the disaster.

Damage assessment verifications and levels of damage will be defined by FEMA based on the incident type and disclosed under a separate requirements document. FEMA will disclose at time if FEMA is providing the parcel data, imagery, analysis methodology, area of interest that the process will apply, timeline for completion, and damage call data that will integrate into the NEMIS system to assist disaster survivors. The level of analysis defined by FEMA could include, parcel level, zip code level or defined polygon level. The contractor will provide the technical analysis using skilled professional GIS analyst. These services will support FEMA in the identification of applicants that have received catastrophic damage thus directing inspection resources.

SECTION H - SPECIAL CONTRACT REQUIREMENTS

H.1 H.1 SUBCONTRACTING PLAN

The successful offeror or offerors, if more than one contract is awarded under this solicitation that meets the requirements for a subcontracting plan, will be required to submit a subcontracting plan in accordance with FAR 19.704. The subcontracting plan will include the goals set forth below for small business and each socio-economic grouping. The goals will be applied to the total subcontracted value of the contract, including options years, if applicable.

Example: The total value of a base year contract with 4 option years is \$5,000,000. The total amount to be subcontracted is 60% of \$5,000,000 which equals \$3,000,000. Of the \$3,000,000, the total amount to be subcontracted to large businesses is 55% which equals \$1,650,000. The total amount to be subcontracted to small businesses is 45% which equals \$1,350,000. $\$1,650,000 + \$1,350,000 = \$3,000,000$. \$3,000,000 is the total amount to be subcontracted.

Category Subcontracting Goal All Small Businesses 45% - \$1,350,000 Small Disadvantaged Businesses 5% - \$67,500 Women-Owned Small Businesses 5% - \$67,500 Service-Disabled Veteran-Owned Small Businesses 3% - \$40,500 Historically Underutilized Business Zone Small 3% - \$40,500 Businesses

H.2 H.2 TRANSITION

A transition period of 90 days shall be performed by incumbents and new awards for this contract. All unfinished inspections shall be distributed to the new award contracts at the end of the ninety-day transition period.

Phase In - At the end of the 90-day transition, the Contractor(s) shall be subject to a preparedness audit by FEMA and the defined Deliverables (Attachment 4) that are due at the end of the transition period shall be audited for compliance and implementation.

The Contractor shall develop an inspector training curricula, schedule, and deliver that curriculum at the Kickoff. The Contractor's training program schedule and curricula shall be updated annually and approved by the COR. The contractor will provide FEMA a progress report at the first of each month disclosing staff that has received training and types of training.

The Contractor shall deliver a Contractor Code of Business Ethics and Conduct within 30 days of award

If an incumbent company receives a contract award, it will be eligible to receive any transition payment.

The Contractor shall deliver a security plan to be approved by FEMA at the Kickoff. The security plan shall contain details and methods on physical facilities security including building access, server security, electronic security, alarm systems, personnel and surveillance.

The Contractor's IT security shall comply with 48 C.F.R. HSAR 3052.204-70- Security requirements for unclassified information technology resources.

The Contractor shall within two days after contract award, provide a security compliant implementation/management plan that describes how the contractor will perform the requirement, i.e. equipment management, staffing, processes and procedures to be implemented to fulfill all requirements of the HIS Inspections contract.

H.3 INSPECTION TASK ORDER PERFORMANCE

The Contractor shall be required to supply all resources for each disaster task order. The Contractor shall furnish all personnel, facilities, equipment, material and supplies, and do all things necessary to, or incident to, performing and providing the following items of work identified in Section C.1, Performance Work Statement. The inspector shall capture essential information pertaining to disaster related residential damage and administrative verification components deemed essential during the inspection. The

requirements document (Attachment 1) Performance Work Statement and (Attachment 7) IHP Inspection Guidelines contain pertinent and relevant instructions for the inspection deliverable.

Other Direct Costs may be incurred when a task order for inspections, and/or technical assistance is issued. ODCs may include other direct or other reimbursable costs, if any, not represented by a CLIN. The contractor shall include sufficient detail to identify costs associated with a disaster task order are properly chargeable to the disaster. See Section G.1 Invoices for ODC invoice details. ODCs are expenses incurred that are not included in the inspection rates for normal disaster activity.

H.4 QUALITY CONTROL

The contractor shall perform Quality Control on each inspector for each inspection task order. The Contractor shall rate each QC inspection in accordance with their approved QMS on each Task Order. The quantity of QC inspections shall be determined by the contractor's QMS designed to promote quality improvement as well as a QC process that will provide a quality product from each inspector.

H.5 TECHNICAL ASSISTANCE GENERALIST LABOR CATEGORY DESCRIPTIONS

The Contractor shall provide technical assistance on an as-needed basis, with pricing unique to the task and labor costs consistent with the labor rates for the service requested. Services shall be obtained by a written task order issued by the Contracting Officer. Technical assistance shall include, but is not limited to, delivering flyers and photo grid mapping.

Technical Assistance Task Staffing Categories are broken down into two (2) Generalist labor rates.

Generalist 1

Deliver Flyers • Hand delivery of FEMA documents i.e. letters, flyers to registered disaster survivors lodged in hotels

Generalist 3

Damaged Dwelling Inspector • Inspection of disaster related damages to homes • Provide room measurement, square footage of dwelling, documenting damages in Automated Construction Software or other inspection software provided by FEMA • Mobile Home Site Inspections

Damage Dwelling Quality Control Inspector • Provide a complete second inspection of disaster related damages to homes • Provide room measurement, square footage of dwelling, documenting damages in Automated Construction

Software or other inspection software provided by FEMA • Compare initial inspection to second Quality Control inspection, review for completeness and or inspection errors

H.6 MANDATORY PERFORMANCE REQUIREMENTS

The Contractor shall be required to deliver to FEMA completed inspections for each task order based on the requirements identified in Attachment 1 Performance Work Statement and Attachment 2 Performance Requirements Summary.

H.7 REPORTS OF WORK

All reports and updates are due in accordance with the Deliverables Schedule (Attachment 4). Delivery of these reports and updates are to be received by the Task Monitor, the COR and the CS. FEMA will reserve the right to ask for additional reports on an as needed basis and modify the content requested. The content of the reports are described in the PWS. Reporting of Work is applicable to all Task Orders and timelines as specified in this RFP, inclusive of all attachments.

H.8 GOVERNMENT-FURNISHED and CONTRACTOR ACQUIRED PROPERTY

The Contractor will be required to provide detailed annual reports listing model numbers, barcodes, serial numbers, and operable status of such property. In addition, the Contractor will be required to provide on-demand reports via the inventory tracking system listing equipment details including specific personnel assigned the equipment. All property acquired by the contractor

utilizing Government funding belong to the Government and shall be treated as Government property. The Contractor will be required to provide safety measures to ensure that Government and Contractor acquired property be used, transported and stored securely. Safeguarding Personally Identifiable Information (PII) data is paramount. The Contractor will be responsible for reporting all losses to the COR, or designate, within one (1) hour of the loss. The Contractor will be required to maintain an Equipment Disposal process for the lifecycle of the Government Furnished Equipment. A Government Property Manager will be identified after contract award. If a Government Property Manager is not identified the COR will serve as the Property Manager.

Refer to Attachment 1, Performance Work Statement C.6.15 and Attachment 12 119.7.1 Personal Property Manual

H.9 SUMMARY TABLE OF DELIVERABLES:

Refer to Attachment 4 Deliverables

H.10 ORGANIZATIONAL CONFLICT OF INTEREST

a. Performance under this contract may require the contractor to access data and information proprietary to a Government agency, another Government contractor or of such nature that its dissemination or use other than as specified in the work statement would be adverse to the interests of the Government or others. Neither the contractor, nor contractor personnel, shall divulge nor release data or information developed or obtained under performance of this contract, except to authorized Government personnel or upon written approval of the Contracting Officer. The contractor shall not use, disclose, or reproduce proprietary data that bears a restrictive legend, other than as specified in this contract or any information at all regarding this agency.

b. Disclosure of information regarding operations and services of the activity to persons not entitled to receive it and failure to safeguard any classified information that may come to the contractor (or any persons under the contractor's control) in connection with work under this contract, may subject the contractor, contractor's agent, or employees to criminal liability under Title 18, sections 793 and 798 of the United States Code. Neither the contractor nor the contractor's employees shall disclose or cause to be disseminated, any information concerning the operations of the activity, which could result in, or increase the likelihood of, the possibility of a breach of the activity's security or interrupt the continuity of its operations.

c. The contractor shall direct to the Contracting Officer all inquiries, comments, or complaints arising from matters observed, experienced, or learned as a result of, or in connection with the performance of this contract, the resolution of which may require the dissemination of official information.

d. The COR will use the Contractor Performance Assessment Reporting System (CPARS) web-enabled application to collect and manage a library of automated contractor performance evaluations. The COR will be responsible for the automated contractor performance evaluations to be completed in accordance with FAR Part 42. FAR Part 42 identifies requirements for documenting contractor performance for systems and non-systems acquisitions. The CPARS applications are designed for UNCLASSIFIED use only. Classified information is not to be entered into these systems. In general, contractor performance assessments or evaluations provide a record, both positive and negative, for a given contract during a specified period of time. When evaluating contractor performance each assessment or evaluation is based on objective facts and is supported by program and contract management data, such as cost performance reports, customer comments, quality reviews, technical interchange meetings, financial solvency assessments, production management reviews, contractor operations reviews, functional performance evaluations, and earned contract incentives.

e. In accordance with FAR 42.15, and as otherwise provided by this contract, the contractor's performance under this contract shall be subject to evaluation as follows:

- (1) Final evaluation shall be conducted for all Task Orders after completion of contract performance; and
- (2) Interim evaluations may be conducted at the Government's discretion.

f. Past performance evaluation reports shall be retained by the Government to provide source selection information for a period not to exceed three years after contract completion. In accordance with FAR 9.105, the Contracting Officer shall also consider relevant past performance information when making responsibility determinations.

g. The Contracting Officer shall provide appropriate extracted information from the completed interim (if applicable) and final reports to the contractor as soon as practicable after completion of the report. The contractor shall have a maximum of 30 calendar days after the date of the letter forwarding the information to submit written comments, rebutting statements, or additional information. The Government will consider rebuttals and other information provided by the contractor and will render a final determination regarding the contractor's performance during that period of the evaluation.

H.11 EMPLOYEE/INDEPENDENT CONTRACTORS and INSPECTOR COMPENSATION

Contractors shall correctly identify whether the individuals providing services are employees or independent contractors. Generally, contractors must withhold income taxes, withhold and pay Social Security, Medicare taxes and pay unemployment tax on wages paid to an employee. Contractors do not generally have to withhold or pay any taxes on payments to independent contractors. Contractors shall comply with the Service Contract Act of 1965, FAR 52.222-41 and the Fair Labor Standards Act requirements in the process of hiring all type of employees. Contractors shall hold the government harmless and will freely indemnify the government as to any cost/loss resulting from hiring practices used for the performance of this contract.

The Contractor intends to pay its inspectors \$ (to be determined at time of award) per inspection, and shall comply with the terms and conditions of this contract including the requirements of the Services Contract Act and Fair Labor Standards Act. In addition to the fee or wages paid to the inspectors for performing inspections, the contractor shall pre-authorize and pay all inspector travel expenses incurred to and from the disaster location. This includes payment for air fare, rental vehicle or mileage reimbursement for POV whichever is less, all lodging expenses associated with the disaster deployment and per diem which pays for food and other personal expenses while deployed. The amount of per diem varies from city to city. Current allowable travel allowance and per diem rates for the inspectors are at: <http://www.gsa.gov/portal/category/21287>. Per Diem status begins when the inspector leaves home and continues until they return home. On travel days, the inspector only receives 3/4ths of the allowable per diem rate. All allowable travel costs associated with disaster deployment shall be paid for by the contractor. The contractor shall refer to Federal Travel Regulations, CFO Bulletins and Directives for guidance on allowable travel reimbursements. If the inspector is not authorized a mode of travel for their deployment, they will not be reimbursed for those expenses. The inspectors shall maintain travel logs (Attachment 19 & 20) and submit those travel logs to the contractor for validation along with receipts for all allowable expenses covered under their deployment as they are paid including prepaid expenses by the contractor. Reimbursement of any travel expenses shall not be approved by the Contractor without the Inspector's travel log submission.

H.12 AMERICAN DISABILITIES ACT

Housing Inspection Services has Inspector guideline procedures that instruct the inspectors in the proper handling of survivors with disabilities. These guidelines and processes have been in place since the beginning of these contracts. A survivor with a disability, limited English proficiency or other accommodation needs is identified during the applicant registration process. The housing inspector, with assistance from FEMA, their Supervisor and/or Field Manager, will accommodate as appropriate and reasonable, the identified need to enable the survivor to meet with the inspector to complete the inspection process. Some of those accommodations may include, but are not limited to, sign language interpreters, recordings, note takers, Communication Access Realtime Translation (CART) providers. Additionally, there are special ADA line items that address repair and replacement of ADA related damage such as ADA accessible raised toilet seat, ADA accessible refrigerator, ADA accessible washer, and ADA accessible bed and ADA computer. Real property line items can include disability accessible ramp and tub/shower grab bars.

H.13 PARTNERING

(a) FEMA encourages a cohesive partnership with the Contractor. This partnership will draw on the strengths of each organization to identify and achieve reciprocal goals. The objectives are effective and efficient contract performance, prompt and quality response to disaster applicants within budget, on schedule, and in accordance with the plans and specifications under the contract.

(b) This partnership is mutual and a requirement of the contract. Any cost (other than participants' travel costs) associated with effectuating the partnership will be agreed on by both parties in advance and shared equally. Each party will be responsible for its own travel costs i.e. transportation, lodging, per diem. To implement the partnership initiative, it is anticipated that the Contractor and FEMA representatives will plan, schedule and attend a partnership development seminar which is typically 1 to 2 days in length, followed by a team-building workshop to be attended by the Contractor's key staff and FEMA's personnel. The partners will develop a mission statement during the first partnering session. Follow-up workshops will be held periodically throughout the duration of the contract as agreed to by the Contractor and FEMA.

(c) There will be two levels of partnering, (1) Management, and (2) Operational. The Management level will focus on those issues which are of concern to senior management within both organizations. The Operational level will focus on those issues relevant to the day to day operations of performing inspection services. It may be possible to conduct a joint partnering session where operational issues are discussed the first day and recommendations presented to management on the second day for management level consideration and approval.

(d) An integral aspect of partnering is the resolution of disputes in a timely, professional, and non-adversarial manner. The parties are encouraged to resolve any problems at the lowest level and only escalate issues when the nature of the issue warrants such escalation or when resolution cannot be reached at the level initiated. Use of alternate dispute resolution (ADR) procedures is encouraged.

H.14 HIGHER-LEVEL CONTRACT QUALITY REQUIREMENTS

(a) Requiring compliance with higher-level quality standards is appropriate in solicitations and contracts for complex or critical items (see 46.203(b) and (c)) or when the technical requirements of the contract require—(1) Control of such things as work operations, in-process controls, and inspection; or (2) Attention to such factors as organization, planning, work instructions, documentation control, and advanced metrology.

(b) When the contracting officer, in consultation with technical personnel, finds it is in the Government's interest to require that higher-level quality standards be maintained, the contracting officer shall use the clause prescribed at 46.311. The contracting officer shall indicate in the clause which higher-level quality standards will satisfy the Government's requirement. Examples of higher-level quality standards are ISO 9001, 9002, or 9003; ANSI/ISO/ASQ Q9001-2000; ANSI/ASQC Q9001, Q9002, or Q9003; QS-9000; AS-9000; ANSI/ASQC E4; and ANSI/ASME NQA-1.

H.15 SECURITY REQUIREMENTS

All individuals will be U.S. citizens. The contractor shall follow the standard established DHS and FEMA policy. Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

15.1 Access to Sensitive but Unclassified (SBU) Information and Personally Identifiable Information (PII) of Applicant for Federal Assistance

FEMA has determined that performance of this contract requires that the contractor, subcontractor(s), and vendor(s) (herein known as contractor) require access to SBU information. SBU is unclassified information for official use only. Contractor employees who have not met Security requirements under this contract and require access to SBU information will be given suitability determinations.

15.2 Employment Eligibility

The contractor shall ensure that each employee working on this contract has a Social Security Card issued and approved by the Social Security Administration. The contractor shall be responsible to the Government for acts and omissions of its own employees and for any subcontractor(s) and their employees.

Subject to existing law, regulations, and/or other provisions of this contract, illegal or undocumented aliens will not be employed by the contractor or with this contract. All contractors, contractor employees and subcontractors performing on this contract will

submit to citizenship verification procedures and/or right to work authorization through the e-Verify process. The contractor shall ensure that this provision is expressly incorporated into any and all subcontracts or subordinate agreements issued in support of this contract.

15.3 Continued Eligibility

FEMA reserves the right and prerogative to deny and/or restrict the facility and information access of any contractor employee whom FEMA determines to present a risk of PII or SBU information to which he or she would have access under this contract.

The contractor shall report to the COR and FEMA Security Office any adverse information coming to its attention concerning employees working under this contract. The subsequent termination of an employee does not obviate the requirement of the contractor to submit this report. The report shall include employees' name, social security number, and the adverse information.

The contractor must notify the COR and FEMA Security Office of all terminations/resignations within 24 hours of occurrence. The contractor shall return all expired FEMA issued identification cards and building passes and those of terminated employees to the COR. If an identification card or building pass is not available to be returned a report must be submitted to the COR, referencing the pass or card number, name of individual to whom issued, the last known location, and disposition of the pass or card.

If any current or prospective employee is found to be ineligible for access to Government facilities or information, the COR will advise the contractor that the employee shall not continue to work or to be assigned to work under the contract within 24 hours of determination. The Security Office may require drug screening for probable cause at any time and/or when the contractor independently identifies circumstances where probable cause exists.

15.4 Suitability Determination

FEMA shall have and exercise full control over granting, denying, withholding, or terminating unescorted government facility access, access to PII and/or sensitive Government information for contractor employees based upon the results of a background investigation. FEMA may, as it deems appropriate, authorize and make a favorable entry on duty (EOD) decision based on preliminary security checks. The favorable EOD decision is required before employees shall be allowed to commence work temporarily prior to the completion of the full investigation. The granting of a favorable EOD decision based on a pre-employment screening to facilitate performance on this contract shall not be considered as assurance that a favorable employment suitability determination will follow. The granting of a favorable EOD decision or a full employment suitability determination shall in no way prevent, preclude, or bar FEMA from the withdrawing or terminating access to facilities or information at any time during the term of the contract. No employee of the contractor shall be allowed unescorted access to a Government facility without a favorable EOD decision or suitability determination by the Security Office. Contractor individual's not needing access to sensitive FEMA information or recurring access to FEMA' facilities, facilities will be subject to the same EOD decision process and submission to the full background investigation.

Contractor employees awaiting an EOD decision may not begin work on the contract. Limited access to Government buildings is allowable prior to the EOD decision if the contractor is escorted by a cleared Government employee provided that the appropriate building access request is forward to the Security Office and is approved. This limited access is to allow contractors to attend briefings, non-recurring meetings, and begin the Transition In work.

15.5 Background Investigations

Contract employees, individuals, sub-contractors (to include applicants, temporary, part-time and replacement employees) under the contract needing access to DHS/FEMA Facilities, PII and SBU information shall undergo a position sensitivity analysis based on the duties each individual will perform on the contract. The results of the position sensitivity analysis shall identify the appropriate background investigation to be conducted. All background investigations will be processed through the FEMA Security Office and will processed at or above the Public Trust Moderate Risk level which requires nothing less than a Minimum Background Investigation (MBI) as defined by OPM. Prospective contractor employees shall submit the following completed forms to the Security Office through the COR within 30 calendar days after contract award, or 30 calendar days prior to EOD of any employee, whether a replacement, addition, subcontractor employee, or vendor:

a. Standard Form 85P, "Questionnaire for Public Trust Positions" b. FD Form 258, "Fingerprint Card" (2 copies) c. Conditional Access to Sensitive But Unclassified Information d. Non-Disclosure Agreement e. Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act Required forms will be provided by FEMA at the time of award of the contract.

Only complete packages will be accepted by the FEMA Security Office. Specific instructions on submission of packages will be provided upon award of the contract. Be advised that unless an applicant requiring access to sensitive information has resided in the U.S. for three of the past five years, the Government may not be able to complete a satisfactory background investigation. In such cases, FEMA retains the right to deem an applicant as ineligible due to insufficient background information.

The use of Non-U.S. citizens, including Lawful Permanent Residents (LPRs), is not permitted in the performance of this contract for any position that involves access to or development of any FEMA IT system. FEMA will consider only U.S. citizens and LPRs for employment on this contract. By signing this contract, the contractor agrees it will not employ LPRs in any position that requires the LPR to access or assist in the development, operation, management, or maintenance of FEMA IT systems. In those instances where other non-IT requirements contained in the contract can be met by using LPRs, those requirements shall be clearly described.

15.6 Security Management

The contractor shall appoint a senior official to act as the Corporate Security Officer who must ensure compliance with all government suitability requirements under this contract. The individual will interface with the Security Office through the COR on all security matters to include physical, personnel, and protection of all Government information and data accessed by the contractor.

The COR and the Security Office shall have the right to inspect the procedures, methods, and facilities utilized by the contractor in complying with the security requirements under this contract. Should the COR determine that the contractor is not complying with the security requirements of this contract; the contractor shall be informed in writing by the Contracting Officer of the proper action to be taken in order to effect compliance with such requirements.

15.7 Information Technology Security Clearance

When sensitive government information is processed on Agency telecommunications and automated information systems, the contractor agrees to provide for the administrative control of PII and SBU data being processed and to adhere to the procedures governing such data as outlined in the DHS Sensitive Systems Policy Directive 4300A. Contractor personnel must have favorably adjudicated background investigations commensurate with the defined sensitivity level.

Contractors who fail to comply with DHS/FEMA security policy are subject to having their access to DHS/FEMA IT systems and facilities terminated, whether or not the failure results in criminal prosecution. Any person who improperly discloses PII or SBU information may be subject to criminal and civil penalties and sanctions under a variety of laws (e.g., Privacy Act).

15.8 Information Technology Security Training and Oversight All contractor employees using Department automated systems or processing Department sensitive data will be required to receive Security Education Training and Awareness. This training will be provided by FEMA.

PART II - CONTRACT CLAUSES

SECTION I - CONTRACT CLAUSES

I.1 NOTICE OF HYBRID CONTRACT

This is a FP-I/CR type contract.

See the listing below for applicable contract types:

- FFP = Firm Fixed Price
- FP-E = Fixed Price with Economic Price Adjustment
- FP-I = Fixed Price Incentive
- FP-P = Fixed Price Redetermination-Prospective
- FP-R = Fixed Price Redetermination-Retroactive
- FFP-L = Firm Fixed Price, Level of Effort Term
- LH = Labor Hour
- TM = Time and Material
- CPAF = Cost Plus Award Fee Completion
- CPAF-T = Term
- CPIF = Cost Plus Incentive Fee Completion
- CPIF-T = Term
- CR = Cost Reimbursement (No Fee) Completion
- CR-T = Term
- CS = Cost Sharing Completion
- CS-T = Term

When applicable, the following symbols will appear next to the applicable clauses and provisions throughout this document.

- \$ = applicable to FIXED-PRICE line items only.
- @ = applicable to COST-REIMBURSEMENT line items only.
- & = applicable to TIME-&-MATERIAL/LABOR-HOUR line items only.

I.2 NOTICE LISTING CONTRACT CLAUSES INCORPORATED BY REFERENCE

The following contract clauses pertinent to this section are hereby incorporated by reference (by Citation Number, Title, and Date) in accordance with the clause at FAR "52.252-2 CLAUSES INCORPORATED BY REFERENCE" in Section I of this contract. See FAR 52.252-2 for an internet address (if specified) for electronic access to the full text of a clause.

NUMBER	TITLE	DATE
52.202-1	DEFINITIONS	JUL 2004
52.203-3	GRATUITIES	APR 1984
52.203-5	COVENANT AGAINST CONTINGENT FEES	APR 1984
52.203-6	RESTRICTIONS ON SUBCONTRACTOR SALES TO THE GOVERNMENT	SEP 2006
52.203-7	ANTI-KICKBACK PROCEDURES	OCT 2010

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52.203-8	CANCELLATION, RESCISSION, AND RECOVERY OF FUNDS FOR ILLEGAL OR IMPROPER ACTIVITY	JAN 1997
52.203-10	PRICE OR FEE ADJUSTMENT FOR ILLEGAL OR IMPROPER ACTIVITY	JAN 1997
52.203-12	LIMITATION ON PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS	OCT 2010
52.203-13	CONTRACTOR CODE OF BUSINESS ETHICS AND CONDUCT	APR 2010
52.204-2	SECURITY REQUIREMENTS	AUG 1996
52.204-4	PRINTED OR COPIED DOUBLE-SIDED ON RECYCLED PAPER	MAY 2011

I.3 52.204-9 PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL (JAN 2011)

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall account for all forms of Government-provided identification issued to the Contractor employees in connection with performance under this contract. The Contractor shall return such identification to the issuing agency at the earliest of any of the following, unless otherwise determined by the Government:

- (1) When no longer needed for contract performance.
- (2) Upon completion of the Contractor employee's employment.
- (3) Upon contract completion or termination.

(c) The Contracting Officer may delay final payment under a contract if the Contractor fails to comply with these requirements.

(d) The Contractor shall insert the substance of this clause, including this paragraph (d), in all subcontracts when the subcontractor's employees are required to have routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system. It shall be the responsibility of the prime Contractor to return such identification to the issuing agency in accordance with the terms set forth in paragraph (b) of this section, unless otherwise approved in writing by the Contracting Officer.

NUMBER	TITLE	DATE
52.209-6	PROTECTING THE GOVERNMENT'S INTEREST WHEN SUBCONTRACTING WITH CONTRACTORS DEBARRED, SUSPENDED, OR PROPOSED FOR DEBARMENT	AUG 2013
52.209-9	UPDATES OF PUBLICLY AVAILABLE INFORMATION REGARDING RESPONSIBILITY MATTERS	JUL2013
52.210-1	MARKET RESEARCH	APR 2011
\$52.215-2	AUDIT AND RECORDS--NEGOTIATION	OCT 2010
52.215-8	ORDER OF PRECEDENCE--UNIFORM CONTRACT FORMAT	OCT 1997
52.215-14	INTEGRITY OF UNIT PRICES	OCT 2010
52.216-7	ALLOWABLE COST AND PAYMENT	JUN 2013
@ 52.216-11	COST CONTRACT--NO FEE	APR 1984
52.219-8	UTILIZATION OF SMALL BUSINESS CONCERNS	JUL 2013

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52.219-9	SMALL BUSINESS SUBCONTRACTING PLAN ALTERNATE II (Oct 2001)	JUL 2013
52.219-16	LIQUIDATED DAMAGES--SUBCONTRACTING PLAN	JAN 1999
52.219-28	POST-AWARD SMALL BUSINESS PROGRAM REREPRESENTATION	JUL 2013
52.222-1	NOTICE TO THE GOVERNMENT OF LABOR DISPUTES	FEB 1997
52.222-3	CONVICT LABOR	JUN 2003
52.222-19	CHILD LABOR - COOPERATION WITH AUTHORITIES AND REMEDIES	MAR 2012
52.222-26	EQUAL OPPORTUNITY	MAR 2007
52.222-35	EQUAL OPPORTUNITY FOR VETERANS	SEP 2010
52.222-36	AFFIRMATIVE ACTION FOR WORKERS WITH DISABILITIES	OCT 2010
52.222-37	EMPLOYMENT REPORTS ON VETERANS	SEP 2010
52.222-50	COMBATING TRAFFICKING IN PERSONS	FEB 2009
52.222-54	EMPLOYMENT ELIGIBILITY VERIFICATION	AUG 2013
52.223-6	DRUG-FREE WORKPLACE	MAY 2001
52.223-18	ENCOURAGING CONTRACTOR POLICIES TO BAN TEXT MESSAGING WHILE DRIVING	AUG 2011
52.225-1	BUY AMERICAN ACT--SUPPLIES	FEB 2009
52.225-13	RESTRICTIONS ON CERTAIN FOREIGN PURCHASES	JUN 2008
52.227-1	AUTHORIZATION AND CONSENT	DEC 2007
52.227-2	NOTICE AND ASSISTANCE REGARDING PATENT AND COPYRIGHT INFRINGEMENT	DEC 2007
@ 52.228-7	INSURANCE--LIABILITY TO THIRD PERSONS	MAR 1996
\$ 52.229-3	FEDERAL, STATE, AND LOCAL TAXES	FEB 2013
\$ 52.232-1	PAYMENTS	APR 1984
\$ 52.232-8	DISCOUNTS FOR PROMPT PAYMENT	FEB 2002
52.232-7	PAYMENTS UNDER TIME-AND-MATERIALS AND LABOR-HOUR CONTRACTS	AUG 2012
\$52.232-11	EXTRAS	APR 1984
52.232-17	INTEREST	OCT 2010
@52.232-22	LIMITATION OF FUNDS	APR 1984
52.232-23	ASSIGNMENT OF CLAIMS	JAN 1986
52.232-25	PROMPT PAYMENT ALTERNATE I (FEB 2002)	JUL 2013
52.232-33	PAYMENT BY ELECTRONIC FUNDS--CENTRAL CONTRACTOR REGISTRATION	JUL 2013
52.233-1	DISPUTES	JUL 2002
52.233-3	PROTEST AFTER AWARD	AUG 1996
@52.233-3	PROTEST AFTER AWARD ALTERNATE I (JUN 1985)	AUG 1996
52.233-4	APPLICABLE LAW FOR BREACH OF CONTRACT CLAIM	OCT 2004
52.242-1	NOTICE OF INTENT TO DISALLOW COSTS	APR 1984
52.242-3	PENALTIES FOR UNALLOWABLE COSTS	MAY 2001
52.242-13	BANKRUPTCY	JUL 1995
\$ 52.243-1	CHANGES--FIXED PRICE ALTERNATE II (APR 1984)	AUG 1987
@ 52.243-2	CHANGES--COST REIMBURSEMENT ALTERNATE II (APR 1984)	AUG 1987
52.244-5	COMPETITION IN SUBCONTRACTING	DEC 1996
52.244-6	SUBCONTRACTS FOR COMMERCIAL ITEMS	JUL 2013
52.245-1	GOVERNMENT PROPERTY	APR 2012

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52.245-9	USE AND CHARGES	AUG 2010
52.246-23	LIMITATION OF LIABILITY	FEB 1997
52.248-1	VALUE ENGINEERING	OCT 2010
\$ 52.249-2	TERMINATION FOR CONVENIENCE OF THE GOVERNMENT (FIXED-PRICE)	APR 2012
@ 52.249-6	TERMINATION (COST-REIMBURSEMENT)	MAY 2004
\$ 52.249-8	DEFAULT (FIXED-PRICE SUPPLY AND SERVICE)	APR 1984
52.253-1	COMPUTER GENERATED FORMS	JAN 1991
3052.219-70	SMALL BUSINESS SUBCONTRACTING PLAN REPORTING	JUN 2006

I.4 52.215-23 LIMITATIONS ON PASS-THROUGH CHARGES (OCT 2009)

(a) Definitions. As used in this clause--

"Added value" means that the Contractor performs subcontract management functions that the Contracting Officer determines are a benefit to the Government (e.g., processing orders of parts or services, maintaining inventory, reducing delivery lead times, managing multiple sources for contract requirements, coordinating deliveries, performing quality assurance functions).

"Excessive pass-through charge," with respect to a Contractor or subcontractor that adds no or negligible value to a contract or subcontract, means a charge to the Government by the Contractor or subcontractor that is for indirect costs or profit/fee on work performed by a subcontractor (other than charges for the costs of managing subcontracts and any applicable indirect costs and associated profit/fee based on such costs).

"No or negligible value means" the Contractor or subcontractor cannot demonstrate to the Contracting Officer that its effort added value to the contract or subcontract in accomplishing the work performed under the contract (including task or delivery orders).

"Subcontract" means any contract, as defined in FAR 2.101, entered into by a subcontractor to furnish supplies or services for performance of the contract or a subcontract. It includes but is not limited to purchase orders, and changes and modifications to purchase orders.

"Subcontractor," as defined in FAR 44.101, means any supplier, distributor, vendor, or firm that furnishes supplies or services to or for a prime Contractor or another subcontractor.

(b) General. The Government will not pay excessive pass-through charges. The Contracting Officer shall determine if excessive pass-through charges exist.

(c) Reporting. Required reporting of performance of work by the Contractor or a subcontractor. The Contractor shall notify the Contracting Officer in writing if--

(1) The Contractor changes the amount of subcontract effort after award such that it exceeds 70 percent of the total cost of work to be performed under the contract, task order, or delivery order. The notification shall identify the revised cost of the subcontract effort and shall include verification that the Contractor will provide added value; or

(2) Any subcontractor changes the amount of lower-tier subcontractor effort after award such that it exceeds 70 percent of the total cost of the work to be performed under its subcontract. The notification shall identify the revised cost of the subcontract effort and shall include verification that the subcontractor will provide added value as related to the work to be performed by the lower-tier subcontractor(s).

(d) Recovery of excessive pass-through charges. If the Contracting Officer determines that excessive pass-through charges exist;

(1) For other than fixed-price contracts, the excessive pass-through charges are unallowable in accordance with the provisions in FAR subpart 31.2; and

(2) For applicable DoD fixed-price contracts, as identified in 15.408(n)(2)(i)(B), the Government shall be entitled to a price reduction for the amount of excessive pass-through charges included in the contract price.

(e) Access to records.

(1) The Contracting Officer, or authorized representative, shall have the right to examine and audit all the Contractor's records (as defined at FAR 52.215-2(a)) necessary to determine whether the Contractor proposed, billed, or claimed excessive pass-through charges.

(2) For those subcontracts to which paragraph (f) of this clause applies, the Contracting Officer, or authorized representative, shall have the right to examine and audit all the subcontractor's records (as defined at FAR 52.215-2(a)) necessary to determine whether the subcontractor proposed, billed, or claimed excessive pass-through charges.

(f) Flowdown. The Contractor shall insert the substance of this clause, including this paragraph (f), in all cost-reimbursement subcontracts under this contract that exceed the simplified acquisition threshold, except if the contract is with DoD, then insert in all cost-reimbursement subcontracts and fixed-price subcontracts, except those identified in 15.408(n)(2)(i)(B)(2), that exceed the threshold for obtaining cost or pricing data in accordance with FAR 15.403-4.

I.5 52.216-18 ORDERING (OCT 1995)

(a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders or task orders by the individuals or activities designated in the Schedule. Such orders may be issued from the effective date of the contract through the expiration date of the contract.

(b) All delivery orders or task orders are subject to the terms and conditions of this contract. In the event of conflict between a delivery order or task order and this contract, the contract shall control.

(c) If mailed, a delivery order or task order is considered "issued" when the Government deposits the order in the mail. Orders may be issued orally, by facsimile, or by electronic commerce methods only if authorized in the Schedule.

I.6 52.216-19 ORDER LIMITATIONS (OCT 1995)

(a) Minimum order. When the Government requires supplies or services covered by this contract in an amount of less than minimum funding limitation, \$1,000.00, the Government is not obligated to purchase, nor is the Contractor obligated to furnish, those supplies or services under the contract.

(b) Maximum order. The Contractor is not obligated to honor--

(1) Any order for a single item in excess of the maximum funding limitation of \$200 million;

(2) Any order for a combination of items in excess of the maximum funding limitation of \$200 million; or

(3) A series of orders from the same ordering office within three days that together call for quantities exceeding the limitation in paragraph (b) (1) or (2) of this section.

(c) If this is a requirements contract (i.e., includes the Requirements clause at subsection 52.216-21 of the Federal Acquisition Regulation (FAR)), the Government is not required to order a part of any one requirement from the Contractor if that requirement exceeds the maximum-order limitations in paragraph (b) of this section.

(d) Notwithstanding paragraphs (b) and (c) of this section, the Contractor shall honor any order exceeding the maximum order limitations in paragraph (b), unless that order (or orders) is returned to the ordering office within 24 hours, one days after issuance, with written notice stating the Contractor's intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source.

I.7 52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days.

I.8 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 30 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed five (5) years.

I.9 52.222-2 PAYMENT FOR OVERTIME PREMIUMS (JUL 1990)

(a) The use of overtime is authorized under this contract if the overtime premium cost does not exceed \$0 or the overtime premium is paid for work--

(1) Necessary to cope with emergencies such as those resulting from accidents, natural disasters, breakdowns of production equipment, or occasional production bottlenecks of a sporadic nature;

(2) By indirect-labor employees such as those performing duties in connection with administration, protection, transportation, maintenance, standby plant protection, operation of utilities, or accounting;

(3) To perform tests, industrial processes, laboratory procedures, loading or unloading of transportation conveyances, and operations in flight or afloat that are continuous in nature and cannot reasonably be interrupted or completed otherwise; or

(4) That will result in lower overall costs to the Government.

(b) Any request for estimated overtime premiums that exceeds the amount specified above shall include all estimated overtime for contract completion and shall--

(1) Identify the work unit; e.g., department or section in which the requested overtime will be used, together with present workload, staffing, and other data of the affected unit sufficient to permit the Contracting Officer to evaluate the necessity for the overtime;

(2) Demonstrate the effect that denial of the request will have on the contract delivery or performance schedule;

(3) Identify the extent to which approval of overtime would affect the performance or payments in connection with other Government contracts, together with identification of each affected contract; and

(4) Provide reasons why the required work cannot be performed by using multishift operations or by employing additional personnel.

I.10 52.222-21 PROHIBITION OF SEGREGATED FACILITIES (FEB 1999)

(a) "Segregated facilities," as used in this clause, means any waiting rooms, work areas, rest rooms and wash rooms, restaurants and other eating areas, time clocks, locker rooms and other storage or dressing areas, parking lots, drinking fountains, recreation or entertainment areas, transportation, and housing facilities provided for employees, that are segregated by explicit directive or are in fact segregated on the basis of race, color, religion, sex, or national origin because of written or oral policies or employee custom. The term does not include separate or single-user rest rooms or necessary dressing or sleeping areas provided to assure privacy between the sexes.

(b) The Contractor agrees that it does not and will not maintain or provide for its employees any segregated facilities at any of its establishments, and that it does not and will not permit its employees to perform their services at any location under its control where segregated facilities are maintained. The Contractor agrees that a breach of this clause is a violation of the Equal Opportunity clause in this contract.

(c) The Contractor shall include this clause in every subcontract and purchase order that is subject to the Equal Opportunity clause of this contract.

I.11 52.222-40 NOTIFICATION OF EMPLOYEE RIGHTS UNDER THE NATIONAL LABOR RELATIONS ACT (DEC 2010)

(a) During the term of this contract, the Contractor shall post an employee notice, of such size and in such form, and containing such content as prescribed by the Secretary of Labor, in conspicuous places in and about its plants and offices where employees covered by the National Labor Relations Act engage in activities relating to the performance of the contract, including all places where notices to employees are customarily posted both physically and electronically, in the languages employees speak, in accordance with 29 CFR 471.2(d) and (f).

(1) Physical posting of the employee notice shall be in conspicuous places in and about the Contractor's plants and offices so that the notice is prominent and readily seen by employees who are covered by the National Labor Relations Act and engage in activities related to the performance of the contract.

(2) If the Contractor customarily posts notices to employees electronically, then the Contractor shall also post the required notice electronically by displaying prominently, on any Web site that is maintained by the Contractor and is customarily used for notices to employees about terms and conditions of employment, a link to the Department of Labor's Web site that contains the full text of the poster. The link to the Department's Web site, as referenced in (b)(3) of this section, must read, "Important Notice about Employee Rights to Organize and Bargain Collectively with Their Employers."

(b) This required employee notice, printed by the Department of Labor, may be-

(1) Obtained from the Division of Interpretations and Standards, Office of Labor-Management Standards, U.S. Department of Labor, 200 Constitution Avenue, NW., Room N-5609, Washington, DC 20210, (202) 693-0123, or from any field office of the Office of Labor-Management Standards or Office of Federal Contract Compliance Programs;

(2) Provided by the Federal contracting agency if requested;

(3) Downloaded from the Office of Labor-Management Standards Web site at <http://www.dol.gov/olms/regs/compliance/EO13496.htm>; or

(4) Reproduced and used as exact duplicate copies of the Department of Labor's official poster.

(c) The required text of the employee notice referred to in this clause is located at Appendix A, Subpart A, 29 CFR Part 471.

(d) The Contractor shall comply with all provisions of the employee notice and related rules, regulations, and orders of the Secretary of Labor.

(e) In the event that the Contractor does not comply with the requirements set forth in paragraphs (a) through (d) of this clause, this contract may be terminated or suspended in whole or in part, and the Contractor may be suspended or debarred in accordance with 29 CFR 471.14 and subpart 9.4. Such other sanctions or remedies may be imposed as are provided by 29 CFR part 471, which implements Executive Order 13496 or as otherwise provided by law.

(f) Subcontracts.

(1) The Contractor shall include the substance of this clause, including this paragraph (f), in every subcontract that exceeds \$10,000 and will be performed wholly or partially in the United States, unless exempted by the rules, regulations, or orders of the Secretary of Labor issued pursuant to section 3 of Executive Order 13496 of January 30, 2009, so that such provisions will be binding upon each subcontractor.

(2) The Contractor shall not procure supplies or services in a way designed to avoid the applicability of Executive Order 13496 or this clause.

(3) The Contractor shall take such action with respect to any such subcontract as may be directed by the Secretary of Labor as a means of enforcing such provisions, including the imposition of sanctions for noncompliance.

(4) However, if the Contractor becomes involved in litigation with a subcontractor, or is threatened with such involvement, as a result of such direction, the Contractor may request the United States, through the Secretary of Labor, to enter into such litigation to protect the interests of the United States.

I.12 52.222-49 SERVICE CONTRACT ACT - PLACE OF PERFORMANCE UNKNOWN (MAY 1989)

(a) This contract is subject to the Service Contract Act, and the place of performance is all CONUS and OCONUS locations.. The Contracting Officer will request wage determinations for additional places or areas of performance if asked to do so in writing by contract award date or case by case basis for Task Orders.

(b) Offerors who intend to perform in a place or area of performance for which a wage determination has not been attached or requested may nevertheless submit bids or proposals. However, a wage determination shall be requested and incorporated in the resultant contract retroactive to the date of contract award, and there shall be no adjustment in the contract price.

I.13 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

<http://farsite.hill.af.mil/vffar1.htm>

I.14 HSAR 3052.204-71 CONTRACTOR EMPLOYEE ACCESS (JUN 2006) ALTERNATE II (JUN 2006)

(a) "Sensitive Information," as used in this Chapter, means any information, the loss, misuse, disclosure, or unauthorized access to or modification of which could adversely affect the national or homeland security interest, or the conduct of Federal programs, or the privacy to which individuals are entitled under section 552a of title 5, United States Code (the Privacy Act), but which has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept secret in the interest of national defense, homeland security or foreign policy. This definition includes the following categories of information:

(1) Protected Critical Infrastructure Information (PCII) as set out in the Critical Infrastructure Information Act of 2002 (Title II, Subtitle B, of the Homeland Security Act, Pub. L. 107-296, 196 Stat. 2135), as amended, the implementing regulations thereto (Title 6, Code of Federal Regulations, part 29) as amended, the applicable PCII Procedures Manual, as amended, and any

supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the PCII Program Manager or his/her designee);

(2) Sensitive Security Information (SSI), as defined in Title 49, Code of Federal Regulations, part 1520, as amended, "Policies and Procedures of Safeguarding and Control of SSI," as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the Assistant Secretary for the Transportation Security Administration or his/her designee);

(3) Information designated as "For Official Use Only," which is unclassified information of a sensitive nature and the unauthorized disclosure of which could adversely impact a person's privacy or welfare, the conduct of Federal programs, or other programs or operations essential to the national or homeland security interest; and

(4) Any information that is designated "sensitive" or subject to other controls, safeguards or protections in accordance with subsequently adopted homeland security information handling procedures.

(b) "Information Technology Resources" include, but are not limited to, computer equipment, networking equipment, telecommunications equipment, cabling, network drives, computer drives, network software, computer software, software programs, intranet sites, and internet sites.

(c) Contractor employees working on this contract must complete such forms as may be necessary for security or other reasons, including the conduct of background investigations to determine suitability. Completed forms shall be submitted as directed by the Contracting Officer. Upon the Contracting Officer's request, the Contractor's employees shall be fingerprinted, or subject to other investigations as required. All contractor employees requiring recurring access to Government facilities or access to sensitive information or IT resources are required to have a favorably adjudicated background investigation prior to commencing work on this contract unless this requirement is waived under Departmental procedures.

(d) The Contracting Officer may require the contractor to prohibit individuals from working on the contract if the government deems their initial or continued employment contrary to the public interest for any reason, including, but not limited to, carelessness, insubordination, incompetence, or security concerns.

(e) Work under this contract may involve access to sensitive information. Therefore, the Contractor shall not disclose, orally or in writing, any sensitive information to any person unless authorized in writing by the Contracting Officer. For those contractor employees authorized access to sensitive information, the contractor shall ensure that these persons receive training concerning the protection and disclosure of sensitive information both during and after contract performance.

(f) The Contractor shall include the substance of this clause in all subcontracts at any tier where the subcontractor may have access to Government facilities, sensitive information, or resources.

(g) Each individual employed under the contract shall be a citizen of the United States of America, or an alien who has been lawfully admitted for permanent residence as evidenced by a Permanent Resident Card (USCIS I-551). Any exceptions must be approved by the Department's Chief Security Officer or designee.

(h) Contractors shall identify in their proposals, the names and citizenship of all non-U.S. citizens proposed to work under the contract. Any additions or deletions of non-U.S. citizens after contract award shall also be reported to the contracting officer.

I.15 HSAR 3052.209-70 PROHIBITION ON CONTRACTS WITH CORPORATE EXPATRIATES (JUN 2006)

(a) Prohibitions.

Section 835 of the Homeland Security Act, 6 U.S.C. 395, prohibits the Department of Homeland Security from entering into any contract with a foreign incorporated entity which is treated as an inverted domestic corporation as defined in this clause, or with any subsidiary of such an entity. The Secretary shall waive the prohibition with respect to any specific contract if the Secretary determines that the waiver is required in the interest of national security.

(b) Definitions. As used in this clause:

Expanded Affiliated Group means an affiliated group as defined in section 1504(a) of the Internal Revenue Code of 1986 (without regard to section 1504(b) of such Code), except that section 1504 of such Code shall be applied by substituting 'more than 50 percent' for 'at least 80 percent' each place it appears.

Foreign Incorporated Entity means any entity which is, or but for subsection (b) of section 835 of the Homeland Security Act, 6 U.S.C. 395, would be, treated as a foreign corporation for purposes of the Internal Revenue Code of 1986.

Inverted Domestic Corporation. A foreign incorporated entity shall be treated as an inverted domestic corporation if, pursuant to a plan (or a series of related transactions)--

(1) The entity completes the direct or indirect acquisition of substantially all of the properties held directly or indirectly by a domestic corporation or substantially all of the properties constituting a trade or business of a domestic partnership;

(2) After the acquisition at least 80 percent of the stock (by vote or value) of the entity is held--

(i) In the case of an acquisition with respect to a domestic corporation, by former shareholders of the domestic corporation by reason of holding stock in the domestic corporation; or

(ii) In the case of an acquisition with respect to a domestic partnership, by former partners of the domestic partnership by reason of holding a capital or profits interest in the domestic partnership; and

(3) The expanded affiliated group which after the acquisition includes the entity does not have substantial business activities in the foreign country in which or under the law of which the entity is created or organized when compared to the total business activities of such expanded affiliated group.

Person, domestic, and foreign have the meanings given such terms by paragraphs (1), (4), and (5) of section 7701(a) of the Internal Revenue Code of 1986, respectively.

(c) Special rules. The following definitions and special rules shall apply when determining whether a foreign incorporated entity should be treated as an inverted domestic corporation.

(1) Certain stock disregarded. For the purpose of treating a foreign incorporated entity as an inverted domestic corporation these shall not be taken into account in determining ownership:

(i) stock held by members of the expanded affiliated group which includes the foreign incorporated entity; or

(ii) Stock of such entity which is sold in a public offering related to an acquisition described in section 835(b)(1) of the Homeland Security Act, 6 U.S.C. 395(b)(1).

(2) Plan deemed in certain cases. If a foreign incorporated entity acquires directly or indirectly substantially all of the properties of a domestic corporation or partnership during the 4- year period beginning on the date which is 2 years before the ownership requirements of subsection (b)(2) are met, such actions shall be treated as pursuant to a plan.

(3) Certain transfers disregarded. The transfer of properties or liabilities (including by contribution or distribution) shall be disregarded if such transfers are part of a plan a principal purpose of which is to avoid the purposes of this section.

(d) Special rule for related partnerships. For purposes of applying section 835(b) of the Homeland Security Act, 6 U.S.C. 395(b) to the acquisition of a domestic partnership, except as provided in regulations, all domestic partnerships which are under common control (within the meaning of section 482 of the Internal Revenue Code of 1986) shall be treated as a partnership.

(e) Treatment of Certain Rights.

(1) Certain rights shall be treated as stocks to the extent necessary to reflect the present value of all equitable interests incident to the transaction, as follows: (i) Warrants; (ii) Options; (iii) Contracts to acquire stock; (iv) Convertible debt instruments; (v) Others similar interests.

(2) Rights labeled as stocks shall not be treated as stocks whenever it is deemed appropriate to do so to reflect the present value of the transaction or to disregard transactions whose recognition would defeat the purpose of section 835.

(f) Disclosure. The offeror under this solicitation represents that [Check one]:

It is not a foreign incorporated entity that should be treated as an inverted domestic corporation pursuant to the criteria of (HSAR) 48 CFR 3009.104-70 through 3009.104-73; It is a foreign incorporated entity that should be treated as an inverted domestic corporation pursuant to the criteria of (HSAR) 48 CFR 3009.104-70 through 3009.104-73, but it has submitted a request for waiver pursuant to 3009.104-74, which has not been denied; or It is a foreign incorporated entity that should be treated as an inverted domestic corporation pursuant to the criteria of (HSAR) 48 CFR 3009.104-70 through 3009.104-73, but it plans to submit a request for waiver pursuant to 3009.104-74.

(g) A copy of the approved waiver, if a waiver has already been granted, or the waiver request, if a waiver has been applied for, shall be attached to the bid or proposal.

I.16 HSAR 3052.215-70 KEY PERSONNEL OR FACILITIES (DEC 2003)

(a) The personnel or facilities specified below are considered essential to the work being performed under this contract and may, with the consent of the contracting parties, be changed from time to time during the course of the contract by adding or deleting personnel or facilities, as appropriate.

(b) Before removing or replacing any of the specified individuals or facilities, the Contractor shall notify the Contracting Officer, in writing, before the change becomes effective. The Contractor shall submit sufficient information to support the proposed action and to enable the Contracting Officer to evaluate the potential impact of the change on this contract. The Contractor shall not remove or replace personnel or facilities until the Contracting Officer approves the change.

Key Personnel under this Contract:

- (b)(4);(b)(6) Project Director
- (b)(4);(b)(6) Project Manager
- (b)(4);(b)(6) Quality Assurance/ISO 9001 Compliance
- (b)(4);(b)(6) Safety
- (b)(4);(b)(6) Security
- (b)(4);(b)(6) Admin/Finance
- (b)(4);(b)(6) Inspector Adjudication Services
- (b)(4);(b)(6) Subcontract Administration
- (b)(4);(b)(6) Information Technology
- (b)(4);(b)(6) Inspector Database & Workflow Management
- (b)(4);(b)(6) IT Security
- (b)(4);(b)(6) Operations Manager
- (b)(4);(b)(6) Quality Control/Customer Service
- (b)(4);(b)(6) Inspector Management & Performance
- (b)(4);(b)(6) Strategic Planning & Training
- (b)(4);(b)(6) Training
- (b)(4);(b)(6) Process Enhancement

I.17 HSAR 3052.242-72 CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (DEC 2003)

(a) The Contracting Officer may designate Government personnel to act as the Contracting Officer's Representative (COR) to perform functions under the contract such as review or inspection and acceptance of supplies, services, including construction, and other functions of a technical nature. The Contracting Officer will provide a written notice of such designation to the Contractor

within five working days after contract award or for construction, not less than five working days prior to giving the contractor the notice to proceed. The designation letter will set forth the authorities and limitations of the COR under the contract.

(b) The Contracting Officer cannot authorize the COR or any other representative to sign documents, such as contracts, contract modifications, etc., that require the signature of the Contracting Officer.

I.18 NARA RECORDS MANAGEMENT LANGUAGE FOR CONTRACTS

The following standard items relate to records generated in executing the contract and should be included in a typical Electronic Information Systems (EIS) procurement contract:

1. Citations to pertinent laws, codes and regulations such as 44 U.S.C chapters 21, 29, 31 and 33; Freedom of Information Act (5 U.S.C. 552); Privacy Act (5 U.S.C. 552a); 36 CFR Part 1222 and Part 1228.
2. Contractor shall treat all deliverables under the contract as the property of the U.S. Government for which the Government Agency shall have unlimited rights to use, dispose of, or disclose such data contained therein as it determines to be in the public interest.
3. Contractor shall not create or maintain any records that are not specifically tied to or authorized by the contract using Government IT equipment and/or Government records.
4. Contractor shall not retain, use, sell, or disseminate copies of any deliverable that contains information covered by the Privacy Act of 1974 or that which is generally protected by the Freedom of Information Act.
5. Contractor shall not create or maintain any records containing any Government Agency records that are not specifically tied to or authorized by the contract.
6. The Government Agency owns the rights to all data/records produced as part of this contract.
7. The Government Agency owns the rights to all electronic information (electronic data, electronic information systems, electronic databases, etc.) and all supporting documentation created as part of this contract. Contractor must deliver sufficient technical documentation with all data deliverables to permit the agency to use the data.
8. Contractor agrees to comply with Federal and Agency records management policies, including those policies associated with the safeguarding of records covered by the Privacy Act of 1974. These policies include the preservation of all records created or received regardless of format (paper, electronic, etc.) or mode of transmission (e-mail, fax, etc.) or state of completion (draft, final, etc.).
9. No disposition of documents will be allowed without the prior written consent of the Contracting Officer. The Agency and its contractors are responsible for preventing the alienation or unauthorized destruction of records, including all forms of mutilation. Willful and unlawful destruction, damage or alienation of Federal records is subject to the fines and penalties imposed by 18 U.S.C. 2701. Records may not be removed from the legal custody of the Agency or destroyed without regard to the provisions of the agency records schedules.
10. Contractor is required to obtain the Contracting Officer's approval prior to engaging in any contractual relationship (sub-contractor) in support of this contract requiring the disclosure of information, documentary material and/or records generated under, or relating to, this contract. The Contractor (and any sub-contractor) is required to abide by Government and Agency guidance for protecting sensitive and proprietary information.

52.204-13
52.232-39

SYSTEM FOR AWARD MANAGEMENT MAINTENANCE JUL 2013
UNENFORCEABILITY OF UNAUTHORIZED OBLIGATIONS JUN 2013

I.19 HSAR 3052.204-71 Contractor EMPLOYEE ACCESS (SEP 2012) ALTERNATE I (SEP 2012)

(a) "Sensitive Information," as used in this clause, means any information, which if lost, misused, disclosed, or, without authorization is accessed, or modified, could adversely affect the national or homeland security interest, the conduct of Federal programs, or the privacy to which individuals are entitled under section 552a of title 5, United States Code (the Privacy Act), but which has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept secret in the interest of national defense, homeland security or foreign policy. This definition includes the following categories of information:

(1) Protected Critical Infrastructure Information (PCII) as set out in the Critical Infrastructure Information Act of 2002 (Title II, Subtitle B, of the Homeland Security Act, Pub. L. 107-296, 196 Stat. 2135), as amended, the implementing regulations thereto (Title 6, Code of Federal Regulations, part 29) as amended, the applicable PCII Procedures Manual, as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the PCII Program Manager or his/her designee);

(2) Sensitive Security Information (SSI), as defined in Title 49, Code of Federal Regulations, part 1520, as amended, "Policies and Procedures of Safeguarding and Control of SSI," as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the Assistant Secretary for the Transportation Security Administration or his/her designee);

(3) Information designated as "For Official Use Only," which is unclassified information of a sensitive nature and the unauthorized disclosure of which could adversely impact a person's privacy or welfare, the conduct of Federal programs, or other programs or operations essential to the national or homeland security interest; and

(4) Any information that is designated "sensitive" or subject to other controls, safeguards or protections in accordance with subsequently adopted homeland security information handling procedures.

(b) "Information Technology Resources" include, but are not limited to, computer equipment, networking equipment, telecommunications equipment, cabling, network drives, computer drives, network software, computer software, software programs, intranet sites, and internet sites.

(c) Contractor employees working on this contract must complete such forms as may be necessary for security or other reasons, including the conduct of background investigations to determine suitability. Completed forms shall be submitted as directed by the Contracting Officer. Upon the Contracting Officer's request, the Contractor's employees shall be fingerprinted, or subject to other investigations as required. All Contractor employees requiring recurring access to Government facilities or access to sensitive information or IT resources are required to have a favorably adjudicated background investigation prior to commencing work on this contract unless this requirement is waived under Departmental procedures.

(d) The Contracting Officer may require the Contractor to prohibit individuals from working on the contract if the Government deems their initial or continued employment contrary to the public interest for any reason, including, but not limited to, carelessness, insubordination, incompetence, or security concerns.

(e) Work under this contract may involve access to sensitive information. Therefore, the Contractor shall not disclose, orally or in writing, any sensitive information to any person unless authorized in writing by the Contracting Officer. For those Contractor employees authorized access to sensitive information, the Contractor shall ensure that these persons receive training concerning the protection and disclosure of sensitive information both during and after contract performance.

(f) The Contractor shall include the substance of this clause in all subcontracts at any tier where the subcontractor may have access to Government facilities, sensitive information, or resources.

(g) Before receiving access to IT resources under this contract the individual must receive a security briefing, which the Contracting Officer's Technical Representative (COTR) will arrange, and complete any nondisclosure agreement furnished by DHS.

(h) The Contractor shall have access only to those areas of DHS information technology resources explicitly stated in this contract or approved by the COTR in writing as necessary for performance of the work under this contract. Any attempts by Contractor personnel to gain access to any information technology resources not expressly authorized by the statement of work, other terms and conditions in this contract, or as approved in writing by the COTR, is strictly prohibited. In the event of violation of this provision, DHS will take appropriate actions with regard to the contract and the individual(s) involved.

(i) Contractor access to DHS networks from a remote location is a temporary privilege for mutual convenience while the Contractor performs business for the DHS Component. It is not a right, a guarantee of access, a condition of the contract, or Government Furnished Equipment (GFE).

(j) Contractor access will be terminated for unauthorized use. The Contractor agrees to hold and save DHS harmless from any unauthorized use and agrees not to request additional time or money under the contract for any delays resulting from unauthorized use or access.

(k) Non-U.S. citizens shall not be authorized to access or assist in the development, operation, management or maintenance of Department IT systems under the contract, unless a waiver has been granted by the Head of the Component or designee, with the concurrence of both the Department's Chief Security Officer (CSO) and the Chief Information Officer (CIO) or their designees. Within DHS Headquarters, the waiver may be granted only with the approval of both the CSO and the CIO or their designees. In order for a waiver to be granted:

- (1) There must be a compelling reason for using this individual as opposed to a U.S. citizen; and
- (2) The waiver must be in the best interest of the Government.

(l) Contractors shall identify in their proposals the names and citizenship of all non-U.S. citizens proposed to work under the contract. Any additions or deletions of non-U.S. citizens after contract award shall also be reported to the Contracting Officer.

PART III - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS

SECTION J - LIST OF ATTACHMENTS

ATTACHMENT 1	HIS Performance Work Statement
ATTACHMENT 2	HIS Performance Requirements Summary
ATTACHMENT 3	DHS Handbook
ATTACHMENT 4	Deliverables
ATTACHMENT 5	A English Customer Service Survey
ATTACHMENT 5	B Spanish Customer Service Survey
ATTACHMENT 6	Privacy Awareness Training
ATTACHMENT 7	IHP Inspection Guidelines
ATTACHMENT 8	Shelter IHP Inspection Guidelines
ATTACHMENT 9 A	009-0-3 Declaration and Release Form English
ATTACHMENT 9 B	009-0-4 Declaration and Release form Spanish
ATTACHMENT 10	Automatic FEMA Corrections
ATTACHMENT 11 A	Mobile Tablet Requirements
ATTACHMENT 11 B	Mobile Device Rules of Behavior User Agreement
ATTACHMENT 12	119-7-1 Personal Property Manual
ATTACHMENT 13	NEMIS ACE Interface
ATTACHMENT 14	FEMA Forms for Property
ATTACHMENT 15	Security-Adjudication
ATTACHMENT 16	Inspection Invoice Template
ATTACHMENT 17	Operations Costs Model - CLIN Structure
ATTACHMENT 18	Removed - Past Performance Questionnaire Template
ATTACHMENT 19	FEMA Travel Mileage Log
ATTACHMENT 20	FEMA Post Travel Expense Summary
ATTACHMENT 21	HIS History
ATTACHMENT 22	RESERVED
ATTACHMENT 23	Nationwide Wage Determination
ATTACHMENT 24	FEMA Quality Control Inspection Process

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

BPA NO.

1. CONTRACT ID CODE

PAGE

OF PAGES

1

1

2. AMENDMENT/MODIFICATION NO.
P000013. EFFECTIVE DATE
09-30-2014

4. REQUISITION/PURCHASE REQ. NO.

5. PROJECT NO.(If applicable)
HIS

6. ISSUED BY CODE

Department of Homeland Security
Federal Emergency Management Agency
Region VI
800 North Loop 288
Denton TX 76209-3606

7. ADMINISTERED BY (If other than Item 6) CODE

Dennis Clements
Disaster Acquisition Response Team
dennis.clements@fema.dhs.gov
470-295-5408

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)

Vanguard Emergency Management Housing Inspection Services

412 Mount Kemble Ave.
Morristown NJ 07962

(X)

9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO.
HSFE80-13-D-0074

10B. DATED (SEE ITEM 13)

CODE

FACILITY CODE

X

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

See CONTINUATION Page

**13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS,
IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.

B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

X C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.217-9 Option to Extend the Term of the Contract

D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not, is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this modification is to exercise Option Year 1 and to extend the performance period.

- Option Year 1 is hereby exercised in the amount of \$4,460,883.42.
- Funding will be provided on task order HSFE80-13-D-0074 HSFE80-13-J-0075.
- The period of performance is changed to reflect an expiration date of 29 Sep 2015.
- Total contract amount to include options exercised now reads \$14,142,966.98; a net gain of \$4,460,883.42.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)

16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)

Dennis Clements DHS/FEMA 531-02/2013
Contracting Officer

15B. CONTRACTOR/OFFEROR

15C. DATE SIGNED

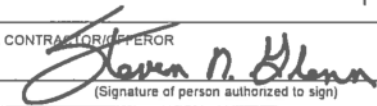
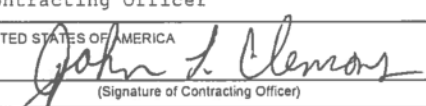
16B. UNITED STATES OF AMERICA

16C. DATE SIGNED

(Signature of person authorized to sign)

BY _____ (Signature of C)

09/24/2014

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			BPA NO.	1. CONTRACT ID CODE	PAGE 1	OF PAGES 6
2. AMENDMENT/MODIFICATION NO P00002		3. EFFECTIVE DATE See Block 16c		4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO. (If applicable)
6 ISSUED BY Department of Homeland Security Federal Emergency Management Agency OCPO-AOD-Expeditionary Branch 2965 Flowers Road, Suite 100 Atlanta, GA 30341			7. ADMINISTERED BY (If other than Item 6)			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Vanguard Emergency Management Housing Inspection Services 412 Mount Kemble Ave. Morristown NJ 07962			(X)	9A. AMENDMENT OF SOLICITATION NO.		
				9B. DATED (SEE ITEM 11)		
				10A. MODIFICATION OF CONTRACT/ORDER NO HSFE80-13-D-0074		
			X	10B. DATED (SEE ITEM 13)		
CODE		FACILITY CODE				
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS						
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.						
12 ACCOUNTING AND APPROPRIATION DATA (If required) See CONTINUATION Page						
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.						
(X)	A THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.					
	B THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).					
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF FAR 52.243-2, Changes - Cost Reimbursement (Alternate II)					
	D. OTHER (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office.						
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)						
The purpose of this modification is to update the subject Performance Work Statement (Attachment 1) and other specified attachments pursuant to Federal Acquisition Regulation Clause 52.243-2, Changes - Cost Reimbursement (Alternate II).						
(1) The Government hereby changes HSFE80-13-D-0074 Attachments 1, 2, 10, 15, 17, 22, 24, 24(a), and 24(b) as specified in the subject Summary of Changes (see page 2). (2) The aforementioned changes increase the total estimated prices of CLIN 0005 and CLIN 0007 by <u>(b)(4)</u> and <u>(b)(4)</u> respectively. The new total estimated prices are inclusive of both the current period of performance (Option Period 1) and all remaining optional period of performance. The new total estimated contract value is hereby increased by \$2,698,802.23 from \$105,819,298.87 to \$108,518,101.10. Additional details regarding pricing is located on the revised Attachment 17 (dated 10 February 2015); which, also includes estimated cost associated with changes to the security adjudication process. (3) Funding for the subject changes shall be accomplished on applicable task orders utilizing existing funds and incremental funding allotments, as necessary. (4) The revised Attachments 1, 2, 10, 15, 17, 22, 24, 24(a) and 24(b) are hereby incorporated into the subject contract.						
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.						
15A. NAME AND TITLE OF SIGNER (Type or print) Steven N. Glenn Project Manager			16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) John L. Clemons Contracting Officer DHS/FEMA 422-09/2011			
15B. CONTRACTOR/SUPPLIER  (Signature of person authorized to sign)		15C. DATE SIGNED 04/08/2015		16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)		16C. DATE SIGNED 4/8/2015

CONTINUATION PAGE

SUMMARY OF CHANGES

Attachment 1 HIS Performance Work Statement Amend 004 Rev _4-7-2015

C.6.4 KEY PERSONNEL AND INSPECTOR STAFFING

Change From - The Contractor will provide FEMA a progress report at the first of each month disclosing staff that has received training, types of training and score/ skill level achieved.

Change to - The Contractor will provide FEMA a progress report by the 5th day of each month disclosing staff that has received training, types of training and score/ skill level achieved.

C.6.4.1 STAFFING/EMPLOYMENT ELIGIBILITY

Revised entirely by FEMA Security – see attachment PWS.

C.6.8.5.2 - Removed

C.6.11 Mandatory Performance Requirements

Changed from - Inspection task orders shall have a production and an aging requirement. Measuring the performance outcomes for production and aging shall be measured using the FEMA Inspection Management Activity Review (IMAR) report.

Changed to Read - Inspection task orders shall have a production and an aging requirement. Measuring the performance outcomes for production and aging shall be measured using the FEMA Inspection Management Activity Review (IMAR) report. Production and aging measurements are concurrently monitored and measured on all task orders. When inspection aging becomes a more appropriate measurement, given the unique circumstances of a particular inspection task order, a suspension of the production requirement during the task order may be initiated and approved by FEMA e.g. if an incident period is still open and additional damages occur two weeks into an event, measuring production requirements may not be appropriate given the circumstance.

C.6.12 Reports of Work

C.6.12.1 Initial Operational Report

C.6.12.1.3 CONTENT

This report shall address the following issues:

Contractor personnel assigned to the task order:

1st Bullet Delete statement - Sign in sheet identifying all staff (signatures required), inspectors

Changed to - List Inspectors with Inspector's average QC score from all previous work completed derived from Attachment 24b, QC inspectors and all staff deployed to the field for work assignment.

6th Bullet Delete statement - All correction history expressed as a percentage of work completed by inspector

Delete 7th Bullet - Inspector's average QC score from all work completed through the 2012 FY HIS contract derived from Attachment 24b

C.6.12.2 OPERATIONAL REPORT

Change from - For each TO, the Contractor shall submit a written operations report within 14 days of the briefing for the disaster and bi-weekly thereafter. This report shall address the following:

Change to Read - For each TO, the Contractor shall submit a written operations report within 14 days of the briefing for the disaster and bi-weekly thereafter. If the report becomes due on a weekend day or holiday; use the next business day as the due date. This report shall address the following:

C.6.12.2.1 PRODUCTION UPDATE

Delete statement - Using a FEMA-provided format (Attachment 22 Production Update Format) to include a reporting matrix/spreadsheet and a snapshot effect of the task order:

Replace statement with: Use a reporting matrix/spreadsheet and a snapshot effect of the task order to display the following:

6th Bullet Delete statement – Sign in sheet updates for all staff (signatures required), inspectors, QC inspectors deployed to the field for work assignment

C.6.12.2.2 OPERATIONAL UPDATE

1st Paragraph Changed From - Deployment and release information: Contractor personnel assigned to the task order: Identify all personnel deployed (sign in sheet updates) to the task order, include inspector experience, favorable adjudication, training requirements met, QC scores from most recent deployment of inspectors, all correction history, and corrective actions taken to improve inspector's quality. **Delete Statement** – (sign in sheet updates)

Change To Read - Deployment and release information: Contractor personnel assigned to the task order: Identify all personnel deployed for this task order. Include inspector experience, favorable adjudication, training requirements met, QC scores from most recent deployment of inspectors, all correction history, and corrective actions taken to improve inspector's quality. Include results and impact of risks and challenges encountered and the successes or failures of the Contractor's problem solving attempts, along with the revised solutions to overcome the failures. Include the inspector pay-for-performance outcomes for all inspectors.

C.6.12.3 FINAL OPERATIONAL REPORT

Change from - The Contractor shall submit a written Final Operational Report no later than thirty (30) days after release from task order activation. This report will summarize all operational reports for that task order, and should be a summary of all task order reports.

Add statement - If the report becomes due on a weekend day or holiday use the next business day as the due date.

Change To Read - The Contractor shall submit a written Final Operational Report no later than thirty (30) days after release from task order activation. This report will summarize all operational reports for that task order, and should be a summary of all task order reports. If the report becomes due on a weekend day or holiday; use the next business day as the due date

Attachment 2 Performance Requirements Summary (PRS) Rev 4-8-2015

SSPA#2 J – Inspection Aging C.6.11.2

Changed Exception Statement from - Exception statement: There are instances where the volume of work issued to the Contractor on a daily basis may create inspections to age beyond 5 days even if the contractor is meeting the daily production requirements. Disasters resulting in a production and aging conflict shall require a threshold exception to be determined during the event taking into consideration the disaster circumstance. The agreed upon exception is dependent upon the contractor producing records verifying inspections are completed according to the first-in, first-out requirement.

Change to read - Exception statement: FEMA will consider inspections exceeding the 5-day aging requirement when the applicant is unable to meet in a timely manner through no fault of the contractor. In order for an inspection to be eligible for this exemption, the applicant must confirm that they cannot meet within 5 complete days of being issued to the contractor, but states they can meet within 10 complete days of being issued to the contractor. When this condition is met and to maintain the scope of this exception, the completed inspection will contain a uniform comment confirming the applicant's inability to meet, where the comment will be used to remove the inspection from aged reports.

When the applicant indicates that they cannot meet until after the 10th day of being issued to the contractor, the inspection will be returned withdrawn commenting on the applicant's reason for their inability to meet in a timely manner and possible available date.

SSPA # 2.K Uniformity of Response: Percent of Aged Work Measurement: Removed

SSPA # 4.E – Cooperative Management Changed Threshold Statement from -

Threshold:

When the contractor has met the "full payment" level of performance under the QASP, this is a clear demonstration of cooperative management and further a demonstration of the contractors Quality management system design, implementation and effectiveness. The contractor is expected to take incremental measurements of meeting the Task Order Performance during Task Order activation. When it is revealed the contractor is not meeting one or more of the SSPA thresholds throughout the Task Order Activation period, QMS Corrective action procedures and preventative action procedures should be taken to remedy the shortcoming prior to release from the Task Order. This is a true indication of cooperative management and effective implementation of QMS required procedures. Conversely, if it is revealed that incremental measurements of threshold requirements are not met and no action is taken under the QMS corrective action or preventative action procedures, this is considered a lack of cooperative management by not applying these QMS required procedures and considered a lack of cooperative management. In this instance, a disincentive is applied to the Task Order under the Task Order Performance QASP.

Change to read -

Threshold:

When the contractor has met the "full payment" level of performance under the QASP, this is a clear demonstration of cooperative management and further a demonstration of the contractors Quality management system design, implementation and effectiveness. The contractor is expected to take incremental measurements of meeting the Task Order Performance during Task Order activation. When it is revealed the contractor is not meeting one or more of the SSPA thresholds throughout the Task Order Activation period, QMS Corrective

action procedures and preventative action procedures should be taken to remedy the shortcoming. Documentation of the corrective and preventative actions taken should be delivered as a component of the bi-weekly and final operations reports. This is a true indication of cooperative management and effective implementation of QMS required procedures. Conversely, if it is revealed that incremental measurements of threshold requirements are not met and no action is taken under the QMS corrective action or preventative action procedures, this is considered a lack of cooperative management by not applying these QMS required procedures and considered a lack of cooperative management. In this instance, a disincentive is applied to the Task Order under the Task Order Performance QASP.

Attachment 10 - FEMA Standard for Corrections Rev 9-17-2014

Changed from –

3. Inspector failed to correctly obtain a signed 9069 when performing a complete inspection.

Changed to –

3. Inspector failed to correctly obtain a signed Declaration and Release Form or view valid photo identification when performing a complete inspection.

6. Deleted

Changed from –

8. Inspector failed to record all essential like-kind rooms. Example: Inspector recorded one Living Room as repair but did not record the undamaged Living Room.

Changed to -

8. Inspector failed to record non-damaged essential like-kind room when recording damages to a similar room.

Changed from -

9. Inspector did not verify occupancy through an approved document, or used an invalid document (i.e. drivers license with a different address than that of the DD), or failed to speak with the landlord, or failed to comment on his attempt to verify with a utility provider, or failed to comment about exhausting all means to verify. And/or, the inspector listed occupancy as “Not Verified” and did not provide the required comment.

Changed to -

9. Inspector did not verify occupancy through an approved document, or used an invalid document (i.e. driver’s license with a different address than that of the DD) or failed to speak with the landlord, or failed to exhaust all means to verify.

#17. Inspector’s cumulative differences from missed, excessive or by recording a wrong cause of damage for real and personal property exceeding \$500 will be returned for correction.

Change Statement From- The threshold is based on the fiscal year national low price and includes all specs with an associated dollar amount.

Change to read - FEMA will provide a pricing file to each vendor for the correction dollar threshold

**Attachment 15 Performance Requirements Summary Matrix Rev 10-27-14
SSPA#2 Production/Timeliness (Production Realization)**

2.K - Uniformity of Response - Deleted entirely -

Attachment 17 Operations Cost Model – Revised with updated cost estimates

Attachment 22 Production Update Format– Deleted entirely

Added

Attachment 24 FEMA QUALITY CONTROL INSPECTION PROCESS–

Attachment 24a QC Spreadsheet 2_10_15

Attachment 24b QC Price 2_10_15

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

BPA NO. _____ 1. CONTRACT ID CODE _____ PAGE 1 OF PAGES 1

2. AMENDMENT/MODIFICATION NO. P00003
 3. EFFECTIVE DATE 10-01-2015
 4. REQUISITION/PURCHASE REQ. NO. NA
 5. PROJECT NO.(If applicable) HIS

6. ISSUED BY CODE _____
 Department of Homeland Security
 Federal Emergency Management Agency
 Region VI
 800 North Loop 288
 Denton TX 76209-3606
 7. ADMINISTERED BY (If other than Item 6) CODE _____
 John Clemons
 Disaster Acquisition Response Team
 dennis.clemons@fema.dhs.gov
 470-295-5408

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)
 Vanguard Emergency Management Housing Inspection Services
 412 Mount Kemble Ave.
 Morristown NJ 07962
 9A. AMENDMENT OF SOLICITATION NO. (X) _____
 9B. DATED (SEE ITEM 11) _____
 10A. MODIFICATION OF CONTRACT/ORDER NO. HSFE80-13-D-0074
 10B. DATED (SEE ITEM 13) _____
 CODE _____ FACILITY CODE _____ X

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:
 (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
 See CONTINUATION Page

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
 B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
 X C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.217-9 Option to Extend the Term of the Contract
 D. OTHER (Specify type of modification and authority)

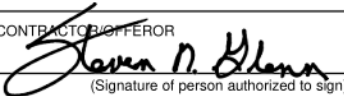

E. IMPORTANT: Contractor is not, is required to sign this document and return ¹ _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this modification is to exercise Option Year 2 and to extend the performance period.

1. Option Year 2 is hereby exercised with an estimated value of \$4,559,582.80.
2. Funding will be incrementally provided quarterly on task order HSFE80-13-D-0074 HSFE80-13-J-0075.
3. The period of performance is changed to reflect an expiration date of 29 Sep 2016.
4. Total contract amount to include options exercised now reads \$20,002,210.90; a net gain of \$4,559,582.80.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)
 Steven N. Glenn
 Project Manager
 15B. CONTRACTOR/OFFEROR

 (Signature of person authorized to sign)
 15C. DATE SIGNED
 09/23/2015
 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
 John L. Clemons
 Contracting Officer
 DHS/FEMA 422-9/2011
 16B. UNITED STATES OF AMERICA
 JOHN L CLEMONS JR
 BY

 (Signature of Contracting Officer)
 16C. DATE SIGNED
 09-22-2015

See attached document PHASE IN TRANSFER TO BASE YEAR_03.

CONTINUATION PAGE

2. AMENDMENT/MODIFICATION NO. P00004	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
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6. ISSUED BY MT WEATHER FEDERAL EMERGENCY MANAGEMENT AGENCY MT WEATHER EMERGENCY OPERATIONS CE ATTN 19844 BLUE RIDGE MOUNTAIN ROAD MT WEATHER VA 20135	CODE 5845	7. ADMINISTERED BY (If other than Item 6) FEMA VARIOUS LOCATIONS	CODE 0014NE
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8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) VANGUARD EMERGENCY MANAGEMENT HOUSING PO BOX 1946 MORRISTOWN NJ 07960	(x)	9A. AMENDMENT OF SOLICITATION NO.
		9B. DATED (SEE ITEM 11)
	x	10A. MODIFICATION OF CONTRACT/ORDER NO. HSEFE80-13-D-0074
		10B. DATED (SEE ITEM 13) 09/30/2013

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended. is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not. is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

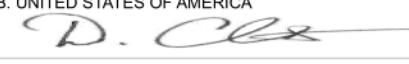
DUNS Number: 078652615
 FOB: Destination
 Period of Performance: 09/30/2013 to 09/30/2016

Add Item 0002 as follows:

0002 Fixed Price (FP) at Unit Price Level; housing inspection services. Contractor shall bill for only inspections performed and accepted in accordance with contract terms and conditions.
 Product/Service Code: H399
 Continued ...

0.00

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Dennis C. Clements
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED
	16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)
	16C. DATE SIGNED 02/29/2016

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
HSFE80-13-D-0074/P00004

PAGE OF
2 3

NAME OF OFFEROR OR CONTRACTOR
VANGUARD EMERGENCY MANAGEMENT HOUSING INSPECTION SERVICES

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Product/Service Description: INSPECTION-MISCELLANEOUS				
	Add Item 0003 as follows:				
0003	Maximum Incentive Award Fixed Price (FP), not to exceed (NTE): \$1,518,288.80000 Product/Service Code: H399 Product/Service Description: INSPECTION-MISCELLANEOUS				0.00
	Add Item 0005 as follows:				
0005	Operations Cost, Cost Reimbursement (CR): As provided in accordance with Attachment 17 of TOPR. Product/Service Code: H399 Product/Service Description: INSPECTION-MISCELLANEOUS				
	Add Item 0007 as follows:				
0007	Disaster Assistance - BOC 2591 Other Direct Cost (ODC), CR: Services provided and invoiced in accordance with Attachment 17 of TOPR. Product/Service Code: H399 Product/Service Description: INSPECTION-MISCELLANEOUS				

2. AMENDMENT/MODIFICATION NO. P00005	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
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6. ISSUED BY MT WEATHER FEDERAL EMERGENCY MANAGEMENT AGENCY MT WEATHER EMERGENCY OPERATIONS CE ATTN 19844 BLUE RIDGE MOUNTAIN ROAD MT WEATHER VA 20135	CODE 5845	7. ADMINISTERED BY (If other than Item 6) FEMA VARIOUS LOCATIONS	CODE 0014NE
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8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) VANGUARD EMERGENCY MANAGEMENT HOUSING PO BOX 1946 MORRISTOWN NJ 07960	(x)	9A. AMENDMENT OF SOLICITATION NO.
		9B. DATED (SEE ITEM 11)
	x	10A. MODIFICATION OF CONTRACT/ORDER NO. HSFE80-13-D-0074
		10B. DATED (SEE ITEM 13) 09/30/2013

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended. is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: 43.103a
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not. is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
DUNS Number: 078652615
The purpose of this modification is to add FAR Clause 52.204-15 Service Contract Requirements to Indefinite-Delivery Contracts (Jan 2014) in Full Text.

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Kimberly Gantt
15B. CONTRACTOR/OFFEROR <i>(Signature of person authorized to sign)</i>	16B. UNITED STATES OF AMERICA <i>Kimberly Gantt</i> <i>(Signature of Contracting Officer)</i>
15C. DATE SIGNED	16C. DATE SIGNED 09/20/2016

**52.204-15 SERVICE CONTRACT REPORTING REQUIREMENTS
FOR INDEFINITE-DELIVERY CONTRACTS (JAN 2014)**

(a) Definition.

First-tier subcontract means a subcontract awarded directly by the Contractor for the purpose of acquiring supplies or services (including construction) for performance of a prime contract. It does not include the Contractor's supplier agreements with vendors, such as long-term arrangements for materials or supplies that benefit multiple contracts and/or the costs of which are normally applied to a Contractor's general and administrative expenses or indirect costs.

(b) The Contractor shall report, in accordance with paragraphs (c) and (d) of this clause, annually by October 31, for services performed during the preceding Government fiscal year (October 1–September 30) under this contract for orders that exceed the thresholds established in 4.1703(a)(2).

(c) The Contractor shall report the following information:

(1) Contract number and order number.

(2) The total dollar amount invoiced for services performed during the previous Government fiscal year under the order.

(3) The number of Contractor direct labor hours expended on the services performed during the previous Government fiscal year.

(4) Data reported by subcontractors under paragraph (f) of this clause.

(d) The information required in paragraph (c) of this clause shall be submitted via the internet at www.sam.gov. (See SAM User Guide). If the Contractor fails to submit the report in a timely manner, the Contracting Officer will exercise appropriate contractual remedies. In addition, the Contracting Officer will make the Contractor's failure to comply with the reporting requirements a part of the Contractor's performance information under FAR subpart 42.15.

(e) Agencies will review Contractor reported information for reasonableness and consistency with available contract information. In the event the agency believes that revisions to the Contractor reported information are warranted, the agency will notify the Contractor no later than November 15. By November 30, the Contractor shall revise the report, or document its rationale for the agency.

(f) (1) The Contractor shall require each first-tier subcontractor providing services under this contract, with subcontract(s) each valued at or above the thresholds set forth in 4.1703(a)(2), to provide the following detailed information to the Contractor in sufficient time to submit the report:

(i) Subcontract number (including subcontractor name and DUNS number), and

(ii) The number of first-tier subcontractor direct-labor hours expended on the services performed during the previous Government fiscal year.

(2) The Contractor shall advise the subcontractor that the information will be made available to the public as required by section 743 of Division C of the Consolidated Appropriations Act, 2010.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 1
2. AMENDMENT/MODIFICATION NO. P00006	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY FEMA HQ FEDERAL EMERGENCY MANAGEMENT AGENCY OFFICE OF CHIEF PROCUREMENT OFFICE 500 C STREET SW 3RD FLOOR WASHINGTON DC 20472	CODE FEMA HQ	7. ADMINISTERED BY (If other than Item 6) FEMA HQ FEDERAL EMERGENCY MANAGEMENT AGENCY ACQUISITION MANAGEMENT 500 C STREET SW 3RD FLOOR WASHINGTON DC 20472	CODE FEMA HQ
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) VANGUARD EMERGENCY MANAGEMENT HOUSING ATTN VANGUARD EMERGENCY MANAGEMENT HOUSI PO BOX 1946 MORRISTOWN NJ 07960		(x) 9A. AMENDMENT OF SOLICITATION NO.	
		9B. DATED (SEE ITEM 11)	
		x 10A. MODIFICATION OF CONTRACT/ORDER NO. HSFE80-13-D-0074	
		10B. DATED (SEE ITEM 13) 09/30/2013	
CODE 078652615	FACILITY CODE	11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS	

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended. is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: 52.217-9 Option to Extend the Term of the Contract
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not. is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

DUNS Number: 078652615
The purpose of this modification is to exercise Option Year 3 and to extend the period of performance.
1. Option Year 3 is hereby exercised in the amount of \$5,054,125.69.
2. Funding will be provided on task order HSFE80-13-D-0074 HSFE80-13-J-0075.
3. Period of Performance is changed to reflect an expiration date of 29 SEP 2017.
4. Total contract amount to include base and all options exercised now reads \$25,520,456.60; a net gain of \$5,054,125.69
Period of Performance: 09/30/2016 to 09/29/2017

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) <i>Catherine Carracina</i>	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Kimberly Gantt
15B. CONTRACTOR/OFFEROR <i>Cathy Clark</i> (Signature of person authorized to sign)	15C. DATE SIGNED 9/28/16
15D. UNITED STATES OF AMERICA KIMBERLY GANTT (Signature of Contracting Officer)	16B. DATE SIGNED

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 8
2. AMENDMENT/MODIFICATION NO. P00007	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY FEMA HQ FEDERAL EMERGENCY MANAGEMENT AGENCY OFFICE OF CHIEF PROCUREMENT OFFICE 500 C STREET SW 3RD FLOOR WASHINGTON DC 20472	CODE FEMA HQ	7. ADMINISTERED BY (If other than Item 6) FEMA HQ FEDERAL EMERGENCY MANAGEMENT AGENCY ACQUISITION MANAGEMENT 500 C STREET SW 3RD FLOOR WASHINGTON DC 20472	CODE FEMA HQ
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) VANGUARD EMERGENCY MANAGEMENT HOUSING ATTN VANGUARD EMERGENCY MANAGEMENT HOUSI PO BOX 1946 MORRISTOWN NJ 07960		(x) 9A. AMENDMENT OF SOLICITATION NO.	
		9B. DATED (SEE ITEM 11)	
		x 10A. MODIFICATION OF CONTRACT/ORDER NO. HSFE80-13-D-0074	
CODE 078652615 FACILITY CODE		10B. DATED (SEE ITEM 13) 09/30/2013	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended. is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.243-2, Changes - Cost Reimbursement (Alternate II)
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not. is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

DUNS Number: 078652615

The purpose of this modification is to update the subject Performance Work Statement (Attachment 1), Performance Requirement Summary (Attachment 2), Performance Requirement Summary Matrix (Attachment 15) and Inspector's Hello Letter (Attachment 25) pursuant to Federal Acquisition Regulation Clause 52.243-2, Changes - Cost Reimbursement (Alternate II).

(1) The Government hereby changes HSFE80-13-D-0074 Attachments 1, 2, 15 and 25; as specified in the subject Summary of Changes (see page 3).

(2) The total estimated prices of the subject contract and resulting task orders shall
Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) <i>Chris Walker, PM</i>	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christopher O. Jenson
15B. CONTRACTOR/OFFEROR <i>[Signature]</i> (Signature of person authorized to sign)	15C. DATE SIGNED 2-14-2017
	16B. UNITED STATES OF AMERICA CHRISTOPHER JENSON (Signature of Contracting Officer)
	16C. DATE SIGNED

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
HSFE80-13-D-0074/P00007

PAGE OF
2 8

NAME OF OFFEROR OR CONTRACTOR
VANGUARD EMERGENCY MANAGEMENT HOUSING INSPECTION SERVICES

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>remain unchanged.</p> <p>(3) The revised Attachments 1, 2, 15 and 25 are hereby incorporated into the subject contract.</p> <p>DO/DPAS Rating: NONE Period of Performance: 02/13/2017 to 09/29/2017</p>				

SUMMARY OF CHANGES

Attachment 1, Performance Work Statement (Revised 8-24-2016)

C.6.5 Customer Service

Changed from – A third party FEMA Contractor will execute a Customer Service Survey performing a random sampling of survivors the Contractor has contacted, including “withdrawals”, during the course of activation. Survey forms will be distributed and results will be evaluated by FEMA based on the Customer Survey scoring system used by the Customer Survey Contractor (Attachment 5A and 5B). The Contractor will identify, address and report customer service issues and complaints to FEMA in a timely manner.

Changed to – Paragraph is deleted in its entirety. There is no replacement.

C.6.8.5.2 FEMA Introduction Letter

Changed from – Not included

Changed to - The inspector shall deliver a FEMA-provided letter, which identifies the inspector performing the inspection, states the purpose of the inspection, and indicates that the inspector is under contract to FEMA. The letter also provides the phone number the Survivor can contact for program questions and inquiries about the status of their application. This letter shall be delivered in person and shall not be left if the family is not home. At the discretion of the COR, the inspector may be required to deliver a FEMA provided packet containing program information as well. Storage and distribution of these letters are the responsibility of the Contractor. The introductory letter is attached.

Attachment 2, Performance Requirement Summary (Revised 8-24-2016)

Selected Service Performance Area (SSPA) Number 2.J, Inspection Aging

Changed from – Exception statement: There are instances where the volume of work issued to the Contractor on a daily basis may create inspections to age beyond 5 days even if the contractor is meeting the daily production requirements. Disasters resulting in a production and aging conflict shall require a threshold exception to be determined during the event taking into consideration the disaster circumstance. The agreed upon exception is dependent upon the contractor producing records verifying inspections are completed according to the first-in, first-out requirement.

Changed to – Exception statement: When the volume of work issued to the Contractor on a daily basis ages beyond 5 days and the contractor is meeting daily floor production requirements, inspections in excess may be exempted when meeting the first-in, first-out requirement.

The initial daily floor production rate is the established return of 1,500 inspections on Day 3 plus the daily return sums through Day 5 for an initial threshold of 6,500. When Day 1's (to include Day 0 (zero)) issued total inspections from the IMAR total exceeds 6,500 inspections, those in excess will be considered exempted, minus those without an already approved waiver. After which, Day 2's daily issued quantity must exceed the floor rate of production for Day 6 or 4,000 inspections for exemption. This measurement

continues utilizing daily issued quantities through Day 16 when reaching the production ceiling of 20,000 inspections per day.

EXCEPTION STATEMENT MEASUREMENTS	
When the daily number of inspections issued (Issued Daily - IMAR) exceeds the Daily Target, an aging exception applies to the excess issued inspections that do not contain a "hold" comment.	
Issued Day	Daily Target
Day 1	6,500
Day 2	4,000
Day 3	5,000
Day 4	6,000
Day 5	8,000
Day 6	10,000
Day 7	11,000
Day 8	12,000
Day 9	13,000
Day 10	14,000
Day 11	15,000
Day 12	16,000
Day 13	17,000
Day 14	18,000
Day 15	19,000
Day 16	20,000
Day 17	20,000
Day 18	20,000
Day 19 & Cont.	20,000

Selected Service Performance Area (SSPA) Number 3.A, Customer Service

Changed from – Objective: The Contractor shall comply with customer service requirements specified in the PWS. An independent FEMA Contractor will perform a random sampling based on applications assigned under the Task Order. Survivors will be asked to complete and return the provided Customer Service Survey form to the independent Contractor. The independent Contractor will then record and report survey results to FEMA. Responses to five pre-determined questions (only) on the survey form will be used to measure this performance area, as shown in the QASP Matrix. The possible scores per question are specified and will be based on the independent survey results. The average score earned (mean score) will determine the incentive/disincentive to be applied. Any questions for which a response was not received will not be included in the computation of the mean score.

Threshold:

1. Based on the QASP Matrix the threshold is a numerical score of 4.5.

Changed to - Section is deleted in its entirety. There is no replacement.

Attachment 15, Performance Requirement Summary Matrix

Selected Service Performance Area (SSPA) Number 3, Customer Service Matrix Calculation Statements

Changed from –

SSPA #3 Customer Service								
			Results	Score	Total Avg. Mean Score	Incentive/Dis-Incentive		
(1) Question #3 Did the inspector come to your home at the scheduled time?			(1.) YES NO Inspector came w/o an appointment	6 1 3.8		Full payment		
(2) Question #8 Did the inspector explain why he/she was performing the inspection?			(2.) YES NO	6 1				
(3) Question #10 Did the inspector take time to listen to what you had to say?			(3.) YES NO I didn't have anything to say	6 1 4.5			>4.5 score 4.49 to 4.0 3.99 to 3.8 3.79 to 3.6 3.59 to 3.4	-0.500% -0.625% -0.750% -0.875%
(4) Question #13 At the end of the inspector's visit, how good was your understanding of what would happen after the inspection?			(4.) Very Good Not At All Good	6 4.8 3.6 2.4 1.2			3.39 to 3.2 3.19 to 3.0	-1.000% -1.500%
(5) Question #15 Overall, how satisfied are you with the FEMA inspection?			(5.) Very Good Not At All Good	6 4.8 3.6 2.4 1.2			Disincentive is applied to payment on all inspections completed within the TO	
TOTAL SCORE ACHIEVED								

Changed to – Matrix calculation statement for SSPA #3 is deleted in its entirety. There is no replacement



Federal Emergency Management Agency

Date _____

Hello,

My name is _____. I work for _____ and I am a contract inspector for the Federal Emergency Management Agency (FEMA). I am here to inspect your home and personal property for damage caused by the disaster.

The purpose of today's inspection is to document your disaster-caused damage so FEMA can determine if you are eligible for assistance from FEMA's Individuals and Households Program (IHP).

After I complete and submit my inspection report, FEMA will notify you within 7 to 10 days regarding your eligibility for assistance (the timeframe may be longer in a larger, more widespread disaster).

If you have applied for assistance from the U.S. Small Business Administration (SBA), or other disaster programs, a separate inspector for those programs may also visit your home.

Frequently Asked Questions

- ***How long will this inspection take?***
Depending on the amount of damage, this inspection should not take any longer than forty-five minutes to complete.
- ***How will damage to my roof or crawl space be inspected?***
For the safety of our inspectors, the roof will be inspected from the ground and the crawl space from an exterior vantage point to see if any damage may affect your ability to live in your home.
- ***How will damage to my home be inspected?***
For owners, the inspector will assess the damage as it existed immediately following the event. For renters, the inspector will assess the conditions of the home at the time of inspection.

Inspectors will assess the entire home, access and supporting systems, such as, wells and septic systems. Only disaster-caused damage is recorded.
- ***Will the inspector need to see receipts or photographs to verify my damage?***
Generally, the inspector will not need to view receipts or photographs. However, if you begin clean up before the inspection, FEMA recommends you take pictures, make a list of your losses, and keep all receipts to verify your disaster expenses.
- ***Can I get help from FEMA if I have insurance?***
You may be eligible for assistance if your insurance settlement does not meet all your disaster needs. However, by law, FEMA cannot duplicate benefits you may receive from your insurance company. If you have not already done so, please contact your insurance agent to file a claim.

NOTE: You may be randomly selected for a re-inspection as part of FEMA's Quality Control program to help us evaluate the overall performance of our inspectors.

If you have additional questions regarding disaster assistance, or to check the status of your application, please call FEMA's Helpline at 800-621-FEMA (3362) or visit www.DisasterAssistance.gov. If you are deaf, hard of hearing, or have a speech disability and use a TTY, please call 800-462-7585. If you use 711 or Video Relay Service (VRS), please call 800-621-3362.

Federal Emergency Management Agency



Date _____

Hola:

Mi nombre es _____. Trabajo para _____ y soy un contratista inspector de la Agencia Federal para el Manejo de Emergencias (FEMA, por sus siglas en inglés). Estoy aquí para inspeccionar los daños en su vivienda y bienes personales causados por el desastre.

El objetivo de esta inspección es documentar los daños causados por el desastre de modo que FEMA pueda determinar si usted es elegible para recibir asistencia del Programa de Asistencia Individual y Familiar (IHP, por sus siglas en inglés) de FEMA.

Una vez que complete y presente mi informe de inspección, FEMA le informará en un período de 7 a 10 días su elegibilidad para recibir asistencia (el plazo puede extenderse si se trata de un desastre más amplio y de mayor magnitud).

Si ha solicitado asistencia de la Agencia Federal para el Desarrollo de la Pequeña Empresa (SBA, por sus siglas en inglés) de los Estados Unidos o de otros programas por desastre, es posible que otro inspector de esos programas también visite su vivienda.

Preguntas frecuentes

- ***¿Cuánto tiempo llevará esta inspección?***

Según la magnitud del daño, esta inspección no debería llevar más de cuarenta y cinco minutos en completarse.

- ***¿Cómo se inspeccionará el daño al sótano o techo?***

A los fines de la seguridad de nuestros inspectores, el techo será inspeccionado desde el suelo y el sótano desde la posición exterior más estratégica para ver si algún daño podría afectar su capacidad para residir en la vivienda.

- ***¿Cómo se inspeccionarán los daños en mi vivienda?***

Para los propietarios, el inspector evaluará los daños tal como se presentaron inmediatamente después del evento. Para los inquilinos, el inspector evaluará las condiciones de la vivienda al momento de la inspección.

Los inspectores evaluarán toda la vivienda, los sistemas de acceso y contención, como los pozos y sistemas sépticos. Solo se registrará el daño causado por el desastre.

- ***¿Deberá el inspector ver comprobantes o fotografías para verificar los daños?***

Por lo general, el inspector no necesitará ver comprobantes o fotografías. Sin embargo, si comienza las tareas de limpieza antes de la inspección, FEMA le recomienda que tome fotografías, que haga una lista de las pérdidas y que conserve todos los comprobantes para verificar los gastos causados por el desastre.

- ***¿Puedo recibir ayuda de FEMA si tengo seguro?***

Podría ser elegible para recibir asistencia si la liquidación del seguro no permite satisfacer todas las necesidades causadas por el desastre. Sin embargo, las leyes no permiten a FEMA duplicar los beneficios que puede recibir a través de su compañía de seguros. Si aún no lo ha hecho, comuníquese con su agente de seguros para presentar una reclamación.

NOTA: Podría ser seleccionado de manera aleatoria para una nueva inspección como parte del programa de control de calidad de FEMA para permitirnos evaluar el desempeño general de nuestros inspectores.

Si tiene otras preguntas sobre la asistencia por desastre o para revisar el estado de su solicitud, llame a la línea de ayuda de FEMA al 800-621-3362, o visite www.disasterassistance.gov/es. Si es sordo, tiene problemas de audición o del habla y utiliza la línea TTY, llame al 800-462-7585. Si usted usa el servicio 711 o el VRS, llame al 800-621-3362.



FEMA

**HOUSING INSPECTION SERVICES (HIS)
FY2012**

Solicitation #: HSFE80-12-R-0033

Performance Work Statement

PROCUREMENT SENSITIVE

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Revised, April 7, 2015
Revised, 2016
Amendment 0006

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C.1 OVERVIEW

- C.1.1 The Federal Emergency Management Agency (FEMA) is authorized to provide Disaster Relief and Emergency Assistance to survivors during recovery of disasters and emergencies.

The Recovery Directorate mission is to support individuals and communities affected by disasters of all sizes, including catastrophic events and terrorist attacks, in their efforts to recover to ensure that individuals and families who have been affected by disasters have access to the full range of FEMA programs in a timely manner with the best possible level of service. The Housing Inspection Services contracts provide the basis for grant assistance to disaster survivors. The contracts receive extensive visibility from the highest level of Federal, State, and local Governments, and are continually in the public media.

- C.1.2 A Presidential disaster declaration occurs after a sequence of events, beginning with the disaster incident. Following the incident, if the recovery requirement exceeds local and State or U.S. Territory resources, the State's Governor may request a Preliminary Damage Assessment (PDA), which will be forwarded to FEMA headquarters along with a formal request for a presidential declaration. FEMA's recommendations are sent to the President for approval. If a declaration occurs, a Federal Coordinating Officer (FCO) is assigned to the disaster, and a Joint Field Office (JFO) is established to coordinate recovery efforts.
- C.1.3 Survivors are instructed to apply for assistance by dialing a toll free number (1-800-621-3362) or on line at WWW.DisasterAssistance.GOV. They may visit a Disaster Recovery Center (DRC) and use a phone bank or a computer to register for assistance.
- C.1.4 FEMA uses special purpose software, currently the National Emergency Management Information System (NEMIS), for processing applications. The majority of applications requiring an inspection are automatically routed to the Contractor using system business rules. NEMIS "virtual processing" allows work to be assigned, reviewed and approved from any work station via a secure VPN connection and dual factor authentication to the NEMIS network. This "virtual processing" capability allows flexibility in the location utilized for assignment and coordination of inspection activity. Assignment of work will be the responsibility of the Contractor.
- C.1.5 Automated Construction Estimator (ACE) is software developed by FEMA and currently used by the Contractors to perform residential damage inspections in the field.

C.2 PURPOSE

C.2.1 FEMA anticipates awarding multiple Housing Inspection Services contracts. Multiple Contractors may be required to respond to the same disaster(s) as needed and required by DHS-FEMA. These contracts support the FEMA Individual Housing and Households Program (IHP) by providing for the collection and reporting of information gathered by on-site inspection and verification or by other means approved by FEMA (e.g. inspector manned phone banks, aerial imagery, or tax data). FEMA and the States determine the type and amount of disaster assistance based on this information. The data collected includes but is not limited to:

- the extent of real property damage to the home;
- how the habitability of the home has been affected;
- verification of ownership, occupancy and insurance information;
- the extent of damages to personal property and vehicles;
- photos of residential damage;
- information regarding other disaster expenses and needs;
- multi-family and private road and bridge access issues;
- Mobile home site inspections, pre-placement interviews, and post-disaster assessments. This work is primarily to verify that a property is suitable for a temporary disaster housing unit such as manufactured home, mobile home, travel trailer, and/or other readily fabricated housing; and verification of placement.

C.3 BACKGROUND and APPROACH

The Post Katrina Emergency Management Reform Act (PKEMRA) of 2006, Title VI – National Emergency Management, Subtitle B – Personnel Provisions, Chapter 1 – Federal Emergency Management Personnel, Section 621 Workforce Development, Sub Section 10102 Strategic Human Capital Plan requires FEMA to have a human capital strategy to ensure that FEMA has a workforce of appropriate size and with appropriate skills and training to carry out FEMA’s mission. Section 624 “Surge Capacity Force” requires FEMA to establish and implement a Surge Capacity Force for deployment of individuals to natural disasters, acts of terrorism and other man-made disasters including catastrophic incidents. The Surge Capacity Force should be trained and deployed under the authorities set forth in the Stafford Act. As such, the Contractor’s proposals of staffing to include inspector staffing are designed to fulfill Section 624 for this work activity.

In today’s environment, FEMA has established rigid timelines for customer contact, reporting survivor status, residential damage inspection and reporting. The Contractor shall adopt a business model and philosophy that will provide FEMA a robust inspector work force, a Quality Management System (QMS) that identifies the quality policy, quality goals and objectives to perform the requirements identified in this Performance Work Statement (PWS) and provide the deliverables (Attachment 4) for this contract.

C.4 ACRONYMS AND DEFINITIONS

ACE – Automated Construction Estimator – The field software currently used to complete inspections under IHP.

Applicant Services – National Processing Service Center (NPSC) sections responsible for both Registration Intake and Helpline functions.

Catastrophic Event – Any natural disaster, act of terrorism, or other man-made disaster that result in extraordinary levels of casualties, damage or disruption severely affecting the population.

CMHIS – Contract Management and Housing Inspection Services (CMHIS) section provides oversight, performance monitoring, quality surveillance, and management of equipment, service, and residential damage inspection contract(s) awarded by the Government.

CO – Contracting Officer – Presides over the bid opening, reviews pertinent facts about each bid (including price, terms, free on board (FOB) point, etc.). After subsequent analysis and evaluation, the Contracting Officer will award the contract (s) to the responsive and responsible bidder. Responsible for administering the contract, including the resolution of disputes and protests, and terminating and/or closing out the contract.

CONUS – Continental United States

COR – Contracting Officer Representative – A program office official who is designated by the Contracting Officer to assist in administering specific aspects (such as technical aspects) of the contract.

CS – Contract Specialist – The Contracting Officer may have several Contract Specialists. They will often be responsible for negotiating with offerors. Often, the only distinction between the Contracting Officer and the Contract Specialist is actual contracting authority. The Contracting Officer must sign the contractual documents and, therefore, has final responsibility for the contract process and performance.

Double Damage – Applies to any dwelling that had damage from a previous Federal Declaration within 12 months of the current disaster incident date and is occupied by the same Survivor as the previous disaster.

DRC – Disaster Recovery Center – An office established in areas directly affected by the disaster to facilitate direct interaction between FEMA and the Survivor.

FCO – Federal Coordinating Officer – The Disaster Recovery Manager responsible for all field operations for a particular disaster.

HA – Housing Assistance – Assistance administered by FEMA through IHP. It provides for individuals and households displaced from their pre-disaster residences, and/or whose pre-disaster residences are rendered uninhabitable who are underinsured or who have no insurance to provide for their housing needs.

HRR – Habitability Repairs Required – On each inspection the inspector makes a “Habitability Repairs Required” determination. FEMA’s definition of a habitable dwelling is one that is “safe, sanitary, functional, and presents no disaster-related hazards to the occupants (CFR 44-206.111).” The HRR decision is based on the damage sustained to the Survivor(s) home and their access, and it is the main factor FEMA uses to determine eligibility for Housing Assistance.

IA – Individual Assistance – Supplementary Federal assistance provided under the Stafford Act to individuals and families adversely affected by a major disaster or an emergency. Such assistance may be provided directly by the Federal Government or through State or local governments or disaster relief organizations.

IHP – Individuals and Households Program – IHP provides financial or direct assistance to those who have necessary expenses and serious needs as a result of a disaster declaration if they are unable to meet the needs through other means. Both HA and Other Needs Assistance (ONA) assistance are provided under IHP.

IIMP – Inspector Identity Management Program – CMHIS will contract with a private service provider to provide registration, background screening, suitability determination, administration, credentialing and related services.

IMAR – Inspection Management Activity Reports – This report shows a variety of disaster specific inspection performance information and provides the data for the majority of the Quality Assurance Surveillance Plan (QASP).

ISC – Inspection Services Coordinator – The ISC, deployed from the VA-NPSC, and temporarily re-locates to the Joint Field Office (JFO). Serves as liaison between the Task Monitor, JFO staff, Contractor representatives and field personnel assist in resolving inspection issues at the lowest possible level.

ISO – International Organization for Standardization – ISO is a series of standards for quality management systems. These standards support efficient/effective operation systems, customer satisfaction, and continual improvement. ISO is administered by accreditation and certification bodies.

JFO – Joint Field Office – A facility established near or within the designated disaster area housing representatives from federal, State and voluntary agencies responsible for coordination and monitoring disaster assistance delivery.

NOC – (Network Operations Center) – The Network Operations Center (NOC) is a 24/7 operation center that serves as the central control for IT network systems.

NPSC – National Processing Service Center – FEMA currently has three NPSC's located in Winchester, VA, Hyattsville, MD and Denton, TX. The NPSC is a full service disaster assistance processing and solutions center which delivers IHP assistance from survivor registration through communication of assistance determination.

OCONUS – Outside of the Continental United States

ONA – Other Needs Assistance – Other Needs Assistance provision of the Individuals and Households Program provides assistance for necessary expense and serious needs that cannot be met through other available resources/programs. ONA may be administered by FEMA (FEMA option) or the State (joint option).

Operations – Includes all ongoing, non-disaster-specific efforts necessary to meet the performance requirements under the contract on extremely short notice, as specified in the contract.

PIV – Personnel Identity Verification primarily involves issuance of Personal Identity Verification (PIV) Cards, the federal standard for a secure form of identification which was mandated by Homeland Security Presidential Directive 12.

PPI – Pre-Placement Interview – An interview with the Survivor, using scripted screening questions, to determine the need for, size, accessibility features, and possible location for the placement of a temporary housing unit (Temporary Housing Units for Individuals with a Disability 9452.1).

Preparedness – The organizations level to be ready and able to respond to disaster assignments and return completed quality inspections to FEMA within defined thresholds.

Product – A conforming and compliant inspection.

PRS – Performance Requirements Summary – Identifies the Government's performance standards; acceptable quality levels and monitoring method for determining if the acceptable quality level has been met by the contractor for production requirements per task order(s) performed by the contractor.

PWS – Performance Work Statement – A statement of work for performance-based acquisitions that describe the required results in clear, specific and objective terms with measurable outcomes (Federal Acquisition Regulations).

QASP – Quality Assurance Surveillance Plan – a document designed to provide the COR an effective and systematic surveillance method for evaluating the

contractors performance. It defines what the Government's plan is for ensuring that the contractor has performed in accordance with the PWS performance standards.

QS – Quality Surveillance – A system structure designed to provide quality control oversight.

QC – Quality Control – Quality Control is the Contractor's process for assuring that inspection quality meets the performance standards of the contract. FEMA participates in QC in order to verify that the Contractor is adhering to their QC plan.

QMS – Quality Management System – ISO 9001:2008 is a **series of standardized requirements for a quality management system**, regardless of what the user organization does, its size, or whether it is in the private or public sector. Organizations can be registered, indicating they are meeting all requirements.

SI – Site Inspection – This is a physical site inspection to determine the feasibility of placing a mobile home, travel trailer or other readily fabricated housing unit on the property.

TM – Task Monitor – Delegated authority by the Contracting Officer Representative (COR); the Task Monitor's responsibility is to monitor the day-to-day inspection activity of the Inspection Contractors during the course of a disaster. The Task Monitors are located at the VA-NPSC.

TO – Task Order – An order for services placed against an established contract or with Government sources (FAR 2.101).

TOPR – Task Order Proposal Request, tailored for each IA declaration and issued to all Contractors offering supplies and services.

C.5 QUALITY MANAGEMENT SYSTEM REQUIREMENTS

The Contractor shall register their QMS by the end of the 12th month following contract award date with a certification entity that demonstrates competence to audit, experienced in certifying organizations that conform to the management systems standards and accredited by the National Accreditation Board (ANAB)/ American National Standards Institute-American Society of Quality (ANSI-ASQ). **Corporate ISO 9001 certificates** of registration will only be accepted if the organization can show evidence that the relevant office conforms to the standards as defined by FEMA's inspection requirements. The certificate of registration must be awarded to or in the name of, the specific entity, office, or project that is responsible for carrying out inspection operations via a third party audit conducted by an accredited registrar. ISO 9001 certificates of registration must be successfully maintained throughout the life of the contract. The

Contractor's ISO 9001 Quality Management System (QMS) shall comply with version 2008 or any later version as designated by FEMA.

The Contractor's ISO 9001 QMS shall emphasize a process and preventive management approach that provides FEMA with assurances that the Contractor's QMS will meet contract inspection requirements. The Contractor shall demonstrate quality management processes as coordinated activities that direct and control the Contractor's organization with regard to quality management.

The Contractor's customer is FEMA and the product delivered to FEMA is a conforming and compliant inspection(s). The Contractor's QMS shall include all the processes and procedures to deliver conforming and compliant inspections to FEMA and apply all requirements of ISO 9001 to those processes developed by the Contractor to perform the PWS requirements. The Contractor shall establish, document, implement, and maintain a QMS that will continually improve effectiveness by meeting FEMA requirements and ISO 9001 requirements.

The Contractor's Quality Manual shall include the entire scope of ISO 9001 with attention to the clauses contained in the ISO 9001 defining repeatable processes and procedures referenced in clauses 4 through 8: (4 – Quality Management System, 5 – Management Responsibility, 6 – Human Resources, 7 – Product Realization and 8 – Measurement, analysis and improvement). The ISO 9001:2008 Standards can be purchased at the following website: <http://asq.org/iso9001/>.

The QMS shall evolve to support interactions between the Contractor's and CMHIS's QMS processes and systems. The benefits shall be strengthened through effective internal auditing and management review of system performance to support continual improvement.

The Contractor shall continually monitor/measure and refine all processes throughout the life of the contract to address all product, performance, and quality issues as well as demonstrate to FEMA the evolution of the Contractor's QMS by improving procedures, work instructions and training that result in product (inspection) improvements. The Contractor shall continually provide FEMA with evidence of compliance including but not limited to: the quality manual (and amendments made thereafter), required procedures and records, audit reports/findings and certificate of registration for the defined series of standards (ISO 9001). Implementation of the QMS shall ensure that continual process improvement is established, measured and enforced.

At COR discretion, FEMA participation during audits shall include but not be limited to: internal, external, surveillance and recertification audits conducted by the Quality Manager and/or the certification official/third party.

The Contractor shall provide all audit schedules to FEMA once confirmed, enabling FEMA adequate time to participate.

FEMA will review or audit the results of the following:

- Quality Management System – FEMA audit will verify conformance to the ISO 9001 Standards through third party/external audit findings.
- Operations and Preparedness – FEMA will audit these requirements to verify conformance and validate submitted invoices.
- Task Order Performance – FEMA will measure and record utilizing the Quality Assurance Surveillance Plan (QASP), and all contract requirements and supporting documents/guidance. Aspects which fall below thresholds will be included in future FEMA audits to verify corrective/preventive actions taken and the successes and/or failures of implementation.

The Contractor shall provide all audit findings and all corrective actions required for all nonconformities. The contractor shall maintain audit logs for the above.

FEMA will provide an audit plan prior to the audits. Nonconformities discovered during the audits will be provided to the Contractor. FEMA will provide findings in writing to the Contractor.

The Contractor shall include in their QMS the method they will use to implement corrective and preventive actions, verification of corrective action and how they will maintain improvement in the area of the non-conformity(s).

C.6 PROGRAM MANAGEMENT CRITICAL COMPONENTS

The critical components are the requirements to be performed by the Contractor to deliver FEMA a conforming and compliant inspection.

C.6.1 POST AWARD DE-BRIEF

The Contractor and FEMA shall meet to review and discuss the QMS, and their strengths, weaknesses, and risks identified by the Source Selection panel. The review will determine if all the processes to perform the critical operational component requirements of C.6 are addressed and applicable ISO 9001 standards to manage the processes are included. Additionally, corrective actions for the weaknesses and risks as a result of the de-brief shall be due no later than ten (10) days following the de-brief.

The Contractors proposed task order Capability Threshold Plan for consecutive ongoing and new additional task order assignments is subject to acceptance by the FEMA Program Office shall be due at Post Award de-brief.

C.6.2 TRANSITION

The incumbents shall continue to perform task orders issued during the transition period of up to 90 days, at no additional cost to the government. The transition period allows the Contractors to apply their approaches to transition workloads and equipment from

the incumbent Contractor (i.e. current activations), initiate activation of the staff proposed for this effort and apply their QMS in the operation.

To minimize any decreases in productivity and to prevent possible negative impacts on services, the Contractors shall have personnel on board during the phase out/phase in periods. During the phase in period the new awardees shall implement test/training requirements in order to commence full performance of services on the contract start date.

C.6.2.1 PHASE IN

Transition by the new awardees for this contract will begin on the day of the award. The Transition audit will consist of a verification of the capabilities to perform the requirements. FEMA shall provide training for the Contractor's trainers within seven (7) days following contract award. A maximum of ten (10) Contractor staff members per contract may be trained by FEMA during this transition period. The trained Contractor staff members shall provide subsequent training to other Contractor personnel. Classes will be held at a location agreeable to all parties and will last approximately five (5) calendar days. The scope of the training is subject to change.

Training shall include the operation of the NEMIS System, for the residential damage data collector (ACE), inspection assignment, Contractor Review, QC review, No Contact inspections, Contractor Supervisor Review. ACE System training also includes the use of the system to make habitability determinations and to complete home inspections. Training will include hands-on use of the system to accomplish inspections in simulated or actual disaster conditions. The training is limited to explanation of FEMA programs and policies and not intended to establish the Contractor as a subject matter expert on damage assessment. Training shall also include fraud awareness and detection to identify indicators of potential fraud and procedures to follow when encountered. FEMA shall attend and audit the training exercise performed by the Contractor. Performance of manual paper inspections will also be demonstrated for Cyber recovery and security awareness.

FEMA will provide training on the different disaster assistance programs (e.g. disaster housing, Small Business Administration disaster loans, and Individual and Households Program). FEMA will also provide training on the process by which assistance is obtained, including application, verification, disbursement, appeals/reconsiderations, Help-line functions, and other factors related to the recovery process.

C.6.2.2 PHASE OUT

To minimize any decrease in productivity and to prevent possible negative impacts on services, the Contractor (s) shall have personnel on board, at no additional cost to the government, approved by FEMA, during the ninety (90)

day phase in/phase out periods. During the phase in period, the Contractor shall become familiar with test requirements in order to commence full performance of services on the contract start date.

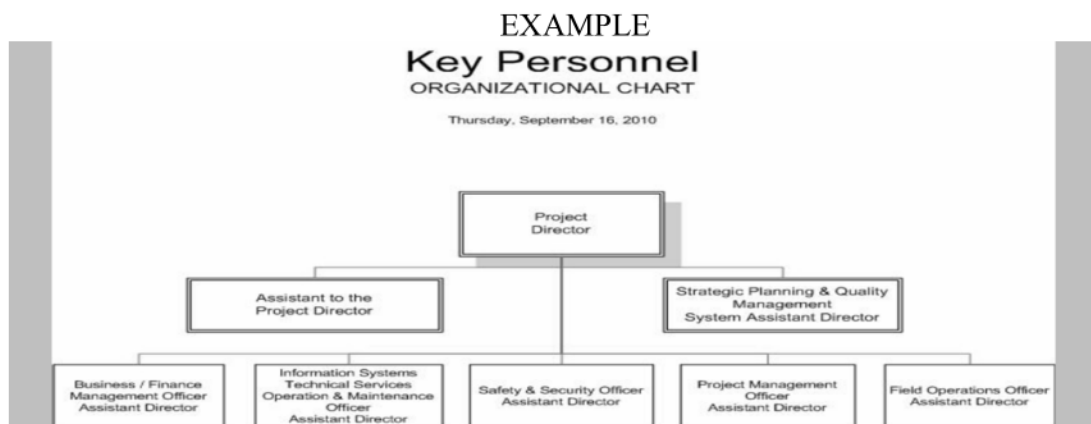
C.6.3 OPERATIONS REQUIREMENTS

The Contractor shall describe in detail the components of their proposed operations to respond to any size/type disaster and/or multiple disaster declarations. This shall include the methodology and business practices to accomplish the production and quality requirements for this contract. The Contractor shall propose their organizational structure to be implemented for this contract. The organizational structure shall demonstrate the different levels of authority of the organization; the duties assigned, and detail the layers that make up the Contractor's QMS, day to day staffing and inspector work force. If more than one job function is assigned to an individual, the percentage of time dedicated for each job function shall be disclosed. The Contractor shall describe in detail all positions associated with day-to-day operations. Describe in detail all processes, functions and procedures to be implemented to respond to any size/type disaster and/or multiple disaster declarations with a workforce to accomplish the production requirements and quality deliverables.

C.6.4 KEY PERSONNEL AND INSPECTOR STAFFING Revised 2015

Key Personnel

FEMA's contract partners shall have an organization structure to interact with Housing Inspection Services Program Management Staff. Replacement of these positions after contract award shall be approved by FEMA prior to position offer.



Inspector Staffing

The Contractor shall include in their Quality Manual an inspector and Contractor staff readiness initiative. The Contractor shall use as a model for their initiative the FEMA Workforce Enhancement Initiative for Employee Readiness, Recruiting, Retention and the Logistics Cadre Management Directorate for managing temporary personnel,

experts, and consultants for disaster work done during a disaster. Program Management of this initiative shall be provided by the Contractor's Inspector Readiness Program team that shall be established within the Contractor's organization structure. This initiative shall be composed of three (3) components:

Duty Readiness – This component has two (2) parts: A.) Improving or re-engineering inspector support processes to ensure that every new inspector is fully equipped with functional tools to perform the work assigned, access to home office support for problem solving, FEMA approved Contractor travel policies, personnel security adjudication criteria for Contractors, etc. and B.) Training courses must be provided to cadre inspectors at a minimum of every quarter by the Contractor's staff subject matter experts in key disaster prone areas of the US. The agenda, location and duration of this course shall be provided to FEMA 30 days prior to the course date. The Contractor shall augment this training with a web based version. The training curricula shall provide the inspectors specifics of the FEMA repair program, inspection guideline updates, customer service, security awareness and privacy awareness training (Attachment Six (6), required annually). The Contractor's training program schedule shall be provided to FEMA. The Contractor will provide FEMA a progress report by the 5th day of each month disclosing staff that has received training, types of training and score/ skill level achieved. The report will include the inspector ID number and last name. On-site training audits may be conducted as frequently as determined necessary by FEMA. Contractor training topics shall include an annual tabletop readiness exercise that FEMA will observe to verify readiness and inspection production capabilities. The exercise shall be a FEMA-declared mock disaster exercise, and be performed at the Contractor's operations center. The exercise shall be an introduction of new procedures and include, but not be limited to, discussion of the program mission, scenario response covering the requirements of the PWS, procedural influences and inspector participation in the exercise.

Mission Readiness – The FEMA Program Office of Recovery shall teach a limited number of Contractor subject matter experts about the agency, its mission, its culture, and how to navigate the organization.

This training shall be included in a training course scheduled and conducted by the Contractor. Each class of students is assigned a Mentor, who is at a minimum a lead inspector for the contracting firm and participates as both a member of the student class and an adjunct instructor during deployments. The Mentor then maintains communication with the students as a "group mentor" for the duration of the contract.

The class is taught entirely by FEMA Contractor staff Subject Matter Experts (SME) and covers material approved by FEMA that includes the basics of emergency management to the purpose and function of the inspector and how to

achieve a work/life balance. It contains many team-building and group problem solving exercises designed to maximize interaction and discussion.

The course places special emphasis on the role of the FEMA inspector and the legislation (Stafford Act, Homeland Security Act, PKEMRA, etc.) and CFR 44 of which all controls; the way the agency conducts its business and achieves its mission.

Each graduating student receives a Certificate of Completion signed by the Contractor Program Manager.

Inspector Logistics Cadre Readiness – Contractor inspectors serve an invaluable role in the continued support of FEMA's mission by providing critical resources and skills when disasters strike. Their service is invaluable in assisting FEMA with our response and recovery efforts throughout the country.

The Contractor shall provide FEMA access to the Contractor's inspector data base that includes a description of the various inspector cadre levels within the organization. These descriptions shall include quality supervisors, quality control inspectors, field inspector supervisors and varied levels of field inspectors. This data base will become the baseline field staffing model proposed by the Contractor to perform the scope of work.

Inspectors are assigned as needed. All inspectors are expected to display an overall level of expertise. However, specific assignments may or may not require the inspector's strongest skill set. Work assignments for inspectors will vary.

The Contractor shall provide Deployment and Travel guidelines that meet the following required criteria:

A. Deployment

Inspectors who are available for deployment must register with the Contractor Deployment Database system monthly via a toll-free number or the web to let the Contractor know whether or not the inspector is available for deployment.

Inspectors listed as available in the database are expected to deploy to the disaster area in a timely manner. If inspectors in the system cannot deploy to the assignment, it is considered a "refusal" and will be noted as such on their record. FEMA shall request reports on this status. The Contractor shall develop policies and procedures that govern the inspector deployment process. The contractor can access the GSA link below and view the Federal Travel Regulations.

B. Travel

The Contractor shall pre-authorize payment for mode of travel to and from the disaster location and will authorize payment for air fare, rental vehicle or mileage reimbursement for POV (over 50 mile radius). The Contractor shall also pay for all lodging expenses associated with the disaster deployment and per diem which pays for food and other personal expenses while deployed. The amount of per diem varies from city to city. Current travel allowance and per diem rates are at: <http://www.gsa.gov/portal/category/21287>. Per Diem status begins when the inspector leaves home and continues until they return home. On travel days, the inspector only receives 3/4ths of the allowable per diem rate. All allowable travel costs associated with disaster deployment shall be paid for by the Contractor. The Contractor shall refer to Federal Travel Regulations, CFO Bulletins and Directives for guidance on allowable travel reimbursements. If the inspector is not authorized a mode of travel for their deployment, they will not be reimbursed for those expenses. The inspectors shall maintain trip travel logs or journals (Attachment 19) and submit those travel logs or journals to the Contractor along with the inspector travel expense summary (Attachment 20) for validation along with receipts for all allowable expenses covered under their deployment as they are paid including prepaid expenses by the Contractor. Reimbursement of any travel expenses shall not be approved by the Contractor without the Inspector's travel log submission.

C.6.4.1 STAFFING/EMPLOYMENT ELIGIBILITY-Revised 2015

Security: Security requirements are based on contractor personnel's positions, functions, and access requirements. In accordance with HSAR 3004.470-3, contracting officers shall include FAR 52.209-9, Updates to Publicly Available Information regarding responsibility matters, HSAR 3052.204-70 (June 2006), Security Requirements for Unclassified Information Technology Resources in solicitations and contracts that require the contractor to submit an IT Security Plan, and HSAR 3052.204-71, Contractor Employee Access in solicitations and contracts when contractor employees require recurring access to Government facilities or access to sensitive information.

Contract Personnel Security Requirements for Housing Inspection Service Contracts:

All contractor personnel serving on the Housing Inspector Services (HIS) Contract in any capacity covered by this Statement of Work requiring access to DHS or FEMA information systems or routine access to DHS or FEMA facilities, shall be subject to a full background investigation commensurate with the level of the risk associated with the job function or work being performed by the contract employee. The risk designation is determined by comparing the functions and/duties of the position against those of a same or similar federal position and applying the same OPM and/or agency standard. Contractor personnel occupying positions with a moderate risk designation shall be required to undergo a Moderate-Risk Background Investigation (MBI) and receive a favorable adjudication thereof from FEMA Personnel Security Division (PSD) prior to performing work under this contract. Likewise, contractor

personnel occupying positions with a high risk designation shall be required to undergo a Background Investigation (BI) and receive a favorable adjudication thereof from FEMA PSD prior to performing work under this contract. Any other contractor personnel requiring access to DHS or FEMA information systems or routine access to DHS or FEMA facilities, who already have a current, favorably adjudicated background investigation that meets or exceeds the minimum requirement for the position they will occupy on the contract (based on an investigation completed within the last five years) may be eligible to perform work under this contract without further processing once FEMA PSD has verified the investigation and confirmed that no new derogatory information has been disclosed which could prevent the application of reciprocity of the previous background investigation.

(a) Contractor Employee and/or Applicant Processing Requests

To initiate the request to process a contractor employee/applicant, the Prime Contractor shall provide the FEMA Contracting Officer's Representative (COR) with all required information and comply with all necessary instructions to complete Section II of the FEMA Form 121-3-1-6, "Contract Fitness/Security Screening Request,". The FEMA COR shall ensure that all other applicable sections of the FEMA Form 121-3-1-6 are completed prior to submitting the form to FEMA PSD for processing. Upon receipt of the completed FEMA Form 121-3-1-6, FEMA PSD shall:

- (1) Determine the presence or absence of a serviceable prior, in-scope, favorably adjudicated background investigation that meets or exceeds the current requirement. If such an investigation exists, the contractor employee/applicant will be requested to provide an OF306, Declaration for Federal Employment, (OF306), to determine whether or not there has been any activity since this last adjudication that may prevent FEMA PSD from applying reciprocity. If there are no issues reciprocity will be granted. Upon the verification and granting of reciprocity FEMA PSD will notify the COR of the names of the favorably adjudicated contractor personnel. The COR will, in turn, notify the Prime Contractor of the names of the favorably adjudicated contractor personnel, at which time the favorably adjudicated contractor personnel will be eligible to begin work under this contract.

If, during the review of the contractor employee/applicant's OF306, there are issues noted that require further inquiry, the case will be referred to an FEMA PSD Adjudicator for follow up as described below in (a) (3) (ii).

- (2) If there is not a serviceable previous background investigation to be considered for reciprocity, FEMA PSD will issue an electronic notification via email to the contractor employee/applicant directing completion of the process allowing ten (10) business days to meet compliance with the requirement. The notification will include process directions, contact information for customer support, directions for fingerprinting to include a list of FEMA fingerprint locations, as well as electronic copies of the foregoing security documents which are part of the full investigation package:

- Standard Form 85P, "Questionnaire for Public Trust Positions"

- Optional Form 306, “Declaration for Federal Employment”
- FD Form 258, “Fingerprint Card” (2 copies)
- DHS Form 11000-6, “Conditional Access to Sensitive But Unclassified Information Non-Disclosure Agreement”
- DHS Form 11000-9, “Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act”

When required, the two (2) FD-258 Fingerprint Charts will be mailed to the contractor employee/applicants by FEMA PSD. It is preferred that fingerprint captures be completed at a FEMA facility closest to the contractor’s home base however, in situations where this is not possible, the process may be performed by local law enforcement if pre-approved by the FEMA COR.

FEMA PSD will only accept complete packages consisting of all of the above documents, except for the Standard Form 85P, which must be completed electronically through the Office of Personnel Management’s e-QIP system.

(b) Process Compliance

(1) Non-Compliant Cases

Contractors who fail to respond by the cited deadline for completion of the eQIP process without first providing just cause and/or a request for extension, or in the absence of exigent circumstances, will be found non-compliant.

(i) The COR will receive notification of non-compliant cases.

1. The COR will in turn notify the Prime Contractor that the contractor/applicant has been removed from any further processing for no less than a 90 day period.
2. The FEMA PSD case will be closed without further action being taken.

(ii) Current contractors who fail to respond to the eQIP requirement and who are found in non-compliance will immediately be removed from the HIS contract.

(iii) Non-Compliant contractor/applicants who fail to respond to the eQIP requirement may be resubmitted for processing after 90 days.

1. A second failure to respond to the eQIP requirement without first providing just cause and/or a request for extension, or in the absence of exigent circumstances, will result in a final non-compliance and the contractor/applicant will not be considered for further processing on the HIS contract under any circumstances.

(2) Effect on Waiver Hiring

Any contractor deemed non-compliant at any previous processing point will not be considered a viable candidate under the terms of the DHS Emergency Waiver in the event of a Disaster Declaration where expedited hiring practices are enacted for the HIS contract that reduce steady-state requirements.

(3) Compliant Cases

Contractors will be authorized to begin work following a favorable pre-appointment screening performed by FEMA PSD. This process includes a review of the completed eQIP

Questionnaire (SF85P), the OF 306, the individual credit report, and the FBI response to the submission of the individual's fingerprints.

- (i) Non-Issue Cases - A review disclosing no security concerns will result in a favorable preliminary fitness determination.
 1. An Entry-On-Duty (EOD) approval will be issued to the COR.
 2. The contractor record will be sponsored in the DHS Enterprise Identity Management System, *IDMS*, (badge system), to facilitate the issuance of the FEMA Contractor HSPD-12 PIV ID Badge.
 3. All cases approved for EOD will continue being processed for the full background investigation required by the position of record.
 4. Notices of EOD approval will be sent to the Prime Contractor by the FEMA COR.
 5. Employment Eligibility Verification Requirement (e-Verify):
 - Upon notification of the hiring approval, the Prime contractor will collect and process the Form I-9, Employment Eligibility Verification from the contractor, including sub-contractors where applicable.
 - The results of these verifications will be maintained as part of the employment record by the Prime Contractor(s) and may be subject to audit.

- (ii) Issue Cases - A review disclosing security concerns will fall into one of two categories:
 1. Cases presenting with delinquent consumer debt exceeding \$50,000 (fifty-thousand dollars) will be automatically disqualified and will not be referred to an adjudicative team for inquiry.

(Note: This is not the FEMA financial threshold for derogatory debt. It is the ceiling for which mitigation will not be attempted.)

 - A denial notice will be issued by FEMA PSD to the contractor who is the subject of record, not the Prime Contractor.
 - A denial notice will be issued by FEMA PSD to the COR who will notify the Prime Contractor.
 - The Prime Contractor will be directed to remove the contractor from service on the HIS contract via the COR notice.
 - The FEMA PSD case will be closed without further action being taken.
 2. Cases presenting with issues determined to be security concerns during the review other than those automatically disqualified, will be referred to an adjudicative team and a Due Process case will be opened to allow the contractor an opportunity to explain/mitigate the concern. This is generally a 30 to 45 day process however the timeframe may be impacted by caseload.
 - Cases that are successfully mitigated will be cleared and returned to normal processing as noted above in sub-section (3) (i).
 - Cases that cannot be mitigated will be determined unfit.
 - A denial notice will be issued by FEMA PSD to the contractor who is the subject of record, not the Prime Contractor.
 - A denial notice will be issued by FEMA PSD to the COR who will notify the Prime Contractor.
 - The Prime Contractor will be directed to remove the contractor from service on the HIS contract via the COR notice.

- The FEMA PSD case will be closed without further action being taken.

(c) Continued Eligibility

Contractors who receive a preliminary favorable fitness determination and initial EOD approval are subject to a final favorable adjudication of the full background investigation once completed by OPM for continued performance on the HIS Contract. In any instance where a closed investigation case report is received from OPM wherein security issues are cited, the contractor will be processed for potential mitigation under the same criteria described above.

DHS/FEMA shall exercise full control over granting, denying, withholding or terminating unescorted access to all DHS/FEMA facilities, assets, systems and information based upon the final adjudication of the required background investigation.

FEMA PSD will provide the names of the contractor personnel whose adjudication was unfavorable to the COR, who will then forward that information to the Prime Contractor. Contractor personnel who receive unfavorable adjudications shall be ineligible to perform work under this contract. Unfavorable adjudications are final and are not subject to review.

The Contracting Officer, independent of FEMA PSD, may direct the Prime Contractor to exclude from working on this contract any contractor found or deemed to be unfit or whose continued employment on the contract is deemed contrary to the public interest or inconsistent with the best interest of the agency.

(d) DHS/FEMA HSPD-12 Personal Identity Verification (PIV) ID Badges

Upon EOD approval and verification of citizenship by the Prime Contractor (e-Verify), the contractor will make an appointment to receive the DHS/FEMA HSPD-12 PIV ID Badge, hereinafter the PIV Card, at a FEMA Facility or at a designated DHS Component Office selected from a predetermined, pre-approved list of issuers. No contractor will report to any location for badge issuance without first establishing and confirming an appointment time and date. Contractors must provide personal identification that establishes proof of citizenship in order to be badged, one item of which must be a current picture ID. Prior to scheduling a PIV Card appointment each PIV recipient is required to sign DHS Personal Identity Verification Cardholder Responsibility Agreement (Attachment 25) obligating them to the rules of separation.

Refer to the DHS PIV Card Acceptable Identity Source Documents for lists of acceptable forms of identification (Attachment 26).

In any instance where an appointment has been established, confirmed and the contractor arrives on time and fully prepared, and is unable to be badged, the incident will immediately be reported to the FEMA PSD HIS Office and/or the FEMA Badge Office for resolution.

After the contractor is issued the PIV Card, it must remain with him/her until the end of service on the contract or until the PIV Card reaches expiration or is otherwise recalled by the Prime Contractor or the Government.

If the contractor loses the PIV Card or it is stolen, a report is required to be made as soon as the loss is known. The report must be made to the Prime Contractor's Security Manager and in no instance, less than 24 hours after discovery to the COR who will notify FEMA Security so that the PIV Card can be immediately deactivated. The contractor may receive a replacement PIV Card but not until these steps are followed.

If the contractor fails to complete any required security process, is removed by the Contracting Officer, resigns or is terminated by the Prime Contractor, is found unfit through final adjudication of the background investigation, or is removed from service for any other reason, the PIV Card will be revoked. The contractor will surrender the PIV Card to the Prime Contractor within 24 hours of notification. The Prime Contractor will relay the PIV Card to the COR who will return it to FEMA Security.

With regard to contractor control of Government Property, specifically the Personal Identity Verification (PIV) badge, FAR 52.245-1, Government Property, section (f) Contractor plans and systems. The contractors shall establish and implement property management plans, systems, and procedures at the contract, program, site or entity level to enable outcomes to retrieve Government property.

(e) Direct Work Performance Requirements

The Prime Contractor will use and supply the unique inspector identification number, which is intended to be the last 4 digits of contractor's Social Security Number, to be used in the FEMA NEMIS Inspection Software when requested by FEMA Contract Management and Housing Inspection Services staff.

The contractors shall be trained to recognize, assess and record disaster related damages to residential structures for the purpose of determining habitability, and shall be indoctrinated to the process between disasters.

The contractors shall be trained on protecting Personnel Identifiable Information (PII) as well as on Fraud Awareness and Detection to identify indicators of potential fraud and procedures to follow when encountered.

In any instance of separation from the HIS Contract, the Prime Contractor, in addition to ensuring that the PIV Card is collected and returned in accordance with the processes described in Section (d) above, shall ensure that any DHS/FEMA or CMHIS vendor-issued equipment and/or proprietary information in the possession of the departing contractor is returned to the COR within 24 hours of termination or departure from the prime Contractor.

Additional Services required by HIS Prime Contractor

- a) Registration of HIS Contractor inspectors/staff into FEMA Suitability Tracker by prime contractor
- b) Schedule appointments for Badge/credentialing of contract personnel to control access to Government Furnished Property (GFP) /equipment and privileges to Government locations/facilities
- c) If Required the HIS Prime may need to provide additional forms (Fitness Form 121-3-1-6, FCRA Release, DHS Form 11000-6 dated 08-04 and two (2) hardcopy FD-258 Fingerprint Charts) to each subject and collect the same upon completion;

Ad-Hoc Reports

HIS Prime contractor shall submit ad-hoc reports per the Government Customer's request. Reports may be required to contain real-time data

- Number of active registered inspector personnel badged
- Number of active registered office personnel badged
- Name and company of individuals terminated from program participation (notice must be made to FEMA Security via the FEMA COR within 24 hours of the termination)
- Upon CMHIS COR written request individual contact information may be needed for CMHIS inspector complaints, fraud, FEMA Security and or Office of General Council at any time.
- Ad-hoc reports per the Government Customer's request monthly may be required to contain real-time data

Quarterly Report

HIS Prime contractor shall submit at the end of each quarter, no later than the last day of the month, a written report containing:

- Dates and number of Fitness Forms 121-3-1-6 submitted to FEMA for entry into pre-screening for adjudication
- List of individuals whose badges were collected and returned to FEMA
- Lessons learned and preventive and corrective actions as a result of lessons learned

The HIS Prime contractor is responsible for maintaining privacy safeguards in their respective collection, use, storage and destruction of Individual Data.

The HIS Prime contractor shall notify the potential candidate to monitor their email daily for any additional information needed by PSB to continue processing their case (i.e. mitigation documents, eQIP updates) until they receive a PIV badge.

C.6.5 CUSTOMER SERVICE

The Contractor shall ensure that inspectors conduct themselves in a professional manner at all times. Job behavior shall include rules of behavior policies and procedures (Attachment 3, DHS Handbook) which are required of the National Processing Service Center (NPSC) Federal Employees. Those on the job topics to be enforced are alcohol/drug-free workplace rules, smoke-free workplace, security, weapons, and threat

levels, violence in the workplace, harassment, safety, dress code and personal use of Government office equipment.

The Contractor shall provide the COR a customer service and community needs sensitivity training curricula along with an implementation and follow up plan for approval at Post Award de-brief

The Contractor shall describe how a cadre of highly trained professional inspectors, knowledgeable in dealing with individuals who have just been traumatized by a disaster, will be trained.

~~A third party FEMA Contractor will execute a Customer Service Survey performing a random sampling of survivors the Contractor has contacted, including “withdrawals”, during the course of activation. Survey forms will be distributed and results will be evaluated by FEMA based on the Customer Survey scoring system used by the Customer Survey Contractor (Attachment 5A and 5B). The Contractor will identify, address and report customer service issues and complaints to FEMA in a timely manner.~~
Removed 2016

C.6.6 PAY FOR PERFORMANCE

Performance incentive bonus programs reflect a company's definition of success by how they are measured and the extent to which that measure is met.

For this contract, the Contractor shall provide a pay-for-performance bonus philosophy for all inspectors whereby bonuses are tied to two important measures: how well the inspector performs on a task order with respect to the associated measures of the Performance Requirements Summary, Selected Service Performance Areas (SSPA) # 1 Quality Control, # 2 Production and Timeliness and # 3 Customer Service; and how well the inspector is doing with respect to the company's expectations. The Contractor shall provide FEMA the results of this pay for performance program in their operational report.

The inspector pay for performance goals should be hard set and they should be neither too ambitious nor too easy to achieve. Task Order incentive bonuses are meant to be motivational for the inspector pool. They shall be designed to reward inspectors for fulfilling their responsibilities and for delivering superior results. The bonus targets and their associated payouts shall reflect a range of expected levels of performance.

C.6.7 COMMITMENT & COMMUNICATIONS

The Operations, preparedness and inspection requirements established by FEMA for the Contractor are the Agency's commitment to provide a prompt response and provide a quality assessment of residential damage in order to provide assistance to disaster survivors. The Contractor shall commit to FEMA their resources to perform the work within the boundaries of the contract.

The commitment is displayed throughout the proposal to meet the mandatory performance capabilities. The proposals do not leave open-ended timelines for completion of their capability to perform work. Milestones for various activities are shown to include depth of support and staff size to complete work at all levels.

The Contractor shall participate in regular exchanges of information with FEMA and regarding program, performance, quality, complaints and procedural changes that may occur. Nothing in this contract is intended to limit any formal or informal exchanges of information designed to enable the Contractor to perform under this contract. Such exchanges are encouraged.

A proactive communication between the Contractors and FEMA on issues and challenges shall occur as opposed to FEMA initiating the communications in the areas of performance, quality, and complaints. Clearly defined protocol within the Contractor's proposals that defines key points of contact to bring issues to resolution will be considered the most effective.

C.6.8 INSPECTION TASK ORDER PERFORMANCE

The Contractor shall respond to inspection task orders that are in a single declared area, or multiple declared areas in CONUS and OCONUS. The Contractor shall comply with local, State, and federal laws, statutes and ordinances; health, occupational and safety regulations; and any State and local rules or regulations. To support the inspection effort, IHP Inspection Guidelines (Attachment 7) contains pertinent and relevant instructions for the inspection process. Disaster specific addenda could require ongoing modifications to the IHP Inspection Guidelines. Any additional clarification or specific guidance not contained in the IHP Inspection Guidelines will be in the form of an Addenda or Inspection Standard. The inspectors are provided a unique inventory of IHP Line Items in the ACE software to record damages.

All Task Orders will be competed between the Housing Inspection Service Contractors prior to a declaration for Individual Assistance (IA) giving a Fair Opportunity for each Contractor to be considered. Task Orders are awarded in accordance with the Federal Acquisitions Streamlining Act (FASA) and FAR 16.505(b) requirements for "Fair Opportunity" to be considered.

Task Order Proposal Requests (TOPRs) will be tailored for each IA declaration and issued to all Contractors offering supplies and services under the Housing Inspection Services multiple award contracts. TOPR's should be returned to the COR within 2 – 4 hours of the initial request. Urgency of the response will be tailored to the declaration. Task Order will be based on best value and all inspection task orders will be competed. Price/Cost is a fixed rate at contract award; however, for TOPR evaluations, the Contractor (s) may submit an inspection rate lower than the award fixed rate (s). At a minimum, technical acceptability will be determined based on the below factors being weighted equally.

- Timeliness in Response to the declaration area

- Availability of inspector resources
- Strategy for delivering quality inspections and eliminating FEMA Correction's (FCOR)
- Potential impact on other Task Orders placed with the Contractor
- Estimated Travel Cost
- Price/Cost is a fixed rate at contract award and will not be a factor if one Contractor(s) per inspection rate is significantly lower. However if the Contractor (s) submit an inspection rate lower than the award fixed rate; rates will be submitted to the Contract Officer for consideration.

The CMHIS COR's will conduct an evaluation of the Contractors TOPR and submit a recommendation to the Contracting Officer for review. A "Standby Notice" for selection will be sent to the selected Contractor via email as well as a "Not on Standby" to the other Contractor (s) by the CO. FEMA reserves the right to deploy multiple contractors to the same Task Order as needed.

Once the Contractor is put on stand-by for an event, in rare instances FEMA may issue a task order for the Contractor to pre-deploy the inspector cadre planned for that event to a location that can enable a quicker start of the inspection process. FEMA expects the Contractor to commit to FEMA their resources to perform the work within the boundaries of the contract.

FEMA will make every effort to alert the Contractor of anticipated levels of production, inaccessible areas, mandatory evacuations, and disaster magnitude for each disaster task order. The Contractor shall be responsible for determining the potential number of inspections per task order via other information gathering methods (e.g. performing their own disaster assessments within the affected areas).

The Contractor shall begin activation immediately following receipt of notice of the Task Order by the CO and start issuing inspections to inspectors immediately after the NEMIS Housing Assistance Module (HA) is turned on. FEMA will consult with the Contractor as to when the module will be activated. The Contractor's workforce shall be capable of completing the inspections in the shortest timeframes. The inspection workload needs to be assessed by the Contractor to ensure a first-in, first-out process of completing inspections by the inspectors.

The contractors will notify the FEMA COR or delegate at least 24 hours prior to release of their intent to decrease any active inspector(s) from an open Task Order. If a decrease is requested to remove active inspector(s) from a Task Order the following must be met: PRS SSPA 2-I Production and/or SSPA 2-J, aging prior to release. Removing inspector(s) and replacing with other inspector(s) does not require notification to the COR.

The Government reserves the right to disable Contractor review of returned work in large disasters. The Contractor will receive a minimum of one (1) hour notice of this action. This means the toggle function within NEMIS called "Auto-determination" is

turned on. The work will come directly from the inspector to FEMA without a review capability by others. The quality assurance surveillance by FEMA will not be suspended when Contractor Review is disabled. Contractor Review may be reinstated at the Government's discretion, usually when the workload has decreased to a level which the Contractor Review staff can process in a timely manner.

The Contractor is responsible to maintain a continuity of operations that will meet all of FEMA's requirements during normal and catastrophic events.

Cooperative management and working in concert with FEMA to achieve the task order performance objectives shall be accomplished in the spirit of partnering. Successful partnering will result in issues being resolved at the lowest management level possible. Failure to comply with these requirements will result in a disincentive as specified in the QASP.

C.6.8.1 INITIAL INSPECTIONS AND APPEAL INSPECTIONS

The Contractor shall perform inspections of residences via electronic means at the damaged residence using Contractor-acquired property (CAP). For each task order, inspectors shall make every effort to reach the damaged dwellings by whatever means possible including but not limited to utilizing aircraft, boat, or foot travel when necessary. The Contractor shall make every effort to schedule the inspection with the Survivor prior to arrival at the damaged dwelling.

The Contractor shall document the damages sustained in accordance with this contract and IHP Inspection Guidelines that address specific inspection processes as well as any unique disaster circumstance for the Contractor to follow. The inspectors shall assess the actual disaster related damage and the overall habitability of homes and complete each appropriate field in the residential damage data collection software.

Appeal inspections are performed in the same manner as the initial inspection, and are performed as a result of the Survivor appealing to FEMA that their initial inspection did not capture all the damages and/or repairs; and in some cases, the first inspector failed to identify all damages caused by the disaster.

In the event electronic means are not possible, inspections shall be completed manually. The Contractor shall provide staff to insert the results of these paper inspections into the NEMIS system. The Contractors will be responsible for the proper destruction of the Personally Identifiable Information (PII) in a process identified in the security plan approved by FEMA. The form may be modified to accommodate special inspection circumstances, particularly in areas with non-traditional housing.

Completed inspections are returned to FEMA. Some inspections are not completed due to different circumstances.

C.6.8.1.1 WITHDRAWN INSPECTIONS

If a Survivor wishes to withdraw his application at the time of the inspection, the inspector shall explain the potential impacts of being withdrawn from the FEMA program. The reason for withdrawal shall be clearly documented in the inspection comments.

C.6.8.1.2 NO CONTACT INSPECTIONS

If the inspector is unable to contact the survivor, the inspection shall be processed in accordance with FEMA requirements. A site visit and exterior inspection are required. The Contractor shall only return as “No Contact” those inspections for which the Survivor could not be located after exhaustion of all aggressive efforts 14 days from the date the inspection was issued to the inspector. Aggressive efforts include, but are not limited to, phone calls to all phone numbers on different days at different times of the day, repeated site visits, contact of neighbors and contact of postal workers, a note of the inspector’s visit with a return phone number posted on the damaged dwelling, and a letter sent to the current mailing address. The Contractor will be paid only for fully documented No Contacts.

C.6.8.1.3 NO ENTRY/INACCESSIBLE INSPECTIONS

The Government will compensate the Contractor for inspections performed without entry to a specified residence only when the residence is destroyed, has been condemned, entry has been restricted by local building authorities, or is inaccessible for inspection due to standing water, landslide, or similar unsafe situation. Inaccessible does not include inspections on islands or where the natural course of travel to a survivor’s dwelling is by boat, walking trails, snowmobiles, or off-road vehicles. Alternate route or detours that allow access to dwellings are not considered inaccessible. At least one (1) site visit shall be made to inspect the exterior of the residence when the residence is accessible for exterior inspection. A full description of conditions preventing entry to the dwelling shall be provided by the inspector. The inspector shall meet with the survivor to record all other verifications such as ownership, occupancy and signatures, as well as documenting any other serious needs or necessary expenses.

C.6.8.1.4 PRIORITY INSPECTIONS

Some inspections can be subject to priority designation. This classification would be identified by the Task Monitor and shall be completed and returned within 24 hours after the Contractor is notified of such priority. The Contractor will receive notification of the priority inspection by email to a Contractor designee or on paper form via fax. The Contractor shall include a report of all priority cases in the Operational Report. Priority

cases are estimated to comprise less than 5% of the inspections issued per disaster.

C.6.8.2 SHELTER INSPECTIONS

Disasters that utilize shelters as a means to provide alternative temporary housing for disaster survivors who have registered with FEMA and are due inspections may require the Contractor to address these inspections as “priority cases”. FEMA may provide a liaison at the shelter to facilitate prioritizing the inspections and Survivor communications.

The COR may task the Contractor to perform shelter inspections in order to expedite the closure of shelters. These inspections may require the Contractor to provide additional inspector staff to ensure that all shelter evacuees are contacted. The scope is to start the inspection process by obtaining the name, address, registration number and current contact information by shelter location and arrangements to meet at the residence to perform the inspection. Shelter IHP Inspection Guidelines (Attachment 8) describe the process for this task. The Contractors’ staff will assign and expedite the shelter inspections. The entire process is to run concurrent with the regular inspection program and will be considered complete upon the closure of the disaster shelters.

C.6.8.3 SITE INSPECTIONS

The data elements to be collected are described by guidelines. Site inspections are for different disaster related needs. Site inspections are performed to identify site suitability for temporary disaster housing units, such as manufactured homes, travel trailers, and/or other readily fabricated housing; and placement sites. Site inspections are also performed to determine lodging condition pre-and post-stay of Survivors in an alternative lodging site, such as a motel, hotel or other approved emergency lodging site. These tasks will not be performed for all disasters. These tasks are addressed via line items and are described in disaster-specific guidelines for any given disaster. Site inspections require the inspector to be knowledgeable of the building trades, able to read and interpret documents such as safety rules, inspection set-up criteria, site plan requirements, measurements, operating and maintenance instructions, and procedure manuals.

C.6.8.4 SWEEP INSPECTIONS

At FEMA’s discretion, the Contractor shall perform Sweep inspections. Sweep inspections include obtaining registration information and performing inspections during one (1) site visit. The Contractor shall refer to IHP Inspection Guidelines (Attachment 7), for assistance and detailed direction. The Contractor will be notified of the Sweep Inspection requirement within 24 hours of the start of Sweep Inspections. Sweep inspections may be electronic or require the use of manual inspection forms to perform the Sweep inspection process.

C.6.8.5 REQUIRED DOCUMENTATION

All inspection types require the following documentation to be gathered by the inspector at the time of the visit.

C.6.8.5.1 FEMA Form 009-0-3 (English) and 009-0-4 (Spanish) Declaration and Release Form (Attachment 9A and 9B)

FEMA forms 009-0-3 English and 009-0-4 Spanish versions shall only be used by the inspector when the electronic version is not available. The electronic version of this form shall be made available to the Survivor by the inspector at the time of the inspection. All other language versions will require paper forms. When the paper forms are used, the name and registration ID of the Survivor shall be legibly written on the form by the inspector. At the cost of the Contractor, the original shall be returned to the designated FEMA site following the organization and delivery guidance as outlined in Section H. A signature is required on the forms by the Survivor, or by a member of the household 18 years of age or older, who lived in the household at the time of the disaster. Proof of identification must be verified at the time of signature. The signature is a declaration that the person signing the form is a U.S. Citizen, a Non-Citizen National, or a Qualified Alien. The Contractor shall be fully paid for properly documented inspections when the Survivor refuses to sign.

C.6.8.5.2 FEMA INTRODUCTORY LETTER – Removed 2015 Replaced 2016

The inspector shall deliver a FEMA-provided letter, which identifies the inspector performing the inspection, states the purpose of the inspection, and indicates that the inspector is under contract to FEMA. The letter also provides the phone number the Survivor can contact for program questions and inquiries about the status of their application. This letter shall be delivered in person and shall not be left if the family is not home. At the discretion of the COR, the inspector may be required to deliver a FEMA provided packet containing program information as well. Storage and distribution of these letters are the responsibility of the Contractor.

C.6.8.5.3 OWNERSHIP VERIFICATION

The Contractor's inspector shall view and record required documentation proving ownership of the damaged dwelling. When documents are not available at the time of inspection, the inspector shall exhaust all efforts to verify tax and/or other county/local records by contacting or visiting the appropriate local Government office. Additional steps required for ownership verification include a call to the insurance company, and use of other available and reliable means such as commercially available databases that include ownership. When necessary, the Contractor shall make a second visit to the Survivor to verify ownership. In all cases where the

Survivor is unable to verify ownership, the inspector shall complete the inspection as an owner, even though ownership has not been proven (recording all damages).

C.6.8.5.4 OCCUPANCY VERIFICATION

The Contractor's inspector shall view and record documentation proving occupancy. In instances where documentation is unavailable during the inspection, the inspector shall exhaust all means available to verify occupancy, including calls to the landlord, utility companies, or other available and reliable sources. In all cases where the Survivor is unable to verify occupancy, the inspector shall complete the inspection following the IHP Inspection Guidelines.

C.6.8.5.5 PHOTOGRAPHS

The Contractor shall explain to the FEMA Survivor during the on-site inspection that the photographs are part of the inspection verification process required by FEMA. Photographs shall be taken of the interior and/or exterior residential damage and any visible water level when present. A minimum of two with a maximum of five photographs are required unless noted below.

- Photographs to support the Habitability Repairs Required decision;
- Photographs shall be taken of real property damage that impacts the Survivor's overall habitability of the dwelling;
- If no dwelling exists, only one (1) photo of the foundation is needed;
- At no time is the inspector to photograph the Survivor, people or items such as jewelry, collections, and other valuables that are not part of the FEMA program;
- "No Contact" inspections, one exterior photograph shall be required;
- "Inaccessible" inspections, only a single photograph of the barrier to access shall be required
- FEMA Corrections (same criteria as initial inspection/appeal)
- The Contractor shall store the photographs for FEMA electronically;
- Photographs will be identified by the FEMA registration ID, and archived by the Contractor;
- Contractor shall provide a method for FEMA to access the photographs electronically 24 hours following the completion of the inspection;
- The image size, when viewed, shall be approximately 4x6 inches. Compressed images are acceptable.

The Contractor will review the photographs taken to determine the photo quality and concurrence with the inspection photograph requirements. A summary of these reviews shall be included in the weekly report provided to FEMA, which shall include the registration numbers of photographs taken and/or archived, comments on photo issues and actions taken to correct discrepancies, and any other comments the Contractor deems appropriate.

Training, electronic picture warehousing, camera logistics, purchasing, inventory, tracking of photography equipment and transmitting archived picture data shall be the responsibility of the Contractor.

C.6.9 QUALITY CONTROL

Following release of the Contractor's first task order, FEMA will evaluate the effectiveness of the Contractor's QMS. FEMA will maintain the right to approve the Contractor's Quality Control program. FEMA will evaluate the task order for Contractor's QMS Quality Control process compliance.

FEMA QC staff may participate in the Contractor's QC process at any time. FEMA further reserves the rights to independently perform Quality Control inspections at any time. FEMA reserves the right to perform unlimited joint QC.

It is the Contractor's responsibility to provide all transportation required for this joint QC effort. Transportation shall adhere to all Federal and State laws.

A quality control inspection is an onsite evaluation confirming the inspection of record to be free of "errors" as identified by FEMA (Attachment 10, Automatic FEMA Corrections) and performed at a time separate of the inspection being evaluated (different day or later in the day) the Contractor QC inspector will perform this function independent of the initial inspector. Minimally, the Contractor shall apply the ISO 9001 standards to address the Quality Control requirements.

As part of their Quality Control and improvement process, the Contractor shall implement an inspection scoring matrix that establishes the threshold for passing or failing, using a 0 to 100 scoring system based on the accuracy of the inspection for real and personal property verification, reflect the quality of critical data field entries, and customer service criteria. The scoring will include an aggregate total quantified in dollars of missed, excessive, and incorrect cause of damage using real and personal property line items. Point assignment of error is derived in 50-dollar increments except for automatic correction reasons which will result in a score below the 90 threshold. The Contractor will be provided an annual pricing file for use to determine the scoring system and will adjust their QC program accordingly. FEMA correction standards (Attachment 10, Automatic FEMA Corrections) provide the Contractor what constitutes an inspection error. A failed inspection will result in a FEMA correction.

The Contractor shall rate each QC in accordance with their QMS. This score provides the basis for the QC reporting requirements. The Contractor shall include a score threshold in their QMS system and treat the pass/fail score per inspector QC as conformity and/or non-conformity. The corrective and preventive action for the process and the actions taken on the inspector shall be included in the Operational Reports and further defined within the QMS. These reports are subject to review and approval by the FEMA QC Manager and COR.

The Contractor shall not allow the same inspector to do appeal inspections or QC inspections on their own work. The Contractor shall maintain QC results daily and make those results available within 24 hours of completion of the QC inspection. The Contractor will summarize the QC efforts and provide reports in a Word and or Excel format approved by FEMA.

In an effort to make the Contractor adequately address their responsibility for quality inspections, specifically the impact of FEMA Corrections (FCOR) on the program; CMHIS will implement FEMA correction requirement levels (Attachment 10 FEMA Corrections). Such rejected work shall be completed/corrected and returned to the TM within seventy-two (72) hours and fifty-nine (59) minutes. Each inspection shall be acceptable and no longer liable to be returned for correction, 180 days after the date the inspection is returned complete to FEMA by the Contractor. Each inspection shall be considered complete, accepted and no longer liable to be returned for correction as of the time the Contractor is released from the task order by the Contracting Officer. The instructions entered by the Contractor review staff in NEMIS and the inspector in ACE or other FEMA inspection software, shall not be deleted and shall remain as a component of the permanent NEMIS record unless otherwise waived by the Task Monitor.

The Contractor shall contact withdrawn survivors to verify they intend to withdraw from the FEMA program. If the survivor's inspection was withdrawn in error based on the response, the contractor will request the inspection back as a FEMA correction. The Contractor shall describe in their QMS their process for verifying and validating withdrawn inspection validation.

The Contractor shall describe in their QMS their process for monitoring inaccessible inspections within their overall QC program.

C.6.9.1 INSPECTION CORRECTIONS

Inspections that reveal errors affecting the habitability repairs required call and or work submitted by the Contractor that is incomplete, ambiguous, contains gross errors, and/or is not detailed enough to make determinations, as judged by the TM, shall be returned, to the Contractor for correction. These findings are additional to those described in Attachment 10 which applies to field QC that could also generate inspection corrections.

C.6.10 TECHNICAL ASSISTANCE

When services are needed, the Government will forward to the Contractor the Statement of Work (SOW) and a Request for Proposal (RFP). Work shall not commence until a task order is in place, unless a written Pre-Authorization Notice is issued by the Contracting Officer allowing work to begin immediately due to urgency. The Contractor staff shall be in place within 48 hours of Task Order notification. The Contractor's proposal shall include itemized costs and a Work Proposal. Proposed costs shall be negotiable and the Work Proposal shall be subject to Government approval. The Work Proposal shall describe in detail the proposed process for implementing and fulfilling the Government's requirement, including detailed staffing plans and performance dates, and specify deliverables, including reports and proposed methods for delivering materials, delivery dates, locations and the propose labor category to perform the task. Refer to Section H for labor rate tasking categories applicable to the technical assistance task assigned. In addition, the Work Proposal shall specify cost estimates for the entire period of performance to include the Generalist Labor category used for this effort. The Government shall provide the Contractor 48 hour notification of the end of the technical assistance need and shall not incur cost beyond the end date regardless of the estimated performance period.

C.6.11 MANDATORY PERFORMANCE REQUIREMENTS Revised 2015

Inspection task orders shall have a production and an aging requirement. Measuring the performance outcomes for production and aging shall be measured using the FEMA Inspection Management Activity Review (IMAR) report. Production and aging measurements are concurrently monitored and measured on all task orders. When inspection aging becomes a more appropriate measurement, given the unique circumstances of a particular inspection task order, a suspension of the production requirement during the task order may be initiated and approved by FEMA e.g. if an incident period is still open and additional damages occur two weeks into an event, measuring production requirements may not be appropriate given the circumstance.

C.6.11.1 PRODUCTION

Each inspection task order shall require the Contractor to start completing and returning inspections to FEMA using the "First In – First Out" process.

The Performance Requirements Summary (PRS) identifies the Contractor production requirements per task order and multiple task order production requirements and production limitations for this contract. The PRS establishes minimum performance standards for completing inspections for all size disasters.

C.6.11.2 INSPECTION AGING

The Contractor shall manage the aging of inspections issued for the entire task order performance period in each task order. All inspections shall be completed and returned to FEMA within five (5) days of the inspection issue date, with the exception of the 'No Contacts'.

C.6.12 REPORTS OF WORK

The following reports, including updates, shall be provided to the TM, the COR and the CS within the timeframe stated for each report.

C.6.12.1 INITIAL OPERATIONAL REPORT

The Contractor shall submit a written Initial Operational Report for each task order within forty-eight (48) hours after the Contractor briefing.

C.6.12.1.1 DISASTER SPECIFIC

Each initial operational report shall be tailored to the specific disaster activation.

C.6.12.1.2 PURPOSE

The Initial Operational Report will be used as a means of communication to ensure that the Contractor understands all requirements pertaining to the disaster. It will demonstrate that the Contractor is aware of risks and challenges and proposes solutions to overcome them. The FEMA TM will review the report and provide any concerns to the Contractor within 24 hours. All concerns will be discussed and resolved in a partnering atmosphere.

C.6.12.1.3 CONTENT REVISED 2015

This report shall address the following issues:

Background:

- Date of activation
- Counties declared
- Estimated number of inspections, based on independently acquired information (other than FEMA-provided) such as how, where it was collected
- Understanding of topics contained within the Contractor's briefing and response to its content

Task order staffing:

- Include a daily projected schedule for increasing/decreasing Inspection personnel

- QC Teams to meet the demand of the volume and flow of new inspection assignments.

Approach to overcome Task Order Specific Challenges:

- Initial anticipated front-end workload
- Ramping up of inspectors to meet requirements
- Approach to remote (OCONUS area where logistical and transportation issues affect access) inspections
- Inaccessible roads within the declared area and travel to the declared area
- Overcoming challenges as they relate to rental car availability, lodging and necessary equipment to complete inspections
- Other logistic resources necessary i.e. snowmobiles, boats, etc.
- Wireless communication challenges
- OCONUS transportation and logistical challenges, when applicable
- Use of paper inspections if applicable

Contractor personnel assigned to the task order:

- List Inspectors with Inspector's average QC score from all previous work completed derived from Attachment 24b, QC inspectors and all staff deployed to the field for work assignment
- Inspector experience by inspector ID
- Favorable adjudication date for all staff associated with or assigned to the Task Order.
- Disclosure that all required training requirements have been met prior to deployment
- Inspector and QC scores from most recent deployment and past corrective actions taken to improve inspector quality
- Deleted
- Deleted
- Count of Initial and QC Inspectors that will have work assigned in the first 48 hours
- Disclosure of additional inspectors and timeframe they will start inspections i.e., meet with survivors, perform inspection not just deploy to the disaster area.

C.6.12.2 OPERATIONAL REPORT Revised 2015

For each TO, the Contractor shall submit a written operations report within 14 days of the briefing for the disaster and bi-weekly thereafter. If the report becomes due on a weekend day or holiday; use the next business day as the due date. This report shall address the following:

C.6.12.2.1 PRODUCTION UPDATE:

Use a reporting matrix/spreadsheet and a snapshot effect of the task order to display the following:

- Number of completed inspections
- Number of Withdrawn inspections
- Number of No Contact inspections
- Number of FEMA Corrections (FCORs) completed; to include the error rates and the number of FCOR inspections re-issued for quality reasons
- Number of Missed inspections (scheduled appointment missed) and reasons
- Delete
- Active and released inspectors by ID number and reason for release
- Open (any number less than the count of inspectors described as the threshold in the proposal) inspector positions to include opening and closing date
- Position, training, use of and performance evaluations for local hires
- Number of QC inspections completed on inspectors falling below the quality score to include accuracy of estimates, completeness of work and compliance with standards and customer satisfaction
- Data fields that describe the method of corrective action for the process and/or employee
- Number of FEMA corrections per inspector separated by manual review or QC captured to include corrections for inaccessible and withdrawn inspection errors.
- Corrective actions taken per inspector (response includes yes/no/date); if 'yes' – comment on actions taken
- Number of Priority / Congressional inspections completed, if any, why, when, and turnaround time
- Photo audit process and findings, not just exterior and interior photo audit, photo audit to support water level if required and HRR call
- Appeal inspection review and analysis, e.g. look for trends in missing real property, inspectors recording excessive line items
- Provide all training information (classes, attendees etc.) including localities classes were held during the task orders
- Contractor utilizes a FEMA-provided format for reporting QC results
- Report on all issues discussed with Housing Inspection Services Management and TM's, and the resolution pertaining to the task order

C.6.12.2.2 OPERATIONAL UPDATE:

Deployment and release information: Contractor personnel assigned to the task order: Identify all personnel deployed for this task order. Include inspector experience, favorable adjudication, training requirements met, QC scores from most recent deployment of inspectors, all correction history, and corrective actions taken to improve inspector's quality. Include results and impact of risks and challenges encountered and the successes or failures of the Contractor's problem solving attempts, along with the revised solutions to overcome the failures. Include the inspector pay-for-performance outcomes for all inspectors.

The FEMA TM, Quality Manager and COR will review the report and provide any concerns to the Contractor within 24 hours. All concerns will be discussed and resolved in a partnering atmosphere.

C.6.12.2.3 CUSTOMER SERVICE

This section shall include the Contractor's response and summarize customer service trends, challenges, successes and failures for each disaster and trends across the task order. Display detailed analysis through separate Excel spreadsheets:

- Number of responses to inspector complaints and receipt of inspector accolades
- Number of special needs cases sent to FEMA

C.6.12.3 FINAL OPERATIONAL REPORT

The Contractor shall submit a written Final Operational Report no later than thirty (30) days after release from task order activation. This report will summarize all operational reports for that task order, and should be a summary of all task order reports. If the report becomes due on a weekend day or holiday; use the next business day as the due date.

- Include: Summary of staff deployment and release information
- Include corrective actions

C.6.12.4 YEAR END MANAGEMENT REPORT

The Contractor shall submit a written Year-End Management Report no later than the last day of the month following the base period and option years. This report shall include assessing opportunities for improvement, changes to the management system (including the management proposals and quality objectives), and the Government Furnished Property inventory (GFP)

C.6.12.4.1 REPORT CONTENT:

The report shall include information on:

- Lessons learned and results of lessons learned
- Customer feedback
- Process performance
- Status of preventive and corrective actions as a result of lessons learned
- Follow-up actions from previous year-end management reports
- Improvement of the effectiveness of the Contractor's work proposals and processes
- Improvement of resources
- Trend analysis and changes that could affect the management system, and
- Recommendations for improvement
- All training information to include the number of new candidates that have received a high quality score in the past year

C.6.12.5 SURGE EVENT REPORTS (Incremental Operations Reports)

These reports will be requested only when there is a need to report daily to FEMA Headquarters the status of inspection operations. Content will be provided following a FEMA provided template.

C.6.13 PROJECT COMPLETION

The task order period of performance shall be extended unilaterally by the Contracting Officer, as needed, until all inspections for a disaster have been completed. Upon recommendation of the COR, the Contracting Officer shall notify the Contractor, in writing, when all assigned inspections have been completed by the Contractor and accepted by FEMA. This notification will include the date and time of release, with a copy furnished to the COR and the TM. Generally, such notice will be recommended by the COR when the Inspection Management Activity Report (IMAR) "open" column reports zero (0) for a consecutive period of 14 calendar days. However, FEMA reserves the right to extend this period, but will make every effort to maintain this benchmark.

C.6.14 GOVERNMENT FURNISHED PROPERTY and CONTRACTOR ACQUIRED PROPERTY

Refer to FEMA Manual 119-7-1 Personal Property (Attachment 12), for detailed instructions on management of Government Furnished Property (GFP) and Contractor Acquired Property (CAP).

FEMA Manual 119-7-1 Personal Property CHAPTER 7 - CONTRACT PROPERTY

This chapter describes FEMA's guidelines and procedures for control and accountability requirements for the management of contract property.

Contract property is all property, both real and personal, that is used in the performance of a contract, and includes facilities, material, special tooling, special test equipment, and agency-unique property. Contract property refers to both Contractor-Acquired Property (CAP) and GFP, in the possession of Contractors.

Effective control and accountability must be maintained for all contract property as an integral part of all FEMA contracts, and in accordance with FAR Part 45, "Government Property," and the Homeland Security Acquisition Manual (HSAM), Chapter 3045, "Government Property."

This chapter provides general guidance on managing contract property in the possession of Contractors, but should not be relied on to the exclusion of the more detailed guidance provided by the FAR or HSAM sections listed above. Responsibility for contract property in the possession of Contractors belongs to several individuals as discussed in this section.

Contract property may be transferred to another Contractor when authorized in the schedule or in specifications within the contract, or as authorized by the Contracting Officer. Refer to Attachment 14 to reference FEMA property forms.

The Contractor-owned inventory management system shall be robust with multiple query capabilities that is approved by the CO.

The Contractor shall provide management of mobile communication systems such as Broadband Access Cards or other mobile communication devices to include optional methods of communicating data from the field to FEMA if broadband systems are not available. The Government shall provide these devices and services through their Internal Service Level agreements.

Safeguarding Personally Identifiable Information (PII) data is paramount. Careless or inadequate work practices or processes while using, transporting, and storing Government property will not be accepted and the Government maintains the right to impose penalties on the Contractor. For equipment that is lost, stolen, damaged or destroyed refer to FEMA Manual 119-7-1, Chapter 12 Accounting for Lost, Damaged, Destroyed, or Stolen Government Property. The Contractor is responsible for all PII protection and monitoring cost associated with the loss and/or stolen hardware with PII data on it. The Contractor will be responsible for reporting all losses to the COR, or designate, within one (1) hour of the loss. The Contractor is responsible for replacing lost, stolen and damaged equipment. The Contractor is required to replace the Government Furnished Property with the same or equivalent property within ninety (90) days of reported loss, damage, destruction or theft.

The Contractor will be required to maintain an equipment disposal process for the lifecycle of the Government Furnished Equipment. The disposal process must be followed in accordance to the Federal Acquisitions Regulations (FAR). Refer to FEMA Manual 119-7-1, Chapter 6.

C.6.15 FEMA ENTERPRISE EQUIPMENT/SYSTEM REQUIREMENTS - Revised

The Contractor shall maintain Government Furnished equipment for compatibility with the Government's system for remote communications and with the ACE NEMIS system. The Government Furnished equipment specifications for hardware, software and additional requirements are referenced in Attachment 11.

Connectivity to FEMA networks are subject to approval by the DHS Sensitive Systems Policy, Directive 4300A, Information Technology Security Program. The DHS IT Security Program provides a baseline of IT security policies, standards, and guidelines for DHS Organizational Elements. This document, DHS Sensitive Systems Policy Publication 4300A, provides direction to managers and senior executives regarding the management and protection of sensitive systems. It also outlines policies relating to the management, operational, and technical controls that are necessary for ensuring confidentiality, integrity, availability, authenticity, and non-repudiation within the DHS IT infrastructure and operations.

The policies and direction contained in the document apply to all DHS Organizational Elements. A companion document—the DHS Sensitive Systems Handbook—provides detailed guidance on the implementation of these policies.

IT security policies and implementing procedures for National Security Systems are covered in DHS National Security Systems Policy Publication 4300B and DHS National Security Systems Handbook.



FEMA

**HOUSING INSPECTION SERVICES (HIS)
FY2012**

Solicitation #: HSFE80-12-R-0033

Performance Requirement Summary

PROCUREMENT SENSITIVE
June 8, 2012

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I. INTRODUCTION

This Performance Requirement Summary (PRS) is a Government developed and applied document outlining the surveillance procedures that will be used in assessing the quality of performance achieved under the Housing Inspection Service's (HIS) contract as outlined in the PWS. The Quality Assurance Surveillance Plan (QASP) will capture surveillance results in relation to Contractor performance per Task Order. The intent is to ensure that inspection services for CMHIS which the Contractors perform are in accordance with these established performance measures and the Government receives quality services as defined in the contract. The Contractor is responsible for management and quality control actions to meet the terms of the contract.

II. SCOPE

During the execution of services to fulfill inspection delivery obligations, Contractor performance will be monitored. Inspector participation, production and quality will be addressed; corrective/preventive action plans requested and records of the review of the effectiveness of actions taken shall be assessed.

III. PERFORMANCE REQUIREMENT SUMMARY

Requirement Section 1: Quality Management Systems C.5

The Contractor shall provide FEMA their ISO 9001 compliant QMS demonstrating acknowledgement of FEMA's inspection contract requirements. Contractor established QMS processes shall contain their methods and systems to accomplish inspections and other associated requirements as defined in the Performance Work Statement (PWS). These processes shall specify the series of actions or operations to be executed, as well as accountability for each, in order to deliver to FEMA the described contract services and products (i.e. 20,000 inspections completed per day etc). Submitted contractor proposals demonstrating the interactions between QMS processes in order to achieve deliverables will need to be deemed acceptable by FEMA. FEMA will develop surveillance plans based on the processes contained within the Contractor's QMS. Third party (performed by a registrar) and second party (performed by FEMA) (External audits) reports and findings will be utilized by FEMA to verify conformance to inspection, operations, preparedness, and Task Order performance requirements.

An initial audit will be conducted by FEMA when the Contractor has completed their Transition Plan activity to verify conformance.

FEMA may observe the Contractor's official internal audits as defined within their QMS. Furthermore, FEMA may observe all the third party initial certification, surveillance, and recertification audits outlined by the Conformity Assessment Bodies (CABs) as identified by the International Accreditation Forum, Inc. (IAF) Mandatory Document for Duration of QMS and Environmental Management Systems Audits. All Contractor audit schedules shall be communicated to designated FEMA personnel. QMS audit findings will be shared with FEMA COR for evaluation and evidence of compliance to requirements.

FEMA shall weight ISO standards/clauses four (4) through eight (8): (4 – Quality Management System, 5 – Management Responsibility, 6 – Human Resources, 7 – Product Realization and 8 – Measurement, analysis and improvement). The ISO 9001:2008 Standards can be purchased at the following website: <http://asq.org/iso9001/>.

FEMA shall retain a maximum of 1% or \$100,000 (whichever is less) for these standards (4 through 8) from the contract cost per year and a release of that retainer shall be based on the contractor's annual QMS audit outcomes provided by the independent third party auditor as described by the Performance Work Statement and approved by FEMA. The contractor's Operation CLIN (Sub CLIN Quality Management System) invoice shall include the appropriate 1% retainer until the maximum of \$100,000 is reached. The QMS retainer release shall be based on the following release criteria: Audits resulting in no major or minor non-conformities shall result in a release of the entire retainer. Any of the five (5) standards receiving a major non-conformity as determined by the audit firm in accordance with ISO 9001 industry audit standards shall have a minimum of (0.2%) percent permanently withheld from the retainer for the standard(s) identified as a major non-conformity up to the defined maximum amount. Minor nonconformities shall have a minimal of (0.1%) percent withheld from the retainer for the standard(s) identified as a minor non-conformity. The following exception applies for minor nonconformities: for the Base period, the contractor shall be allowed up to five (5) minor non-conformities without permanently withholding (0.1%) percent from the retainer, upon correction of each. For the out years, the contractor shall be allowed up to three (3) minor non-conformities without permanently withholding (0.1%) percent from the retainer, upon correction of each. If the corrective action is not completed in the time allotted by the auditor and/or the corrective action is not effective or approved by the auditor for a minor non-conformity, (0.1%) percent will be forfeited for each up to the defined maximum amount. To prevent additional forfeiture, the contractor shall initiate corrective actions for either nonconformance in accordance with their QMS corrective action procedures and plans. Following the annual surveillance or re-certification audit, the contractor shall submit a QMS retainer release invoice.

QMS Dispute Resolution Procedures: If the Contractor and COR are unable to reach agreement on the evaluation results within 45 days of receipt of the invoice, the matter shall be elevated to the CO. The CO will consider any discrepancies between the Contractor and the COR, and issue a final decision. There is no provision for the Contractor to appeal the CO's final decision. The original evaluation shall be forwarded to the CO for retention in the Official Contract file, and one copy each shall be provided to the Contractor and the COR. The evaluation will be used internally by the government only.

Although audit findings are confidential, a statement regarding the audit finding report will be recorded in the Department of Defense (DoD) Contractor Performance Assessment Reporting System (CPARS).

Base Year Threshold:

1. Provision of all established QMS processes/procedures to consistently provide conforming inspections;
 - Product realization, process/service validation, monitoring and measurement of processes/product, control of nonconforming product, analysis of data, continual improvement
2. Provision of the effective implementation of the QMS;
 - Quality policy/objective goals, quality controls, customer service/satisfaction, corrective/preventive action
3. Evidence of meeting contract threshold requirements;
4. Provision of communication systems in order to provide inspection delivery and quality control information;
5. ISO 9001 certificate of registration by an accredited registrar.

Option Year 1 Threshold:
All Base Year minimum requirements
Achievement of official/successful ISO 9001 surveillance audit

Option Year 2 Threshold
All Base Year and Option Year 1 minimum requirements
Achievement of official/successful ISO 9001 surveillance audit

Option Year 3 Threshold
All Base Year, Option Year 1 and 2 minimum requirements
Achievement of official/successful ISO 9001 recertification audit

Option Year 4 Threshold
All Base Year, Option Year 1, 2 and 3 minimum requirements

Requirement Section 2: Task Order Performance

The Task Monitor (TM) will observe contractor task order performance for the COR. The results of Task Order/QASP measurements will establish the threshold for FEMA future audit activity of the Contractor QMS effectiveness.

Contractor performance shall be in accordance with inspection requirements set forth in the Performance Work Statement and will be actively monitored by authorized Government personnel to verify compliance with contract terms and conditions. QASP outcomes which result in Contractor disincentives shall be major focus areas of future audits in order to verify appropriate corrective/preventive actions are implemented and producing effective results.

The Government will review initial, operational, surge event, final and year end management report submissions by the Contractor and track pertinent data generated through the FEMA inspection reporting systems.

- A. A separate plan may be used for Technical Assistance Task Orders issued. This QASP outlines the surveillance procedures that will be used in assessing the quality of performance achieved under the contract. This plan will be incorporated into the contract and used as the basis for evaluating and measuring Contractor performance.
- B. The COR and the Task Monitor are responsible for monitoring Contractor performance. The TM will document Contractor progress and performance and inform the COR regarding any potential issues and recommended courses of action. Issues of a contractual nature will be reported to the CO by the COR.
- C. The method of surveillance will be 100% inspection except for Customer Service which will be based on random sampling.
- D. SSPAs specified in the Performance Requirement Summary are evaluated based on performance under individual Task Orders. All Task Orders issued and released in a performance period will be evaluated.
- E. Following Contractor release of a Task Order and receipt of the Final Operation Report, the Task Monitor will complete the QASP evaluation in accordance with requirements.

- F. **Acceptance of QASP Results:** A written acceptance will be submitted to the Contractor, further, a written signed acceptance or non-concurrence is requested within ten business days of presentation of the FEMA prepared QASP. In the event the Contractor does not concur with the FEMA prepared QASP; the reason for non-concurrence is prepared by the Contractor and sent to the TM and the COR stating the reason(s) for non-concurrence. The Contractor, COR, and TM will affix their signatures to indicate agreement or negotiate changes agreed to by both parties on the concurrence document. It is estimated that such agreement should normally be reached within 30 days if evaluation negotiations are requested by the Contractor.
- G. **QASP Dispute Resolution Procedures:** If the Contractor and TM are unable to reach agreement on the evaluation results within 45 days of the release from a Task Order, the matter shall be elevated to the COR. If the Contractor and COR are unable to reach agreement on the evaluation results within 60 days after release from a Task Order, the matter shall be elevated to the CO. The CO will consider any discrepancies between the Contractor and the COR, and issue a final decision. There is no provision for the Contractor to appeal the CO's final decision. The original evaluation shall be forwarded to the CO for retention in the Official Contract file, and one copy each shall be provided to the Contractor and the COR. The evaluation will be used by the government only.
- H. **Concurrence Document:** Immediately following agreement on the evaluation results, the CO will prepare a final Task Order modification for Contractor signature (bilateral agreement) which specifies the fixed per inspection rate, adjusted per inspection rate, if applicable, number of inspections eligible for payment and the fixed price of the Task Order. This will include the incentive, if applicable, and de-obligation of excess funds. (See the contract clause entitled "Task Order Procedures").

IV. THE SELECTED SERVICE PERFORMANCE AREAS (SSPAs)

A detail of processes and procedures to achieve performance requirements for these categories shall be included in the Contractor's proposal. Changes to proposal responses require approval by the COR and CO. Multiple activations will vary in size, geographic location, degree of destruction, and cultural diversity.

Selected Service Performance Areas (SSPAs) applied to the Task Order performance have incentive and/or disincentive payment schedules. The SSPAs established below measure the PRS requirements in the following categories:

- SSPA # 1 Quality Control
- SSPA # 2 Production/Timeliness (Product Realization)
- SSPA # 3 Customer Service
- SSPA # 4 Miscellaneous

The maximum combined performance incentive for SSPA #s 1 - 4 is 2.25 percent.

SSPA # 1 Quality Control

SSPA # 1.A – Quality Control C.6.9

Objective: To demonstrate the effectiveness of the Contractor’s QMS, records of QC results will be measured against QMS requirements. FEMA Corrections shall be corrected and returned to the TM within seventy-two (72) hours and fifty-nine (59) minutes from issuance. Inspections that do not meet FEMA requirements are considered FEMA Corrections (FCOR). These inspections are returned to the Contractor at no cost to the government to remedy the error(s).

Threshold:

1. The threshold for correction is no more than 2.50% of all inspections completed within the Task Order.
2. Scoring system for FEMA Correction used by the Contractor as outlined within the PWS is shown to be accurate in design and used during QC.
3. Records of trends and corrections are disclosed to FEMA with a communication of actions taken when trends are identified and disclosure of the preventive actions reported.
4. Contractor cooperated on receiving failed inspections up to 180 days from the date of the completed inspection. Exception: Contractor is not required to take corrective action after a release from Task Order is accomplished.
5. Contractor shall provide documentation to FEMA illustrating a timeline of all inspectors’ work QC’d throughout the Task Order.
6. Additional thresholds may be added based on the Contractor’s proposal activity under QC.

SSPA # 1.B – Quality Control Inspections

Objective: To perform onsite evaluations confirming the inspection of record to be free of “errors” as identified by FEMA and to demonstrate timeliness and effectiveness of the Quality Control (QC) inspection process.

Thresholds:

1. QC inspections started within 24 hours of first returned inspection
2. Task Monitor (TM) was notified at least 24 hours prior to suspension of QC’s and at least 48 hours prior to resumption
3. Each inspector was QC’d within 14 days of his or her first returned inspection
4. All QC inspections were performed on inspections no more than 14 days old unless approved by the TM
5. Each inspector’s QC scores were acceptable per the contractor’s QC plan or if not QC inspections continued in compliance with the remediation requirements set forth in the Performance Work Statement and the contractor’s Quality Management System
6. Quality Control inspections were performed on at least 3% of all initial inspections and 3% of all appeal inspections.

SSPA # 2 Production/Timeliness (Product Realization)

SSPA # 2.A – Initial Inspections and Appeal Inspections C.6.8.1

Objective: To receive completed inspections in a timely manner based on the established inspection threshold deliverables by completed percentages in timeframes by days as required.

Threshold:

1. Work is returned that adheres to the FEMA requirements, IHP Inspection Guidelines, Inspection Standards, addenda and any other guidance as directed.
2. Inspectors documented the damage sustained as a result of the disaster.
3. Inspectors evaluated the overall habitability call of the dwelling.
4. Contractor made every effort to contact the survivor to schedule appointments.
5. Method of accessing the survivors dwelling included aircraft, boat, foot travel or off road vehicle when required.
6. Contractor properly protected and/or destroyed PII documentation as identified in their security plan.

SSPA # 2.B – Withdrawn Inspections C.6.8.1.1

Objective: To ensure the Contractor completes all registered applications assigned for inspection and explains the FEMA program to survivors who wish to withdraw for the purpose of completing the inspection.

Threshold:

1. Only inspections that met the withdrawn criteria were marked as such prior to returning to FEMA.
2. The Contractor demonstrated oversight by sampling the Withdrawn Voluntarily (WVO) inspection work making contact with the survivors to reassure FEMA the inspections were not inappropriately withdrawn.
3. The inspector's record indicated the survivor's intent to withdraw.
4. Reporting of WVO inspections and the results of validation (i.e., calls to withdrawn survivors) also disclosed in the bi weekly and final reports.

SSPA # 2.C – No Contact Inspections C.6.8.1.2

Objective: To ensure the Contractor exhausted all means to contact all survivors in order to complete inspections.

Threshold:

1. The Contractor fulfilled the requirement to identify the inspections as no contact inspections during the Task Order activation. The Contractor visited the dwelling,

- posted a notification of contact attempt with return phone number and conducted an exterior inspection in compliance with the PWS.
2. No more than 3% of all work completed resulted in a No Contact type of inspection.
 3. All inspections were held as No Contact for the full 14 days from the date issued to the inspector.
-

SSPA # 2.D – No Entry/Inaccessible Inspections C.6.8.1.3

Objective: To only use “Inaccessible” and the “No Entry” procedures when applicable.

Threshold:

To only return inspections as inaccessible if:

1. A site visit is made and conditions creating the inaccessibility are photographed.
 2. All alternative routes and mode of travel identified in the PWS were clearly exhausted.
 3. The Contractor demonstrated the difference between “No Entry” and “Inaccessible”.
 4. “No Entry” inspections are not to be confused with the level of damage. Example: red tag home would be “No Entry.”
 5. Limited entry inspections allowed were conducted (NOTE: A building official noting a home not safe for occupancy does not constitute prohibited entry);
 6. Contractor researched and established the local perimeters for tagged dwellings and inspected accordingly.
-

SSPA # 2.E – Priority Inspections C.6.8.1.4

Objective: When notified that inspections either issued or to be issued are “Priority Inspections”, the Contractor fulfills associated requirements.

Threshold:

1. When communicated to the Contractor that certain inspections or groups of inspections were “Priority” the Contractor returned such work within 24 hours of notification.
 2. The Contractor will include in all required reports the count of priority inspections completed to the current date of such report.
-

SSPA # 2.F – Shelter Inspections C.6.8.2

Objective: To complete the inspection in a timely manner so the survivors can have the means to leave the shelter and find better alternative housing. Disaster specific scope will establish the criteria for shelter inspections. FEMA will notify the Contractor when to institute.

Threshold:

1. Contractor demonstrated a process that resulted in successfully completing inspections noted as “Shelter”.
 2. Shelter inspections may be deemed as priority
-

SSPA # 2.G – Site Inspections C.6.8.3

Objective: Identify site feasibility for placement of manufacture housing.

1. Site Feasibility Inspections – to accomplish the type of inspection identified as communicated via disaster specific addenda to determine the criteria used by others for placement of FEMA travel trailers or mobile homes on to survivors’ property, FEMA established group sites or commercial parks;

Threshold:

1. Site inspections should meet the same performance requirements of a damaged dwelling inspection as to timeliness and quality. Addenda language regarding site inspections was followed.
-

SSPA # 2.H – Sweep Inspections C.6.8.4

Objective: Inspector conducts the registration and inspection at the time of site visit.

Threshold:

1. The demonstrations for the proper use of “Sweep Inspection” Guidelines were followed when request for sweep inspections were required.
-

SSPA # 2.I – Production C.6.11.1

Objective: Production and aging is managed throughout Task Order activation until completion of all inspection work. Build the processes to complete work on a first-in, first-out basis. Design a plan to meet the production requirements as stated in Attachment 1 PWS. Accomplish full rate of production defined as 20,000 inspections per day in one or a combination of multiple task orders on a given calendar day.

1. Production per day criteria is measured against cumulative work issued daily starting at the end of day three (3) (72 hours) from Task Order issuance.
2. Inspections returned are defined as all completed inspections returned to FEMA during Task Order Activation.
3. Stated performance requirements is based on 20,000 inspections completed per day further defined as the “full rate of production” for any one or multiple task orders.
4. For production measurements, work returned on days one (1) and two (2) will count towards day three (3) production.
5. INCREMENTAL PRODUCTION INCENTIVE: to be proposed by the Contractor in their proposals.
6. Any FCOR inspection returned during Task Order issuance will be removed as a count towards the production threshold and will require recalculation based on the date the work was first completed by the Contractor.
7. Production threshold measurements are calculated against all work issued daily and is considered closed upon completion of the report run time.
8. Initial, appeal and re-inspections are counted in measuring the production requirements.
9. **For Incentive/Disincentive application, refer to the Task Order Performance Matrix.** Incentive is applied if all Task Order activation day thresholds are met. A

disincentive will apply if any given day the production requirements are not met referred to as threshold days. A threshold day is each day of the Task Order activation.

Single/Multiple Task Order Threshold(s):

- Day 3 1,500 per task order or 15% of inspections issued
- Day 4 2,000 per task order or 20% of inspections issued
- Day 5 3,000 per task order, or, 25% of inspections issued
- Day 6 4,000 per task order, or 30% of inspections issued
- Day 7 5,000 per task order, or 35% of inspections issued
- Day 8 6,000 per task order or 40% of inspections issued
- Day 9 8,000 per task order or 45% of inspections issued
- Day 10 10,000 per task order or 50% of inspections issued
- Day 11 11,000 per task order or 55% of inspections issued
- Day 12 12,000 per task order or 60% of inspections issued
- Day 13 13,000 per task order or 65% of inspections issued
- Day 14 14,000 per task order or 70% of inspections issued
- Day 15 15,000 per task order or 75% of inspections issued
- Day 16 16,000 per task order or 80% of inspections issued
- Day 17 17,000 per task order or 85% of inspections issued
- Day 18 18,000 per task order or 90% of inspections issued
- Day 19 19,000 per task order or 95% of inspections issued
- Day 20 and continuing, 20,000 inspections for a task order or multiple task orders activated during the same calendar day or 95% of inspections issued for an individual task order when 20,000 is not returned in one or multiple task orders.

SSPA # 2.J – Inspection Aging C.6.11.2 Revised 2015, Revised 2016

Objective: By using a first-in, first-out basis to complete work, all inspections should be completed within five (5) days from the date of issuance to the Contractor. Exceptions are made for “No Contact” inspections.

Exception statement: When the volume of work issued to the Contractor on a daily basis ages beyond 5 days and the contractor is meeting daily floor production requirements, inspections in excess may be exempted when meeting the first-in, first-out requirement.

The initial daily floor production rate is the established return of 1,500 inspections on Day 3 plus the daily return sums through Day 5 for an initial threshold of 6,500. When Day 1’s (to include Day 0 (zero)) issued total inspections from the IMAR total exceeds 6,500 inspections, those in excess will be considered exempted, minus those without an already approved waiver. After which, Day 2’s daily issued quantity must exceed the floor rate of production for Day 6 or 4,000 inspections for exemption. This measurement continues utilizing daily issued quantities through Day 16 when reaching the production ceiling of 20,000 inspections per day.

EXCEPTION STATEMENT MEASUREMENTS	
When the daily number of inspections issued (Issued Daily - IMAR) exceeds the Daily Target, an aging exception applies to the excess issued inspections that do not contain a “hold” comment.	
Issued Day	Daily Target
Day 1	6,500

Day 2	4,000
Day 3	5,000
Day 4	6,000
Day 5	8,000
Day 6	10,000
Day 7	11,000
Day 8	12,000
Day 9	13,000
Day 10	14,000
Day 11	15,000
Day 12	16,000
Day 13	17,000
Day 14	18,000
Day 15	19,000
Day 16	20,000
Day 17	20,000
Day 18	20,000
Day 19 & Cont.	20,000

FEMA will consider inspections exceeding the 5-day aging requirement when the applicant is unable to meet in a timely manner through no fault of the contractor. In order for an inspection to be eligible for this exemption, the applicant must confirm that they cannot meet within 5 complete days of being issued to the contractor, but states they can meet within 10 complete days of being issued to the contractor. When this condition is met and to maintain the scope of this exception, the completed inspection will contain a uniform comment confirming the applicant’s inability to meet, where the comment will be used to remove the inspection from aged reports.

When the applicant indicates that they cannot meet until after the 10th day of being issued to the contractor, the inspection will be returned withdrawn commenting on the applicant’s reason for their inability to meet in a timely manner and possible available date.

Threshold:

1. All inspections shall meet the five (5) day aging threshold. No Contact inspections are not counted within this SSPA and are measured separately. At the end of each Task Order, NEMIS reports will calculate and group inspections returned based on age from the time of issuance to the time of return to FEMA.

SSPA # 2.K – Revised 2015 Uniformity of Response: Percent of Aged Work Measurement - Removed

SSPA # 3 Customer Service C.6.5

SSPA # 3.A – Customer Service Revised 2016

Objective: The Contractor shall comply with customer service requirements specified in the PWS

SSPA # 4 Miscellaneous

SSPA # 4.A – Initial Operational Report C.6.12.1

Objective: To transmit in written form the Contractor’s plan to accomplish all requirements contained within the PWS as it related to the particular Task Order(s) assigned.

Threshold:

1. Received by FEMA within 48 hours of activation, the Report must disclose all elements contained within PWS section C.6.12.1.3 to the satisfaction of the COR or Task Monitor supporting the COR for final concurrence.
-

SSPA # 4.B – Operational Report (Biweekly) C.6.12.2

Objective: To receive a biweekly (14 days) report from Task Order activations and continuing.

Threshold:

1. To receive all contents contained under PWS section C.6.12.2.1 to the satisfaction of the Task Monitor with concurrence by the COR for final concurrence throughout the task order activation period.
-

SSPA # 4.C – Final Operational Report C.6.12.3

Objective: The report will summarize all operational reports for the Task Order and should be a summary of all Task Order reports.

Threshold:

1. To consist of an all-inclusive roll up for all requirements stated within C.6.12.2 for the operational report to include lessons learned and of all contents contained within the Operational report.
 2. To be received no later than 30 days after release from Task Order to designated FEMA personnel.
-

SSPA # 4.D – Surge Event Reports (Incremental Operations Reports) C.6.12.5

Objective: Due to the nature of disasters during large or catastrophic events, FEMA will request additional information beyond the requirements of the Initial Operational and Operational Reports.

Threshold:

1. Additional reporting information requested is received within a specified timeframe.

SSPA # 4.E – Cooperative Management Revised 2015

Objective: Cooperative management is best demonstrated through results. During Task Order activation, the effectiveness of the contractors Quality Management System and meeting Task Order Performance thresholds are key objectives.

Task Order performance contains specific SSPA measurements within the categories of Quality, Performance Customer Service and Miscellaneous categories. These Task Order Performance SSPA's all contain thresholds or acceptable performance levels to receive full payment and in some instances incentives.

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Threshold:

When the contractor has met the "full payment" level of performance under the QASP, this is a clear demonstration of cooperative management and further a demonstration of the contractors Quality management system design, implementation and effectiveness. The contractor is expected to take incremental measurements of meeting the Task Order Performance during Task Order activation. When it is revealed the contractor is not meeting one or more of the SSPA thresholds throughout the Task Order Activation period, QMS Corrective action procedures and preventative action procedures should be taken to remedy the shortcoming. Documentation of the corrective and preventative actions taken should be delivered as a component of the bi-weekly and final operations reports. This is a true indication of cooperative management and effective implementation of QMS required procedures. Conversely, if it is revealed that incremental measurements of threshold requirements are not met and no action is taken under the QMS corrective action or preventative action procedures, this is considered a lack of cooperative management by not applying these QMS required procedures and considered a lack of cooperative management. In this instance, a disincentive is applied to the Task Order under the Task Order Performance QASP.

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Department of Homeland Security

November 2006

This excerpt from the National Processing Service Centers (NPSCs) handbook provides the policies and procedures designed to promote operational efficiency and effectiveness and to recruit and retain a highly skilled workforce to achieve excellence in providing services to disaster victims, their families and their communities. These policies and procedures will be amended as the need arises in order to ensure successful mission accomplishment. The spirit of the content in the following on the job behavior expectations for FEMA employees is to be adopted by the FEMA Housing Inspection Contractors.

ON THE JOB

Alcohol/Drug-Free Workplace

The use of illegal drugs by Federal employees, whether on or off the job will not be tolerated. Federal workers have a right to a safe and secure workplace, and anyone who depends on the work of the Federal government for their health, safety, and security has a right to a reliable and productive Federal workforce.

Alcohol is prohibited in the NPSC facility. An employee's decision to drink is that individual's personal business; however, when the use or abuse of alcohol interferes with the employee's ability to perform his or her duties, the supervisor does have legitimate concerns, including the proper performance of duties, health and safety issues and employee conduct at the workplace.

Law enforcement personnel on Federal property may administer alcohol tests to drivers when there is an accident or reasonable cause to do so.

Smoke-Free Workplace

FEMA installations are designated as non-smoking facilities. Ashtrays are provided in one or more outside designated areas for smokers. Smoking breaks should coincide with work breaks or the employee's lunch break. You may not smoke inside the NPSC facilities, including in restrooms or break rooms or any other part of the facility unless it is designated for smoking.

Security

All employees are issued a FEMA picture ID badge and are required to conspicuously display the badge at all times while inside the Facility. Your badge must be easily visible to all and must be displayed above the waist. You should remove your badge when you leave the facility. All visitors will be inspected and must be escorted by a FEMA employee at all times while inside the facility. A central Entry Control Point (ECP) or main entrance is designated for anyone entering or exiting the facility.

Use of cameras or video-recording equipment at the facility must be approved in advance by the Branch Chief or Administrative Officer via email to the Security Specialist who will alert the Security staff, as appropriate. Use of cameras at the facility is never a problem as long as such use is coordinated in advance.

Dogs and other animals, except seeing eye dogs, other guide dogs, and animals used to guide or assist handicapped persons, shall not be brought upon a Federal property for other than official purposes.

For employee inspection, Federal statute requires that: Persons arriving on, working at, visiting, or departing Federal property are subject to inspection; as well as packages, briefcases, purses, back packs, and other items or containers in the immediate possession of said persons. All visitors are inspected and employees are subject to random inspections. The Security staff posted at the Entry Control Point/ Main Entrance are responsible for conducting personal inspections.

There may be security requirements specific to your facility. You should be aware of and adhere to all procedures in your facility and when you are visiting other Federal facilities.

Please refer to the following for detailed information: Title 41 Code of Federal Regulations, Subpart 101-20.301-302, 310-311.

Weapons

This is covered under Title 18 of the United States Code, Section 930, Possession of Firearms and Dangerous Weapons in Federal Facilities. Federal statute states in part: "A Federal Facility is a building or part thereof owned or leased by the Federal Government, where Federal Employees are regularly present for the purpose of performing official duties." It states further that: "A Dangerous Weapon is a weapon, device instrument, material, or substance, animate or inanimate, that is used for, or is readily capable of, causing death or serious bodily injury, except that such term does not include a pocket knife with a blade of less than 2 1/2 inches in length." As a general rule, dangerous weapons are not permitted on any Federal facilities.

However, should you need to bring a knife into the Facility for a specific purpose, any member of the Management Team may approve such special requests for specific events via a telephone call or email to the Security Specialist, who will alert the Security Staff, as appropriate.

Threat Levels

The world has changed since September 11, 2001. We remain a nation at risk to terrorist attacks and will remain at risk for the foreseeable future. At all threat conditions, we must remain vigilant, prepared, and ready to deter terrorist attacks. As a result, the following Threat Conditions were created and each represents an increasing risk of terrorist attacks:

Low Condition (Green). This condition is declared when there is a low risk of terrorist attacks.

Guarded Condition (Blue). This condition is declared when there is a general risk of terrorist attacks.

Elevated Condition (Yellow). An Elevated Condition is declared when there is a significant risk of terrorist attacks.

High Condition (Orange). A High Condition is declared when there is a high risk of terrorist attacks.

Severe Condition (Red). A Severe Condition reflects a severe risk of terrorist attacks. Under most circumstances, the Protective Measures for a Severe Condition are not intended to be sustained for substantial periods of time.

You may access www.dhs.gov for the full story on the Homeland Security Advisory System.

Violence in the Workplace

It is the policy of FEMA to strive to minimize the likelihood of violence in the workplace through early intervention. Such acts or threats of violence (explicit or implied) will not be tolerated. Employees found in violation of this policy will be subject to disciplinary action, up to and including termination of employment, and referral to appropriate law enforcement authorities.

It is your responsibility to respect all persons and government property, and refrain from behavior that could be perceived as threatening, harassing, intimidating, or dangerous to yourself or others. You should also report any violent acts or threats of violence to your immediate supervisor. Information regarding a threat or harmful act, where you reasonably believe that the circumstances may lead to a harmful act, should be reported immediately. Refrain from reporting false information or making unfounded complaints against others. Any individual who knowingly makes a false report or unfounded complaint will be subject to disciplinary action. This may also result in referral to the Office of Inspector General for investigation and possible criminal prosecution. All employees will be required to attend violence in the workplace training.

*To access FEMA Manual 1200.1 Violence in the Workplace, visit the following website:
<http://cio.fema.net/rm/dm/im/1200-1i-112200.pdf>*

Safety

Employees should know their “Workplace Rights” and “Responsibilities” under the FEMA Occupational Safety and Health (OSH) program. Each employee needs to know how to comply with all OSH procedures, requirements, rules, and regulations. This information can be accessed using the links below.

It is your responsibility to comply with Occupational Safety and Health Administration (OSHA) standards, follow all FEMA safety and health rules, report hazardous workplace conditions, and promptly report any job-related injury, illness, or accident to your supervisor.

Please check with your supervisor for the location of the Material Safety Data Sheet (MSDS) Manual. You may also reference <http://cio.fema.net/rm/dm/im/6900-3m-030097.pdf> and <http://cio.fema.net/rm/dm/im/6900-5i-013096.pdf>

Dress Code

FEMA has a dress code of “Business Casual”, a code which is widely accepted in a variety of businesses and offices. But it is impossible to stipulate the acceptability of every garment. Any latitude will be contingent upon basic rules of good grooming, hygiene, and personal safety. The best policy is “if in doubt – don’t wear it”.

The following list includes some clothing items that are NOT acceptable:

- Jeans that are torn, frayed, or portray a “dirty look” as some designer jeans do
- Shorts
- T-shirts (white undergarment type)
- Sport jerseys and sweatpants
- Low-cut or revealing clothing to include crop tops, tube tops, tank tops
- Skirts and skorts shorter than two inches above the knee or with slits higher than two inches above the knee
- Military fatigues
- Hats and sunglasses unless they are medically necessary
- Beach shoes, flip-flops, shower shoes, or house slippers

- Any body piercings that impair job performance

Any employee who reports for work improperly dressed will be so advised and may be sent home to change clothing and to return to work properly dressed. Employees will not be paid for this time away from work. Failure to return to work properly dressed may result in disciplinary action. Further non-compliance with this policy may also result in disciplinary action, up to and including termination.

Facility managers may publish information supplemental to this basic dress code. For example, additional restrictions may be outlined based on climate or based on what is customary in the region, local area or in surrounding offices.

Use good judgment when dressing for work each day and we will continue to have a professional yet comfortable environment.

Personal Use of Government Office Equipment

The Department of Homeland Security recognizes that employees may need to take care of some personal matters while at work. It would be counterproductive if this were prohibited because an employee with pressing personal concerns is unable to focus effectively on work-related duties. With this understanding, employees have limited privileges to use government office equipment (computers, telephones, email, facsimile machines, etc.). Personal use of equipment should only occur with advanced supervisory approval, use should occur on the employee's personal time and use should not adversely impact official business. Employees may only make personal use of equipment that they normally have access to and only during times when the facility is officially operational.

For employees who do not have access to a telephone and/or computer at their workstation, or who have been explicitly instructed not to use equipment at their workstation for personal matters, computers and telephones are available in common areas for employee use. Employees who are unable or not permitted to receive calls directly should ask family members and others to call a designated telephone number. This number can be provided by your supervisor. Emergency telephone messages will be sent to you and/or your supervisor immediately. As many people now have access to personal communication devices, it is requested that these devices only be used at appropriate times and in appropriate areas.

Limited personal use of office equipment is a privilege, not a right. If this privilege is abused, managers and supervisors may further restrict or altogether eliminate personal use of office equipment. In some instances disciplinary action may be necessary. Some examples of inappropriate uses include loading personal software onto computers; sending chain or mass electronic mailings; pirating software; making personal long distance telephone calls; using for commercial purposes for financial gain; and viewing, transmitting, storing or printing defamatory, discriminatory, obscene, harassing, or intimidating messages or material.

For more information consult DHS Management Directive #: 4600.1

PWS		
	Deliverable	Timeline
C.5	Draft Quality Management System Manual (QMS)	Proposal
C.5	Quality Management System (QMS) ISO Registration	Certificate of Registration by an accredited registrar within 12 months of contract award to COR
C.6.1	Post Award De-brief	Scheduled by CO
C.6.1	QMS – Review and discuss	Post Award De-brief one week after award
C.6.1	Source Selection Plan – Strengths/Weakness/Risk	Post award de-brief one week after award
C.6.1	Capability Threshold Plan-for consecutive ongoing and new additional task order assignments	Post award Kick-Off
C.6.5	Contractor (CS & Comm Needs Sensitivity) Training Curricula and Implementation and follow up Program & Schedules	Post award Kick-Off
C.6.1	Contractor Corrective Action Plan as a result of the Kick-Off	No later than 10 days after Kick-Off
C.6.4	Training Progress Report disclosing staff that has received training and types of training	First of each month
C.6.4	Training Schedule Updates	Monthly to COR
C.6.2	Transition – Preparedness & capabilities to perform requirements	Award to 90 days
C.6.4	Replacement of Key Staff	Prior to position offer
C.6.4.1	Contractor Adjudication Plan for staff and events	Prior to first Task Order award
C.6.4.1	Contractor POC – Staff Credentialing	72 hours to issue credentials following receipt from COR
C.6.4.1	Contractor POC – Return of Credentialing	72 hours following departure or termination to COR
C.6.6	Pay for Performance Implementation Plan	Proposal
C.6.8	Contractor Continuity of Operations Plan (CONOPS) (QMS)	Proposal
C.6.10	Technical Assistance Task Orders	In place within 48 hours of Task Order notification
C.6.9	Quality Control Process – Scoring matrix	QMS draft - Proposal
C.6.9	QMS – Quality Control Process Outcome	after release from first Task Order
C.6.12.4	Year End Management Report	No later than the last day of the month following the base period and option years
C.6.14	Government Furnished Property (GFP); Contractor Acquired Property (CAP) Annual Inventory Report	June 30th each year
Contract/FAR Clause Deliverables		
H.2	Contractor Security Compliant Implementation/Management Plan	2 days after award
H.2	Contractor Code of Ethics	Within 30 days of award
F.4	Draft Contract Closeout Final Report	30 prior to contract expiration
F.4	Contract Closeout Final Report	On or before contract expiration date
52.209-9	Updates of Publicly Available Information Regarding Responsibility Matters	Semi-annually
52.215-23	Limitations on Pass-Through Charges	70% Rule (Conditional)
52.216-7	Allowable Cost and Payment (Jun 2011) Invoicing	Max every 2 weeks
52.216-18	Ordering	Base year date and Option year dates need applied after award
52.216-21	Requirements	Upon award - End date determined upon award date

Contract/FAR Clause Deliverables		
	Deliverable	Timeline
52.219-9	Small Business Subcontracting Plan	Semi-annually during contract performance for the periods ending March 31 and September 30. Required for each contract within 30 days of contract completion. Reports are due 30 days after the close of each reporting period, unless otherwise directed by the Contracting Officer.
52.219-28	Post-Award Small Business Program Rerepresentation.	Conditional
52.222-40	Notification of Employee Rights Under the National Labor Relations Act.	During transition & contract term
52.204-3	Taxpayer Identification	During the offer
52.204-8	Annual Representations and Certifications	Conditional
52.209-7	Information Regarding Responsibility Matters	During proposal
52.215-6	Place of Performance	During proposal
52.219-1	Small Business Program Representations	During proposal
52.222-22	Previous Contracts and Compliance Reports	During proposal
52.225-4	Buy American Act – Free Trade Agreements – Israeli Trade Act Certificate	During Proposal
52.215-1	Instructions to Offerors – Competitive Acquisition	As part of the proposal instructions
	Inspection of Services – Fixed Price	During proposal
52.203-5	Covenant Against Contingent Fees	During proposal
52.203-7	Anti-Kickback Procedures	Conditional
52.203-13	Contractor Code of Business Ethics and Conduct	30 days from award date
52.204-2	Security Requirements	Within the proposal
52.215-2	Audit and Records – Negotiation	As requested
52.222-54	Employment Eligibility Verification.	During transition and ongoing
52.222-38	Compliance with Veterans' Employment Reporting Requirements	Conditional
52.225-25	Prohibition on Engaging in Sanctioned Activities Relating to Iran – Certification	Within initial proposal
52.222-24	Preaward On-Site Equal Opportunity Compliance Evaluation	Pre award if conditional
52.233-3	Protest After Award	Conditional
PRS Deliverables		
QASP Section 2: TO Performance (F) page 7 of 16	Acceptance of QASP Results	Within 10 days of receipt by the contractor
Threshold #3 Records of Trends	SSPA # 1.A – Quality Control	When requested by FEMA
C.6.12.1	SSPA # 2.I – Production C.6.12.1	Refer to SSPA#2.I within PRS for inspection deliverable schedule
C.6.12.1	SSPA # 4.A – Initial Operational Report	48 hours of Task Order Activation
C.6.12.2	SSPA # 4.B – Operational Report (Biweekly)	14 days from Task Order activation and continuing until released from the Task Order

C.6.12.3	SSPA # 4.C – Final Operational Report	No later than 30 days after Task Order release
C.6.12.5	SSPA # 4.D – Surge Event Reports (Incremental Operations Reports)	Mutually agreed to timeframe when requested

U.S. Department of Homeland Security
FEDERAL EMERGENCY MANAGEMENT
AGENCY

OMB Control Number 1660-0102
Expiration Date: Jan. 31, 2014

Housing Inspection Services

Customer Satisfaction Survey

This survey is voluntary. Your information will be used for statistical and program improvement purposes and be kept private to the extent permitted by law. You have been selected for this survey because you recently attained a FEMA housing inspection. The purpose of this survey is to measure the housing inspector's performance.

Instructions: To be filled out by a member of the household who was at home during the housing inspection. For the following questions, please check the box to respond to each question. Do not sign or put your name on the form. All responses are anonymous and confidential, and will be reported ONLY in aggregate form.

1. Before the inspection, what level of service did you expect to receive from the FEMA inspector?

Very good Not at all good I didn't know what to expect

2. Compared to your expectation, what level of service do you feel you received?

Better than expected Worse than expected

3. Did the inspector come to your home at the scheduled time?

Yes No Inspector came without an appointment

4. How important was it for you to have a set time for your inspection?

Very Important Not at all important

5. How long was the inspector's visit?

Less than 30 minutes 30-45 minutes More than 45 minutes

6. The length of the inspector's visit was:

Too Long About Right Too Short

7. Were you with the inspector during the inspection?

Yes No

8. Did the inspector explain why he/she was performing the inspection?

Yes No

9. How complete do you feel your inspection was?

Very Complete Not at all Complete

10. Did the inspector take time to listen to what you had to say?

Yes No I didn't have anything to say

Paperwork Reduction Act Notice: Public reporting burden for this survey is estimated to be an average of 15 minutes per response. The burden includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the needed data, and completing, reviewing and submitting the form. Although voluntary, you are not required to respond to this collection of information unless a valid OMB control number appears in the upper right corner of this form. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: Paperwork Reduction Act Project (1660-0102), Information Collections Management, Federal Emergency Management Agency, Department of Homeland Security, 500 C St. SW, Washington, DC 20472. **NOTE: Please do not send your completed form to the above address.**

11. How satisfied are you with the effort the inspector made to answer your questions?

<i>Very satisfied</i> ②					<i>Not at all satisfied</i>	<i>I didn't ask any questions</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Were there any questions that the inspector did not answer?

<i>Yes</i> ②	<i>No</i> ②
<input type="checkbox"/>	<input type="checkbox"/>

If yes, please tell us what they were under Question 17.

13. At the end of the inspector's visit, how good was your understanding of what would happen after the inspection?

<i>Very good</i> ②					<i>Not at all good</i> ②
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. How did the inspector's visit make you feel?

<i>A lot better</i> ②		<i>No difference</i> ②		<i>A lot worse</i> ②
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Overall, how satisfied are you with the FEMA inspection?

<i>Very satisfied</i>				<i>Not at all satisfied</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. The check I received from FEMA was:

<i>Larger than I expected</i>	<i>Exactly what I expected</i>	<i>Smaller than I expected</i> ②	<i>I did not receive a check from FEMA</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If smaller than expected, please explain.

17. Please write additional comments about FEMA's inspection services, including ideas to improve the process, unanswered questions, or unmet expectations you may have had. Use a separate sheet of paper if necessary.

Thank You!

Please Return Survey to:
Federal Emergency Management Agency
C/O J & E Associates, Inc.
Customer Service Survey Contractor
 Attn: Survey Center
 8601 Georgia Avenue, Suite 505
 Silver Spring, MD 20910

**U.S. Department of Homeland Security
FEDERAL EMERGENCY MANAGEMENT
AGENCY
Housing Inspection Services**

OMB Control Number 1660-0102
Fecha de Expiración: Enero 31, 2014

Encuesta de Satisfacción del Cliente

Esta encuesta es voluntaria. Sus datos serán utilizados con fines estadísticos y mejoras del programa además se mantendrán en privado en la medida en que sea permitido por la ley. Usted ha sido seleccionado para esta encuesta, ya que recientemente recibió una inspección de vivienda de FEMA. El propósito de esta encuesta es medir el desempeño del inspector de vivienda.

Instrucciones: Para ser llenado por un miembro de la familia que estaba presente durante la inspección a la vivienda. Para las siguientes preguntas, por favor marque la casilla correspondiente a cada pregunta. No firme o escriba su nombre en el formulario. Todas las respuestas son anónimas y confidenciales, y serán reportadas solamente si son incluidas en la encuesta.

1. Antes de la inspección, ¿qué nivel de servicios esperaba recibir del inspector de FEMA?

Muy Bueno				No muy bueno	Yo no sabia que esperar
②				②	②
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Comparando con su expectativa, ¿qué nivel de servicio cree que recibió?

Mejor de lo esperado				Peor de lo esperado
②				②
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. ¿Se presentó el inspector en su vivienda a la hora establecida?

Sí	No	El inspector se presento imprevistamente
②	②	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. ¿Cuán importante era para usted tener una hora establecida para la inspección?

Muy importante				No muy importante
②				②
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. ¿Cuánto tiempo duro la visita del inspector?

Menos de 30 minutos	30-45 minutos	Mas de 45 minutos
②	②	②
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. La duración de la visita del inspector fue:

Muy larga	Cerca de lo correcto	Muy corta
②	②	②
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. ¿Estuvo usted con el inspector durante la inspección?

Sí	No
②	②
<input type="checkbox"/>	<input type="checkbox"/>

8. ¿El inspector le explico por qué él / ella estaba realizando la inspección?

Sí	No
②	②
<input type="checkbox"/>	<input type="checkbox"/>

9. ¿Qué tan completa siente usted que fue su inspección?

Muy completa				No muy completa
				②
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. ¿Se tomó tiempo el inspector para escuchar lo que usted tenía que decir?

Sí	No	Yo no tenia nada que decir
②	②	②
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Aviso sobre la Ley de Reducción de Papeleo: La carga pública de información para esta encuesta se estima en un promedio de 15 minutos por respuesta. La carga incluye el tiempo para revisar las instrucciones, buscar fuentes de información existentes, recopilar y mantener la información necesaria, y completar, revisar y someter el formulario. Su respuesta a esta encuesta es voluntaria, y usted no está requerido a responder a esta recopilación de información a menos que un número de control valido de OMB aparezca en la parte de superior derecha de este formulario. Envíe comentarios con respecto a la precisión del estimado de la carga y cualquier sugerencia para reducirla a: Paperwork Reduction Act Project (1660-0102), Information Collections Management, Federal Emergency Management Agency, Department of Homeland Security, 500 C St. SW, Washington, DC 20472. **NOTA: No envíe su forma completada a esta dirección.**

PRIVACY AWARENESS TRAINING

Required annually, training and updates supplied by FEMA

What You Need to Know about “The Privacy Act and Protecting Personally Identifiable Information (PII)”

- FEMA is responsible for protecting the privacy of its employees, contractors, and the public we serve;

Under the Privacy Act:

- You are required to take precautions when collecting, maintaining, distributing, and disposing of PII in executing your job.

Personally Identifiable Information (PII)

- Definition: any information that permits the identity of an individual to be directly or indirectly inferred, including any information which is linked or linkable to that individual regardless of whether the individual is a U.S. citizen, lawful permanent resident, visitor to the U.S., or employee or contractor to the Department. Emails, data sheets, laptops, inspection tablets, unauthorized sharing of information; leaving files unattended can lead to identify theft.

Sensitive PII

- Definition: as personally identifiable information, which if lost, compromised, or disclosed without authorization, could result in substantial harm, embarrassment, inconvenience, or unfairness to an individual

Privacy Act Penalties

- Any officer or employee of an agency who willfully discloses PII in any manner to any person or agency not entitled to receive it, could be charged with a misdemeanor and fined not more than \$5,000
- Any person who knowingly and willfully requests or obtains any record concerning an individual from an agency under false pretenses shall be guilty of a misdemeanor and fined not more than \$5,000

Federal Emergency Management Agency

Virginia National Processing Services Center
Winchester, VA 22603



IHP INSPECTION GUIDELINES DR - - Government Task Monitors – Inspection Services Coordinator – Incident Type – Incident Period – Presidential Declared Date – Governors Declaration of State of Emergency-

STANDARD OF CONDUCT / CONFLICT OF INTEREST

Inspectors, employed by or under contract to FEMA to perform Individual Assistance inspections, shall not be part of any trade or financial transactions involving the purchase or sale of any real or personal property belonging to an applicant or household member who is assigned for inspection or being inspected by the designated inspector. Inspectors shall not conduct an inspection on a family member, friends, or business associates dwelling where a conflict of interest may arise. When there is a conflict of interest with the applicant do not perform the inspection; select the “**Conflict**” button located on the Schedule Inspections screen to return the inspection to the host for reassignment.

COMMUNICATION WITH APPLICANTS – Clear communication is essential in order to accurately perform an inspection; you must accommodate applicants who have a Limited English Proficiency (LEP). If you encounter an applicant who has LEP, the primary strategy is to determine if there is anyone in the home 16 years of age or older who can assist as a translator. If not, ask the applicant if they have a friend or another person 16 years of age or older who can be present during the inspection and provide translation assistance. If neither of these two options is possible you must explore alternative means to ensure clear communication. Alternative methods may include but are not limited to; language translation call services, interpreter or returning the inspection for reassignment to a compatible speaking inspector.

REGISTRATION INFORMATION SCREEN

NAME, ADDRESS, PHONE NUMBERS, AND E-MAIL ADDRESS

- Verify and make any needed changes to the applicant’s name, damaged dwelling address, county, current mailing address, lot or apartment number and phone numbers.
- Comment when a complete name or address change is made.
- Inspectors may change the registrant name to a household member 18 years of age or older when both are present and the request is directed through the original applicant. Customarily this is only performed when the Registrant or Co-Registrant is unable to verify occupancy or ownership and the household member can provide verification in their name. It is necessary to accurately record social security numbers when making a name change.
- If the damaged dwelling address is not the applicant’s primary address, correct the address and perform the inspection on the applicant’s primary residence.
- A post office box for the damaged dwelling address is not acceptable and must be changed to the physical address of the dwelling (911 Address).
- Verification of identity, occupancy, and ownership is a critical component of **all** inspections. For inspections that are downloaded with comments that indicate an applicant did not pass FEMA’s preliminary identity, occupancy, or ownership verifications, thoroughly examine the documentation provided to ensure it is valid.

OCCUPANCY VERIFIED

Displays a list of valid methods for verifying occupancy, if you select one of these methods, you are stating that you viewed the document.

- Record occupancy as verified only if the applicant lived in the damaged dwelling at the time of the disaster. You are not expected to prove “Intent to Occupy”. For instance, if the dwelling was under construction or remodeling at the time of

the disaster, and the applicant lived elsewhere, complete the inspection as normal, and record occupancy as “Not Verified” with a brief comment as to the situation.

- Verbal verification of occupancy is acceptable only when the applicant doesn’t have supporting documents. In these cases you must attempt to obtain verbal verification of occupancy by either the landlord or the utility company. Record in comments the Landlord’s /Utility Company’s name and phone number when occupancy is verified verbally.
- When the applicant claims that the dwelling is their primary residence but all means to verify occupancy have been exhausted, record occupancy as “Not Verified” and perform a complete inspection. There is a required comment when recording occupancy as “Not Verified”.

Not Primary Residence (NPR)

- Ask every applicant if the dwelling is their primary residence, where they reside more than six months a year. Common NPR’s are rental properties, secondary homes and commercial properties.
- If the damaged address is incorrect and the applicant states they had damage at their primary residence, correct the address and perform the inspection if located in the declared area.
- Select the Not Primary Residence occupancy status *only* when the applicant states the damaged dwelling is not their primary residence. Record all unmet medical, dental, funeral and transportation needs, and when possible obtain a signed self-declaration. Record the size of residence as ten (10) square feet, bedrooms occupied as 1, household composition as 1 and the number requiring clothing as zero (0). Address foundation and dwelling types, and record habitability repairs required (HRR) as “no”. Provide a comment on the occupancy change and return the inspection as done/complete.

OWNERSHIP VERIFIED

Displays a list of valid methods for verifying ownership, if you select one of these methods, you are saying that you viewed the document.

- Change the applicant from owner to renter **only** if the applicant states they are a renter. A comment is required.
- Ownership can be verbally verified by calling the tax office or through official tax office websites. There is a required comment with the name and phone number of the person you spoke to at the tax office or the website used for verification.
- If the applicant claims they are the owner and all means to verify ownership have been exhausted, select “not verified” for ownership and complete the inspection as an owner. A comment is required.
- When a mortgage payment book is used to verify ownership record the name of the mortgage company, the loan number, and phone number in the Mortgage Information box and verify all types of insurance. If the applicant states they do not have insurance, add Homeowner’s Insurance and enter the mortgage company name in the insurance company and agent fields. Use the mortgage loan number and phone number to complete the other required fields.
- When insurance is used to verify ownership record the policy number, insurance company, insurance type, and agent’s name and phone number in the Insurance Information box.
- If the applicant does not pay rent but has formal title vested in another as witnessed through a notarized document dated prior to the incident period, select “affidavits” as evidence of ownership.

VERIFY EXISTING INSURANCE COVERAGE

- Ask every applicant if they have insurance, and add all additional insurance types indicated by the applicant, including coverage for Transportation, Medical, Dental and Funeral when an unmet need is claimed by the applicant.
- Do not delete **any** insurance types that are downloaded.
- When recording damages caused by flood, sewer backup or earthquake, confirm whether or not the applicant has a rider and/or a separate policy for flood, sewer backup or earthquake damages; if confirmed, add the insurance type.
- When the dwelling is a mobile home, and Homeowner’s Insurance is listed, and the applicant clearly has a mobile home policy, add Mobile Home Insurance.
- If an applicant claims fire only as an insurance policy, add the Homeowner’s Insurance type if it is not already listed.

APPLICANT’S SIGNATURE AND DECLARATION

The applicant or another adult member of the pre-disaster household must sign the Declaration and Release form after showing their photo identification. Select the language (English or Spanish) that the applicant prefers. If the signer’s name was not downloaded, it can be added. Verify the signer’s name, address, and birth date and make corrections if necessary. Provide the applicant a blank Declaration and Release form so they can read it, choose one of the three declaration statuses at the top, and select the appropriate declaration. Select the create form button, which will display an electronic copy of the

Declaration and Release form pre-populated with information from the Registration Screen. Present the electronic form to the applicant for their review and signature and save the form.

- Obtain signatures for all initial inspections, with the exception of No Contact, Withdrawn, and Inaccessible inspections when you are unable to meet with the applicant or obtain via fax. A comment is required if the applicant's signature is not obtained on an Inaccessible inspection.
- If the applicant's declaration is "Qualified Alien" there are two options:
 1. If the applicant is the qualified alien, select their name and create the form.
 2. If the applicant is not lawfully present and is the parent of a minor child who is lawfully present, ensure that the registrant is the lawfully present minor child; if not, change the applicant to the minor child and the adult parent/guardian to the Co-Registrant. Select the "Qualified Alien" declaration status and request the parent/guardian Co-Registrant to sign the form. Comment on this condition (i.e. Parent/Guardian signed for lawfully present Minor Child). No further investigation is required.
- If the applicant will not choose any of three declaration options, select "No", create the form, and present it to the applicant to sign. A comment is required.
- If the applicant refuses to sign the form, select "Not Obtained" and perform the inspection. A comment is required.
- Obtain signatures **only** from members of the pre-disaster household 18 years of age or older. (Exception: if the head of the household is younger than 18 years of age, obtain their signature and perform the inspection. A comment is required.)
- If no photo ID is available, perform the inspection and comment "no photo ID."
- If the third-party option is used obtain the applicant's signature via fax, select the applicant's declaration, and write "faxed" in the Declaration and Release Form signature block. A comment is required.
- **Visas** – Individuals possessing Visas, such as foreign students, workers or tourists temporarily living in the U.S. are not eligible for FEMA assistance. Government photo identification will notate the VISA condition; return the inspection as done/withdrawn and comment.
- **POA** – When the signer is the Power of Attorney for the applicant, confirm the POA's documentation, photo ID, and the applicant's self-declaration of their citizenship. Incoherent or incapacitated applicants in nursing homes will require a POA to sign the declaration and release form and act on their behalf when discussing damages and unmet needs. There is a required comment with the POA's name.
- Obtain signatures for all subsequent inspections that are performed with a different household member than that of the original inspection. This requires creating a new form.

HOUSEHOLD COMPOSITION

Record the number of household members who resided in the dwelling at the time of the event, including students away at college expected to return during session breaks. **Do not** include boarders, renters or live-in landlords who have a commercial relationship with the applicant.

NUMBER OF BEDROOMS OCCUPIED

Record the number of bedrooms occupied at the time of the event for the applicant and the members of the household. Do not count renter or boarder occupied bedrooms. This number will not necessarily agree with the number of bedrooms indicated on your room inspection, but will not exceed household composition.

NUMBER OF PEOPLE REQUIRING CLOTHING

Address the disaster-related clothing need of the applicant and household members. Do not record damages to stored clothing. If clothing is recorded, choose the appropriate means by which the clothing need was verified: either "Viewed During Inspection" or "Verbal Damage Supports Claim". Do NOT record Clothing if unable to verify loss. Do not select "Not Verified, Losses Not Supported by Damages". Clothing is not to be recorded unless the clothing is destroyed, physically gone (e.g. blown away), or contaminated by chemicals, sewer backup, etc. It is expected that clothing that is soaked by wind driven rain, seepage, or flood waters will be cleaned by the applicant. Limit of 1 per household member that has a clothing need.

COMMENTS SCREEN

Use this screen for any required comments and clarification comments. The Host Action flag is found on this screen. Inspections that warrant FEMA manual review must have this flag set to "Yes".

DWELLING INFORMATION SCREEN

OCCUPANTS

The occupants section should include all occupants 18 years of age or older who lived in the dwelling at the time of the event along with their age and relationship status if available, to include boarders, renters, live-in landlords.

HIGH WATER FLOOR

Record the high water mark on the highest floor where it was located; if "Other" is selected a comment is required.

FOUNDATION/DWELLING

Record whether there is a basement, crawl space, slab, etc. as well as the number of stories in the dwelling. If "Other" is selected a comment is required.

TYPE OF RESIDENCE

If the type of residence is "Other", comment on what "Other" means (i.e. Other = Tent).

College Dormitories, Assisted Living Facilities, Military Housing, & Correctional Facilities – Applicants who reside in these dwellings typically have their housing needs met by the institution and do not incur costs to relocate. Therefore, address the habitability call based on the damages to the unit and/or common areas and address Relocation as **"No"**. Address applicant-owned personal property and be aware of facility provided PP. Include the applicant's room or unit number in the DD address.

SIZE OF RESIDENCE

Enter the total square footage of the dwelling, including the basement, as the size of residence. Exclude the following areas: garages, porches, unoccupied outbuildings, crawlspaces and enclosed areas separated from the main living area by a locking exterior door (enclosed porches, Florida rooms, etc.)

If a renter occupies any portion of the owner's dwelling, the size of residence in the owner's inspection will include the renter's occupied area. If the renter's occupied area is separate and totally self-contained, such as a basement apartment or attic apartment with separate entrance/exit, such areas will be considered apartments and not part of the owner's dwelling.

REAL PROPERTY SCREENS

Refer to the "[item info](#)" button for specific details of what is included in each line item.

Renters - Do not record real property damage for renters with the following exceptions:

- Renter Degree of Damage line items when the Habitability Repairs Required call is Yes: Moderate Damage, Major Damage, Destroyed Renter.
- Permanent or non-permanent foundation for travel trailers.
- Incomplete inspection line item when you are unable to gain access for a full assessment.

Owners - Record all real property damage to the entire dwelling as it existed immediately following the disaster. See exceptions below to the guidance of recording all real property.

REAL PROPERTY EXCEPTIONS

Condominiums / Cooperatives - A condominium / Co-op is defined as a unit typically within a multiunit structure (apartment building or town house complex) that is owned by the applicant.

- Record damages from the drywall in.
- If habitability has been affected by damages that are not within the drywall (examples: roof, windows, exterior doors, furnaces and water heaters located on the exterior or in shared common areas) do not record these items and use the associated HRR Reasons.
- If the condo is completely destroyed, record residence rebuild along with the required comment describing the damage.
- FEMA will provide specific instructions on an appeal inspection for a condo.

Garages and outbuildings – Damage to garages and outbuildings/sheds should not be addressed unless it affects the habitability of the dwelling; use the debris remove line item to remove components that present a hazard or affect access.

- Only record damage to *attached* garages that affects the integrity of the dwelling. For example, damaged roof framing, electrical, and plumbing components should be addressed, whereas damaged drywall and insulation should only be addressed in adjoining living area walls and ceilings.
- Only record damages to *unattached* garages or outbuildings/sheds if they contain necessary and functional appliances or mechanical units: water heater, furnace, main electrical panel, washer and dryer. Record up to five lump sums to repair or replace metal or plastic sheds; otherwise use available line items. Do not address any interior doors, floor coverings, drywall or insulation.

Basements A basement is defined as an enclosed area of the dwelling where any portion of the exterior wall or concrete floor is below grade. Split level homes are excluded from the definition of a basement. When the cause of damage is flood, sewer backup, or ground saturation/seepage, do not record interior doors, floor covering, or drywall **in a basement, except in rooms that are required for the occupancy of the dwelling (essential rooms), and no other room in the dwelling meets the need.** For example, if an unoccupied bedroom on the 1st floor can be used in lieu of the basement bedroom, the basement bedroom would be considered non-essential. The foundation, furnace, water heater, main panel, electrical and other structural components will still be within the repair scope of work.

- For non-essential rooms located in the basement, use the debris remove line item (for damaged cabinets, interior doors, drywall and floor coverings etc.) to address damaged real property that is not to be recorded. Do not exceed five cubic yards unless conditions exist that require the removal of mud and debris deposits.
- Record the line item “Remove Fixture/Cap Drain” to address non-essential plumbing fixtures (one per fixture).
- If there is an essential bedroom in the basement, an associated bathroom in the basement will also be addressed as essential (max one bathroom per basement).
- Personal property appliances – Record the appropriate level of damage for appliances and furnishings that are located in the basement. Do not record any stored personal property.
- If the applicant’s only occupied floor is below grade all rooms are considered essential. For example, below ground level condominiums and garden apartments.

Income Producing Property – Do not record damages to segregated (separated by locking entrance or self-contained) portions of the dwelling that are used to generate income for the applicant. Exception: record the damage that affects the integrity of the applicant’s portion of the dwelling. For example, if an applicant rents out the second floor of their dwelling, only record damages to the furnace and water heater that are used to support the applicant’s unit. Do not record a furnace or water heater that is used solely to support the tenant-occupied unit.

Not Owned by Applicant – Do not record damages to items that the applicant does not own. For example, if it can be determined that a furnace or water heater is owned by the utility company and was or will be repaired or replaced at no cost to the applicant, do not record the item and provide a comment. Take the same approach for an applicant who owns their home but does not own the land and there are damages to the land such as road and bridge, septic system, and well.

Non-Essential Cabinets – Do not record damages to cabinets that are located in rooms other than the kitchen or bathroom; if necessary, use the debris removal line item to remove the hazard.

LUMP SUM

- Use lump sums to address disaster-related repairs which do not have a matching line item.
- Comment any time lump sums are recorded.
- Do not use lump sums to record things that are not directly related to repair of the home. For instance, don’t record hotel expenses using lump sums.
- Each lump sum is \$100.

SERVICE CALL

Use if the extent of damage is unknown and a professional will be needed to prepare an estimate. A service call cannot be used in conjunction with real property specs in the same category. The only exception is the utility service call, which can be used to address unknown damages to a well in conjunction with line items addressing the septic system, and vice versa. The limit for service calls is one per category. Do not use service calls on Appeal inspections.

CAUSE OF DAMAGE

- Record the appropriate cause of damage for all real and personal property line items.

- When recording the undeclared incident type of **fire**, confirm the fire was disaster-related by viewing the fire report or speaking to the Fire Marshall /Official. There is a required comment with the fire department contact name, phone number, incident report and date of the fire.
- When the fire report is not available, or if the report states the fire was not disaster-related, do not record any damage from fire and comment on who you spoke to.
- Do not use "Other" as a cause of damage.

CAUSE OF DAMAGE DEFINITIONS

Flood - A general and temporary condition of partial or complete inundation of normally dry land areas from overflow of inland or tidal waters or from the unusual and rapid accumulation or runoff of surface waters from any source. Record "Flood" when landslide, mudflow, or seepage is triggered by inundation or runoff. **Note:** Wind-driven rain, seepage and sewer backup do not fit the definition of "Flood." It must be "rising water from overflowing water sources."

Sewer Backup – Waste water entering the dwelling through a drain line.

Flood vs. Sewer Backup

- If flood water enters the dwelling and waste water comes up through a drain and the two waters mix, the Cause of Damage is Flood.
- If waste water comes up through the drain on an upper floor (no flood water enters the upper floors) and flood water enters the basement (such as through a basement window or door) then the Cause of Damage for the resulting damages upstairs is Sewer Backup and the Cause of Damage for the basement is Flood.

Seepage - There is no accumulation of water such as runoff or surface water from any source surrounding the dwelling. Water entered the dwelling from below ground sources, and there was no general condition of flooding.

DESTROYED (owners)

If an applicant's home is completely destroyed, based on the residence type you must record one of the following line items: "Residence Rebuild"; "Mobile Home Replace"; or "Travel Trailer Replace". Additionally, you must indicate "Destroyed" in the Reasons for Habitability Repairs Required checkbox and provide a comment with a description of the structural damage. Examples: "Destroyed = dwelling blown away, only slab remains; Destroyed = mobile home off foundation/frame bent, etc." A condemnation notice does not necessarily indicate the dwelling is destroyed per FEMA standards.

Record damaged components outside of the footprint of the destroyed home, including items associated with wells, septic systems, roads and bridges, power poles, retaining walls, debris or trees affecting access, and travel trailer foundation line items.

ACCESS/DEBRIS

Record the clean and sanitize line item for surface areas of the home that have been affected by floodwater, sewer backup, mudflow, or when there is heavy disaster related soot or ash. Calculate the affected floor area and in cases of extensive contamination include the affected wall area. Clean and sanitize can be used in crawlspaces if there is visible contamination.

BOAT ITEMS

Boat repairs are intended to restore the boat to habitability only. Do not record repairs necessary to restore the boat to seaworthiness. Use the "residence rebuild" line item to address destroyed boats. If the boat can be confirmed to be sunk and is not accessible, record a service call in the boat category and address the habitability call as "Yes". Personal property will be addressed verbally based on the applicant's statements. There is a required comment with the harbor master or local official's name and phone number who confirmed that the boat sank due to the disaster

ELECTRICAL

Fresh water inundation leaving mud/silt deposits and/or flood debris alone is not justification for panel replacement. If a main panel or auxiliary panel has been physically damaged or inundated with any type of salt water, address the panel as "replace".

FLOORS/WALLS/CEILINGS

When the cause of damage is flood, sewer backup or seepage calculate the amount of damaged wall area by rounding up in two foot increments from the recorded high water mark. For example, if the high water mark is nine inches, drywall and insulation will be recorded using a height of two feet in the calculations. Paneling will be addressed in the same manner.

FOUNDATION/MASONRY

None of the foundation repairs include an allowance for utility connections. Use lump sums in the appropriate utility category to address these connections. Do not use the "Utilities, Reconnect" found in the "Mobile Home" category when repairing foundations.

GENERAL

Do not record "Roof Covering, Replace" simply because the dwelling has suffered interior damage from wind driven rain. It is not uncommon for new leaks to occur through older roofs with pre-existing conditions, to be blown up under shingles, through vents, etc. There are numerous ways that wind driven rain can enter the dwelling without any damage occurring to the roof.

HEATING

Use line items to record all damaged heat sources for the dwelling regardless of sole or primary source. If the sole source of heat for the dwelling is a space heater, utilize the "heater, portable, replace" line item in real property.

ROADS and BRIDGES

Single and Multi-family roads and bridges are recorded only when it's the sole access route. When recording damage to a solely owned road use the Single Family Road and Bridge category. When recording damage to a private road with shared responsibility use the Multi-family Road and Bridge category. If an applicant has damage to both a multifamily road and a solely owned access drive record damages in their respective categories. Road and bridge damage will be recorded **only** to the extent needed to provide drivable access and not necessarily to the pre-disaster condition.

If you are able to record repair line items to restore access, do not record the dwelling as "Inaccessible", even if you can't get to the dwelling to record damages to the home. In this situation, record visible road damages and select the incomplete inspection line item. If the private road is not drivable due to washouts, etc., and requires repairs the proper indication would be Habitability Repairs Required = "Yes". Record only repairs needed to restore access to a maximum width of 10 feet for roads for a single family dwelling and to 15 feet for multifamily roads. Bridges will be repaired to a maximum width of 10 feet. If the road was not 10 (or 15) feet wide prior to the disaster, repair only to the pre-disaster width. **NOTE:** Some bridge components may not be damaged and can be reused; use lump sums under the appropriate road and bridge category to reset bridge components.

MULTIFAMILY ACCESS CONCERNS

Record all damages affecting the applicant's access in line items as specified above. Record other affected applicant(s) names and registration numbers as available, in comments, as well as if the applicant is a member of a Homeowner's Association.

SPEED ESTIMATING

When there is a consistent water level throughout the dwelling speed estimating can be used for drywall, insulation, floor covering, subfloor, clean and sanitize, and outlets and switches. Accurately measuring the square footage of the dwelling is critical when using speed estimating. Speed estimating cannot be used when the water level is in the basement. Factors for individual line items are located in the item info screens.

UTILITIES

Only wells that have collapsed or dried up as result of the disaster will be replaced. If replacing a well, record the pre-disaster depth of the well. The "Well, Replace" line item only includes the cost to drill and case the well. The well pump should be addressed separately if needed.

Hand-dug wells that are rendered inoperable as result of the disaster will be addressed with the "Utility Service Call" line item with a comment describing the well damage.

WINDOWS/DOORS

Record the windows and doors that have been damaged as a result of the disaster, with the exception of interior doors in non-essential basement rooms when the cause of damage is flood, seepage, or sewer backup. See the Basement section for further information.

PERSONAL PROPERTY SCREENS

For owners and renters, personal property damages will be recorded **as they existed immediately following the event**. Refer to the **“item info”** screens in the palm pad for descriptions of personal property appliances.

VISUAL VERIFICATIONS

- When personal property room furnishings and appliances are observed during the inspection and are not damaged, record the item as “Not Affected” and select “Viewed During Inspection” from the Loss Verification dropdown.
- When personal property room furnishings and appliances are observed during the inspection and are damaged, record the item as “Repair” or “Replace” and select “Viewed During Inspection” from the Loss Verification dropdown.

VERBAL VERIFICATIONS

- This applies to all rooms and personal property appliance line items.
- When you are unable to see the item but the evidence supports the claim that the disaster caused the loss: record the appropriate level of damage on the personal property screen and select “Verbal Damage Supports Claim” from the Loss Verification dropdown.
- When you are unable to see the item and the lack of evidence **does not** support the claim, or the applicant stated they removed undamaged personal property, or the applicant denies access to certain rooms in the dwelling record the item as **not affected** and select “Not Verified. Losses Not Supported by Damages” from the Loss Verification dropdown.

General Information

- For appliances, only one additional “like kind” appliance need be recorded if “Not Affected”. Example: Applicant owns 4 televisions, 1 is destroyed and 3 are undamaged, record 1 television as “Replace” and 1 television as “Not Affected”. Do not record the additional undamaged televisions.
- Record living rooms, bedrooms, bathrooms and kitchens as they are furnished and damaged – for instance, if an unoccupied bedroom is furnished as a bedroom and all furnishings need to be replaced, record it as a Bedroom Replace. The standard bedroom consists of a twin bed, dresser, nightstand, lamp and bedding.
- Any room furnished with standard living room furnishings (i.e. couch, chair, coffee table, lamps) will be recorded as a living room with the appropriate cause of damage and level of damage. This is regardless of whether the applicant refers to it as a “family room” etc. It is entirely acceptable to have multiple living rooms in the dwelling if there are multiple rooms furnished as living rooms.
- The bathroom furnishings include personal hygiene items, linens, shower curtain and rod.
- The kitchen furnishings include pots and pans, dishes, silverware, and small appliances.

NOTE: Renters are the same as for owners with one exception:

- Record landlord supplied appliances and furnishings as “Landlord Owned”. If the applicant owns the same appliance supplied by the landlord and has access to the landlord supplied appliance, **do not record the applicant’s appliance**.

Testing Appliances and Power Surge – If there is physical evidence that an appliance has been damaged, such as inundation of the electrical components or major physical damage, you do not need to test it and should record the appropriate level of damage.

- When an applicant claims damage to an appliance that does not have physical evidence, such as an appliance that was impacted by a minimal water level or power surge that leaves no visible evidence, the appliance must be tested before recording it as damaged.
- When you are unable to test an appliance, such as when there is no power to the dwelling, record it as not affected and comment.
- When recording an appliance as damaged from power surge, there is a required comment on the evidence that supported the claim.

ADA (Americans with Disabilities Act) line items – The ADA line items are used to address personal property that is specific to applicants with disabilities.

Travel Trailers/Motor Homes/Boats - This guidance applies to all travel trailer/ motor home / boat inspections (including standard tow behind, 5th wheel type, slide-ins, and pop ups), the maximum level of damage for bedroom and living room

furnishings is “Repair X”. If the unit is destroyed, record the range and refrigerator as not affected since they are built in appliances.

Continue to separate landlord owned and applicant owned personal property for renters. For all **travel trailer** inspections, determine if the unit is on a permanent foundation (free of wheels and affixed to a foundation) and select the corresponding line item in the mobile home category.

Furnishings – Do not record a “Repair X” level of damage simply because furnishings have been affected by the disaster. If the furnishings only require additional housework on the part of the applicant, record them as Not Affected. “Repair X” for furnishings is restricted to when the furnishings would require professional cleaning techniques. This would typically occur when they have been flooded with contaminants or sewer backup, or have been affected with substantial soot and smoke damages.

Dining Table/Chairs – Record all sets of tables and chairs regardless of their location in the dwelling. Do not use the Room Furnishings level of damage in the dining room to address the everyday table and chairs.

Bedrooms and Twin Beds – The bedroom line item includes an allowance for a single twin bed for a single occupant. If there were two or more occupants of a damaged bedroom, add an additional twin bed line item for each additional occupant with the appropriate level of damage. **Example:** If there are two children in a bedroom and all furnishings were destroyed, record bedroom Replace and **one** twin bed Replace. The same guidance would apply to a couple occupying a double bed.

Applicants residing in the same Dwelling – Applicants who have a commercial relationship with an owner or head of household are Renters. Applicants without a commercial relationship with the owner or head of household are household members.

- Owner’s Inspection: Record rooms solely occupied by the renter as “Boarder Occupied”. Do not record personal property or transportation owned by the renter.
- Renter’s Inspection: Record all rooms occupied by the renter as they are furnished and the personal property that they own. Rooms solely occupied by the owner and the owner’s personal property will have the damage level of “Landlord Owned”.
- Multiple Renters’ Inspection: When two or more renters share the same dwelling, list all rooms claimed by the applicant. Rooms solely occupied by the other renter will be recorded per their function with the damage level “Landlord Owned”.
- Household Member’s Inspection: For applicants who do not have a commercial relationship with the head of household (Owner or Renter) and apply separately, record damages to the dwelling in the same manner as renters addressing their claimed room and appliance damages.

Infant Personal Property - Do not record infant personal property when there is not an essential need in the household. For example, if a crib and a stroller are damaged and there are no infants in the household, do not record these items.

Stored Personal Property – Do not record any stored personal property as part of the initial inspection. For instance, if the applicant claims damage to furniture in a storage unit, do not record this as personal property line items. When an appeal is specifically issued for essential personal property in storage at the time of the disaster, list all affected personal property items along with the cause and level of damage in comments.

Duplicate Items – Some items are available selections in both the miscellaneous purchases section as well as the personal property appliances section. Items owned prior to the event incurring damage will be recorded in the personal property section; whereas items purchased in response to the event will be recorded in the miscellaneous purchase section. Items may not be recorded as a Miscellaneous Purchase when a like-kind item is also being repaired or replaced in the Appliances/Personal Property section.

UNMET NEEDS SCREEN

Ask every applicant about disaster-related unmet needs. If the applicant reports a disaster-related need in these areas, mark “Yes” for need.

Moving and Storage - Use the moving and storage button to record expenses to move/store personal property following damages to the dwelling. **Do not** indicate an unmet need if the applicant incurred expenses to move/store personal property prior to the event to prevent damage.

Medical/Medical PP - Use the medical unmet needs button to represent either a new medical condition caused by the disaster, or the loss of prescriptions, or medical equipment (artificial limbs, hearing aids, prescription eyeglasses, etc.) damaged, destroyed, or lost as a result of the disaster.

Dental - Use the dental unmet needs button to represent a new dental condition or injury caused by the disaster. Dentures will be recorded under the Dental unmet needs.

Transportation – During the inspection process, one question is required as a minimum and depending on the answer, a second question pertaining to vehicle comprehensive insurance may be required.

- Question 1: Ask the applicant “Were all the vehicles in your household made undrivable due to the disaster?” A “no” response requires no further action. A “Yes” response requires a second question to be asked:
- Question 2: “Are any of the vehicles covered by comprehensive insurance?” A “Yes” response requires no further action to address transportation.

A “No” response to question 2 requires the following entries and/or verifications:

- Record all vehicles for the household regardless of whether the vehicles are present.
- Confirm the vehicles were registered prior to the incident.
- Address insurance types on all vehicles (see page 1 regarding recording insurance).
- Record the appropriate “Policy Verified” response for each insured vehicle. Note: You must request to view the actual, active vehicle insurance policy; wallet cards or verbal statements are not sufficient justification of insurance.
- Do not delete downloaded vehicles unless you have confirmed it is not owned by the applicant or household member(s).
- When recording a vehicle as repairable or destroyed you must select a damage description.

Note: If you have an inspection with vehicle(s) listed and discover the applicant has a drivable vehicle or has comprehensive insurance, delete the listed vehicle(s).

Definitions for vehicle levels of damage:

- **Not Affected** - The vehicle was not affected at all, even cosmetically.
- **Cosmetic** - The vehicle sustained damages that do not affect operation in any way. Examples: minor dents, scratches, and similar low levels of damage.
- **Repairable** - The vehicle sustained damage that affects operation. Examples: broken windshield or window glass, mirror, or headlight assembly, minor mechanical repairs to brakes.
- **Destroyed** - The vehicle has been totaled. Examples: flooded over the engine, crushed by a falling tree, completely burned.
- **Not Available** - The vehicle is not at the damaged dwelling address, was swept down the river and is no longer present, or is otherwise not available for assessment of the damages. There is a required comment on why the vehicle is unavailable and what level of damage the applicant is claiming.

Transportation Only Inspections - If you receive a transportation only inspection, the damaged dwelling address should be the location where the damage occurred, not the applicant’s primary residence. If it is not, change the damaged dwelling address to reflect the location where the damage occurred. You **must** obtain signatures on the Declaration and Release Form, as well as ask the questions regarding all other unmet needs. Return inspection as “Done Complete”.

Essential Tools Category – Essential Tools consist of school equipment, computers, uniforms, specialized/protective clothing, required for employment but not supplied by the employer. Please ask specifically if the claimed Essential Tools lost are tools used by a self-employed individual; do not record tools used for self-employment in this category. Essential Tools that the applicant is financially responsible for, or tools previously purchased by the applicant, are only to be recorded if they are lost or inoperable as a result of the disaster and are required to maintain employment or stay enrolled in school. Only books or uniforms that were damaged by the disaster and are the responsibility of the applicant should be recorded. The line items for “School books/supplies” and “Uniforms” refer to a full set. Do not record more than one per individual who lost these items.

Use the Essential Tools unmet needs button to indicate a loss of any item listed in the Essential Tools list. If you mark “Yes” for this radio button, you must record one or more of the items listed in the Essential Tools list along with a cause of damage for each item as well as addressing the field for Loss Verification. If essential Tools are recorded, select the appropriate means by which the Essential Tool loss was verified from the dropdown menu: either “Viewed During Inspection” or “Verbal Damage Supports Claim”. Do NOT Record Essential Tools if unable to verify loss. **Do not select** “Not Verified, Losses Not Supported By Damages” **Do not** record Computers when the cause of damage is Power Surge.

Miscellaneous Purchases - Use the Miscellaneous Purchase unmet needs button to reflect items purchased in response to the disaster. Miscellaneous Items must have been purchased or rented within 30 days **after** the incident period start date. See page 1 for incident start date. You must view receipts to verify the date of purchase for **all** miscellaneous purchases. There is a required comment on the receipt for all miscellaneous purchases. For example, "Chainsaw = viewed receipt dated x/x/xx". Record your inspector number on the applicant's receipt (i.e. XXXXX = verified).

Chainsaw - Must have been purchased, rented or leased after the start of the incident period to gain access and or remove hazards to the dwelling. When recording a chainsaw for miscellaneous purchases do not record debris removal and or tree removal to address a downed tree in real property specs. Note: If the applicant owned a chainsaw prior to the first day of the incident period and the chainsaw was damaged by the disaster event address the chainsaw under personal property.

Generators - The eligible dates for miscellaneous purchases for generators are from the Governors Declaration of a State of Emergency up to the end of the incident period or the date power was restored to the applicants dwelling, whichever occurs first. See the cover page for Governor's Declaration of State of Emergency. Record miscellaneous purchased generators only if the applicant states they purchased the generator to power **medically-required equipment**. The generator should only be recorded if the power was lost and the item was purchased **before the power was restored**. Comment on the receipt date and the type of medical device needed.

POST INSPECTION SCREEN

AREAS OF DEFERRED MAINTENANCE

Do not use the categories of deferred maintenance. If pre-existing conditions were not significantly worsened by the disaster (for example, rotting boards, roofs with missing and/or crumbling shingles, foundations with pre-disaster cracks, etc.), record "PE" in comments. Additional comments can be added to further describe the situation.

HOME STATUS BUTTONS

Inaccessible - The inaccessible button is used to indicate that, as a result of the disaster, there is no access to the damaged dwelling via traditional or alternate routes *at the time of inspection*. Common causes of inaccessibility are standing water, damages, or closures of public roads and or bridges. A "Yes" answer requires a comment explaining why the dwelling is inaccessible. Do not use inaccessible for *private* road or bridge damage (single or multi-family) where by making repairs, access would be provided; record the damage with the appropriate line items.

- Select the Exterior room as Not Affected with the **appropriate** cause of damage.
- A photograph of the barrier preventing access is required.
- Verify Occupancy/Ownership and Number of Bedrooms occupied.
- Obtain the applicant's signature on the Declaration and Release form.
- Address the Will Relocate button.
- Address Foundation and Dwelling Type.
- Do not record any real property or personal property line items.
- Address all Unmet Needs buttons.
- Return with the job status done / complete.

If you are **unable** to meet with the applicant and the dwelling is inaccessible, provide a comment (i.e. App stranded in dwelling). Obtain the signed Declaration and Release Form by fax if possible, if not, record the Declaration and Release Form as "Not Obtained".

Utilities Out - The Utilities Out button is used to identify homes that do not have essential **public** utility service due to disaster-related damages. The utilities included are electricity, gas, water, and sewer. This button is used to show the situation *at the time of inspection*. If essential utilities were out, but are now back on, the correct choice is "No". This button is not to be used to indicate damage to utility systems that are the applicant's responsibility, such as well or septic. Record damages to utilities owned by the applicant in real property. Do not record Habitability Repairs Required as "Yes" if the only concern is the utility outage.

Habitability Repairs Required (HRR) - The purpose of the HRR button is to assist FEMA in deciding if an applicant has a disaster-related housing need based on real property damages. A photograph supporting the HRR call is required. FEMA has determined that it is reasonable to expect applicants or their landlords to make some repairs of a minor nature without

federal assistance. If the inspector determines that the disaster-related damages are minimal enough for it to be reasonable to expect the applicant or the landlord to make repairs, the correct answer to this question will be “No”.

The habitability call for **owners** (including inspections where the applicant claims ownership but ownership cannot be verified) are based on real property damage as it existed immediately following the event. A “Yes” answer indicates that the dwelling was not safe, sanitary and functional *immediately following the event*.

The habitability call for **renters** is based on the damages that have not been repaired at the time of the inspection. A “Yes” answer indicates the dwelling was not safe, sanitary and functional *at the time of the inspection*. If a renter’s home was uninhabitable at the time of the event, but repairs have been made, record “No” to HRR, and comment “Repairs Made”.

Reason for Habitability Repairs Required - If you record a “Yes” to Habitability Repairs Required, you must support the determination by recording all categories of damage that have affected habitability. This is required for both owners and renters. A comment is required if “Imminent Danger” is selected.

Forced to Relocate (renters) - When a renter has been displaced from their home as a result of disaster-related damages **or** so that the rental unit can meet the landlord’s disaster housing need, Habitability Repairs Required and Will Relocate will be recorded as “Yes”. You must verify with the landlord that the applicant was forced to relocate due to the disaster. There is a required comment with the landlord’s name, phone number, and expected duration of displacement. If all habitability repairs have been made, but the applicant claims they have been forced to relocate, record Habitability Repairs Required as “no” and comment on the situation along with the landlord’s name and phone number.

Will Relocate – “Have you moved, or are you going to move while repairs are being made?”

Ask the applicant this question if you indicate a “Yes” answer in any of the first three questions (Inaccessible, Utilities Out or Habitability Repairs Required). Mandatory/Voluntary evacuations are not to be considered for relocate.

TAGGED DWELLINGS

For dwellings that have been tagged by the local building department as unsafe to occupy due to the disaster (typically Red or Yellow but may vary between localities), the following will apply:

- A detailed comment is required.
- Do not record inaccessible for tagged dwellings.
- Select the Habitability Repairs Required Reason “Tagged Structure”.

Limited Access –Means Not Habitable but a complete inspection can be performed; comment “Tag = Limited Access”.

Unsafe to Enter – Record only visible or confirmed damage in line items (do not guess); comment “Tag = Unsafe to Enter

Imminent Danger

This is an *impending* event, not a *possible* event that will occur over time. An example of imminent danger is mud that is flowing directly toward the dwelling and within a brief period of time will undoubtedly be resting against the structure.

If the type of imminent danger present is not reflected in line items – such as a landslide on neighboring property – perform a complete inspection and comment (i.e. Imminent Danger Not Reflected in Line Items = Landslide on Neighboring Property). The Habitability Repairs Required button will be recorded as “Yes” and relocation will be addressed based on the applicant’s statement.

Incomplete Inspections

When disaster-related conditions (unsafe to enter, blockage to common access routes (condos), dwelling re-rented and the new occupant refuses entry, or standing water in the basement) prevents a complete inspection, meet with the applicant at the dwelling to verify all critical data fields. All real and personal property items that can be verified will be recorded in line items, including the “**Incomplete Inspection**” line item. **Note:** Do not use the “Incomplete Inspection” line item for situations where an applicant denies access to the interior or any room or portion of the dwelling.

GENERAL NOTES

Exterior-Only Inspections – When disaster-related conditions do not allow you to access the interior of a dwelling, the exterior damages will be recorded in real property line items, as well as the high water mark, if applicable. If the cause of

damage is flooding, sewer backup or seepage utilize the high water mark on the exterior of the structure to address interior real property damage using the speed estimating factors. Real and personal property damages that can be visually verified through windows and doors or confirmed to be damaged will also be recorded. Personal property that is not affected or that cannot be verified will be addressed as “not affected”. Record the “**Incomplete Inspection**” line item for all exterior only inspections.

No Contact – When you are unable to contact the applicant after a minimum of three attempts return the inspection as Return / No Contact Pending. The contact attempts must be made over three different days at different times including a site visit to post a note at the home. Comment on the dates and times of the contact attempts.

Withdrawn - When the applicant changes his or her mind and does not want to have an inspection or cannot meet in a timely manner, explain the IHP program to the applicant and return the inspection as Done / Withdrawn. The withdrawn inspection status is also used for a situation where you have made contact but are unable to re-establish contact after at least three attempts following the successful contact. There is a required comment on the reason for withdrawing.

Missed 2 Appointments - When an applicant has missed two scheduled appointments, record the dates and times of the missed appointments in comments and return the inspection as Done / Missed 2 appointments.

Out of Incident Period - When an applicant claims damages that occurred outside of the incident period, question the applicant to determine if any damages occurred within the incident period. Only record damages that occurred within the incident period. Record all Personal Property damage which occurred outside of the incident period as “Not Affected”. Comment on the date the damages occurred. **Flag the inspection for FEMA manual review.**

Undeclared County – Verify that the applicant resides within a declared county; if the applicant resides in an undeclared county, explain to the applicant that the inspection cannot be performed because the county is not included in the current federal declaration. Advise the applicant to keep in touch with local emergency management officials in case the county is added at a later date. Correct the county and comment that the applicant resides in undeclared county. Return the inspection as Done/Complete and **Flag for FEMA manual review.**

Special Needs - If you encounter a special needs case, pertinent details (name, address, registration number, description of special need) should be reported to the field supervisor for referral to FEMA. The special needs menu (only to be addressed on sweep inspections) can be accessed from the Unmet Needs screen to address the applicant’s specific need. You must accommodate any special need an applicant has in order to communicate during the inspection process; accommodations may include language translation resources, sign language interpreters, recordings, and note takers.

Appeal Inspections - Perform a complete inspection, including re-verifying all documentation, real property, and personal property that was addressed or omitted on the initial inspection.

- There is a required comment concerning the items appealed for. **Example:** If the focus of the appeal inspection is roof covering, an appropriate comment would be “Appeal item = roof covering = no changes made, roof is not disaster related.”
- Spec out all damage; do not use speed estimating on appeal inspections.
- Do not use service calls.
- For condominium/co-op appeals, specific instructions will be included in the appeal request.

Shelter Inspection Guidelines

The Contractor may be tasked on an individual Disaster Basis to perform the Task of Expediting the Inspections and possibly the Registration of the Disasters Shelter Population, in order to expedite the closure of the Emergency Shelters and to facilitate the transition of our applicants from the 406 Program (Emergency Response Sheltering) into the 408 Program (Response and Recovery) Individual Housing Assistance.

The additional Duties for this Task will entail: Providing adequate Staff to Visit Daily or remain at the Shelters to facilitate and ensure that all Shelter Evacuees staying in the Shelters are contacted. The staff will document by shelter location, the Name, Address, Application Number, and verify operational contract information (by Phone or at the individual Shelter Locations) contact information and availability of these Shelter applicants.

This information is to be communicated to the ISC, and the Contractor's Office and Field Manager. The Contractors staff will expedite the selection, and issuance of these Shelter Applicants Inspections, and will deliver these selected inspections to designated Inspectors. These designated inspectors will communicate and expedite the contact with all these shelter applicants, prioritizing their Inspections and provide throughout the day, the contacted, scheduled and completed list of these inspections back to the contractors Field Manager, who will then forward this information to the ISC. The ISC will assist with the coordination and documentation of completing these Shelter applications daily. The entire process is to run concurrent with the regular inspection program, and will be considered completed upon the emptying of the disaster shelters of FEMA Applicants transitioning into the 408 IA Program, or upon determination that the shelter Applicant is no longer eligible for further 406 assistance and has exhausted their rights in regards to any 408 eligibilities.

DEPARTMENT OF HOMELAND SECURITY
 FEDERAL EMERGENCY MANAGEMENT AGENCY
DECLARATION AND RELEASE

O.M.B. No. 1660-0002
Expires August 31, 2013

DECLARATION AND RELEASE

In order to be eligible to receive FEMA Disaster Assistance, a member of the household must be a citizen, non-citizen national or qualified alien of the United States. **Please read the form carefully, sign the sheet and return it to the Inspector, and show him/her a current form of photo identification.** Please feel free to consult with an attorney or other immigration expert if you have any questions.

I hereby declare, under penalty of perjury that (check one):

- I am a citizen or non-citizen national of the United States.
- I am a qualified alien of the United States.
- Print full name and age of minor child: I am the parent or guardian of a minor child who resides with me and who is a citizen, non-citizen national or qualified alien of the United States. Print full name and age of minor child: _____

By my signature I certify that:

- * Only one application has been submitted for my household.
- * All information I have provided regarding my application for FEMA disaster assistance is true and correct to the best of my knowledge.
- * I will return any disaster aid money I received from FEMA or the State if I receive insurance or other money for the same loss, or if I do not use FEMA disaster aid money for the purpose for which it was intended.

I understand that, if I intentionally make false statements or conceal any information in an attempt to obtain disaster aid, it is a violation of federal and State laws, which carry severe criminal and civil penalties, including a fine up to \$250,000, imprisonment, or both (18 U.S.C. §§ 287, 1001, and 3571).

I understand that the information provided regarding my application for FEMA disaster assistance may be subject to sharing within the Department of Homeland Security (DHS) including, but not limited to, the Bureau of Immigration and Custom Enforcement.

I authorize FEMA to verify all information given by me about my property/place of residence, income, employment and dependents in order to determine my eligibility for disaster assistance; and

I authorize all custodians of records of my insurance, employer, any public or private entity, bank financial or credit data service to release information to FEMA and/or the State upon request.

NAME (print)	SIGNATURE	DATE OF BIRTH	DATE SIGNED
INSPECTOR ID NO.	FEMA APPLICATION NO.	DISASTER NO.	
ADDRESS OF DAMAGED PROPERTY	CITY	STATE	ZIP CODE

PRIVACY ACT STATEMENT

AUTHORITY: The Robert T. Stafford Disaster Relief and Emergency Assistance Act as amended, 42 U.S.C. § 5121 -5207 and Reorganization Plan No. 3 of 1978; 4 U.S.C. §§ 2904 and 2906; 4 C.F.R. § 206.2(a)(27); the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (Pub. L. 104-193) and Executive Order 13411. DHS asks for your SSN pursuant to the Debt Collection Improvement Act of 1996, 31 U.S.C. § 3325(d) and § 7701(c) (1).

PRINCIPAL PURPOSE(S): This information is being collected for the primary purpose of determining eligibility and administering financial assistance under a Presidentially-declared disaster. Additionally, information may be reviewed internally within FEMA for quality control purposes.

ROUTINE USE(S): The information on this form may be disclosed as generally permitted under 5 U.S.C. § 552a(b) of the Privacy Act of 1974, as amended. This includes using this information as necessary and authorized by the routine uses published in DHS/FEMA - 008 Disaster Recovery Assistance Files System of Records (September 24, 2009, 74 FR 48763) and upon written request, by agreement, or as required by law.

DISCLOSURE: The disclosure of information on this form is voluntary; however, failure to provide the information requested may delay or prevent the individual from receiving disaster assistance.

PAPERWORK BURDEN DISCLOSURE NOTICE

Public reporting burden for this data collection is estimated to average .033 hours per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and submitting this form. You are not required to respond to this collection of information unless a valid OMB control number is displayed on this form. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: Information Collections Management, Department of Homeland Security, Federal Emergency Management Agency, 1800 South Bell Street, Arlington, VA 20598-3005, Paperwork Reduction Project (1660-0002) **NOTE: Do not send your completed form to this address.**

DECLARACIÓN Y AUTORIZACIÓN A LA CORROBORACIÓN DE INFORMACIÓN

Para que una persona sea considerada como elegible para recibir asistencia por desastre de FEMA, uno de los ocupantes de la residencia tiene que ser un ciudadano natural, ciudadano naturalizado o un extranjero cualificado como residente legal de los Estados Unidos de Norte América. Por favor, lea este documento cuidadosamente, firmelo, devuélvaselo al Inspector y también enséñele a el/ ella su identificación actual con foto. Si usted tiene alguna duda o pregunta en referencia a este documento, usted tiene el derecho a consultar con su Abogado/Abogada o con cualquier experto de Inmigración.

Por este medio declaro, bajo la penalidad de perjurio, que (seleccione sólo una alternativa):

- Yo soy ciudadano o ciudadano naturalizado de los Estados Unidos de Norte América.
- Yo soy un extranjero cualificado de los Estados Unidos de Norte América.
- Yo soy el padre/madre o guardián de custodia legal de un niño/niña que es menor de edad, quien reside conmigo y quien es un ciudadano, ciudadano naturalizado o extranjero cualificado de los Estados Unidos de Norte América. Deletree en la línea siguiente el nombre completo y edad del niño/a menor de edad: _____

Con mi firma certifico que:

- * Sólo una solicitud de asistencia ha sido sometida para mi residencia.
- * Toda información provista en mi solicitud para asistencia por desastre a FEMA es verdadera y correcta, y que ha sido sometida con mi mejor disposición y recolección de los hechos que transcurrieron.
- * Devolveré cualquier cantidad de dinero que reciba- de FEMA o del Estado- si recibo dinero de mi compañía de seguro (u otra fuente financiera) para los mismos daños, o si no uso el dinero adjudicado por FEMA para la ayuda por desastre para el propósito por el cual fue otorgado originalmente.

Yo entiendo que, si intencionalmente proveo declaraciones falsas u omito cualquier información intencionalmente con la intención de obtener asistencia por desastre, sería una violación de leyes Federales y Estatales, las cuales conllevan serias penalidades criminales y/o civiles, incluyendo una multa de hasta \$250,000, encarcelamiento, o ambas (18 U.S.C. §§ 287, 1001 y 3571).

Yo Entiendo que la información provista en cuanto a mi solicitud para asistencia por desastre a FEMA puede estar sujeta a ser compartida dentro del Departamento de la Seguridad Nacional Interna (DHS) incluyendo, pero no limitado, al Departamento de Inmigración y de Aduana.

Yo autorizo a FEMA a que verifique toda información dada por mí sobre mi propiedad/ lugar de residencia, ingreso económico, empleo y dependientes para determinar mi elegibilidad a asistencia por desastre; y

Yo autorizo a todos los custodios de registros de mi seguro, patrono entidad pública o privada, finanzas bancarias o servicio de datos de crédito, a dar acceso a toda la información que FEMA y/o el Estado solicite.

NOMBRE (Imprime)	FIRMA	FECHA DE NACIMIENTO	FECHA DE FIRMA
NO. IDENTIFICACION DEL INSPECTOR	NUMERO DE SOLICITUD DE FEMA	NUMERO DE DESASTRE	
DIRECCION DE LA PROPIEDAD AFECTADA	CIUDAD	ESTADO	CODIGO DE AREA

ACTA DE PRIVACIDAD

AUTORIDAD: El Acta Robert T. Stafford para el Alivio y la Asistencia de Emergencia (Robert T. Stafford Disaster Relief and Emergency Assistance Act, por su nombre en inglés) según enmendada, 42 U.S.C. § 5121 -5207 y el Plan de Reorganización (Reorganization Plan, por su nombre en inglés) Número 3 de 1978; 4 U.S.C. §§ 2904 y 2906; 4 C.F.R. § 206.2(a)(27); el Acta de Reconciliación para la Oportunidad de Empleo y Plan de Responsabilidad Personal v Personal Responsibility and Work Opportunity Reconciliation Act, por su nombre en inglés) de 1996 (Pub. L. 104-193) y la Orden Ejecutiva (Executive Order, por su nombre en inglés) 13411. El Departamento de Seguridad Nacional (Department of Homeland Security, por su nombre en inglés) pide su Número de Seguro Social en cumplimiento con el Acta para el Mejoramiento de Cobro de Deuda (Debt Collection Improvement Act, por su nombre en inglés) de 1996, 31 U.S.C. § 3325(d) y § 7701 (c) (1).

PROPÓSITO PRINCIPAL: La información es tomada con el propósito principal de determinar su elegibilidad y administrar la asistencia monetaria bajo un desastre declarado por el Presidente. Además, la información podría ser revisada internamente por la Agencia Federal para el Manejo de Emergencia, FEMA, por sus siglas en inglés) para propósitos en el control de calidad.

USO RUTINARIO: La información en este formulario podría ser revelada como generalmente es permitido bajo el Acta de Privacidad de 1974 (Privacy Act, por su nombre en inglés) 5 U.S.C. § 552a(b), según enmendada. Esto incluye usar la información necesaria y autorizada para el uso rutinario publicado en el 008 Sistema para el Manejo de Expedientes de Asistencia por Desastre de DHS/FEMA (24 de septiembre de 2009 74 FR 48763) y una vez se ha requerido por escrito, bajo acuerdo y como requerido por la ley.

ACCESO: Proveer la información en este formulario es voluntario; sin embargo, no proporcionarla según solicitada puede retrasar o evitar que el individuo reciba ayuda del desastre.

NOTA ACLARATORIA DE LA CARGA DE TRABAJO DE PAPEL

El cargo del informe público de este documento es estimado a un promedio de 0.033 horas por respuesta. El cargo estimado incluye el tiempo para revisar instrucciones, adquirir la información necesaria, y completar y someter el documento. Usted no está bajo la obligación de llenar toda esta información a menos que un número válido de control de la O.M.B. aparezca en la esquina derecha de la parte de arriba del documento. Favor de mandar sus comentarios en relación a la exactitud de este cargo y estimado y/u otras sugerencias para reducir el cargo a: Information Collections Management, Department of Homeland Security, Federal Emergency Management Agency, 1800 South Bell Street, Arlington, VA 20598-3005, Proyecto de la Reducción de Papel (1660-0002).
 Nota: Favor de no enviar su solicitud completada a esta dirección.



Automatic FEMA Corrections

This is a living document where any changes to the “inspection guidelines” may impact the identification of errors and therefore, this document will be amended to match causation.

The following listed errors shall be used for correcting inspections identified through the field Quality Control process conducted by contracted or Federal staff. Inspections noting one or more errors will be returned as FEMA Corrections (FCOR).

1. Inspector did not correct the registrant’s name, addresses or primary contact number when indicated by the applicant at the time of inspection.
2. Inspector did not record the correct insurance type at the time of inspection.
3. Inspector failed to correctly obtain a signed Declaration and Release Form or view valid photo identification when performing a complete inspection.
4. Deleted
5. Inspector failed to record the correct number of bedrooms occupied by the applicant and household members.
6. Deleted
7. Inspector destroyed the dwelling when clearly should have used line items and specified damages.
8. Inspector failed to record non-damaged essential like-kind room when recording damages to a similar room.
9. Inspector did not verify occupancy through an approved document, or used an invalid document (i.e. driver’s license with a different address than that of the DD) or failed to speak with the landlord, or failed to exhaust all means to verify.
10. Inspector did not verify ownership through an approved document, or used an invalid document (Tax Bill in another person’s name) or failed to call the tax office and view tax web sites, or failed to exhaust all means to verify.
11. Inspector failed to record a required comment.
12. Inspector recorded Habitability Repairs Required incorrectly.



-
13. Inspector recorded a variance in the size of residence by more than 10% and the measurement is used to determine associated specifications (i.e. speed estimating in flooding events used to determine interior damages from the floor area).
 14. Inspector failed to select an applicant indicated Medical, Dental, Funeral or a Moving & Storage need.
 15. Inspector recorded Inaccessibility incorrectly.
 16. Inspector recorded Utilities Out incorrectly.
 17. Inspector's cumulative differences from missed, excessive or by recording a wrong cause of damage for real and personal property exceeding \$500 will be returned for correction. FEMA will provide a pricing file to each vendor for the correction dollar threshold.
 - a. For example: the inspector failed to record \$100 of exterior wall damaged, listed \$550 in roof covering damaged by flood but was damaged by Wind, and recorded a \$250 dehumidifier purchased outside the eligible time-period, would aggregate a \$900 error.

Mobile Tablet Selection

Requirements

1.1 Hardware Specifications

The mobile unit **MUST** at a **MINIMUM** meet/contain the following specifications:

- 1.1.1.1 Android KitKat 4.4 operating system
- 1.1.1.2 Size not to exceed 10.1" (H) x 6.9" (W) x .5" (D)
- 1.1.1.3 Weight not to exceed 1.61 lbs
- 1.1.1.4 10.1" WXGA display/1280x800 resolution/149 pixels per inch (ppi)
- 1.1.1.5 1GHz dual core processor
- 1.1.1.6 1GB low power internal RAM
- 1.1.1.7 32GB internal memory/storage
- 1.1.1.8 Communication capabilities **MUST** support:
 - 1.1.1.8.1 2.4 to 5 GHz
 - 1.1.1.8.2 Wifi 802.11a/b/g/n
 - 1.1.1.8.3 Bluetooth
- 1.1.1.9 Assisted GPS (aGPS) (*GPS functionality independent of the cell service*)
- 1.1.1.10 3MP auto-focus rear camera with video capture capable of 720p
 - 1.1.1.10.1 Camera Resolution – Front 1.3 MP Rear 3.0 MP

1.1.1.11 Built-in microphone

1.1.1.12 Sensors **MUST** include:

1.1.1.12.1 Gyroscope

1.1.1.12.2 Accelerometer

1.1.1.12.3 Ambient light sensor

1.1.1.13 Battery capable of sustaining up to 9 hours of continued use

1.2 Required Software

1.3 Required Software

1.3.1.1 Operating System Requirement - Android KitKat 4.4.4

1.3.1.2 Each tablet **MUST** also have a Mobile Device Management (MDM) application installed or license purchased. The proposed MDM software shall be approved by FEMA IT/ITSEC prior to purchase. This license will allow FEMA IT/ITSEC and the Contractor to set and manage the device security policies and permissions.

1.3.1.3 The devices that are approved for use is: Samsung Galaxy Tab 4

1.4 Additional Requirements

1.4.1.1 The tablet units **MUST** be able to be connected/joined to a data service carrier (*e.g. Verizon, AT&T, etc.*).

1.4.1.2 Each tablet **MUST** have a protective cover

1.4.1.3 Each tablet **MUST** have a screen protector/anti-glare cover

1.4.1.4 Each tablet **MUST** have an external power supply/power cord

1.4.1.5 All employees and contractors must read, adhere to and sign "FEMA Rules of Behavior for Mobile Devices" (Att. 11 b) prior to using a mobile device and return to the COR or alternate.

*Specified brands TBD by FEMA.



RULES OF BEHAVIOR FOR MOBILE DEVICES

PURPOSE

These Rules of Behavior apply to all employees and contractors of the Department of Homeland Security (DHS), Federal Emergency Management Agency (FEMA), who use Mobile devices (iPads, android tablets, Blackberry devices, iPhones, and Windows Mobile). The rules are both informative and directive in nature. FEMA will enforce the rules through disciplinary action commensurate with the level of infractions. Depending on the severity of the violation, corrective actions may range from a verbal or written warning, remedial training, removal of system access for a specific period of time, reassignment to other duties, suspension, or termination.

RELATIONSHIP TO OTHER POLICY AND DIRECTIVES

The Rules of Behavior are written to complement existing DHS policy and enhance the awareness of each user's responsibilities. If there is a conflict between the Rules of Behavior and a higher DHS directive, the higher directive shall take precedence. The Rules of Behavior are designed to work in parallel with the DHS Information Technology (IT) Security directives and policies.

RULES OF BEHAVIOR

By signing the attached User Agreement, the user acknowledges receipt, review, and understanding of the Rules of Behavior pertaining Mobile devices --

- Follow FEMA password policy and protect password from unauthorized disclosure.
- Use the FEMA-issued device for authorized purposes only, to include limited personnel use.
- Protect privileged information from public disclosure.
- Report immediately a lost or stolen device to your supervisor and to the FEMA Enterprise Service Desk (ESD) (fema-enterprise-service-desk@fema.gov). Device will be deactivated.
- Use only FEMA-approved software and applications. Use of other than approved software for the Mobile device or computer resources violates acceptable DHS use policy.
- Use only FEMA-approved device configurations. Modification of the Mobile device configuration or computer resources violates acceptable DHS use policy.
- Report immediately (within the first hour of discovery) any IT security violations or unusual device behavior per instructions outlined in the FEMA Network Security Guide.
- Be aware that use of the FEMA-issued mobile devices and other technology resources are subject to periodic audits and their use does not ensure personal privacy.
- DO NOT use personal or non-DHS issued wireless devices on any government network without specific written permission from the OCIO.



- DO NOT process or transmit classified information
- DO NOT leave the mobile device logged-on or unattended.
- You have no reasonable expectation of privacy when you use this information system; this includes any communications or data transiting or stored on this information system. At any time, and for any lawful government purpose, the government may, without notice, monitor, intercept, search and seize any communication or data transiting or stored on this information system.
- The government may disclose or use any communications or data transiting or stored on this information system for any lawful government purpose, including but not limited to law enforcement purposes.

Mobile Device User Agreement

Name of Requester: _____

As an employee of, or contractor working with, the Department of Homeland Security (DHS), Federal Emergency Management Agency, I agree to comply with the DHS policy and FEMA Rules of Behavior concerning use of, and security for, the mobile device in my possession.

Requestor Certification

I certify that I have read the above statements and Rules of Behavior, fully understand my responsibilities, and agree to comply. I understand that violation of the above policy may result in the taking of disciplinary action against me, in withdrawal of the mobile device from my possession and use, or both.

Name (please print): _____

Signature: _____ Date: _____

Supervisor Certification

I approve of the above request based on operational need. I certify that I have read the above statements, and fully understand and accept my responsibilities regarding use of the mobile



FEMA

device.

Name (please print): _____

Title: _____

Signature: _____ Date: _____

Fax to: MW TSC @ 540-686-4464



PERSONAL PROPERTY

Foreword

The Federal Government has invested an enormous amount of resources to acquire and account for Personal Property. The objectives of a good system for controlling and accounting for property are accuracy, effectiveness, economy, and timeliness. Accordingly, the Federal Emergency Management Agency (FEMA) has implemented an improved property management system to help achieve these objectives.

This Manual updates the agency-wide system for personal property management by providing a comprehensive work tool, which is to be used in managing and accounting for Government property controlled by FEMA. This document has been revised to:

- Clarify definitions and descriptions;
- Clarify and enhance the duties and responsibilities of property managers;
- Establish the accountability threshold to \$500.00;
- Enhance the procedures on accountability requirements for the removal of Personal Property from FEMA-controlled facilities; and
- Enhance the procedures on the utilization and disposal of Personal Property.

It is imperative that the prescribed procedures and requirements in the Directive and this Manual be adhered to by all FEMA organizations to ensure that:

- Agency property is managed as economically as possible;
- Acquisitions and disposals are documented;
- Property is used and protected in a responsible manner;
- FEMA managers are made aware of their responsibilities to ensure the integrity of property accountability is upheld; and
- All FEMA employees are made aware of their responsibilities to safeguard and protect Government-owned property.

Michael Keegan

Deputy Chief Administrative Officer
Mission Support Bureau

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CHAPTER 1 - GUIDING INFORMATION

1-1. Purpose

The FEMA Personal Property Management Program was developed to provide an effective means to carry out responsibilities, which include accountability, utilization, maintenance, protection, transfer, and the ultimate disposition of Personal Property. This Manual is organized to serve as a ready reference for all FEMA personnel with property management responsibilities so that such responsibilities are handled both accurately and promptly.

1-2. Applicability and Scope

- I. This Manual applies to all FEMA Directorates/Offices, elements in Headquarters, regions and field sites. Use of Government property or equipment by Agency contractors is governed by the Federal Acquisition Regulation (FAR) and the terms of the particular contract.
- II. This Manual applies to all FEMA employees and all individuals assigned to FEMA-affiliated teams, such as Mobile Emergency Response Support (MERS) and Urban Search and Rescue (US&R). Contractors are also governed by Federal Acquisition Regulations (FAR). The provisions apply to all FEMA Personal Property whether acquired by purchase, lease, rent, transfer, excess, or any other means; whether acquired at cost or no charge. This includes classified holdings as well as unclassified holdings. These provisions apply to fixed facilities, and all temporary or permanent facilities during both disaster and non-disaster periods.

1-3. Regional and Field Implementation

FEMA regional and field establishments may issue instructions, implementation policies, and/or procedures prescribed in this Manual provided such instructions do not contain material which is inconsistent with those policies and procedures, or increases or restricts the use of any authority contained in this Manual. However, all instructions will be submitted to the APMO, for review and approval prior to issuance.

1-4. Policy and Procedures

- I. It is FEMA's policy to account for and control the Agency's Personal Property in accordance with General Services Administration (GSA), Office of Management and Budget (OMB), Department of Treasury, and Government Accountability Office (GAO) regulations and instructions. All FEMA personnel (whether supervisory or non-supervisory) are obligated to care for and safeguard property issued or assigned to them as individuals or to those whom they supervise. Personnel who fail to follow this Manual in the course of conducting property management operations may be cited for negligence that may result in pecuniary liability.

II. Policy

- A. The Mission Support Bureau Support Services and Facilities Management Division is responsible for the management and oversight of all Personal Property within FEMA. All APOs assigned with the responsibility of Personal Property management will be issued written appointments.
- B. Personal Property management will be managed in accordance with Federal statutes and property rules and regulations, as well as Department of Homeland Security guidance.
- C. All FEMA excess property will be processed through the FEMA NUO.
- D. The following policy applies to the use of Personal Property: All FEMA employees (whether supervisory or non-supervisory) are legally obligated to care for and safeguard property issued or assigned to them as individuals, or issued to individuals whom they supervise. Personnel who fail to comply with this Manual in the course of conducting property management operations may be cited for negligence, which may result in pecuniary liability for items damaged, misused or lost; and accountable dollar thresholds will not be more than required thresholds indicated in DHS Management Directives.

III. Procedures

- A. The responsible parties will publish a detailed manual that dictates the procedures of the Personal Property Management Program.
- B. All property assigned to FEMA employees will be accounted for using the Personal Property Management database of record.
- C. All movements of property through FEMA facilities will be performed under the proper authorities and with appropriate signatures or approvals.
- D. All FEMA Personal Property will be reutilized through the National Utilization Officer and with Federal guidance that is designed to protect the Government's best interest at all times.

1-5. Authorities/References

- I. The Federal Property and Administrative Services Act of 1949, as amended (40 U.S.C. 501 et seq.)
- II. The Federal Managers' Financial Integrity Act of 1982, 31 U.S.C. 3512(b) and (c)
- III. The Government Accountability Office, "Policies and Procedures Manual for Guidance of Federal Agencies," Title 2
- IV. Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. 5121-5207)
- V. Executive Order 12821, November 16, 1992, "Improving Mathematics and Science Education in Support of the National Education Goals"

- VI. Executive Order 12999, April 17, 1996, "Educational Technology: Ensuring Opportunity for All Children in the Next Century"
- VII. The Budget and Accounting Act of 1956 (P.L. 84-863), which amended the Budget and Accounting Act (1921) and the Budget and Accounting Procedures Act (1950)
- VIII. Chief Financial Officers Act of 1990, P.L. 101-576
- IX. The Government Performance and Results Act of 1993, P.L. 103-62
- X. Federal Accounting Standards Advisory Board (FASAB)
- XI. Stevenson-Wydler Technology Innovation Act of 1980, as amended (15 U.S.C. 3710(i))
- XII. Executive Order 13423, "Strengthening Federal Environmental, Energy, and Transportation Management," dated January 24, 2007
- XIII. Recycling Electronics and Asset Disposition (READ)
- XIV. Title 41, Code of Federal Regulations (CFR), Chapter 101, Federal Property Management Regulations (FPMR)
- XV. Title 41, CFR, Chapter 102, Federal Management Regulations (FMR)
- XVI. FEMA Manual 116-1-1, Debt Collection, November 30, 1988 (formerly FEMA Instruction 2610.1)
- XVII. FEMA Manual 255-3-1, Disciplinary/Adverse Actions Procedures, September 1981 (formerly FEMA Instruction 3310.1)
- XVIII. National Response Framework
- XIX. Federal Acquisition Regulation (FAR), 48 CFR Part 45, "Government Property"
- XX. 44 CFR Part 13, "Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments"
- XXI. 2 CFR Part 215, "Uniform Administrative Requirements for Grants and Agreements (Including Sub-Awards) with Institutions of Higher Education, Hospitals, and Other Non-Profit Organizations"
- XXII. DHS Management Directive (MD) 0565, "Personal Property Management"
- XXIII. DHS Financial Management Policy (FMP) 019, "Capitalization and Depreciation of Personal Property"
- XXIV. Office of Management and Budget (OMB) Circular A-21, "Cost Principles for Educational Institutions"
- XXV. OMB Circular A-87, "Cost Principles for State, Local, and Indian Tribal Governments"
- XXVI. OMB Circular A-102, "Grants and Cooperative Agreements with State and Local Governments"

- XXVII. OMB Circular A-110, "Uniform Administrative Requirements for Grants and Agreements With Institutions of Higher Education, Hospitals, and Other Non-Profit Organizations"
- XXVIII. OMB Circular A-122, "Cost Principles for Non-Profit Organizations"
- XXIX. OMB Circular A-123, "Management's Responsibility for Internal Control"
- XXX. OMB Circular A-133, "Audits of States, Local Governments, and Non-Profit Organizations"

1-6. Definitions

- I. **Abandonment** - The giving up of title in favor of those in possession. To give title to property to a possessor rather than move the property.
- II. **Accessory Items** - Property that enhances or improves the function of a piece of equipment but is not essential to its operation.
- III. **Accountability** - Property management function, which encompasses the receipt, assignment, record keeping, day-to-day control, physical inventory, and disposition of Accountable Property and certain expendable property which is tracked and accounted for such as, but not limited to, water, Meals Ready to Eat (MREs), cots and other commodities.
- IV. **Accountable Area** - A jurisdiction that an Accountable Property Officer (APO) or Custodial Officer (CO) is assigned accountability and responsibility for; generally correlates to the FEMA Office or Division level, as defined by the Property Management Officer.
- V. **Accountable Property** - Property: (a) with an acquisition cost of \$500.00 or more; (b) that is classified as sensitive; (c) for which controls and official property records are maintained; (d) for which physical inventories are conducted; or (e) that is otherwise assigned and accounted for.
- VI. **Accountable Property Officer (APO)** - An individual designated in writing to maintain the accountability for FEMA property (in use or storage) in accordance with a prescribed system which shows the authorized debits, credits, and available balances on hand or obligated for use in such an activity. An APO must be a FEMA employee (DAE, CORE, PFT). Contractors may not be used to fulfill the APO roles and responsibilities.
- VII. **Agency Property Management Officer (APMO)** - Director, Management Directorate Support Services & Facilities Management Division and is responsible to the Administrator, FEMA, for implementing and managing the Agency-wide Personal Property Management Program.
- VIII. **Acquisition** - To obtain property through purchase, fabrication, lease or transfer (from other FEMA Offices, DHS Components or Federal Agencies).

- IX. **Acquisition Cost** - The original cost, which includes any shipping and/or transportation costs to the Government of an item of Personal Property.
- X. **Acquisition Program Manager** - A person designated by contract or FEMA letter by the Acquisition Services Division to be responsible for the acquisition of goods and services.
- XI. **Activity Address Code (AAC)** - A distinct six-digit alphanumeric code assigned to identify specific units, activities, or organizations that have the authority to requisition and receive excess or surplus property.
- XII. **Agency Property Management Officer (APMO)** - Director, Mission Support Bureau Support Services & Facilities Management Division and is responsible to the Administrator, FEMA, for implementing and managing the Agency-wide Personal Property Management Program
- XIII. **Approval Authority** - Any individual authorized to approve the expenditure of organizational funds for the acquisition of property.
- XIV. **Assemblies and Spare Parts** - Items that are purchased, stored and issued in the support of operating equipment and which lose their separate identity as they become installed in the main item of the operating equipment. The accounting for these items is much the same as raw materials that become classified as real property when they become part of the building structure. Some of these assemblies and spare parts are recoverable items of high value and are issued on a one-to-one basis (e.g., new part is issued, old part is turned in). Until these items are utilized, they will be considered Accountable Property and will be barcoded and tracked accordingly. If the item is considered Accountable Property based upon the current criteria, it will be entered into the official system of record.
- XV. **Assembly** - A group of two or more physically connected or related parts, which is capable of disassembly (e.g., carburetor, power pack, or amplifier). Items that are purchased, stored, and issued in support of operating equipment, and lose their separate identity when installed in the operating equipment.
- XVI. **Board of Survey** - A committee of a varying number of members, representing select FEMA Offices and the FEMA Security Branch, that is responsible to investigate incidents of lost, stolen, damaged, or destroyed Accountable Property within FEMA.
- XVII. **Cannibalization** - The removal or dismantling of parts or components from an item for further use.
- XVIII. **Capitalization** - A term that describes the function of recording the total acquisition cost of an item in the general ledger of an agency's financial accounts to accurately reflect the agency's investment in the asset.
- XIX. **Capitalized Property** - Accountable Personal Property that has an expected service life of two or more years and a value over a given capitalized threshold, which is recorded in the FEMA General Ledger as a major investment or asset.

- XX. **Capitalized Threshold** - A financial management term that establishes a dollar amount that organizations use to record an item of accountable Personal Property that is subject to depreciation on accounting or property records.
- XXI. **Causative Research** - An investigation of variances in transactions. The investigation consists of a complete review of all transactions since the last inventory or last reconciliation between custodial records and accountable records. Causative research ends when the cause of the variance has been determined or when, after review of transactions back to the last physical inventory or reconciliation, no conclusive findings are possible.
- XXII. **Component** - A combination of parts, manufactured and mounted together, that can be tested, replaced as a unit, or repaired (for example, starter, generator, fuel pump or circuit board). Until these items are utilized, they will be considered Accountable Property and will be barcoded and tracked accordingly. If the item is considered Accountable Property based upon the current criteria, it will be entered into the official system of record.
- XXIII. **Consumable Property** - An item of supply which is consumed in use (e.g., paint, rations, water, office supplies, cleaning and preserving materials, and fuel) or which loses its separate identity when merged into another entity (e.g., nuts and bolts, repair parts, spares, construction materials, components and assemblies, etc.). Consumables are considered to be expendable when issued and do not require formal accountability after they have been issued from the system of record.
- XXIV. **Continuous or Inventory by Exception** - Within a specified period of time, all movement of property (transfers, custody receipt changes, etc.) constitutes verification that the item has been touched and is accounted for. At the end of that period, only those items that have not already been touched in that period will have to be physically inventoried.
- XXV. **Contracting Officer** - A Federal employee with the authority to enter into, administer, or terminate contracts; make related determinations and findings; and appoint Contracting Officer's Technical Representatives. This individual is also authorized, by virtue of position or by appointment, to perform the functions assigned by the Federal Acquisition Regulation and the Homeland Security Acquisition Regulation.
- XXVI. **Contracting Officer's Technical Representative (COTR)** - A Federal employee, designated in writing by the Contracting Officer, who is appointed to perform technical functions under the contract, including inspection and acceptance of supplies or services.
- XXVII. **Contractor Acquired Property** - Property acquired or otherwise provided by the contractor for performing a contract and to which the Government has title if so provided in the contract.
- XXVIII. **Control** - The ongoing function of maintaining physical oversight and surveillance of Personal Property throughout its complete life cycle, taking into account the

environment in which the property is located and its vulnerability to theft, waste, fraud, or abuse.

- XXIX. **Custodial Area** - A subdivision of an accountable area that a Custodial Officer is assigned responsibility and accountability for; the area could be defined by physical characteristics or based on program requirements.
- XXX. **Custodial Officer (CO)** - A person designated in writing, to have day-to-day responsibility for the issuance, utilization, maintenance, protection, and disposition of all accountable Personal Property for which the CO is responsible. The CO is responsible for issuing sub-hand receipts for Personal Property and reporting to the APO any changes (acquisitions, transfers, disposals, etc.) affecting the property for their organizational use in a timely manner but not later than 24 hours after a change has occurred.
- XXXI. **Custodian** - A hand receipt holder of Personal Property that has been issued for the holder's personal use. The Custodian has personal responsibility for its proper utilization, maintenance and protection, and may be held financially liable for issued property that has been lost, stolen, damaged or destroyed due to negligence, misconduct, or unauthorized use.
- XXXII. **Custody Receipt** - A signed document by the Custodian acknowledging acceptance of and responsibility for items of property listed thereon that is issued for use and return, if required.
- XXXIII. **Custodial Record** - Written or electronic documentation that correlates to the official property record in the Personal Property management system for each item of Accountable Property maintained by an APO or Custodial Officer; may be in the form of FEMA or General Services Administration (GSA) forms that authorize such transactions as transfers, physical movement, final disposition, or other records such as maintenance reports.
- XXXIV. **Cyclic Inventory** - The scheduled counting of a specific portion of an activity's property during a given period of time (e.g., quarterly, monthly) to cover the entire account within a one-year period.
- XXXV. **Dangerous Property** - Items of potential harm, such as weapons, ammunition, or dual-use property that can be converted to terrorist use.
- XXXVI. **Demilitarization** - The act of demilitarizing the military offensive or defensive characteristics inherent in certain types of equipment or material so as to prevent their further military or lethal use.
- XXXVII. **Depreciation** - The systematic rational allocation and periodic accounting entries made in the financial records to reflect decreases in the value of property through age, wear, deterioration, or obsolescence over its estimated useful life.
- XXXVIII. **Disposal** - The disposition of excess or surplus Personal Property through donation, sale, abandonment, or destruction.

- XXXIX. **Disposal Condition Code** - GSA established standard assigned to a property asset indicating its physical condition.
- XL. **Disposition** - Action taken to complete the transfer of property from one hand receipt to another.
- XLI. **Disposable Items** - Items that are discarded when they become inoperable.
- XLII. **Donable Personal Property** - Surplus Personal Property under the control of FEMA or another executive agency except: (a) property exempted by the Administrator of General Services; (b) agricultural commodities, food, cotton or woolen goods exempted by the Secretary of Agriculture; (c) property in trust funds, and (d) non-appropriated fund property.
- XLIII. **Donee** - (a) An armed service educational activity; (b) a State, political subdivision, municipality, or tax-supported institution action on behalf of a public airport; (c) a public agency using surplus Personal Property in carrying out or promoting for the residents of a given political area one or more public purposes such as conservation, economic development, education, parks and recreation, public health, and public safety; (d) eligible nonprofit tax-exempt educational or public health institutions; (e) the American Red Cross; and (f) any organization that receives appropriated funds for programs for older individuals under the Older American Act of 1965, as amended under Title IV or Title XX of the Social Security Act, or under Titles VIII and X of the Economic Opportunity Act of 1964 and the Community Services Block Grant Act.
- XLIV. **Durable Property** - An item of supply which is reused until it is no longer capable of use, but which is not considered accountable Personal Property (e.g., computer keyboards, computer mice, small office equipment, furniture). Durables are tracked by informal means when issued, but do not require formal accountability after they have been issued from a stock record account.
- XLV. **End Item** - A complete product or piece of equipment (final combination of assemblies, subassemblies, components, modules, and parts) that is designed to perform a specific operational function and is ready for its intended use (e.g., truck, radio or generator).
- XLVI. **Equipment** - Accountable nonexpendable end items required to perform an organization's or unit's mission; includes property, such as administrative, operating, and household equipment; or property that is mechanized, usually having a manufacturer's serial number affixed.
- XLVII. **Excess Personal Property** - Any Personal Property under the control of a FEMA organization that is not required or needed by that organization to discharge its responsibilities, as determined by the head of that organization. Excess can be offered to other Federal agencies (OFAs) through GSA after screening within DHS. The FEMA PMO or APO in possession of the property will contact the owning entity, or appropriate Distribution Center (DC) that normally furnishes like items, if owning entity is unknown, for disposition instructions for all property procured

with Disaster Relief Fund (DRF) (also referred to as Fund 6) monies. Any disposition instructions must be approved in writing by the appropriate owning entity or DC and attached to the item's records.

- XLVIII. **Exchange/Sale Property** - Property that has commercial or trade-in value which can be sold or exchanged and the proceeds of the sale or exchange applied to the acquisition of like item replacement property within a prescribed period of time after sale as set forth in the FMR.
- XLIX. **Expendable Property** - Property which has an expected service life of less than one year and when it is consumed, loses its identity, or becomes an integral part of another item of property. Until these items are utilized, they may be considered Accountable Property and will be barcoded and tracked accordingly. If the item is considered Accountable Property based upon the current criteria, it will be entered into the official system of record.
- L. **Fair Market Value** - The best estimate of the current value/gross proceeds that would be recovered if property were sold through use of competitive bidding.
- LI. **Federal Information Processing Equipment** - Any equipment, such as computers and ancillary equipment or interconnected system or subsystem used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data information.
- LII. **Federal Management Regulation (FMR)** - The FMR is the successor regulation to the Federal Property Management Regulation (FPMR). It contains updated regulatory policies originally found in the FPMR. However, it does not contain FPMR material that described how to do business with the General Services Administration (GSA).
- LIII. **Field Establishment** - An organizational unit or element located outside of the FEMA Headquarters' immediate geographical area, such as the Mobile Emergency Response Support (MERS) Detachments, Joint Field Offices, Special Facility, National Emergency Training Center, and the Strategic Storage Areas.
- LIV. **Federal Property Management Regulations (FPMR)** - FPMR governs and guides Federal Agencies in prescribing regulations, policies, procedures, and delegations of authority pertaining to the management of property, records, and other programs and activities of the type administered by the GSA. The FPMR is published in the Federal Register in both loose leaf and electronic form, and in 41 CFR Chapter 101 in cumulative form. The FPMR is being replaced incrementally with the FMR, 41 CFR Chapter 102.
- LV. **Federal Recipient** - Any executive agency or any establishment in the legislative or judicial branch of the Government (except the Houses of Congress, the Architect of the Capitol, and any activities under their direction).
- LVI. **Fixed Facility** - FEMA operation conducted out of a facility or location normally expected to be utilized long-term and not tied directly to a specific event. Examples,

including but not limited to, Distribution Center, Regional Office, Long Term Recovery Office, National Processing Service Center (NPSC).

- LVII. **Fund Code** - A 16-digit FEMA financial accounting code.
- LVIII. **Furnishings** - Articles which supplement office or household furniture and augment the utility of assigned space. These articles include carpets and rugs, desk trays, lamps, mirrors, shower and window curtains, and waste receptacles.
- LIX. **Furniture** - Office and household items normally associated with occupancy and use in areas such as offices, conference and reception rooms, waiting rooms, lobbies, libraries, and living areas. Such items include bookcases, beds, buffets, china cabinets, chairs, chests, credenzas, desks, filing cabinets and sections, hat and coat racks, tables, telephone cabinets, safes and security cabinets, and wardrobes.
- LX. **General Ledger** - A fiscal record which is comprised of several control accounts that reflect the dollar value of capitalized Personal Property on hand.
- LXI. **Government Bill of Lading (GBL)** - A Government document used to procure and identify freight and cargo transportation and required services from commercial carriers for the movement of material at Government expense.
- LXII. **Government-Furnished Property (GFP)** - Property in the possession of or directly acquired by the Government, which has title, and which is subsequently made available to a contractor in the performance of a Government contract. GFP is only allowable if stated in the Statement of Work (SOW).
- LXIII. **Grant** - Grants are a form of financial assistance awarded by an agency for purposes specified in the grant documents.
- LXIV. **Gross Negligence** - An extreme departure from the course of action expected of a reasonably prudent person (all circumstances considered) accompanied by a reckless, deliberate, or wanton disregard for the foreseeable consequences of that act.
- LXV. **Hand Receipt** - A signed document by the Custodian acknowledging acceptance of and responsibility for items of property listed thereon that is issued for use and return, if required.
- LXVI. **Hazardous Property** - Personal Property components or material that are deemed hazardous, chemical substances or mixtures, or hazardous waste as defined under the Hazardous Materials Transportation Act, the Resource Conservation and Recovery Act, or the Toxic Substances Control Act as well as weapons, munitions, explosives. Such items are recognized by material safety data sheets or hazardous material information sheets.
- LXVII. **Idle Personal Property** - Personal Property that is not being used, has not been used recently, and does not have an expected future use. After this determination, the property may be considered excess.

- LXVIII. **Inventory** - A periodic inspection and count of Personal Property for the purpose of verifying that the quantities actually on hand are in agreement with the quantities shown in the official system of record.
- LXIX. **Joint Field Office (JFO)** - A temporary location in a disaster area staffed with Government personnel (Federal, State, and local) and private sector personnel who direct and coordinate relief activity.
- LXX. **Leased Personal Property** - Personal Property acquired through a lease from an entity following current Department leasing guidelines and orders.
- LXXI. **Life Cycle Management** - All direct costs associated with a program and indirect costs that can be linked to a program. Life Cycle management includes certifications of reviewing officials on all relative documentation.
- LXXII. **Logistics Information Management System (LIMS)** - LIMS is currently the official Agency automated property management system. LIMS provides materiel management capabilities to support inventory control, property utilization and disposal, logistics provisioning, command and control of assets, and property accountability for both disaster and non-disaster operations. LIMS use is required for all Accountable Property until its successor is implemented.
- LXXIII. **Lot Number** - An identification number used to identify a category of consumable property items.
- LXXIV. **Maintenance** - The act of cleaning, servicing, and repairing equipment to ensure that items are in operational condition.
- LXXV. **Materials** - Property which may be used during construction, manufacture, or repair. Materials may include such items as lumber, paint, raw steel, processed steel, parts, and components.
- LXXVI. **Metrics** - Measurement tools developed to analyze and evaluate the status and the effectiveness of various parts of a property management system.
- LXXVII. **Micro-Purchase** - An acquisition of supplies or services using a purchase card, the aggregate amount of which does not exceed the micro-purchase threshold as prescribed in the Federal Acquisition Regulation or the Homeland Security Acquisition Regulations (currently \$3,000).
- LXXVIII. **Mission Assignment** - A directive issued to a Federal agency by the FEMA Regional Administrator (RA); the Assistant Administrator, Disaster Operations Directorate; or the FEMA Administrator, directing completion by that Federal agency of a specific task and citing funding, other managerial controls, and guidance. Mission assignments are issued by FEMA in anticipation of, or in response to, a Presidential declaration of a major disaster or emergency.
- LXXIX. **Module** - A combination of parts (manufactured and mounted) that can be tested, replaced as a unit, or repaired. The term "module" is normally associated with IT equipment.

- LXXX. **Movement** - Property undergoing a change in physical location and/or change in property Custodian, Custodial Officer or Accountable Property Officer.
- LXXXI. **National Stock Number (NSN)** - A 13-digit catalog code consisting of a 4-digit Federal class code and 9-digit national item identification number.
- LXXXII. **National Utilization Officer (NUO)** - A Government employee assigned responsibility to promote the use of available excess Personal Property, and interact as necessary with the General Services Administration in the administration of the Federal Excess Property Disposition Program.
- LXXXIII. **Negligence** - A departure from the course of action to be expected of a reasonably prudent person (all circumstances considered) accompanied by a carelessness or disregard for the foreseeable consequences of that act.
- LXXXIV. **Nonexpendable Property** - Property which has a continuing use, is not consumed in use, has an expected service life of one or more years, or has an acquisition cost of \$500 or more.
- LXXXV. **Non-capitalized Property** - Property that has an acquisition cost below FEMA's capitalization threshold. Non-capitalized property is not recorded on the FEMA General Ledger.
- LXXXVI. **Non-Federal Agency** - An activity that receives excess property through a Federal sponsor that is neither a Federal agency nor a donee.
- LXXXVII. **Non-reportable Property** - Excess property that is not required to be formally reported to GSA, such as perishables, property dangerous to public health and safety, scrap/salvage, property determined to be classified or otherwise sensitive for reasons of national security, as determined by the Administrator, FEMA.
- LXXXVIII. **Object Classification Codes** - A uniform financial classification used in all Federal Government transactions to describe the type of goods or services purchased, (e.g., contractor compensation, supplies, material, and equipment) in order to relate the purchase to the agency's budget.
- LXXXIX. **Obligation** - A legal reservation of funds based on a known or estimated dollar amount which will require payment. An obligation is established as a result of an order placed, contract awarded, service received, or other type of transaction that will require the disbursement of Government funds.
- XC. **Operating Equipment** - Reproduction and printing equipment, automobiles, trucks, lift trucks, machine tools, woodworking tools, power lawn mowers, power cleaning equipment, and other items.
- XCI. **Organizational Element** - A function, unit, or activity within FEMA that has property management responsibilities.
- XCII. **Part** - An item forming a part of an assembly or subassembly that cannot normally be disassembled or repaired, or is of such design that disassembly or repair is impractical. Sometimes referred to as "spares" or "spare parts."

- XCIII. **Pecuniary Liability** - The responsibility of an individual for the reimbursement of the monetary value of lost, stolen, damaged, or destroyed Government property.
- XCIV. **Personal Property** - Accountable Property of any kind except real property. For purposes of this Manual, the term also excludes records of the Federal Government. It does not include property that is incorporated in or permanently affixed to real property. There are two categories of Personal Property: Expendable and Nonexpendable.
- XCV. **Personal Property Management System** - Computer database used to record relevant data for accountable Personal Property; some systems also allow the user to perform other Personal Property management-related functions (e.g., transfer).
- XCVI. **Personally Charged Property** - Property that is in the temporary possession of authorized persons.
- XCVII. **Physical Inventory** - A periodic inspection and count of Personal Property for the purpose of verifying that the condition and quantities actually on hand are in agreement with the condition and quantities shown in the official system of record.
- XCVIII. **Property Administrator (PA)** - Designated and properly trained property management professionals who serve as liaisons between contractors and FEMA.
- XCIX. **Property Management** - Those functions of the Government which deal with the acquisition, control, protection, utilization, and disposal of Government property.
- C. **Property Management Officer (PMO)** - An individual designated in writing to manage the Personal Property (in use or in storage) assigned to an organization or activity under the PMO's jurisdiction.
- CI. **Purchase Card** - Used by purchase cardholders to make micro-purchases (under \$3,000) in accordance with DHS Management Directive 0760, "Government Purchase Card Program."
- CII. **Purchase Cardholder (P-Cardholder)** - A Government employee who is a warranted Contracting Officer or authorized Ordering Official under the purchase card program, and who holds a Government Purchase Card.
- CIII. **Radioactive Material** - Any item or material that is, in itself, radioactive or that is contaminated with radioactive material giving readings in excess of background radiation as measured on an instrument designed specifically for the type of radiation being emitted.
- CIV. **Real Property** - Real property consists of lands, improvements to lands, buildings and facilities (including improvements and additions), and utility systems. It includes equipment affixed and built as an integral part into a facility. It does not include removable plant equipment.
- CV. **Receiving Officer (RO)** - An individual designated in writing, and specifically trained to receive, inspect, certify the identity, quantity, and condition of items delivered to an organization. This individual is also responsible for ensuring that

receipts are accurately recorded on receiving documents before such documents are passed to the APO for posting to the official system of record.

- CVI. **Recycling** - The recovery of raw materials from property for the purpose of using them again.
- CVII. **Reconciliation** - The process of getting individual property records in the Personal Property management system fully consistent with the actual status of the Personal Property, including the asset's physical location, actual acquisition cost, etc.
- CVIII. **Repair Part** - Any part, assembly, subassembly, or component required for installation in the maintenance or repair of an end item, subassembly, or component. Until these items are utilized, they may be considered Accountable Property and will be barcoded and tracked accordingly. If an item is considered Accountable Property based upon the current criteria, it will be barcoded and entered into the official system of record.
- CIX. **Reportable Property** - Excess property that must be reported promptly to GSA on a SF120 with descriptions in sufficient detail to permit transfer or sale without further reference to the holding agency, such as information systems equipment, furniture, or vehicles.
- CX. **Residual Personal Property** - Excess, surplus, salvage, or scrap property which may result from engineering changes, parts, and components remaining after completion of production at a contractor's facility, or excess parts caused by economic order quantities that exceed actual requirements.
- CXI. **Responsibility** - The obligation of a person for the proper custody, care, and safekeeping of Government property in or under their possession or supervision.
- CXII. **Review Board** - A group of employees who have management oversight of the property management program and conduct reviews during the Report of Survey process.
- CXIII. **Risk of Loss** - Liability or responsibility for bearing the cost of loss, damage, theft or destruction of Government property.
- CXIV. **Revocable License Agreement (RLA)** - An agreement signed by a recipient of Government property upon receipt which explains the recipient's responsibilities, and circumstances under which FEMA may terminate the recipient's right to utilize the Government property.
- CXV. **Salvage Personal Property** - Personal Property that has some value in excess of its basic material content, where its repair or rehabilitation is impracticable (estimated repair or rehabilitation will cost in excess of 65 percent of the acquisition cost).
- CXVI. **Scrap Personal Property** - Personal Property that has no value except for its basic material content.
- CXVII. **Sensitive Items** - Those items, regardless of value, that require special control and accountability because of susceptibility to unusual rates of loss, theft, or misuses, or

due to national security export control considerations. Items include, but are not limited to, weapons, ammunition, explosives, classified property, laptops, computers, personal digital assistants, other information technology equipment and removable components with memory capability. Includes spare equipment items held as replacement spares for equipment in current use in FEMA or DHS programs.

- CXVIII. **Special Inventory** - A scheduled physical inventory of selected items for a specific purpose.
- CXIX. **Spare** - An individual part, assembly, subassembly, or component supplied for the maintenance or repair of systems or equipment. Until these items are utilized, they may be considered Accountable Property and will be barcoded and tracked accordingly. If an item is considered Accountable Property based upon the current criteria, it will be barcoded and entered into the official system of record.
- CXX. **Spot Inventory** - An unscheduled physical inventory conducted to determine the accuracy of agency records.
- CXXI. **State Agency for Surplus Property** - The State agency designated under State law to receive Federal surplus Personal Property for distribution to an eligible donee within the State as authorized by 40 U.S.C. 549 and under regulations issued by GSA.
- CXXII. **Stock Record Account** - The records of property held by an activity.
- CXXIII. **Supplies** - All property that is: (a) consumed or expended within one year after being put to use; (b) converted in the process of construction or manufacturing; (c) used to form a major part of another item of equipment or fixed property; or (d) of limited value, such as calendar standards, carafe sets, pen sets, telephone list finders, and waste receptacles.
- CXXIV. **Surplus Personal Property** - Any Personal Property that is determined by GSA to have no Federal requirements.
- CXXV. **Surplus Release Date** - Normally 21 days after the property is reported as excess property to the General Services Administration, this is the date upon which the property will be available for donation after being screened by the Federal agencies.
- CXXVI. **Survey** - The process by which a determination is made as to how property was lost, stolen, damaged, or destroyed.
- CXXVII. **Survey Board** - Three or more FEMA employees (must be odd number) who have been selected to conduct impartial investigations and/or causative research into the facts surrounding the loss, theft, damage, or destruction of Government property.
- CXXVIII. **Survey Official** - FEMA employee who has been selected to conduct impartial investigations and/or causative research into the facts surrounding the loss, theft, damage, or destruction of Government property.
- CXXIX. **Temporary Facility** - FEMA operation conducted out of a facility or location normally expected to be shut down upon conclusion of an event or as soon as practical. Examples include, but not limited to, IOF, ISB, JFO, DRC.

- CXXX. **Transfer** - A change in accountability jurisdiction, through a change in property Custodian to another DHS Component, Federal agency or FEMA location.
- CXXXI. **Useful Life** - The normal operating life of an asset in terms of utility to the owner.
- CXXXII. **Utilization** - The identification, reporting and transfer of excess Personal Property among Federal Agencies to fill current or future authorized requirements instead of filling them through use of procurements of new items.
- CXXXIII. **Wall-to-wall Inventory** - Complete counting of all items within a site/facility as of a scheduled date.

1-7. Responsibilities

This section provides an overview of the main duties and responsibilities of all property management personnel and applies to the personnel of both disaster sites and fixed facilities during disaster and non-disaster operations.

I. The Administrator, FEMA, shall:

- A. Ensure that a program is established to manage the Personal Property assigned to FEMA and that the Agency adheres to the Government authorities and regulations governing the management of Personal Property owned, leased, rented, or borrowed by the Government.

II. The Director, Support Services and Facilities Management Division, shall:

- A. Serve as the APMO and be responsible to the FEMA Administrator for implementing and managing the Agency-wide Personal Property Management Program. The Director may delegate the APMO duties to the Chief, Personal Property and Services Section, who is designated as the Deputy Agency Management Officer (DAPMO).
- B. Develop agency-wide personal property management policies and proactively identifying and resolving/correcting FEMA-wide property-related issues, problems and discrepancies.
- C. Evaluate Board of Survey reports and provide advice and guidance to the Survey Board or Survey Official.

III. The Chief, Personal Property and Transportation Section, is designated the Deputy Agency Property Management Officer (DAPMO) and as the FEMA National Utilization Officer (NUO) and may delegate the duties. The Chief, Personal Property and Transportation Section may delegate the DAPMO duties. NUO responsibilities include promoting the reutilization of available excess personal property from known sources, and providing all required property management related reports to DHS and GSA, as required. The DAPMO ensures that the Personal Property Management Program is well executed and shall:

- A. Develop Agency-wide Personal Property management policies.

- B. Assess the qualifications of Property Management Officers (PMOs) and ensure that fully qualified PMOs are selected and appointed in writing.
- C. Ensure that APOs are formally trained and appropriately credentialed in the subject matter of property management (e.g., track, identify, and account for property and the utilization and disposal of Personal Property).
- D. Determine property-related issues, problems, and discrepancies on a FEMA-wide basis and provide resolutions to correct them.
- E. Establish internal controls to ensure compliance with the policies and procedures as set forth in this Manual. Property management personnel will ensure that proper security controls are in place. This system will include a review and analysis team to ensure that inventory controls and accountable records are maintained to standard.
- F. Develop guidelines and procedures to conduct and reconcile physical inventories on an annual basis, with completion prior to October 1 of each fiscal year.
- G. Maintain official records of designation letters, certification results, and inventory results.

IV. Deputy Agency Property Management Officers (DAPMOs) shall:

- A. Provide all required property management-related reports to DHS and GSA, as required.
- B. As National Utilization Officers (NUOs),
 1. Receive and disseminate excess property reports for internal screening among DHS Components.
 2. Control access to GSA's Computers for Learning website for FEMA.
 3. Control access to GSA's GSAXcess® website for FEMA.
 4. Request issuance of Activity Address Codes from GSA, as necessary for use in the GSAXcess® system.

V. The Assistant Administrator, Logistics Management Directorate, shall

- A. Either directly or through delegation, authorize FEMA offices to lend or donate equipment purchased under mission assignments to state and local governments to meet immediate threats to life or property resulting from a disaster.
- B. Ensure that only qualified and properly designated APOs deploy to disasters.

VI. The Director, Financial and Acquisition Management Division, shall:

- A. Ensure that property management personnel are kept apprised of pending acquisitions of Accountable Property and provide reports of such procurements as requested by the PMO or the APO. Copies of requisitions and invoices will be forwarded to the APO for verification and reconciliation of the property records.

VII. Regional Administrators shall:

- A. Serve as the Property Management Officer (PMO) for his/her Region. The Regional Administrator may delegate the PMO duties.

- B. Designate a fully qualified PMO to act as his/her Executive Agent for the personal property management program within their respective regions.
- C. Ensure that all Government property within their respective regions is properly used and secured and that all organizational elements under their control comply with the provisions of this Manual.
- D. Ensure that FEMA's automated property accountability system is properly used to support property accountability and control functions by the organizational elements under their control.

VIII. Federal Coordinating Officers (FCOs) shall:

- A. As the FEMA Administrator's official representatives during disasters, assume ultimate responsibility for all property management operations during a disaster.
- B. Serve as Property Management Officers (PMOs). The FCO can delegate PMO *duties* in writing to a dedicated, fully credentialed property management representative, who then serves as Executive Agent for the FCO. FCOs cannot, however, delegate their PMO *responsibilities*.

IX. Property Management Officers (PMOs) are senior supervisory officials selected and designated in writing. These persons are trained property management professionals who are charged with exercising management oversight of the property management program for their respective organizations and shall:

- A. Exercise complete program oversight and control over the property management operations in their areas of responsibility and ensure that all Personal Property assigned to organizations (whether owned, leased, rented, or on loan to the Government) and contractors is properly controlled, accounted for, maintained, and secured; and that Government funds designated for the acquisition of equipment, supplies and services are properly controlled, expended, and accounted for.
- B. Designate Property Officers to conform with the property chain of command as follows:
 - a. Lead APO - 1 per Site code/Program/Organization
 - b. Assistant APO - As many as needed to effectively run the property management program for the Site code/Program/Organization.
 - c. CO - As many as needed to effectively run the property management program for the Site code/Program/Organization.
- C. Supervise the day-to-day activities of all the organization's property management personnel in their areas of operations.
- D. Ensure that all Personal Property is properly accounted for, maintained, and protected.
- E. Request properly trained and credentialed APOs and Inventory Management Specialists (IMs) from the Assistant Administrator, Logistics Management Directorate (LMD), to establish and maintain official property records and accountability over assigned Personal Property.

- F. Designate in writing Custodial Officers (CO) who are to maintain day-to-day property management control over their respective areas.
- G. Designate as many ROs as required to receive supplies, equipment, and services in support of disaster operations.
- H. Designate a single receiving point or warehouse location for the receipt of Personal Property for disaster operations support.
- I. Ensure that the outgoing APO/CO, as appropriate, does not leave his or her post until a joint inventory has been conducted with the incoming APO/CO, as appropriate. PMOs shall also ensure that the inventory documentation is completed to the incoming APO's/CO's satisfaction.
- J. Ensure that all members of the organization are informed and periodically reminded of their individual responsibility for properly using, maintaining, and reporting the loss, theft, damage, or misuse of Government property.
- K. Receive and process all FEMA Forms 119-7-1-1, "Report of Survey," from the APO to determine liability for lost, stolen, damaged, or destroyed Accountable Property.
- L. Validate the need for the acquisition of Personal Property by a requesting activity, ensuring that the need is justified in writing and determining which source of supply shall be used to acquire the property.
- M. Ensure that requisitions and/or purchase orders for Personal Property are not filled or an order placed prior to confirming that property does not exist in FEMA inventory to satisfy the needs.
- N. Ensure that the APO and CO approves and signs out-processing records of employees departing FEMA or transferring from one organization to another.
- O. Plan, organize, schedule, and coordinate inspections and physical inventories of FEMA Personal Property with the Inventory Team.
- P. Evaluate the effectiveness of property management policies and practices and recommend improvements to the APMO or DAPMO.
- Q. Ensure that all Accountable Property purchased by other Federal departments and agencies in the execution of mission assignments is properly accounted for and transferred to FEMA upon completion of the work if the Federal agencies request reimbursement for the property. The PMO will coordinate with the APO and the FEMA Project Manager to ensure accountability is maintained. The PMO will be personally involved in all mission assignment closeouts.
- R. Coordinate with the National Utilization Officer, Contracting Officer representatives, and Property Administrators (PAs) to ensure that all Government-Furnished Equipment (GFE) or GFP is properly returned to the appropriate programs within FEMA.
- X. Accountable Property Officers (APOs), credentialed administrative officials who must be certified in writing by the Assistant Administrator, Logistics Management Directorate, or

his or her designee and are charged with establishing and maintaining an organization's formal property records, shall:

- A. Thoroughly understand Government property management regulations and directives governing the acquisition, utilization, and disposal of Personal Property and apply or enforce these standards to all FEMA personnel.
 - B. Assure their credentialing records are updated regularly to allow a proper credentialed level to be assigned.
 - C. Establish and maintain the required property accounts and related records and account for and control all Personal Property owned, leased, or loaned to the organization from other FEMA Offices or Federal or State agencies.
 - D. Monitor the acquisition, storage, utilization, transfer, and disposal of Personal Property through close coordination with Custodial Officers and maintain a record of all such transactions.
 - E. Ensure that all Accountable Property received is barcoded so that it can be readily identified as leased, loaned, or Government-owned property.
 - F. Issue custody receipts or other similar documents to assign responsibility for Accountable Property issued to Custodial Officers.
 - G. Ensure that Custodial Officers sign over all Accountable Property under their control to the Custodians under their purview.
 - H. Assign property to Custodians only in the APO's work area, where they will assume the role of Custodial Officer.
 - I. When Personal Property has been reported lost, stolen, damaged, misused, or destroyed, prepare a FEMA Form 119-7-1-1 and forward all required and pertinent documentation (e.g., statements, police reports) to the PMO.
 - J. Perform a joint inventory when transferring the organization's Personal Property account to a new APO and properly execute and sign the required documentation (i.e., FEMA Form 119-7-1-5 "Accountability Statement for Transfer of Personal Property").
 - K. Approve and sign out-processing records of employees departing FEMA or transferring from one organization to another (e.g., FEMA Form 30-1, "Headquarters Employee Out-Processing Record," FEMA Form 30-1a, "Regional Employee Out-Processing Record," or FEMA Form 30-1b, "Disaster Employee Out-Processing Record").
 - L. Oversee the joint inventories done between incoming and outgoing COs and properly execute the required documentation (i.e., FEMA Form 119-7-1-5 "Accountability Statement for Transfer of Personal Property").
 - M. Process FEMA Form 119-7-1-4, "Inventory Adjustment Report," and accompanying FEMA Form 119-7-1-1, when applicable, and send them to the Property Management Division (PMD) to make adjustments to the property records for any change in the status of Personal Property (e.g., lost, damaged, destroyed, or data entry errors).
- XI. Custodial Officers (COs) are employees who are nominated by either the Section Supervisor or the APO and designated in writing by the PMO. Having been assigned

individual responsibility for ensuring that the Personal Property charged to their custodial areas of responsibility or entrusted to their possession is properly used, maintained, and protected on a daily basis, COs shall:

- A. Receive Accountable Property by signing a hand receipt, issued by the APO.
 - B. Assign Accountable Property to the custody of individuals (Custodians) through the issuance of sub-hand receipts.
 - C. Provide copies of any changes to property status to the APO within 24 hours of issuance.
 - D. Perform inventories of all Accountable Property as directed by the PMO and/or the APO.
 - E. Report the results to the APO upon change of COs, or for any special requirement, not less than annually.
 - F. Report the loss, damage, misuse, or theft of Personal Property to the APO, first line supervisors, and Security Office immediately upon discovery and provide the APO with all required and pertinent documentation (e.g., statements, police reports).
 - G. Ensure that all Custodians properly check out of the activity before leaving by signing DHS/FEMA Out-Processing Record(s), as appropriate.
- XII. Receiving Officers (ROs) are property management officials designated in writing by the local PMO who, when receiving equipment and supplies, shall:
- A. Count all items to make sure that the quantity received matches the quantity recorded on the receipt document (e.g., Government Bills of Lading [GBL], manifest sheets, packing slips, shipping invoices). Boxed or otherwise sealed containers need not be opened to count each item unless there is evidence that the box has been opened or the seal has been broken. Barring these circumstances, the RO may accept the unit of pack quantity listed on an unopened/unbroken, sealed box or container as being correct.
 - B. Verify quantities and circle the quantities received on the shipping document (e.g., GBL, packing slip).
 - C. Match the item(s) with the nomenclature shown on the receipt document. If no nomenclature is shown, the RO shall describe the item as accurately as possible on the receipt document.
 - D. List the serial or registration number of the item(s), if such number is present and not already listed on the receipt document.
 - E. If the item(s) arrives without shipping documents, prepare a list of the item(s) received by name, quantity, NSN, part number, manufacturer, source of supply, or any other available information that will assist in identifying the item(s).
 - F. If a substitute item(s) is received, contact the requester, if possible, to determine if the item(s) meets the requisite standard. If an item is unacceptable, the RO shall note the problem fully on the receipt document.

- G. Report shipping discrepancies or obviously damaged material to the APO immediately upon receipt and not sign for any property or shipment that has discrepancies or obvious damage without the PMO's or APO's approval. If approval is given, the RO shall retain the damaged material until disposition instructions are provided by the APO. If it is not possible to obtain approval to receive the shipment, the RO will not sign the shipping document but will make a copy with the driver's name and signature, stating the shipment was damaged, and refuse the shipment. Further, the RO will make a note on the receiving log with all pertinent information for property management records.
 - H. Sign and date the receipt document. Signatures must show the full name of the RO and must be fully recognizable and legible. The RO's signature must not be shown as initials.
 - I. Maintain a receiving log and provide the original to the APO daily.
 - J. Forward all paperwork received with the shipment (e.g., GBL, packing slip) to the APO.
- XIII. Custodians are all FEMA employees, each of whom is responsible for the proper use, care, and physical protection of all Government property, whether or not it is assigned to him or her. Custodians shall:
- A. Use Government property, including vehicles, copiers, and facsimile machines, for official FEMA business only.
 - B. Comply with all applicable regulations or contractual requirements.
 - C. Immediately report any property loss, theft, damage, destruction, or misuse to the organization's Security Office, the CO, and the APO. When traveling, Custodians shall store property in the trunk of a motor vehicle or other safe area and protect any Personal Identifying Information (PII) from any disclosure.
 - D. Cooperate with investigators concerning lost, stolen, damaged, or destroyed property.
 - E. Contact the organization's Security Office if property is in danger of being vandalized, etc.
 - F. Work with the organization's APO and/or CO on all property matters.
 - G. Ensure that all property issued to them is turned in to their respective APO or CO prior to departure from the facility. Custodians must be properly cleared by the local APO or CO, as appropriate, prior to departure.
- XIV. Property Administrator (PAs) are trained property management professionals who serve as the liaison between contractors and FEMA and shall:
- A. Administer contract provisions, requirements, and obligations relating to Government property in the possession of Agency contractors. General clauses and duties of contractors include FAR 52.245.
 - B. Participate in contract pre-award surveys and post-award reviews.
 - C. Review contracts assigned for property administration to assure that property is identified in the contract and that general and special contract provisions dealing with property are included, when applicable.

- D. Ensure that contractor property organizations are aware of and understand applicable provisions of Government contracts dealing with property including FAR Subpart 45.5.
- E. Establish contract property control data files.
- F. Provide the Contracting Officer with recommendations concerning liability for loss, theft, damage, or destruction of property on the basis of contract terms and conditions.
- G. Grant relief of responsibility in writing for lost, stolen, damaged, or destroyed Government property on the basis of contract terms and conditions when authorized through the PA's certificate of appointment and in cooperation with the Contracting Officer.
- H. Perform functions as prescribed by FAR Subpart 45.5.
- I. Develop and apply a property systems analysis program to assess the effectiveness of contractor Government property management systems.
- J. Evaluate the contractor's property management system, approving the system or recommending disapproval where systems create an unacceptable risk of loss, theft, damage, or destruction of property.
- K. Advise the Contracting Officer and other affected Government managers regarding the contractor's noncompliance with approved procedures, contractual requirements, and other significant problem areas; and recommend cost disallowance or another appropriate remedy.
- L. Perform program or Agency-oriented reviews of property acquisition, control, management, use, and disposition as dictated by contracting conditions, where applicable.
- M. Support and assist the contractor's management, contracting officers, program managers, and other functions in resolution of property administration matters.
- N. Review GFE or GFP for receipt and reconciliation in accordance with FAR Subpart 45.5 and the reports provided by the Management Control Activity in accordance with FEMA Instruction 1001.1.
- O. Provide guidance, counsel, and direction to Government and contractor managers and technicians related to regulatory and contractual requirements for management of Government property.
- P. Ensure that the contractor promptly reports excess Government property for disposition in accordance with contract provisions.
- Q. Support the assigned plant clearance officer to ensure prompt and proper disposition of contractor inventory.
- R. Obtain and review contractually required reports of property for all assigned contracts.
- S. Prepare and submit other reports prescribed by higher headquarters.
- T. Request and perform supporting property administration.
- U. Recognize the functions of other Government personnel having cognizance of property, and obtain their assistance when required. These functions include, but are not limited

to, contract administration, plant clearance, contract audit, quality assurance, engineering, pricing, subcontracting, production, transportation, and other technical areas. Assistance and advice on matters involving analyses of the contractor's accounting records, financial aspects of contractor property reports, and on any other appropriate financial audit matters will be obtained from the Defense Contract Audit Agency (DCAA) auditor or other auditor designated by the Agency, through the Contracting Officer.

1-8. Supersession

This Manual supersedes FEMA Instruction 6150.1, dated 1996.

1-9. Forms Prescribed

- I. Only officially authorized forms may be used (no locally generated or modified forms may be used) in support of the Personal Property Management Program. If a specific form requires modification to perform its intended function, contact the Chief, Facilities Management Division, for review and approval prior to use. FEMA forms may be found at the following website: http://online.fema.net/mgmt_records/forms.shtm.
- II. FEMA Form 119-7-1-1, "Report of Survey," will be used in all instances where there is a loss or theft of an asset or where there is a damaged or destroyed asset. The form will be initiated by the Custodian and/or APO or CO as appropriate.
- III. FEMA Form 119-7-1-2, "Property Transfer Report," will be used when transferring property to contractors, vendors; or for transfer or loans from one facility to another.
- IV. FEMA Form 119-7-1-3, "The Custody Receipt (Hand Receipt) for Government Property on Personal Charge," will be used in all instances when FEMA Personal Property is being issued to personnel for Government use, including issuance of expendable property. A CO and/or APO will be responsible for preparing the form. The APO or CO, as appropriate, and the Custodian will sign accepting accountability for the asset(s).
- V. FEMA Form 119-7-1-4, "Inventory Adjustment Report," will be used to document minor adjustments to stock item records to correct discrepancies such as posting errors, price adjustments, and losses due to obsolescence, fair wear and tear, emergency destruction, minor operational losses, or any adjustments not requiring a FEMA Form 119-7-1-1. In most instances, the APO will be responsible for completing the form.
- VI. FEMA Form 119-7-1-5, "Accountability Statement of Transfer of Personal Property," will be used to transfer accountability from one APO to another. It will be used to document accountability for a newly assigned APO or when an OPO changes or exits an office within the component.
- VII. FEMA Form 119-7-1-6, "Report of Inventory Values of Capital Equipment," will be used to document all acquisitions of Personal Property valued at the capitalized threshold,

currently \$200,000.00. This form will be submitted to the MD-SF-PP Chief Property Officer for consolidation and submission to the FEMA Chief Financial Officer (CFO).

- VIII. FEMA Form 119-7-1-7, "FEMA Excess Property Form." Will be used to report excess property for screening within FEMA, DHS and GSAXcess. The APO will complete the form and the PMO will sign, or be copied on the email, whenever it is sent to the NUO for the screening periods.
- IX. FEMA Form 119-7-1-8, "Personal Property Inventory Certification Form," will be used to certify that an annual inventory was accomplished and will show the summary of items either found or unaccounted for. It must be signed by the APO and PMO and submitted by June 30 annually.
- X. FEMA Form 119-7-1-9, "Accountable Property Recycle, Abandon or Destroy Report," will be used to document all property Recycled, Abandoned or Destroyed. The PMO, APO and one witness must print and sign the form. The name of the facility and POC must be listed on the document. The total weight of the property must be listed on the form and recorded in the log sheet, provided by the APMO, and reported monthly.
- XI. FEMA Form 119-7-1-10, "Property Officer Designation Form," will be used to designate all property officers. A properly executed form must be signed by the Nominee, Nominating Official and PMO. The properly executed form will be sent to the PMD and the APMO for final approval and signature.
- a. PMO designations must be signed by FCO, Regional Administrator, Directorate Administrator equivalent or higher as appropriate
 - b. PMO may nominate and will sign for APOs and Assistant APOs
 - c. APOs may nominate and will sign for Assistant APOs, COs and/or ROs, PMO must concur with nomination and sign accordingly

CHAPTER 2 – PROPERTY

2-1. Types of Property

- I. There are two basic types of property:
- A. Real Property, which includes land and buildings, together with improvements, structures, and fixtures that have been permanently affixed to buildings.
 - B. Personal Property, which is all property other than Real Property and includes, but is not limited to:
 1. Office furniture and equipment
 2. Household furniture and appliances
 3. Shop and industrial equipment
 4. Institutional/clinical furniture and equipment

5. Motor vehicles
6. IT and Information systems equipment
7. Armaments, weapons and munitions
8. Telecommunications equipment
9. Travel trailers and mobile homes
10. Biological, chemical and radiological equipment
11. Security systems

II. There are several sub-categories and classifications of Personal Property:

- A. Personal Property may be tangible (e.g., having physical existence, can be moved from place to place), or intangible (e.g., intellectual property, such as patents and copyrights). Personal Property assigned to FEMA is categorized for recordkeeping and accounting purposes into two general classes: Expendable and Nonexpendable.
 1. Expendable Property. Expendable Property is Personal Property that generally has an expected service life of less than one year and that, when it is consumed, loses its identity or becomes an integral part of another item of property. Expendable Property is further broken down into two sub-components:
 - a. Consumable Property. Consumable Property is of a low dollar value that loses its identity when consumed or incorporated into another item. The value of Expendable/Consumable Property held in stock pending issue is recorded as an asset, regardless of the cost and will be supported by detailed property records in the official Agency property management system of record. The PMO will ensure the annotation of consumables in the Agency property management system of record before redistribution. Examples of Consumable Property are: ice, water, MREs, tarps, office supplies, lumber, and construction materials. Expendable/Consumable Property will be added to property records when initially received and deleted from the records when issued. If the property is accountable, it will be entered into the system of record.
 - b. Durable Property. Durable Property consists of property not meeting standards to be considered nonexpendable, but still requiring control of its use. Durable Property is not subject to complete life cycle management and is not recorded in the Personal Property management system, but may require some type of controls to ensure appropriate use. Durable Property items are tracked by informal means, when issued, but do not require formal accountability after they have been issued from a stock record account. Controls put in place may require the user to return Durable Property to a primary official on a daily basis, or to get approval prior to use. Examples of Durable Property include hand tools, inexpensive power tools, computer keyboards, computer mice, small office equipment, furniture, and protective equipment.
 2. Nonexpendable Property. Nonexpendable Property consists of property that requires control measures that establish a complete audit trail from receipt to final disposition. Official property records are maintained and physical inventories are

conducted for all nonexpendable property. The use of the official property management system of record is mandatory for maintaining accountability of nonexpendable property. This property is neither durable nor consumable. It includes serialized property, with an acquisition cost greater than \$500.00 as well as sensitive, controlled, hazardous, leased, or capitalized property.

- B. **Accountable Property.** Accountable Property includes Serialized Property (i.e., property with a serial number) with an acquisition cost of greater than \$500.00 and sensitive, controlled, hazardous, leased and capitalized property. Accountable Property consists of property that requires control measures that establish a complete audit trail from receipt to final disposition. Official property records are maintained and physical inventories are conducted for all Accountable Property. This property is neither durable nor consumable, with the exception of Initial Response Resources (IRR) commodities. The use of the official property management system of record is mandatory for maintaining accountability of Accountable Property.
- C. **Capitalized Personal Property.** Property with an initial acquisition cost at or above a specific threshold, which is recorded in the general ledger of the financial management accounts. Capitalization describes the function of recording the total acquisition cost of an item in DHS Financial Management Policy (FMP) 019, "Capitalization and Depreciation of Personal Property."
 - 1. The value of Capitalized Property is depreciated over its lifetime by the FEMA CFO. The local PMO issues a report on FEMA Form 119-7-1-6 to the Management Directorate Support Services & Facilities Management Division, Personal Property (OM/SS/FM/PP), which evaluates the contents of any annual inventories and the data in the property management system of record. The PMD consolidates all reports and forwards to the FEMA CFO, for reconciliation; the CFO then forwards the reports to the General Ledger. Examples of Capitalized Property include, but are not limited to:
 - a. Software packages and software projects - \$750,000 or under (thus, 2,000 procured licenses of software at \$700 apiece would not qualify as Capitalized Property);
 - b. Aircraft, vessels, and electronic systems, including those valued at \$200,000 and over; and
 - c. Other Personal Property, valued at \$200,000 and over.
- D. **Sensitive Personal Property.** Sensitive Personal Property comprises property that: requires a high degree of protection and control due to its high-risk nature or its inherent attractiveness, portability, and/or sensitivity; could easily be adapted for personal use or converted to cash; may be vulnerable to unusual rates of loss, theft, or misuse; detrimental to the public safety or community security; and/or is subject to national security export control consideration.
 - 1. Sensitive Personal Property items include, but are not limited to:
 - a. Laptops, computers, PDAs, thumb drives/flash drives, other IT equipment, and removable components with memory capability;

- b. Weapons, munitions and explosives;
 - c. Spare equipment items that are held as replacement spares for equipment in current use for the Department of Homeland Security/FEMA programs.
 - d. Canines;
 - e. FEMA distinctive clothing
2. If APOs have any doubt about whether to designate an item as Sensitive Personal Property, they will contact the Chief, FEMA IT Security, and the APMO or DAPMO or NUO, for further information.
 3. Sensitive Personal Property must be recorded and maintained in the Agency property management system of record.
 4. All FEMA APOs shall work with their local security officials to determine additional steps required outside the realm of Personal Property management to ensure appropriate security for sensitive property.
- E. Hazardous Property. Personal Property components or material that are deemed hazardous, chemical substances or mixtures, or hazardous waste as defined under the Hazardous Materials Transportation Act, the Resource Conservation and Recovery Act, or the Toxic Substances Control Act, as well as weapons, munitions, and explosives. All weapons must be accounted for in the official Agency property management system of record. Inventories will be reported to the OM/SF/PP.
- F. Serialized Property. Serialized equipment is property with a serial number with an original acquisition cost greater than \$500. If Serialized Property falls under any current criteria for Accountable Property, or exceeds \$500 acquisition cost it will be barcoded and entered into the system of record and an annual physical inventory and a complete audit trail from receipt to final disposition are required.
- G. Controlled Property. Property that is not subject to life cycle management, but requires controls to ensure its appropriate use. Controls put in place for this type of property might require the user to return it to a primary official on a daily basis, or to obtain approval prior to its use. Examples of Controlled Property include:
1. Tools (e.g., drill bits, hammers, wrenches)
 2. Pharmaceuticals
 3. Protective equipment (e.g., goggles, welding masks, hard hats)
- H. Communications Security (COMSEC) Property. Communications security equipment is managed by a COMSEC Custodian, and has its own security protocols in place separate from Personal Property Management Program policies established by the Office of Asset Management Directorate or procedures or guidance set forth in this Manual.
1. Examples of COMSEC equipment include, but are not limited to:
 - a. Secure cell phones
 - b. Secure satellite phones
 - c. Encrypted radios

- d. Crypto ignition keys
 - e. Fortezza cards
2. Questions and guidance with regard to COMSEC equipment and the requirements for managing it shall be addressed to the FEMA IT Security Officer or to the FEMA Security Branch.
- I. Disaster Relief Fund (DRF) Property. Any Accountable Property procured with DRF monies (Fund Code 6). All Accountable Property procured with DRF monies are owned by and will be returned to the Distribution Center that normally provides like equipment, regardless of the actual location or program that purchased the item, when no longer needed (excess) by the organization.
 - J. Leased Property. Leased Property is property that is not owned by DHS/ FEMA, or the Government, but instead is leased by the Government with stipulated terms in a leasing agreement or other contract. This category excludes property leased by contractors in the performance of a contract. All Leased Property, regardless of lease term or charge, is considered accountable and must be tracked and managed to the standards as set forth by this Manual and DHS MD 0565.
 1. Examples of Leased Property include:
 - a. Leases of less than 60 calendar days: If an item is generally leased or rented for less than 60 calendar days, there is no requirement to enter the item(s) in the FEMA property management system of record nor is there a requirement to barcode the item(s). All leased items in this category will be managed with a manual log, properly updated and maintained by the APO, created to track and account for the item(s).
 1. If the lease, previously anticipated to not exceed 60 days, exceeds 59 days or if the item or like item is leased for an additional period it will require a FEMA official barcode label and will be entered into the FEMA property management system of record.
 - b. Leases of 60 calendar days or more: If an item is generally leased or rented for 60 calendar days or more, it will require a FEMA official barcode label and will be entered into the FEMA property management system of record.
 2. Initially upon receipt or within 24 hours of receipt the rented or leased property's stock record, per the above criteria, will be entered into the FEMA property management system of record with a Stock Type "STYPE" of "R" to reflect the rented/leased asset's status.
 3. When property is released back to lessee, the FEMA property management system of record property record shall be adjusted, utilizing the FEMA Form 119-7-1-2, "Property Transfer Report," to reflect the release date, and any other pertinent information. The APO will be notified prior to the item leaving possession of FEMA.
 4. Upon either expiration or termination of the rental/lease agreement, the property will be transferred to the contractor or vendor using a FEMA Form 119-7-1-2, citing the name and address of the owner of the property as well as the point of contact.

5. The FEMA Form 119-7-1-2 will be signed by the contractor/vendor representative upon their receipt of the returned item(s). Once the Property Transfer Report (PTR) has been properly executed, the PTR will be completed in the property management system of record, by the APO, thus completing the transfer and removing the item(s) from the FEMA property management system of record.

2-2. Property Records

- I. Property records and supporting documents will be established and accurately maintained for financial accounting purposes on all property received by FEMA. Property records will be automated, and will reflect item identification, date of entry, nomenclature, serial number or ID number, national stock number, manufacturer's part number, acquisition costs, location, quantity, acquisition date, and property transactions (e.g., requests, receipts, issues, transfers, and disposals). Property records and supporting documents include:
 - A. Accountable Property Records. APOs will account for and control property using authorization and stock control records, property/supply vouchers, and property/supply voucher control registers.
 - B. Authorization Records. These records will be automated and will be used to document the type and quantity of property FEMA has authorized or required organizations to acquire.
 - C. Stock Control Records. The automated property management system must be used to maintain automated stock control records. These records will be automated and must include the name of the controlling office, name, make or model, serial number or Vehicle Identification Number (VIN), National Stock Number (NSN), manufacturer's part number, unit of issue, acquisition cost, locations, and dates/quantities of items received, issued, and balance on-hand.
 - D. Expendable/Consumable Property Records. There is no requirement to maintain records of expendable/consumable property beyond the APO's stock control record located in the official property management system of record. Consumable property (except that designated as "sensitive") is considered to be expended when issued, therefore, APOs are not required to individually account for and track such property after it has been issued from the system of record. Durable items are reusable, and care shall be taken by all property managers to ensure that these items are reasonably controlled.
 - E. Maintenance Records. Maintenance records must be maintained for recording repair costs to all serial or non-serial numbered end items. APOs must ensure that the date, cost, and repair authorization document (credit card or purchase order number) are recorded on maintenance records.
 - F. Property Vouchers or Supply Documents. Property vouchers or supply documents will be used by APOs and maintained on file to justify changes to property records. Property vouchers or supply documents include:

1. Receiving documents/reports.
 2. PTR, FEMA Form 119-7-1-2; FEMA Form 119-7-1-1, "Report of Survey."
 3. Inventory adjustment documents, including:
 - a. Inventory Adjustment Report, FEMA Form 119-7-1-4;
 - b. Disposal documents (e.g., SFs 121 and 126); and
 - c. Any other action that affects the status of the property account.
- G. Custody Receipts. Custody receipts will be used to account for and control Accountable Property. APOs and COs will use electronically generated receipts, from the property system of record, unless circumstances preclude this option. In such cases, all personnel with property management responsibilities will use an officially authorized preprinted custody receipt. Only the officially authorized preprinted forms will be utilized as approved by the APMO. When property is issued or delivered, the recipient will:
1. Inventory and sign a custody receipt for the items;
 2. Receive and retain a copy of the custody receipt; and
 3. Return the signed original to the issuer to file. FEMA Form 119-7-1-3, "Custody Receipt of Government Property for Personal Charge," is a custody receipt used to control Government property issued on a personal basis.

2-3. Accountability Requirements

- I. Barcode Labels. All standard barcode labels required for Accountable Property management at all FEMA facilities will be obtained through the DISC. Mini barcode labels are controlled through the DAPMO office. Under no circumstances are barcode labels to be procured in any other manner.
 - A. All requests for standard barcode labels will be done via email to DISC APO or DAPMO with the quantity needed, required location for delivery and valid account number for shipping. The requester is responsible for all shipping costs.
 - B. A Form 143-0-1, "Requisition for Supplies, Equipment and/or Services," will be used and signed by the local PMO requesting the barcodes. A copy of the Form 143-0-1 will be furnished to the DISC APO or DAPMO as appropriate along with the email request.
 - C. Signature from the APO or PMO upon receipt of barcodes is required and the signed form will be returned to DISC APO or DAPMO as appropriate for accountability purposes, within 24 hours of receipt.
 - D. All facilities are prohibited from purchasing barcode label equipment, creating barcodes, or purchasing barcodes from outside vendors.
- II. Disaster Relief Fund (DRF) Property. DRF Accountable Property is intended to be utilized many times for multiple events from its date of purchase until final disposal.

- A. All FEMA-supplied Accountable Property, and any Accountable Property procured using the DRF (Fund Code 6), will be returned to the appropriate Distribution Center (DC) upon completion of a disaster or event. Exceptions may be granted, in writing, by the APO or PMO of the DC that generally provides like equipment. If an exception is granted, a specific time limit will be detailed by the approving APO or PMO. Any exception is at the discretion of the APO or PMO of the appropriate DC, not to exceed six months from the closure date of the temporary facility.
 - B. The property will be tracked by the Regional APO utilizing the appropriate "Z" site.
 - C. Under no circumstance will a Disaster Relief Workforce (DRW) employee be allowed to retain any DRF-funded property after the employee is released from, or after the closure of, a facility. If a DRW employee requires FEMA Personal Property after the conclusion of an event, it will be provided with regional-owned property. The DRW will return all FEMA property to the issuing APO or CO prior to leaving the facility.
 - D. All facilities are prohibited from issuing FEMA property, procured with DRF monies, to any employee to be utilized or stored for future events. If FEMA Accountable Property has been issued to DRW staff it is required that APOs and/or PMOs ensure all assets are returned to the appropriate DC upon conclusion of an event.
- III. Government Property on Personal Charge. The leaders of FEMA organizations down to the Branch Chief level, APOs, and COs may authorize Government property under their direct control to be issued to employees, contractor personnel, or other Agency personnel on personal charge, provided the property is used FOR OFFICIAL USE ONLY. The property issued on personal charge will be controlled using the following procedures:
- A. All requests for equipment, supplies or services must be approved at the Branch Chief level or higher, and must utilize FEMA Form 143-0-1.
 - B. FEMA Form 119-7-1-3 will be completed by the authorized individual issuing the property. (Only the official preprinted FEMA Form 119-7-1-3 or an electronically generated copy from the system of record or the system of record mobile device is acceptable.) The Custodian must sign and initial in the designated locations the FEMA Form 119-7-1-3. If the Custodian refuses to sign, the property will not be issued. The Custodian's signature is acknowledgement of his/her personal responsibility for the issued property and that he/she is aware of the possible consequences for the property if lost, stolen, damaged or destroyed.
 - C. The name of the custodian must match the name on the FEMA issued identification. No nicknames are to be used.
 - D. The original FEMA Form 119-7-1-3 will be filed by the Issuing Official. A copy will be given to the Custodian and a copy will be sent to the APO for record keeping, by the Issuing Official, within 24 hours of issuance.
 - E. If the Custodian is authorized to remove the property from the premises, the Custodian's supervisor must authorize the removal and must request, via a FEMA Form 143-0-1 with justification, to the Issuing Official, prior to the property's removal from the premises. The original request will be retained by the Issuing Official and a copy will be sent to the activity's APO within 24 hours of issuance by the Issuing Official. If

approval is given to remove the property from the premises, the Custodian's copy must be signed by both the Issuing Official and the Custodian. When the Custodian leaves the premises, the FEMA Form 119-7-1-3, and the OF-7 as appropriate, must be shown to the building security personnel.

1. Currently there are 3 ways to authorize removal of FEMA property from a facility. Regardless of the form utilized the properly executed document must be shown to security prior to removal of the property from the facility:
 - a. A properly executed manually generated 119-7-1-3. Must be completed and the issuing authority and custodian will initial and sign in the appropriate locations. A copy of the manually generated hand receipt must be given to the APO and the APO must update the system of record within 24 hours. The manually generated 119-7-1-3 must be attached to a LIMS generated hand receipt and filed accordingly.
 - b. Properly executed hand receipt generated from LIMSIII with the issuing authority and custodian signatures. An OF-7 must be completed and attached to the LIMS generated hand receipt.
 - c. Properly executed Mobile hand receipt generated from LIMS Mobile. This hand receipt will have the items marked that are allowed to be removed from the facility. LIMS Mobile allows this function prior to printing the hand receipt.

F. The property must be returned to the Issuing Official by the return due date, which will be clearly written in Block 11 of the FEMA Form 119-7-1-3. If an extension is required, approval must come from the Custodian's supervisor and a new Form 119-7-1-3 will be issued.

G. In all cases, an Optional Form 7 (OF7) Property Pass will be issued if any Accountable Property, whether Personal Property or Privately Owned Property, is to be removed from the facility. The OF7 must have all required information entered and Block 9 ("Pass Good Until") must have a return date entered. The OF7 must be presented to Security when leaving the facility.

1. Privately Owned Property is property owned by an individual or corporation of which the Government does not have title. The OF7 will be completed by the APO or CO to facilitate the removal of privately owned property from the premises and presented to the building security personnel.

IV. Property Transfers. Property that is being transferred or loaned from one activity to another must be documented on FEMA Form 119-7-1-2.

- A. The gaining activity APO or PMO must sign the PTR upon receipt of the items and either faxed or emailed back to the sending APO within 24 hours of receipt.
- B. Local PMOs will assure all outstanding "due-in" and/or "out-bound" transfers, in their areas of responsibility, do not exceed 21 calendar days to prevent excessive "aging" of the property records.
- C. The local PMO will request and receive a weekly report, at minimum, from the local APO showing all outstanding documents, both "due-in" and "out-bound".

- D. All APOs will check daily to verify that any outstanding “due-in” or “out- bound” transfer items do not exceed 21 calendar days.
1. If the gaining APO has not received the shipped item(s) within 14 calendar days, the sending APO will contact the gaining APO, via email, for more information and will provide proof of delivery if available at that time.
 - a. No reply from the gaining APO implies that the sending APO has provided correct and accurate information.
 2. If any outstanding transfer exceeds 21 calendar days, the sending APO must be send an email within 24 hours to the gaining APO and PMO with all pertinent information including proof of delivery.
 - a. No reply from the gaining APO or PMO implies that the sending APO has provided correct and accurate information.
- E. The sending APO prepares the PTR, assigning it to the gaining APO's site code. The sending APO will fax or email a copy of the PTR to the gaining APO within 24 hours of PTR creation.
- F. Any property that cannot be accounted for within 45 calendar days of the original PTR creation date will be placed on a FEMA Form 119-7-1-1 by the sending APO and the report of survey process will begin.
- G. The gaining APO will see the property in “due-ins” and accepts the property upon receipt, or proof of delivery to the location is provided, sign the PTR and fax or email the signed copy to the sending APO. Both the sending and gaining APO will retain the signed copy of the PTR.
- H. The gaining APO becomes accountable for the transferred property upon receipt whether received by the gaining APO or PMD as described below.
- I. If accountable property is not received within 30 calendar days:
1. The gaining APO assumes responsibility for the items unless the gaining APO contests the document prior to 30 days of sending APO sending the PTR as described above (D and E). The sending APO will contact the APMO, via email, and copy the gaining APO and PMO requesting the PTR be received into the gaining site code. The sending APO must provide proof of delivery and other pertinent information. The APMO or DAPMO will make final decision as to which site the property will be received into.
 - a. No reply from the gaining APO implies that the sending APO has provided correct and accurate information.
 - b. If the property is not accounted for, the gaining APO must begin the report of survey process immediately.
 2. If the sending APO does not comply with procedures above (D and E) and the property is not received the sending APO will remove the PTR and/or items from the PTR and begin the report of survey process immediately for any property not accounted for.

- a. If the sending APO does not remove the PTR the gaining APO will contact the APMO, via email, and copy the sending APO and PMO requesting the PTR be received into the sending site code. Gaining APO will document why the item(s) shall be removed from the “due-Ins”. The APMO will make final decision as to which site the property will be received into.
 - b. No reply from the sending APO implies that the gaining APO has provided correct and accurate information.
- J. Property transfers within FEMA will be without reimbursement.
- K. No transfer of Personal Property will take place without the creation and approval granted on the FEMA Form 119-7-1-2.
- L. Only an APO may use the manually generated 119-7-1-2 and the APO may only use the manually generated version in cases of no connectivity.
- M. All manually generated 119-7-1-2 must be entered into the system of record within 24 hours of creation and establishment of connectivity.
- N. If an item is sent to a “Site Address,” after the receiving entity’s representative signs, the PTR and the signed copy is returned to the APO. The APO will then complete the PTR. The same procedures and timeframes listed above apply to this type of transfer.
- V. Excess/Surplus Property. When property is being removed from a facility because it is excess, surplus, or otherwise being disposed of, a signed 119-7-1-7, 119-7-1-2, SF120, “Report of Excess Personal Property,” SF122, “Transfer Order Excess Personal Property,” or SF126, “Report of Personal Property for Sale”, as appropriate, must be shown to the building security personnel to allow removal of the property. The only personnel authorized to sign the above forms are the activity’s APO and/or PMO.
- VI. Employee Out-Processing. Since any FEMA employee may serve as a property Custodian, whenever a FEMA employee is separating, transferring or changing his/her duty stations, reconciliation must take place to ensure transfer of custody for any Government-owned property the employee may have been responsible for. The employee must complete a FEMA Form 30-1, Form 30-1a or a Form 30-1b must be completed, and submit it for review/signature by the CO and APO, before the employee is cleared for final out-processing. This form will be used to ensure that a final accounting is made for controlled items. The CO will also annotate on the outgoing Custodian’s hand receipt that the property was turned in to the CO. If accountable property is discovered to be lost, stolen, damaged or destroyed after the employee officially cleared the facility, responsibility rests with the CO.
 - A. If a supervisor releases an employee and no out processing form is properly completed, the supervisor may be held liable for any missing property. The supervisor must complete the 119-7-1-1 and submit it to the APO for processing.
- VII. Agency-owned Vehicles and GSA and Commercial Leased Vehicles. Agency-owned vehicles and GSA and commercial leased vehicles are accounted for in the Agency property management system in accordance with the FEMA Manual 6250.2, “Motor Vehicle Management and Operations,” dated May 1993.

- VIII. Personal Clothing. Outer garments of personal clothing, such as headgear, shirts, jackets, overalls, and other uniform items, may be acquired and issued to FEMA employees and other approved personnel once every two years, for use in performing their official duties in accordance with Agency policies and subject to any restrictions in those policies on acquisition of such items. Such garments, used to identify FEMA personnel, are considered to be Government property, and will be accounted as such in the official property management system of record.
- A. All requests for clothing must be approved at the Branch Chief level or higher, and must utilize FEMA Form 143-0-1.
 - B. When personal clothing is issued to authorized personnel, the FEMA Form 119-7-1-3 will be used to document issuance of the property, and an issue expendable function will be used to adjust the property records within 24 hours of issuance. The 119-7-1-3 must be signed by the APO and recipient.
 - C. Employees are responsible for maintaining and safeguarding such items and may not use them for private, non-official duty purposes or for any other purpose that would bring discredit to FEMA, DHS, or the US Government. The items shall not be worn in places or at times where the employee/Custodian is not performing official business of the agency or Government.
 - D. FEMA distinctive clothing will not be issued to contractors unless specified in the SOW and contract.
 - E. FEMA clothing will not be issued to Temp agency, State, OFA etc. clothing is only to be issued to authorized FEMA personnel (DAE, CORE, PFT etc). A FEMA issued identification will be shown to the APO provide proof of employment prior to issue of any FEMA distinctive clothing.
- IX. Government Property in the Custody of Contractors and Grantees. FEMA contractors and grantees are accountable for all Government property in their control or possession in accordance with the provisions of the particular contract or grant.
- A. FEMA Project Managers, Contracting Officers, PAs, and Program Managers are responsible for ensuring that contractors and grantees maintain Accountable Property records for all Government property in their custody, perform physical inventories, reconcile discrepancies, and certify the results in accordance with the terms of the contract or grant. These FEMA employees are also responsible for securing FEMA Form 119-7-1-6 from the contractor and forwarding it to the APMO by June 30 of each fiscal year, for submission to CFO and inclusion in the General Ledger.
- X. Hazardous Property. Hazardous material will be accounted for in the official Agency property management system of record. Hazardous material includes, but is not limited to, weapons, munitions, explosives and any other dangerous and/or hazardous property.
- A. All Hazardous Property must have a FEMA barcode affixed, as possible, and will be recorded in the official Agency property management system of record.

- B. If the Hazardous Property item cannot have a barcode label affixed because of safety concerns, the item will be issued a FEMA barcode number and the actual corresponding FEMA barcode label will be placed in the permanent records of the property.
 - C. If the Hazardous Property item cannot have a barcode label affixed because of safety concerns, the item will be inventoried utilizing the manufacturer's serial number to accurately match the item to the official records in the property management system of record.
 - D. As Accountable Property, inventories for Hazardous Property items will be completed and reported to the Management Directorate Support Services & Facilities Management Division, Personal Property, in accordance with this Manual.
- XI. Communications Security (COMSEC) Property. COMSEC property will be accounted for and controlled by the COMSEC Custodian in accordance with the FEMA Security Division, Operations Support Directorate instructions.
- XII. Disaster Information Systems Clearinghouse (DISC) Property. The DISC functions as the centralized facility through which selected disaster information systems and communications equipment will pass many times from its date of purchase until final disposal.
- A. Disaster Managers may contact the DISC Manager directly, or via the TIMACS, to request DISC equipment. Equipment will be shipped to the APO designated for the specific disaster or event.
 - B. The DISC-supplied equipment, and any DISC equipment purchased in the field using the DRF, will be returned to the DISC upon completion of the disaster or event.
- XIII. Loaned, Leased, and Rental Property. The APO will ensure the property records are maintained and that the property is barcoded for identification purposes.
- A. Loaned, Leased, and Rented Property shall be inventoried in accordance with the procedures detailed in this Manual and will be labeled with the following information:
 - 1. Property nomenclature;
 - 2. Serial number;
 - 3. Barcode number;
 - 4. Location - complete address, building number, room, etc;
 - 5. Make and model or part number;
 - 6. Name of Custodian;
 - 7. Name of titleholder;
 - 8. Property records of loaned, leased, and/or rental property will be maintained by the APO or CO, as appropriate, and show in the note field:
 - a. Effective date of loan, lease, or rental;
 - b. Expiration date;
 - c. Period of renewal option;

- d. Credit towards purchase of property;
- e. Annual rental rate (if applicable); and
- f. Name and address of title holder (organization, person, agency).

B. When Loaned, Leased, and Rented Property is released back to the owner, it is sent to an appropriate "Site Address." After the receiving entity's representative signs the PTR and the signed copy is returned to the APO, the APO will complete the PTR, which will effectively remove the items from the system of record. The same procedures and timeframes listed above apply to this type of transfer.

XIV. Flash Drive (Thumb Drive). A Flash Drive is a memory card that plugs into a computer's USB port. It emulates a small disk drive and allows data to be easily transferred from one machine to another. (Although this item is also known as a "pen drive," "keychain drive," "key drive," "USB key," "USB stick," "memory key," "jump drive," or "thumb drive," for the purposes of this Manual, it is referred to as a "thumb drive.")

- A. Because these items fall under the category of Sensitive Property, they will require a high degree of protection and control due to their high-risk nature and inherent attractiveness, portability, and/or sensitivity. As with all accountable Personal Property, this type of property will be barcoded and recorded in the Agency property management system of record.
- B. Only authorized thumb drives may be procured based upon current Agency criteria, promulgated by the Chief Information Officer (CIO) Office. Guidance on use of secure thumb drives was most recently provided in a CIO Office email, dated April 22, 2009, but if such criteria are updated in the future, those criteria will be followed.

CHAPTER 3 – ACQUISITION OF PROPERTY

Acquisition begins when a need has been determined and all approval signatures or concurrences have been acquired and are reflected on FEMA Form 143-0-1. This chapter provides general information on the acquisition process, and the role of FEMA property management personnel in the process. FEMA APOs indirectly support the procurement process, and shall be knowledgeable about how it works, as described in this chapter. The procedures described in this chapter are not intended to provide or override existing FEMA acquisition procedures. All references to contract property are meant to supplement FAR Part 45 and do not supplant or eliminate the need to comply with that regulation.

3-1. Acquisition Process

- I. Acquisitions will be coordinated with the Comptroller to facilitate the procurement process for the organization.
- II. Some FEMA field site locations may utilize an onsite purchasing Contracting Officer, who supports the procurement function.
- III. FEMA employees with US Government purchase cards are also authorized to make micro-purchases under the current \$3,000 DHS threshold.
- IV. After checking onsite for idle or excess property, the first source of supply for all disaster operations is the Distribution Center (DC).
- V. The first steps in acquiring Accountable Property are the completion and submission of a FEMA Form 143-0-1, and by use of the Integrated Financial Management Information System (IFMIS).
- VI. All requests for equipment, supplies, or services must be approved at the Branch Chief level or higher and utilize FEMA Form 143-0-1.
- VII. When authorized FEMA personnel have approved or concurred with procurement requests, the procurement requests are processed and begin by initiation of a purchase order or other contract action by the Contracting Officer in accordance with the FAR, Homeland Security Acquisition Regulation (HSAR), and other applicable DHS or FEMA procurement policies or procedures.

3-2. Property Management Role in Acquisition

- I. PMOs assure that available property, either “in house” or in a DC, will be used to fill a property need prior to a new procurement. The FEMA PMO’s intention is to support the acquisition process but also to ensure that maximum utilization is made of existing Agency property that meets the needs before new property is purchased.
 - A. If suitable property is available as excess either within FEMA, DHS, or OFAs, the requester shall acquire that property rather than procure new property. Prior to

procuring new property, requesters shall make a reasonable effort to acquire excess property by working with their PMO and/or APO.

- B. The disaster PMO will assure that the local APO checks all internal sources, including the appropriate DC for available property prior to any new procurement.
- C. The local APO will obtain permission, in writing, from the appropriate DC APO or PMO to procure items normally stocked by that DC, but that cannot be provided at that time.
- D. The local APO will obtain permission, in writing, to procure any item that is not FEMA spec, from the DC that normally provides like equipment, prior to any new procurement.
- E. PMOs and APOs shall be proactive in supporting the acquisition process by:
 - 1. Ensuring they are known and publicized throughout their office as Personal Property Management Points of Contact (POCs) for procurements of Personal Property.
 - 2. Ensuring that the Contracting Office provides a copy of the FEMA Form 143-0-1 and/or Form 40-1, "Requisition and Commitment for Services and Supplies," to the APO on all equipment purchases, leases, and rentals.
 - 3. Ensuring that all requests for equipment, supplies, or services are approved at the Branch Chief level or higher, and utilize FEMA Form 143-0-1.
 - 4. Involving themselves in alternative means of acquisition, any significant procurement efforts, and facilitate working with the NUO to fill property needs with excess property.

3-3. Program Office Role in Acquisition

Program Offices requesting procurement of Personal Property have the responsibility to notify the designated APO to ensure that newly procured property will be properly received, affixed with a FEMA US Government Property Barcode, and entered into the Personal Property management system of record.

3-4. Officers with Procurement Authority

- I. Contracting Officers, Contract Specialists, and Purchase Card Holders with procurement authority and with both single and multiple delivery points of Personal Property will:
 - A. Ensure the shipment is delivered directly to the receiving activity's designated receiving point or warehouse location, and not to the individual users of the equipment.
 - B. Provide copies of purchase documents to the appropriate PMO/APO when the property is received. These documents will reflect and include the make, model, cost (including transportation costs), detailed description, serial number, purchase order or control number, and acquisition date. This requirement applies to all shipments requisitioned and procured within FEMA.

- C. Ensure that the Contracting Officer and PA are responsible for managing the property in accordance with the FAR and the contract's provisions, if property is being procured that will be used by a contractor in the performance of a contract.

3-5. Purchase Cardholder Responsibilities

- I. Regular Government supply sources will be used to satisfy FEMA organizations' requirements for new supplies, equipment, and services, when practicable. The small purchase process will be used to procure mission-critical supplies and services that are not readily available through regular Government supply sources, or the acquisition of which by the small purchase process has been determined to be more advantageous to the Government in accordance with the Agency's and DHS policies and procedures.
- II. Purchase Cards (P-Cards) may only be used by authorized card holders to make purchases in accordance with the HSAR and DHS MD 0760, "Government Purchase Card Program." Because purchases made with P-Cards are not subject to the same controls as traditional procurement (e.g., issuing PRs), PMOs will inform P-Cardholders of their responsibilities as it relates to purchases of Personal Property, including the following:
 - A. The micro-purchase threshold (currently, \$3,000.00);
 - B. The appropriate POC for receiving property, including an alternate POC; and
 - C. The basic procedures for receiving accountable Personal Property, per guidelines set forth in this regulation, including:
 1. Notifying the PMO when purchasing and receiving Accountable Property.
 2. Notifying the APO before or immediately after acquiring Accountable, Sensitive and/or Hazardous Personal Property so that the property may be recorded in the official Agency property management system of record. This action must be completed prior to placing the property item in service.
 3. P-Cardholders are required to report all costs of the property to the APO. This will include any cost associated with the acquisition of the item including, but not limited to, payments to vendors for freight, handling, storage, design, construction or installation. P-Cardholders will provide the APO with copies of all receipts and invoices to document each property transaction. P-Cardholders are also responsible for providing documentation of all costs as referenced above in order for the APO to record these items correctly.
 4. Making newly-received property available to the APO to affix a FEMA barcode and capture relevant property data upon receipt prior to placing the property item in service.
 5. Under no circumstance will Accountable Property item(s) be distributed or placed in service prior to being delivered to the local APO.

3-6. Exchange/Sale

- I. Under FMR Part 102-39, "Replacement of Personal Property" (41 CFR Part 102-39), FEMA is authorized to exchange or sell property that needs to be replaced and to apply the exchange allowance or sales proceeds to the acquisition of similar replacement property. Utilizing the exchange/sale process enables FEMA to avoid the costs (e.g., administrative, storage) associated with holding the property and processing it through the normal disposal cycle, thus saving money on the cost of new procurements.
 - A. The use of these funds is limited to replacement of like items, or the upgrading to the latest version of the items that are being sold.
 - B. These funds cannot be used for any other budgeted activities (e.g., sale of equipment cannot fund dissimilar equipment, salary accounts, etc.).
 - C. To be eligible for replacement under the exchange/sale authority, property must:
 1. No longer adequately perform the tasks for which it is used; or
 2. Not meet FEMA's needs as well as would the property to be acquired.
- II. The exchange/sale process shall not be utilized if the exchange allowance or estimated sales proceeds for the property will be unreasonably low.
- III. Before initiating an exchange/sale of Personal Property, the NUO must confirm that OFAs or State Agencies for Surplus Property (SASP) known to use such property have been solicited for possible reimbursable transfer. The APO must then prepare a written determination that confirms that the property to be replaced is eligible for exchange/sale. The determination shall accompany the purchase request and must be retained in the official procurement file. Exchange/sale of Personal Property must meet the following requirements:
 - A. Property sold or exchanged must be similar to the property acquired.
 - B. The exchange allowance or sale proceeds must be applied to the replacement of the property acquired or exchanged and must be properly documented.
 - C. Property sold or exchanged is not considered excess, and there is a continuing need for that type of property.
 - D. The property exchanged or sold was not acquired for the principal purpose of exchange or sale.
 - E. The number of items acquired must equal the number of items exchanged or sold, unless the items acquired perform all or substantially all of the tasks for which the items exchanged or sold would otherwise be used or the items meet the similarity comparison specified in FMR 102-39.20 (e.g., that they are parts or containers for identical or similar end purposes).
- IV. The following property is not eligible for exchange/sale:
 - A. Weapons;
 - B. Firefighting, rescue or safety equipment, or any other type of fire control equipment;
 - C. Hand tools;
 - D. Chemicals or chemical products;

- E. Scrap materials;
- F. Excess acquired, forfeited property or from another source other than new procurement, unless such property has been in official use by the acquiring agency for at least one year; or
- G. Dangerous to public health or safety without first rendering such property innocuous or providing for adequate safeguards as part of the exchange/sale.

CHAPTER 4 – RECEIPT OF PROPERTY

Once an asset has been acquired for a mission and sent to an activity or site, the acquisition phase has ended and the receipt phase begins. It is important to note that accountability does not begin at acquisition, but upon receipt, and because of this, the receipt phase is a critical point in establishing complete and accurate records, and hence, accountability, for property throughout its life cycle. This chapter provides an overview of the receipt process, and more specifically, the role that Personal Property management plays in establishing effective accountability.

4-1. Receiving Process

- I. Property is inspected at the receiving point to check for any discrepancies with purchase orders and for any damage. The receiving function has two primary roles:
 - A. Verifying that newly-received property matches what was purchased; and
 - B. Making sure that property is not damaged and/or faulty.
- II. The PMO will designate in writing the RO(s) who are to receive supplies, equipment, and services and provide these name(s) to the following: the APO; Facilities Support Service Branch; local Logistics Office; Chief Financial Officer; and Purchasing/Contracting Officer.
- III. All Personal Property will be processed through the local RO, and then will be turned over to the APO for control and accountability of the property.
- IV. This requirement applies to all shipments requisitioned and procured within FEMA: all shipments to an organization must be preceded by written notification (e.g., memorandum, fax, email) to the APO indicating, at a minimum:
 - A. Nomenclature of the item(s);
 - B. Quantity; and
 - C. Expected arrival date of the items shipped.
- V. Normally, the APO is restricted from acting as the RO; however, when extraordinary circumstances require it in the best interests of the Government, the PMO may grant exceptions to this restriction on a case-by-case basis by appointing the APO as the RO in writing.
 - A. Any exception to this procedure must be submitted to the APMO or DAPMO for approval. The APMO or DAPMO must approve the request prior to the APO acting in the RO role. If approval is obtained, the APO will receive the delivered equipment or supplies as well as maintain the office system of record.
- VI. When an RO is designated FEMA form 119-7-1-10 must be utilized.
- VII. P-Cardholders are ROs and are accountable for property received until such time as the PMO or APO has received the property for processing.

- VIII. ROs will perform the procedures outlined in this Manual; and the APO will record the receipt of property by posting the data taken from the receipt document to the property account stock item record and forward a receiving report along with other required documentation to the appropriate branch within the Office of the Chief Financial Management Officer within three working days after the receipt of the item.
- IX. After acceptance, property will be recorded in a receiving log, identified (e.g., as Expendable, Nonexpendable, Accountable, Leased), and affixed with a FEMA US Government Property Barcode obtained from the DISC or DAPMO as appropriate.
- X. Once property is received and accepted, FEMA normally is obligated to pay for it unless there are latent defects. Once the property is properly barcoded, the APO must enter the property data (e.g., barcode number, serial number, acquisition cost, property type) into the Personal Property management system prior to issuance.
- XI. The property then is delivered to the CO/Custodian or office, and the CO/Custodian will sign the FEMA Form 119-7-1-3 for the property.
- XII. Under no circumstance will Accountable Property item(s) be distributed or placed in service prior to being delivered to, and processed by, the local APO.

4-2. Receiving Records

- I. The establishment of accurate records from receipt is critical to maintaining a clear audit trail throughout the property life cycle. Records will be retained by the local PMO and APO in accordance with FEMA Manual 181-1-1 (formerly FEMA Manual 5400.2), "Records Management – Files, Maintenance, and Records Disposition," and DHS MD 0565, "Personal Property Management Directive," and constitute original procurement documentation that must be retained for the life of the asset, plus three years beyond disposition.
- II. When accepted, the receiving documentation will be signed as acknowledgement, and filed along with the acquisition documents. All property data will be entered into a receiving log for tracking property accepted into the activity.
- III. Once the property is accepted, the invoice will be sent to finance officials for payment and a copy furnished to the Contracting Officer, if requested.

4-3. Property Data Entry

- I. A critical component of establishing accountability is to make sure that property data for Personal Property is recorded in the Personal Property management system as soon as property is received and accepted. APOs are responsible for performing data entry and for ensuring that required information is included:
 - A. Item Name;
 - B. FEMA US Government Property Barcode;
 - C. Acquisition Date;
 - D. Manufacturer's name;

- E. Model number;
- F. Serial number; and
- G. Acquisition cost.

CHAPTER 5 – UTILIZATION OF PROPERTY

Utilization is the third phase of the property asset life cycle. This is the phase during which property is utilized for the purpose for which it was acquired. The utilization phase includes properly accounting for and tracking property from the time it is entered into the Personal Property management system until the disposal process for the property is complete.

Throughout the utilization phase, critical property management functions must be accomplished to ensure that the asset is properly used. This chapter will focus on functions that occur during the utilization phase, including issuing property, establishing custody receipts, property passes, and processing transfers.

5-1. Usage, Maintenance, Protection, and Security

- I. While the FEMA Property Management Program plays an important role during the utilization phase, it is just as important for the property user to accomplish their duties in accordance with Federal and Agency regulations and to keep the Government's best interests in mind at all times when dealing with property. This section describes critical responsibilities for the proper use of Government property.
- II. Custodian Responsibility. Custodians are responsible for using Government property in the manner and purpose for which it was intended. This means that Government property shall only be used in the performance of official duties for the US Government. APOs will ensure that their fellow FEMA employees are abiding by this policy, and shall be informed of situations in which Government property is being used by unauthorized individuals or in unauthorized ways.
- III. Property Maintenance. Government property will be maintained to ensure it is available for the use for which it was acquired. Cleaning, adjustment, calibration, repair, and preventative maintenance programs also will be established to prolong the useful life of property. POs will work with appropriate personnel to make sure that maintenance is accomplished in accordance with manufacturer specifications and any regulatory guidance.
- IV. Property Protection. Government property must be stored and used in areas that protect it from damage, deterioration, destruction by the elements, careless handling, or other detrimental conditions. Government property must be secured and physically protected to prevent loss, theft, or unauthorized movement. Although all FEMA locations maintain a security presence, APOs, and COs must be aware of potential lapses and coordinate with security officials to prevent loss, damage, or destruction.
- V. Issuing and Transferring Property. FEMA property will either be retained by the local APO or issued to the COs or Custodians.
- VI. Shelf-life items will be regularly inspected, issued, rotated, turned-in, or disposed of prior to reaching their shelf-life expiration date.
- VII. Items requiring repair will be identified and shipped to the appropriate repair facility for repair or replacement.

- A. Property that has storage devices installed will be sanitized and reformatted to default settings by IT personnel prior to shipment for repair.
- VIII. Property that has been approved for transfer will be transferred via the Agency property system of record from the releasing office to the receiving office on FEMA Form 119-7-1-2.
- A. Property that is being returned to the vendor for repair/replacement will also be transferred using a FEMA Form 119-7-1-2. The activity will submit the vendor's name and address to the PMD to load the address and POC into the property management system.
 - B. Equipment will not be returned to a vendor with its barcode intact, if the item is not expected to be returned to FEMA. If the returned equipment is not the same as what was sent and does not have the barcode in place, the APO will assign the item a new barcode number and make note of the old barcode number in the system of record utilizing the "notes" field. A FEMA Form 119-7-1-4 will be completed to remove the ghost item from the property record.
- IX. Storing Property. APOs will be provided secure, controlled access storage areas, such as supply rooms, supply lockers, sheds, warehouses, secured open areas, or other designated facilities, for appropriate Government property storage.
- A. Secure storage areas will be set up in a manner that permits equipment and supplies to be controlled and protected from damage or theft. The PMO, APO and CO should be the only people with access to a storage area.
 - B. Consumable supplies, particularly shelf-life items, will be stored to facilitate issuing on a "first in, first out" basis. Perishable items, such as water and MREs, will be stored in a climate-controlled warehouse, unless it is impracticable to facilitate these conditions.

5-2. Custody Receipts and Property Passes

- I. Custody Receipts. Custody receipts and property passes are issued during the utilization phase for increased accountability. To authorize the assignment of property to COs who are responsible for property officially assigned to them, FEMA Form 119-7-1-3 must be used in accordance with procedures detailed in this Manual.
 - A. The FEMA Form 119-7-1-3 will be utilized for all Accountable Property that is issued to a CO or Custodian.
 - B. The APO is responsible for issuing custody receipts for property to a CO, who in turn will sub-hand receipt property to a Custodian.
- II. When property is no longer assigned to an employee and returned to the APO or CO, as appropriate, the APO or CO will:
 - A. Verify all equipment listed on the custody receipt has been returned after confirming the condition of the property.
 - B. Sign the Custodian's custody receipt, furnishing a copy to the Custodian to show the property has been returned.

- C. If any of the assigned property is lost, stolen, damaged or destroyed, the custody receipt will be noted accordingly, and the Custodian will initial and date the note. If any of the assigned property is lost, stolen, damaged, or destroyed, the Report of Survey process will be implemented immediately.
 - D. Retain copies of all current and returned custody receipts as well as any pertinent document related to the custody receipt in accordance with FEMA Manual 181-1-1 and MD 0565.
 - E. If the CO accepts property from a Custodian, the APO will be furnished a copy of the returned custody receipt by the CO, within 24 hours of the property's return.
 - F. The APO and/or the CO, as appropriate, will ensure that Custodians in their areas of responsibility provide a returned custody receipt within 24 hours of the property's return.
 - G. The APO will update the system of record within 24 hours of receipt.
 - H. The APO and/or the CO, as appropriate, will ensure that Custodians in their area of responsibility properly check out of the facility prior to leaving by signing FEMA Form 30-1, FEMA Form 30-1A, or FEMA Form 30-1B, as appropriate. If it is discovered that Accountable Property is lost, stolen, damaged or destroyed after the Custodian was properly cleared for departure by the APO or CO, the APO or CO that cleared the Custodian assumes complete responsibility and liability for the lost, stolen, damaged, or destroyed property.
- III. Special Authorizations. In many situations, removal of property from a FEMA facility may be required to perform official job functions. Use procedures detailed in Section 2-3 of this Manual, "Accountability Requirements," for property to be removed from the premises.
- A. Property Pass. In all cases, an OF7 will be issued if any Accountable Property, whether Personal Property or Privately Owned Property, is to be removed from the facility. Use procedures listed in this Manual for property to be removed from the premises.

5-3. Transfers

- I. Transferring Accountable Property involves the reassignment of accountability, to a different APO and/or CO within FEMA, another DHS component, OFAs, or other entity. This section describes the processes and documentation requirements for these situations.
- II. Transfers Within FEMA:
 - A. Transferring Accountable Property, whether temporarily or permanently, involves the reassignment of accountability, to a different APO and/or CO within FEMA, another DHS Component, OFAs, or other entity. This section describes the processes and documentation requirements for these situations. During this phase of the property's life cycle (Utilization) it may be necessary for Personal Property to change accountable or custodial areas within FEMA. Transfers must be performed in accordance with procedures detailed in this Manual.

- B. Other Property Management Systems. It is important to know if the particular DHS component uses the same property management system as FEMA.
1. If the receiving DHS component uses the *same* Personal Property management system, the receiving property official will update the system to show the property's reassignment to its new accountability jurisdiction.
 2. If the receiving DHS component uses a *different* Personal Property management system, the holding FEMA APO is responsible for retiring the property in FEMA's system and noting that a transfer has occurred.
 3. Transfers to OFAs and other Entities: All transfers to OFAs must be approved by the NUO. Items that exceed \$10,000 in acquisition cost must be approved by GSA. Certain direct transfers of excess Personal Property may be made among Federal Agencies without GSA approval in the following situations:
 - a. Excess Personal Property that has not yet been reported to GSA may be acquired, provided the total acquisition cost of the excess property does not exceed \$10,000 per line item. A Transfer Order (SF122) must be completed for the direct transfer, and signed by an authorized official of the receiving agency. The receiving agency must provide a copy of the SF122 to the appropriate regional GSA Personal Property Management Office within 10 workdays from the date of the transaction.
 - b. Excess Personal Property that exceeds the \$10,000 per line item limitation may be obtained, provided the requesting (or receiving) agency contacts the appropriate regional GSA Personal Property Management Office for verbal approval of a prearranged transfer prior to the actual transfer action.
 - c. The requesting agency must annotate the SF122 with the name of the GSA approving official and the date of the verbal approval, and must provide a copy of the SF122 to the GSA Personal Property Management Office within 10 workdays from the date of the transaction.
 - d. Excess Personal Property may be obtained directly from OFAs without GSA approval when the other agency has statutory authority to dispose of such excess Personal Property and FEMA is an eligible recipient. Property that is obtained in this manner must be approved by the PMO in writing, with a copy furnished to the NUO. The NUO has final approval or disapproval authority.
 - e. Activities eligible to acquire excess property are subject to the requirement to pay reimbursement costs for excess Personal Property received under a direct transfer as required.

5-4. Loaning FEMA Property

- I. Approving Loans. All loans of FEMA property must be properly authorized and documented. The FEMA APMO must approve the loan of any FEMA property, except loans to other DHS Components, which may be approved by the PMO. Documentation requirements depend upon the loan recipient and the length of the loan.

- A. Loans 45 calendar days or less. For loans of any length of time to other DHS Components, and loans 45 calendar days or less to OFAs, DHS Form 560-3, "Property Transfer Receipt," should be used. The length and terms of the loan shall be described under the "Terms of Transfer" block.
- B. Loans greater than 45 days. In all other circumstances, such as loans to OFAs for more than 45 days, or loans of any length of time to non-Federal Agencies, a Revocable License Agreement (RLA) must be prepared to officially authorize the loan and document the terms. The RLA also may have to be approved by the FEMA Office of the Chief Counsel (OCC). Along with the RLA, a more detailed written certification, a "Personal Property Loan Agreement," must be prepared and signed by the PMO. The following information must be included in the "Personal Property Loan Agreement," using FEMA Form 119-7-1-2:
 1. Purpose of the loan;
 2. Direct and indirect benefits to be realized by FEMA;
 3. Full description of the loaned property including:
 - a. FEMA barcode number,
 - b. Serial number,
 - c. Model and/or part number,
 - d. Manufacturer's name,
 - e. Acquisition cost,
 - f. Date of acquisition,
 - g. Present condition of the property, and
 - h. Current market value of the property;
 4. Duration of the loan;
 5. Full name and address of the proposed borrower and the name and title of, including contact information, the official authorized to sign for the borrower for the RLA;
 6. Loan termination clause at the convenience of FEMA;
 7. Verification that the borrower maintains a property inventory control system that can properly account for and track the loaned property;
 8. Acknowledgement that any occurrence of loss, stolen, damage or destruction must be promptly reported to the PMO and is the responsibility of the receiving organization (The recipient of the loan will be responsible for all transportation and documentation expenses.); and
 9. Acknowledgement that the loan will be valid for not more than one year. If the loan is still required past the initial loan duration, the loan agreement, including any new provisions, may be extended, re-certified, and re-issued, but cannot exceed five (5) years from the initial date of the loan. The Personal Property management system

must be updated to reflect that status of the property as being out on loan. Depending on the arrangements made at the time of the loan, FEMA may or may not be able to recover the value of Personal Property declared Lost, Stolen Damaged or Destroyed (LSDD) that has been loaned to another Federal agency.

5-5. Property Loaned to FEMA

- I. FEMA may borrow Personal Property through the same process by which it loans it out (as detailed in the preceding section).
 - A. The APMO and FEMA OCC must approve all loans of this type.
 - B. For all loans from a Federal agency of less than 45 calendar days, and all loans from another DHS component of any length of time, this authorization is granted by means of a “Personal Property Loan Agreement” using FEMA Form 119-7-1-2. For all other types of loans, a “Personal Property Loan Agreement” and an RLA must be used, and must include the following:
 1. Lender’s:
 - a. Complete name,
 - b. Complete address, and
 - c. Phone number;
 2. Full description of each item to be borrowed, including:
 - a. Manufacturer’s name,
 - b. Serial number,
 - c. Model and/or part number,
 - d. Acquisition cost, and
 - e. Current market value of the property;
 3. Duration of the loan;
 4. Party responsible for the necessary repairs and maintenance for the continued use of the property during the loan period;
 5. Confirmation as to which party (lender or FEMA) is responsible for delivery of the property; and
 6. Accountable and custodial area to which the Personal Property will be assigned.
 - C. The borrowed property must be affixed with a FEMA US Government Property Barcode and recorded in the Personal Property management system. The property will then be accounted for by the APO assigned to the custodial area to which the property will be assigned. Any loan of Personal Property to FEMA from a non-Federal agency must adhere to the strictest Federal Government ethics guidelines, and a loan shall not be entered into without a basic inquiry into whether there may be “appearances” of favoritism or impropriety that might be created by the loan.

D. Special Circumstances. In accordance with FMR 102-36.370, and upon the President's declaration of an emergency or a major disaster, FEMA may loan excess Personal Property with the approval of the PMO to State or local governments, with or without compensation, and prior to reporting it as excess to GSA, to alleviate suffering and damage resulting from any emergency or major disaster. Any property loaned under this provision must be specially tracked and accounted for during the time the property is on loan.

5-6. Foreign Gifts and Decorations

- I. FMR 102-42.15, "Care, Handling and Disposition," addresses the acceptance of gifts from foreign governments.
- II. Employees may accept, personally, gifts from foreign governments, provided the market value in the United States of the gift is not greater than the prescribed 'minimal value,' which is currently \$335 (as of April 2009). (Every three years, in consultation with the Secretary of State, GSA will adjust the minimal value to reflect changes in the Consumer Price Index. Any change to GSA's definition will supersede the minimal value as defined by this Manual. See below for rules regarding retention of the gift.)
- III. For foreign gifts valued in excess of \$335, the following procedures must be followed:
 - A. The recipient must report the gift, in writing, to his or her supervisor and the FEMA APMO within 60 calendar days of accepting the gift.
 - B. The APMO will, in turn, notify the DHS Under Secretary, who will determine whether the Agency will retain custody of the gift for official use.
 - C. Foreign gifts above the minimal value that are not retained for FEMA's use will be offered to other DHS Components before being reported as excess property to GSA in accordance with Section 5.6.II above.
 - D. If the gift or decoration is not claimed by another Federal Agency during utilization screening, the original recipient may purchase the gift or decoration for the gift's commercially appraised value.
- IV. For gifts under the GSA set minimum value (\$335 as of April 2009), the recipient may, with FEMA approval, retain the gift, but the following procedures will be followed:
 - A. The recipient must report the gift, in writing, to the recipient's supervisor and the APMO within 60 calendar days of accepting the gift.
- V. Under existing GSA regulations, negotiable instruments, such as cash, checks, money orders, bonds, and shares of stock or other securities that are received as gifts must be deposited into the US Treasury as Miscellaneous Receipts.

5-7. Property Donated to FEMA

- I. Property donated to FEMA must be entered into the property system of record upon receipt.

- a. Property must be identified in the system of record by assigning a Stock Type "STYPE" of "D"
- b. Property cost must be entered as .01.

II. Property donated to FEMA must be segregated to prevent comingling of FEMA assets.

III. Under no circumstance will donated property be sent to a DC, all donated property is to be donated at the field facility.

IV. Coordinate with your local donation specialists for more information.

CHAPTER 6 – DISPOSAL OF PROPERTY

After an asset is utilized, it is returned to the APO, and the disposal phase begins. When Personal Property is no longer needed to perform the function for which it was acquired, it enters the disposal phase, which is the last stage of the asset life cycle. The disposition process is regulated by the FMR, Subchapter B, Personal Property, 41 CFR Part 102-36, and is a program that, when run effectively, saves the Federal Government millions of dollars annually. The goal of the Federal excess property disposition program is to help ensure that one Federal agency's unneeded property may be utilized by another Federal agency, thus preventing unnecessary expenditure of Federal funds for new procurements. This chapter will define the procedures and functional requirements of the Federal Excess Disposition Program, and describe the process from the initial identification of an unneeded asset to its final disposal.

6-1. Disposition Process

- I. FEMA implementation of the Federal Excess Property Disposition process begins with an Office/Division/Branch of FEMA identification of an unneeded asset and declaring it to be "excess" to the particular component's needs. Excess property is then screened internally by FEMA to determine if any other Agency Office/Division/Branch could use the excess property to fill a property need. FEMA's screening period duration and processes are performed at the discretion of FEMA NUO.
 - A. If an item of property is no longer needed within a given activity, the APO reports this potential excess item to the PMO.
 - B. The APO and/or PMO will contact the DC that provides like items to see if the items are to be returned. The DC APO will give confirmation, in writing, that the item is excess to their needs.
 - C. If the DC APO declines the property, the APO and/or PMO reports to the NUO that no other entity within the location and the DC does not need the item utilizing the 119-7-1-7 form.
 - D. The NUO will declare the property excess internally to FEMA for 7 days.
 - E. After 7 days the APO and/or PMO notifies the NUO that no one has claimed the property.
 - F. The NUO then declares the property available to other DHS Components for seven (7) days.
 - G. After 7 days the APO and/or PMO notifies the NUO that no one has claimed the property.
 1. After this period, the NUO will notify the APO and/or PMO in writing that the property is excess to both FEMA and DHS. The NUO will sign the 119-7-1-7 authorizing the APO and/or PMO to proceed with GSAXcess.
 - H. Upon receipt of the signed 119-7-1-7, from the NUO, the APO and/or PMO will post the items on GSAXcess for a period of 21 days.

- I. Property that is unclaimed after the 21-day Federal screening process is determined to be unneeded by the entire Federal Government and is declared by GSA as “surplus”.
 - J. GSA will then either donate surplus property to state/local agencies through the State Agencies for Surplus Property, or sell the surplus property to the general public if none of the states indicates an interest.
 - K. If the property is not disposed of through any of the previous methods, GSA may permit it to be abandoned or destroyed. Any abandon or destroy action must also be approved by the NUO prior to the action taking place.
 - L. There are Federal programs that allow for exceptions to the above-described process, including transfers to the homeless under the so-called McKinney Act in certain circumstances.
- II. The steps in the Federal Excess Property Disposition process are summarized as follows, and apply to all Federal agencies:
- A. Identifying unneeded Personal Property (idle) and declaring it excess;
 - B. Internally screening excess Personal Property, making it available to other Federal Agency Offices/Divisions/Branches;
 - C. Reporting excess Personal Property to GSA, which makes it available to OFAs;
 - D. Donating surplus Personal Property by GSA;
 - E. Selling surplus Personal Property by GSA to the general public; and
 - F. Abandoning and/or destroying surplus Personal Property.
- III. All Initial Response Resources or disaster equipment stored and/or maintained by the Logistics Management Directorate, Distribution Management Division, will be reported as excess to the Logistics Management Center (LMC) and the Director, Distribution Management Division.
- A. The Director, Distribution Management Division, will screen all reported excess against known strategic needs and direct shipments to other DCs or other disaster sites, or will direct that the items be donated in accordance with the donations policy outlined in this Manual.
 - B. Under no circumstances will FEMA APOs, PMOs, or Logistics Officers direct, approve, or accept the movement of FEMA strategic assets owned by the Logistics Management Directorate without the approval of the Director, Distribution Management Division.
 - C. Consumable resources determined by the Director, Distribution Management Division to be excess to the needs of FEMA will be reported to the Director, Property Management Division, who will coordinate with the NUO for disposal.
 - D. In addition, no Federal Agency will initiate actions to donate IRR or Logistics Management Directorate-controlled equipment without the prior approval and coordination with the Distribution Management Division of the Logistics Management Directorate.

- E. Coordination for donation of IRR will be done in accordance with SOP “Donated and Federally Purchased Goods Standard Operating Procedures” outlined in Appendix B to this Manual.

6-2. Internal Disposition Process

Disposition of Personal Property must be conducted in a manner that provides the opportunity for other FEMA Offices and DHS Components to claim available excess property. In general, property will be made available internally within FEMA and DHS, and then will be reported to GSA as excess.

6-3. Declaring Property Excess

- I. FEMA Form 119-7-1-7 must be utilized to declare excess property.
- II. The disposition process begins with identification of excess Personal Property. Some reasons for property to be declared excess include: the property use is no longer needed (idle); personnel reductions, resulting in extra, unused equipment; technology improvements leading to equipment obsolescence; and cost reductions.
- III. In general, Personal Property reported as excess should have high potential for re-utilization, meaning it should be in a condition that requires little or no repair, or has material value. Property not meeting this minimum condition is considered “scrap,” and may be eligible for immediate abandonment, destruction or recycling.
- IV. For any Accountable Property to be declared excess the owning organization must be contacted in writing, and the appropriate DC APO or PMO, prior to any excess or disposal procedures, must give approval in writing. If the property is a type generally provided by a specific DC, the cognizant DC will be contacted for instructions and written approval, prior to any property shipment or disposal procedures are begun.
- V. Any Accountable Property procured locally with DRF/Fund 6 monies is considered disaster property. No excess or disposal procedures may begin until the DC that typically provides like property is consulted in writing, and approval must be given, in writing, by the appropriate DC, APO or PMO. For example, if a printer is procured with DRF/Fund 6 money, the DISC must be contacted prior to any excess or disposal procedures.

6-4. Acquisition and Utilization of Excess Property

- I. After property is declared excess, the PMO or APO will report it to the FEMA NUO by completing and submitting FEMA Form 119-7-1-7. All necessary property data must be reported on the form, including, but not limited to:
 - A. Property type;
 - B. Manufacturer’s name;
 - C. Manufacturer’s model and/or part number (if applicable);

- D. Serial number;
 - E. FEMA barcode number;
 - F. GSA disposal condition code;
 - G. Any known malfunctioning parts or damage, including hidden defects;
 - H. Accountable area; and
 - I. Security classification (for classified property only).
- II. All property with data storage capabilities must first be screened and sanitized by appropriate security personnel and the FEMA IT Service Desk. Sanitized equipment will be identified with a decal. Refer to the FEMA Security Branch for more information.

6-5. Reporting Excess Property

- I. Excess FEMA property is reported to GSAXess by the APO and/or PMO.
 - A. A password can be obtained from the FEMA NUO for access to GSAXcess.
 - B. The GSA disposal condition code that was originally reported on the FEMA Excess Property Form also will be entered into the system. The GSA disposal condition codes ensure standardized condition descriptions are used by all Federal Agencies. This procedure is instrumental in maintaining the effectiveness of the federal excess property disposition program.
- II. FMR § 102-36.235 specifies that data that must be reported to GSA on the SF120.

6-6. Transferring Excess Property through Direct Transfer

- I. Excess Personal Property may be transferred directly between FEMA and OFAs under the following conditions:
 - A. The FEMA NUO must be consulted prior to any direct transfer of accountable property.
 - B. FEMA's policy on internal redistribution has been followed
 - C. The property must be transferred on an SF122 when transferring to OFAs outside DHS, and an information copy of each direct transfer document must be submitted to the FEMA NUO and GSA within 10 working days after the transaction occurs.
- II. Transfer of Excess, Surplus, or Residual Personal Property. The transfer of property accountability for excess, surplus, or residual Personal Property will be accomplished using FEMA Form 119-7-1-2.
- III. Transportation Costs. Transportation costs for excess, surplus, or residual Personal Property will be paid by the organization claiming the property. When transportation costs are excessive relative to the value of the property, the property may be disposed of in place as salvage property or scrap after approval by the NUO.
- IV. Classified Property. Equipment that is used to process classified information that could not be accessed or used outside a classified environment (e.g., electronic media,

information systems equipment, secure telephones, security containers [safes, etc.]). Coordination shall be made with the Security Division or Regional Office security point of contact prior to disposal.

V. Residual Communications Security (COMSEC) Property. Residual COMSEC property will be reported to the FEMA COMSEC COR for disposition instructions.

VI. Computers and Associated Equipment. Residual IT equipment will be reported to the appropriate APO for disposition.

A. All property with data storage capability must first be reported to the appropriate Security Office(s) and/or IT officials for information sanitization, software license recovery, and/or hard drive cleansing prior to reporting to GSA.

B. In addition, the FEMA barcode must be removed prior to leaving the possession of FEMA.

i. The barcode must be affixed to the documentation and retained in the files in accordance with established records management policies.

6-7. Federal Agency Screening

I. In general, GSA will approve transfers of property between Federal Agencies on a first-come, first-served basis.

A. When two agencies claim the same item, GSA will consider such factors as national defense requirements, emergency needs, avoiding the necessity of a new procurement, energy conservation, transportation costs, and retention of title in the Government.

B. If GSA approves the transfer of the property to another Federal agency, an authorized official within that agency will complete an SF122, "Transfer Order Excess Personal Property," and submit it to the GSA Regional Office in the region where the property is located.

C. Excess property claimed by another Federal agency must be picked up within 15 calendar days of formal GSA transfer approval. The APO shall notify the NUO and the appropriate GSA official if this time period has expired without the property being picked up.

D. The claiming agency is responsible for all transfer costs, such as packing, preparation for shipment, loading, and transportation.

E. In the event of national emergency, in accordance with the Stafford Act, the NUO may withdraw excess property from the Federal Excess Property Disposition process, but only with GSA approval, and only to fill an internal FEMA need.

II. Donation of Surplus Personal Property

A. Excess Personal Property that is not claimed during the 21-day Federal Agency screening process is declared to be surplus to the Federal Government by GSA.

B. The first day after the expiration of the 21-day Federal Agency screening process is referred to as the Surplus Release Date (SRD).

- C. Surplus Personal Property is eligible for donation for a period of 21 calendar days after the SRD to State and local public agencies and other nonprofit organizations deemed eligible by the State Agency for Surplus Property (SASP). SASPs are responsible for the fair and equitable distribution of surplus Federal property within the State.
- D. Eligible nonprofit organizations generally include:
 - 1. Medical institutions, hospitals, clinics, and health centers;
 - 2. Drug abuse and alcohol treatment centers;
 - 3. Providers of assistance to homeless or impoverished families or individuals;
 - 4. Schools, colleges, and universities;
 - 5. Child care centers;
 - 6. Radio and television stations licensed by the Federal Communications Commission (FCC) as educational radio or educational television stations; and
 - 7. Public museums and libraries.
- E. After GSA approval, an authorized official from the claiming SASP (transferee) will prepare an SF123, "Transfer Order Surplus Personal Property," and submit it to the appropriate GSA Regional Office.
- F. When property is donated to a non-Federal Agency, all identification markings that indicate that the Federal Government previously owned the property must be removed before release to the transferee. The transferee must pick up the property from the FEMA facility where it is located within 15 days of being notified it is available for pick-up. The transferee is responsible for any packing, shipping, or transportation charges associated with the transfer of surplus property for donation.

6-8. Computers for Learning (CFL)

- I. EO 12999, "Education Technology: Ensuring Opportunity for All Children in the Next Century," dated April 17, 1996, established the CFL program. The CFL program, administered by GSA, is designed to streamline the transfer of excess and surplus Federal computer equipment to enrolled IRS Section 501(c) nonprofit organizations, giving special consideration to those with the greatest need.
- II. Like other Government property, FEMA must offer its computer equipment for use to other FEMA Offices and DHS Components before declaring it excess to OFAs. However, FEMA may directly transfer computer equipment to schools and educational nonprofit organizations instead of reporting it to GSA for screening by OFAs.
- III. FEMA will utilize GSAXcess for all CFL transactions.
- IV. The CFL program, with which FEMA is registered, requires donating agencies to match available equipment with the requests of schools listed on its website (www.computers.fed.gov). Once matches are found, the school or educational nonprofit organization is required to provide the following for documentation purposes:

- A. A signed "Transfer of Title" agreement;
 - B. A letter on organization letterhead, signed by the school principal or educational nonprofit organization director, authorizing the point of contact to accept the transferred computer equipment on behalf of the school or educational nonprofit organization (home schools will provide copies of the documentation required by their State to home school); and
 - C. Any additional documentation required by the PMO.
- V. In order to access to the web site, APOs and PMOs need to contact the FEMA NUO.

6-9. Stevenson-Wydler Innovation Act

The Stevenson-Wydler Innovation Act of 1980 (15 U.S.C. § 3710(i)), subsequently amended by PL 102-245 in 1991, was enacted to provide technology equipment not being used by the Federal Government to educational institutions to advance education and research. Specifically, it authorized Federal laboratory directors and agency and department heads to transfer excess research equipment to an educational institution or nonprofit organization for the conduct of technical and scientific education and research activities.

6-10. GSA Sales

- I. If surplus property is unclaimed after the 21-day donation screening period for SASPs, it is offered for sale to the general public.
- II. Sales to the general public must be conducted in accordance with FMR 102-38, and can take the form of competitive offerings, such as sealed bid, spot bid, or auction sales; or negotiated sales.
- III. FEMA may request GSA to conduct the sale (by indicating it on the originally-submitted SF120), for which GSA charges a fee. To assist in the sales process, FEMA is responsible for the following activities:
 - A. Ensuring that the appropriate GSA Regional Sales Office has the necessary accounting data and information;
 - B. Making for-sale property available for inspection by prospective bidders (assuming the property is still located at a FEMA facility);
 - C. Offering necessary administrative, clerical or labor assistance when needed and requested by GSA sales officials (if the property is still located at a FEMA facility);
 - D. Providing any available operating manual, parts list, diagram, maintenance log, or other instructional publication; and
 - E. Assisting in the physical movement of property to be sold at lot sales.
- IV. Proceeds from the sale of surplus property are deposited in the General Fund of the US Treasury in the Miscellaneous Receipts account, except for that portion of sale proceeds equal to the cost incurred to conduct the sale, which is reimbursed to FEMA. (See also

Section 3.6, "Exchange/Sale," for provisions respecting the handling of exchange/sale proceeds.)

6-11. Abandonment/Destruction

- I. Excess or surplus property may be abandoned or destroyed when the NUO determines that the property has no commercial value or the estimated cost of its continued care and handling would exceed the estimated proceeds from its sale. The APO must obtain this determination from a competent authority, in writing, and it must then be approved by the NUO. The property must be reported utilizing the 119-7-1-7.
- II. In lieu of abandonment/destruction, property may be donated to a public agency without reporting it to GSA. Donations of this kind must be approved by the NUO.
- III. Prior to abandonment/destruction, the public must be notified of the intent to abandon or destroy the property in a format and time frame as determined by the PMO. This is not required when:
 - A. The value of the property is so little or the cost of its care and handling, pending abandonment/destruction, is so great that its retention for advertising for sale, even as scrap, is clearly not economical;
 - B. Abandonment or destruction is required because of health, safety, or security reasons; or
 - C. The original acquisition cost of the item (estimated if unknown) is less than \$500.
- IV. Personal Property disposed of under abandonment/destruction must be recycled to the greatest extent possible as envisioned by EO 13423, "Strengthening Federal Environmental, Energy, and Transportation Management," dated January 24, 2007.
- V. Special Programs. Several programs exist to assist in the disposition of excess Personal Property, some mandated by the Congress, some authorized by Executive Order, and some offered by OFAs. This section provides information on the most important of these programs, and how they affect the disposition of FEMA excess Personal Property. If additional information is required, contact the FEMA NUO or APMO.

6-12. Direct Transfer to Other Federal Agencies (OFAs)

- I. The NUO may authorize excess property to be transferred directly to another Federal Agency without first reporting it to GSA as long as the property is not needed by another FEMA Office or DHS Component. This type of transfer does not require GSA approval in the following situations:
 - A. The acquisition cost of the property was below \$10,000; or
 - B. The acquisition cost of the property was above \$10,000, but the appropriate Regional GSA Personal Property Management Office granted verbal approval for the prearranged transfer.
- II. In either circumstance, the process for transferring the property is as follows:

- A. The APO and/or PMO will submit FEMA form 119-7-1-7 to the NUO for approval
- B. The NUO from the gaining agency initiates the transfer by completing a SF122 and submitting it to the FEMA APO and/or PMO. The FEMA APO and/or PMO must assure that the NUO of the gaining agency as well as the FEMA NUO is notified of the transfer prior to the transaction taking place.
- C. The FEMA APO and/or PMO signs the form, retains a copy for the records, and returns it to the gaining agency.
- D. The property official from the gaining agency provides a copy of the SF122 to the appropriate regional GSA office within 10 working days from the date of the transaction.
- E. Personal property transferred in this way must be retired in the FEMA personal property management system by generating a FEMA Form 119-7-1- 2 utilizing the disposal function.
- F. If the transfer falls under the category that requires verbal GSA approval, the name of the approving official must be noted on the SF122. Transfer reimbursements are not required, except as listed by FMR § 102-36.75.
- G. A completed transfer packet is to be provided to the NUO upon completion of the transfer including all pertinent documents
- H. Software license retrieval and/or sensitive information cleansing or erasure may be required before transferring desktop or laptop computers.

CHAPTER 7 – CONTRACT PROPERTY

This chapter describes FEMA's guidelines and procedures for control and accountability requirements for the management of contract property.

Contract property is all property, both real and personal, that is used in the performance of a contract, and includes facilities, material, special tooling, special test equipment, and agency-peculiar property. Contract property refers to both Contractor-Acquired Property (CAP) and GFE or GFP, in the possession of contractors.

Effective control and accountability must be maintained for all contract property as an integral part of all FEMA contracts, and in accordance with FAR Part 45, "Government Property," and the Homeland Security Acquisition Manual (HSAM), Chapter 3045, "Government Property."

This chapter provides general guidance on managing contract property in the possession of contractors, but shall not be relied on to the exclusion of the more detailed guidance provided by the FAR or HSAM sections listed above. Responsibility for contract property in the possession of contractors belongs to several individuals as discussed in this section.

7-1. Duties and Responsibilities

- I. Contracting Officer responsibilities, relative to contract property in the possession of contractors, include those listed in FAR Subpart 42.2, "Contract Administration Services," and the following specific functions:
 - A. Ensuring that contracts, relative to the management of contract property, are awarded and administered in accordance with applicable statutes, rules, regulations, policies, requirements of law, and Executive Orders;
 - B. Designating a Property Administrator (PA), in writing, if Government property is to be utilized, and is authorized, in performance of the contract.
 - i. If no PA is designated, the Contracting Officer assumes that role.
 - C. Ensuring the procurement requirements for the acquisition of contract property have been met;
 - D. Providing the relevant PA with a copy of the contract and all subsequent modifications;
 - E. Ensuring that all GFP is included in the contract schedule, including contract amendments or modifications as necessary;
 - F. Coordinating with the PA and other FEMA or DHS Offices, as necessary, to ensure contract property-related issues raised in audit reports are resolved properly, and in accordance with established DHS procedures; and
 - G. Making final decisions when there are discrepancies regarding contract property between the PA and the contractor.
- II. Contracting Officer's Technical Representative (COTR) responsibilities, as they relate to contract property in the possession of contractors, are to provide technical guidance and

assistance to the Contracting Officer and the PA as needed throughout the life of the contract.

III. Property Administrator (PA)

- A. Objectives of Property Administration. The primary objective of the property administration function is to attain efficient, economic, and uniform management of all Government property required for the performance of contracts. The function is mainly to administer the terms of contract provisions that specify the contractor's obligations to acquire, control, use, care for, report, and dispose of Government property, and to advise contracting activities and other FEMA/DHS officials of the known level of efficiency of the contractor's management of Government property.
- B. PA Role in the Contract Administration Mission. The role of the PA is to support the contract administration function. The PA is an authorized representative of the Contracting Officer regarding the contractual and technical aspects of Government property. The PA is part of the contract administration team that includes the Contracting Officer, Price Analyst, Industrial Specialist, Transportation Specialist and Quality Assurance Representative (QAR). As a contract administration team member, the PA must establish effective communications with these other functional elements.
- C. Appointment of PA. The PA acts on behalf of the Contracting Officer and is appointed in writing by a "Certificate of Appointment" in accordance with Agency directions.

IV. Contractor responsibilities, as they relate to contract property, are detailed in the contract provision or FAR Part 45, and include the following requirements:

- A. Accounting for all contract property in their possession, whether CAP or GFP;
- B. Establishing and maintaining a property control system to control, protect, preserve, and maintain all contract property;
- C. Maintaining and making available the records of all contract property until relieved of such responsibilities by the Contracting Officer;
- D. Reporting FEMA property or unneeded contract property as soon as it becomes known to the PA;
- E. Conducting periodic physical inventories and reporting the results to the PA no later than June 30 of each year, and at the completion of the contract; and
- F. Submitting an annual financial report using DHS Form 700-5, "Contractor Report of Government Property," no later than June 30 of each year, and at the completion of the contract to the COTR.

7-2. Acquisition of Contract Property

In accordance with FAR Part 45, the basic policy of the Government is that all property required for the performance of its contracts shall be furnished by the contractor.

- I. When it becomes necessary for the Government to furnish property (known as GFP), or when the contractor is authorized to acquire property at the Government's expense

(known as CAP), procedures must be implemented to ensure that adequate contract provisions are established to protect, account for, and maintain such property.

- A. The property must be delivered to the APO and entered into the system of record before the contractor is reimbursed.
 - B. APO shall be given the portion of the contract that states the contractor is authorized to purchase property prior to the items being entered into the system of record
 - C. APO shall be furnished the portion of the contract that authorizes the contractor to use Government property in execution of the contract prior to any property being issued.
- II. Based on several considerations, including the requirements listed in the FAR, the Contracting Officer will determine whether to provide property to the contractor as GFP or authorize the contractor to acquire property for the performance of the contract.

III. Government-Furnished Property (GFP)

- A. GFP required for the performance of the contract must be clearly identified in the contract (see HSAM 3045.3 and FAR Subpart 45.3 for reasons for providing Government property to a contractor). GFP may be acquired through Government excess property inventories (either DHS Components or OFAs), and/or Government supply sources.
- B. The Contracting Officer shall coordinate with the FEMA NUO to determine if suitable excess property is available for contractor use.
- C. When contractors are furnished with GFP to be used at the contractor's facility, FEMA barcodes will not be removed. The contractor is then responsible for the property until it is returned to the Government. In all GFP cases, the Government retains title to the property.

IV. Contractor-Acquired Property

- A. Acquisition of property under a contract must be authorized under the Government property provision listed in the contract and the FAR, and meet FEMA's standards or specifications. Once the contractor's property requirements have been contractually authorized, action must be taken to acquire the property. Methods of acquisition for CAP include:
 - 1. Property purchased by the contractor for the performance of the contract; and
 - 2. Leased property.
- B. After the contractor has acquired the property, it must be received, identified with contractor property tags (as required), and recorded in the contractor's property control system.
- C. The vesting of the title to the property depends on the contract type and the title provisions included in the specific contract.

7-3. Accountability and Management of Contract Property

- I. The contractor is directly responsible and accountable for all contract property in its possession in accordance with the requirements of the particular contract; this also includes any contract property in the possession or control of a subcontractor.
- II. The contractor will establish and maintain a system to control, protect, preserve, and maintain all contract property for which it is responsible.
- III. The contractor's property management system must be reviewed and approved by the Contracting Officer or Property Administrator prior to government property being issued

7-4. Contractor's Property Control System

- I. The contractor's property accountability system must be reviewed and approved by the Contracting Officer or Property Administrator.
- II. The Contracting Officer or PA must ensure that the contractor's property management control procedures provide for the following functional elements in accordance with the DoD "Manual for the Performance of Contract Property Administration":
 - A. Property management;
 - B. Acquisition;
 - C. Receiving;
 - D. Identification;
 - E. Records;
 - F. Movement;
 - G. Storage;
 - H. Physical inventories;
 - I. Reports of LSDD property;
 - J. Consumption;
 - K. Utilization;
 - L. Maintenance;
 - M. Subcontractor control;
 - N. Disposition; and
 - O. Contract property closeout.
- III. Listing Government-Furnished Property in the Contract. When providing GFP to a contractor, the Contracting Officer and the PA must ensure that the property is properly identified in the contract, and that a copy of the contract with the property list or inventory is provided to the contractor and the PMO / APO.
 - A. The Contracting Officer will maintain a current list of all GFP accountable to the contract.

- B. Modification or amendments to the contract will be handled at the discretion of the Contracting Officer.
- IV. Contractor Receipt of Contract Property. When Government property is initially furnished by the Government, or acquired by the contractor and placed in its control or custody, the contractor becomes accountable and responsible for that property until relieved in writing by the Contracting Officer.
 - a. All GFP will be issued by the APO utilizing the 119-7-1-3 hand receipt.
- V. Use of Contract Property
 - A. It is the contractor's responsibility to use contract property as it was authorized, and for the purpose intended. In the event the contractor uses contract property for other purposes without written authorization from the Contracting Officer, the contractor may be liable for rental, without credit, of such items for each month or part of a month in which such unauthorized use occurs.
 - B. It is the PA's responsibility to advise the Contracting Officer of any known unauthorized use of contract property. The Contracting Officer may, in writing, waive the contractor's liability for such unauthorized use if he/she determines that without such a waiver a gross inequity would result.
- VI. Reporting Contract Property. The contractor will submit an annual financial report using DHS Form 700-5 to the PA no later than June 30 of each year, and at the completion of the contract. The following property classifications below will be reported as directed by the Contracting Officer:
 - A. Land and rights therein;
 - B. Other real property, including utility distribution systems, buildings, structures, and improvements thereto;
 - C. Plant equipment;
 - D. Special tooling;
 - E. Special test equipment;
 - F. Material; and
 - G. End-of-contract reporting will also include certifying that a zero balance for contract property exists on the contract.
- VII. Conducting Physical Inventories of Contract Property
 - A. The contractor is responsible for conducting an annual physical inventory of contract property for which it is accountable, and for reconciling any discrepancies discovered as a result of the inventory.
 - B. The contractor will maintain current records of all contract property and provide the PA with copies of the inventories conducted for each contract administered, including subcontractor inventories. The PA shall review and monitor physical inventories.
 - C. The contractor will submit to the PA an annual physical inventory report no later than June 30 of each year, and at the completion of the contract. This reporting requirement

is driven by FAR § 45.508, "Physical Inventories." It covers all categories of contract property and will include the following:

1. An itemized listing that identifies all discrepancies;
2. A signed statement that the physical inventory was completed as of a certain date;
3. A statement that the official property records are in agreement with the physical inventory, except for the discrepancies noted; and
4. Inventory results on a quantitative and monetary basis by category of property, if requested by the Contracting Officer in accordance with FAR 45.508-3, "Quantitative and Monetary Control."

VIII. Liability for LSDD of Contract Property

- A. Unless otherwise provided in the contract, the contractor is liable for LSDD of contract property, except for reasonable wear and tear.
- B. The PA will provide assistance, if needed, in establishing a control system to ensure that adequate safeguards are in place to prevent LSDD of contract property.
- C. Any occurrence of LSDD must be investigated and fully documented by the PA, who will promptly notify the Contracting Officer. The contractor will submit a report of any incident of LSDD contract property to the PA in accordance with FAR § 45.504, "Contractor's Liability," as soon as it becomes known.
- D. The Report of Survey process will be followed in accordance with this manual.

IX. Transfer of Contract Property through Contract Modification

- A. Contract property may be transferred to another contractor when authorized in the schedule or in specifications within the contract, or as authorized by the Contracting Officer.
- B. Transfers shall be accomplished according to instructions in the contract. In the absence of complete instructions in the contract, documentation pertaining to the transfer shall be forwarded to the PA and then to the Contracting Officer for equitable adjustment of the gaining contract and any other required action.
- C. Transfers shall not be performed unless authorized in the gaining contract and the property is no longer required on the losing contract.
 - i. APO shall be furnished the portion of the contract that authorizes the contractor to use Government property in execution of the contract prior to any property being transferred to the gaining contract.
 - ii. APO shall be furnished the portion of the contract authorizing the transfer of property to the gaining contract prior to any property being transferred to the gaining contract.

X. Disposition of Contract Property. Disposing of contract property can occur under the following circumstances:

- A. Completion of the work under the contract;

- B. Contract closeout;
 - C. Contract "Termination for Default" (T4D) or contract "Termination for Convenience" (T4C);
 - D. At any time during the course of the contract when the property is no longer serviceable or needed for the purpose for which it was intended, or for another use under the contract;
 - E. When contract property is removed from a contract at contract closeout and accountability is transferred to FEMA. The PA must notify the appropriate PMO and/or APO when the property is transferred back to FEMA so that it can be identified (properly tagged) and recorded in the personal property management system. The property must be delivered to the APO and entered into the system of record before the contractor is reimbursed.
- XI. The contractor will submit Plant Clearance Schedules (SF1400 series) or use the Plant Clearance Automated Reutilization Screening System (PCARSS) process for submitting unneeded contract property that is accountable under each contract to the PA for disposal instructions. This includes contract property located at subcontractor plants and alternate locations.
- XII. Screening Period
- A. The FEMA screening period begins upon the Plant Clearance Officer's acceptance of the contractor's Standard Form 1428, "Inventory Disposal Schedule." The standard screening period is 46 days. However, the inventory disposal schedule will be annotated to justify a shorter or longer duration, as required to conduct special screening; or if FEMA and DHS have exhausted all requirements for the standard screening, there is no further need for the property, and the contractor has expressed an interest in using or acquiring the property.
 - B. If the property is contractor-acquired or produced and the contractor or its subcontractor has expressed an interest in acquiring the property, and no other party expresses an interest during a FEMA, DHS, or GSA screening, the property may be sold to the contractor or subcontractor at acquisition cost. See FAR § 45.602-3, "Screening," for specific details involved in the screening process.
- XIII. The following disposal methods are available to the contractor, but can only be authorized in writing by the PA:
- A. Contractor may request to purchase the property at the original acquisition cost;
 - B. Contractor will make reasonable efforts to return unused property to the appropriate supplier at fair market value (less, if applicable, a reasonable restocking fee that is consistent with the supplier's customary practices);
 - C. Transfer to another Government contract under the contractor's control;
 - D. Abandonment, destruction, or donation of surplus property (FAR 45.604-2);
 - E. Sale of surplus property (FAR 45.604-3);

- F. Scrap, if property is scrap, and in accordance with the contractor's approved scrap procedure (FAR 45.606-1);
 - G. Reuse within the owning agency;
 - H. Reuse within the Federal Government;
 - I. Transfer of property, with GSA approval, to OFAs that have expressed a need for the property; and/or
 - J. Transfer of educationally useful equipment to schools and nonprofit organizations (see Section 5.5).
- XIV. Disposal Methods for Sensitive or Specialized Contract Property. The following types of sensitive or specialized property will be disposed of in accordance with applicable Government regulations:
- A. Classified items;
 - B. Nuclear materials;
 - C. Non-nuclear hazardous materials or hazardous wastes;
 - D. Property that contains precious metals or requires demilitarization; and/or
 - E. Property physically located outside the United States or its possessions.
- XV. Certification of Zero Balance for Contract Closeout. The contractor will certify to the PA that a zero balance exists for all contract property under its prime contract and any of its subcontractors' contracts. A zero balance means all property has been transferred or disposed of on the contract, and all contract records reflect zero quantities. This certification statement will accompany the contractors' final closeout and property financial report on DHS Form 700-5.

CHAPTER 8 – GRANT PROPERTY

This chapter establishes guidelines and procedures for managing grant Personal Property within FEMA. A grant award means financial assistance that provides support or stimulation to accomplish a public purpose. Awards and other agreements come in the form of money, or property in lieu of money, provided by the Federal Government to an eligible recipient. Grants administration within FEMA is regulated by the relevant OMB circulars and CFR titles referenced in Chapter 1 of this Manual, as well as DHS standards established by the Office of Procurement Operations (OPO) and the Office of Grants and Training (G&T).

8-1. Grant Property Defined

- I. Grant property may either be Government property awarded as part of the grant itself, or new property being procured by the grantee utilizing grant funds. For the purposes of this chapter, and per the regulations referenced above, “equipment” is defined as tangible, nonexpendable Personal Property having a useful life of more than one year and an acquisition cost of \$5,000 or more per unit.
- II. The information presented herein shall not be considered in any way to be a complete representation of grants administration procedures and guidelines. The purpose of this chapter is to provide general guidance only where overall grants administration and Personal Property management functions intersect. Refer to regulations referenced in Chapter 1 of this Manual or G&T for more detailed information.

8-2. Responsibilities and Managing Grant Property

- I. Responsibility for managing grant equipment varies depending on the grant recipient; whether it is Government-owned or acquired with Government funds; and the specific terms of the grant award. This section outlines some general responsibilities.
- II. Grant Administrator. The Grant Administrator’s responsibilities, as they relate to grant equipment, are ensuring that procurement requirements have been met for acquisition, and requesting support from the APO to properly account for and dispose of equipment when appropriate. Grant Administrator is responsible for reporting inventory results to the appropriate APO or to the APMO.
- III. Grantee. The grantee’s responsibilities, as they relate to grant equipment, and as required by the terms of the grant, are:
 - A. Managing equipment in accordance with all provisions of DHS policies and procedures, Federal regulations, and OMB Circulars, as applicable;
 - B. Accounting for all equipment under the grant in their possession;
 - C. Maintaining and making available an inventory listing of all equipment acquired under a grant;
 - D. Conducting periodic physical inventories and reconciling the results by June 30 each year and at the end of the grant;

- E. Exercising adequate control and maintaining equipment to prevent LSDD; and
- F. Requesting instructions and obtaining approval for disposition of equipment unless instructions have been identified in the award.

8-3. Life Cycle Management

- I. To effectively manage and account for equipment, the grantee shall maintain and demonstrate effective control over and accountability for all funds, property and other assets. Grantees are required to adequately safeguard all such assets and to assure they are used solely for authorized purposes. This section will provide general considerations for the management of grant equipment. In all cases, grantees must abide by the terms of their grant award, relevant OMB Circulars, Federal regulations, FEMA and DHS requirements.
- II. Title to Grant Property. Grant awards can take the form of Government property or funds that may be used to procure equipment. In general, the title for equipment vests with either the Federal Government or the grantee, depending on the following circumstances:
 - A. Government property awarded to the grantee - title vests with the Federal Government.
 - B. Equipment acquired by a grantee with Government funds – title vests with the grantee.
 - C. The grant award may specify other arrangements for the vesting of title to equipment.
- III. Any Government property provided to the recipient as part of the award must be identified with property tags or decals affixed to the property indicating that it is owned by the US Government.
- IV. Accountability of Grant Equipment. Accountability requirements for grant equipment vary depending on the grant recipient; whether it is Government-owned or acquired with Government funds, and the terms of the grant award. Typically, the grantee is required to maintain accurate records for equipment, including the following:
 - A. Equipment description;
 - B. Manufacturer's serial number, model and/or part number, Federal stock number, national stock number, or other identification number;
 - C. Source of the equipment, including award number;
 - D. Whether the title vests in the grantee or the Federal Government;
 - E. Acquisition date (or date received, if the property was furnished by the Federal Government) and cost;
 - F. Information from which one can calculate the percentage of Federal participation in the cost of the property (not applicable if the property was furnished by the Federal Government);
 - G. Location and condition of the equipment and the date the information was reported;
 - H. Unit acquisition cost; and

- I. Ultimate disposition data, including the date of disposal and sales price or method used to determine current fair market value where a recipient compensates FEMA for its share.
- V. Other accountability standards that may be required by the terms of the grant award include:
 - A. Conducting a physical inventory on an annual or bi-annual basis; reconciling discrepancies; and reporting the results;
 - B. Implementing an adequate maintenance program to keep equipment in good condition;
 - C. Establishing an effective control system to prevent the LSDD of property, and procedures for reporting and investigating any circumstances of LSDD; and
 - D. Providing liability insurance coverage for the equipment's usage (typically provided by the party holding title the equipment, but can vary in accordance with grant award terms).

8-4. Disposition of Grant Property

- I. Disposition of grant equipment that is no longer needed to perform the terms of the original grant award depends on whether the equipment is Government-owned or acquired with Government funds and will be effected using the following procedures:
 - A. Grant Property Acquired with Government Funds. States will dispose of equipment acquired under a grant by the State in accordance with State laws and procedures. All other grantees and sub-grantees will dispose of equipment as follows:
 1. Items of equipment with a current per unit fair market value of less than \$500.00 may be retained, sold, or otherwise disposed of with no further obligation to DHS or FEMA.
 2. Items of equipment with a current per unit fair market value greater than \$500.00 may be retained or sold and DHS or FEMA will have a right to the amount calculated by multiplying the current market value or proceeds from sale by the DHS' share of the equipment.
 - B. Federally-Owned Grant Property. The grantee may retain the property for another use, so long as the Federal Government is duly compensated for the current fair market value of the property.
 1. If the grantee no longer needs the property for any use, it must request disposition instructions from FEMA.
 2. The FEMA NUO must determine if the property can be used internally, both within FEMA and within DHS, and if not, must assure the property is reported to GSA. FEMA must issue disposition instructions within 120 calendar days of the grantee's request.

3. In addition, the Government retains the right to transfer title to the Federal Government or to a third party named by the Federal Government when such third party is otherwise eligible under existing statutes.

CHAPTER 9 – MISSION ASSIGNMENT PROPERTY

This chapter describes general FEMA guidance for control and accountability in managing property procured for mission assignments in support of Agency disaster operations in accordance with CFR 44, Part 206 which provides more detailed requirements. Mission Assignment (MA) property is personal property that is used by a Federal Agency at FEMA's request, or by the request of a state, local or tribal entity. MA property refers to both new Federal Agency acquisitions and existing property owned by the Federal Agency. Effective control and accountability will be maintained by the Federal Agency until the mission is completed. The Federal Agency will either keep their organic equipment, or turn in equipment procured for the mission to FEMA for reimbursement. In addition, FEMA property may be hand receipted to the Federal Agency for use and returned to FEMA when no longer needed.

9-1. Duties and Responsibilities

- I. The Operations Section Chief manages the mission assignment activities on behalf of the NRCC Director, the RRCC Director or the FCO. The Operations Section Chief is responsible for determining the eligibility of the work to be performed and coordinating with other organizational elements (e.g., Logistics) to confirm the need for the mission assignment. The Operations Section Chief has overall management oversight of the mission assignment process. The Operations Section Chief also designates a FEMA Project Manager for each mission assignment issued to ensure the work being performed supports the overall operations.
- II. The FEMA Project Manager (PM) is assigned to a mission assignment. The FEMA PM is often, but not required to be, an Operations Branch Director. The FEMA PM is responsible for coordinating with the Federal Agency being tasked to prepare the Statement of Work (SOW), timelines, and initial cost estimate. Once the mission assignment is issued, the PM monitors the status of the work, conducts site visits as needed to verify the status of work completed, coordinates any amendments to the mission assignment that may be needed, and reviews bills submitted by the performing Federal Agency. The PM will coordinate any needs for property with Logistics and the other Federal Agency (OFA).
- III. Other Federal Agency (OFA) Action Officers are assigned for each mission assignment and work with the FEMA PM, performing similar functions in monitoring the status of the mission assignment through completion and closeout.
- IV. The Mission Assignment (MA) Manager is responsible for the technical processing of mission assignments. The MA Manager assists the Operations Section Chief in evaluating and approving requests, providing technical assistance and support, and processing the mission assignment in the Enterprise Coordination & Approval Processing System (eCAPS). The MA Manager is also responsible for the following:
 - A. Organizing, preparing, and maintaining the mission assignment documentation;
 - B. Checking and verifying the validity and completeness of all the related mission assignment information and approvals;

- C. Coordinating information with all involved parties; and
- D. Tracking the mission assignment activity throughout the entire mission assignment process.
- V. The Logistics Section Chief may request assistance needed to support the delivery of commodities and resources. The Logistics Section Chief coordinates these needs with the Operations Section to ensure that the appropriate mission assignments are issued. In collaboration with the Operations Section Chief, the Logistics Section Chief will designate a Project Manager to be assigned to each mission assignment in support of logistics activities.
- VI. The Property Management Officer (PMO) is the senior supervisory official with responsibility for the property management program for the respective organization (e.g., Joint Field Office). The PMO is responsible for ensuring that all accountable property purchased by the OFAs in the execution of mission assignments is properly accounted for and transferred to FEMA upon completion of the work if Federal Agencies request reimbursement.
- VII. The Accountable Property Officer (APO) is the designated individual responsible for establishing and maintaining property accounts and records and for controlling all personal property purchased, owned, leased or loaned to the organization by other FEMA offices or Federal and state agencies. The APO is the individual responsible for the proper accounting and disposition of property purchased by the OFAs in executing mission assignments.

9-2. Executing a Mission Assignment

- I. As a general rule, property purchases are not authorized under mission assignments. However, if in the execution of a mission assignment, the performing Federal Agency is required to purchase personal property to carry out its work, that purchase must be fully coordinated through the Operations and Logistics Sections and approved by the FEMA PM prior to purchase (unless waived by FEMA) in order for the expenditures to be eligible for reimbursement. Documentation is necessary to show the property purchase was approved by the PM, e.g., email, memorandum, etc. This ensures that goods and services are provided by the most cost-effective and efficient source.
- II. All accountable property purchased under a mission assignment becomes the property of FEMA and must be returned by the Federal Agency, including acquisition documents, if the purchasing Federal Agency requests reimbursement. FEMA must receive necessary documentation to show the property was turned into FEMA, e.g., a Property Transfer Report or an Inventory List signed by the Federal Agency and FEMA. The FEMA PM will coordinate with the PMO and APO to ensure that accountability of property is maintained. If the property is not returned, the Federal Agency shall not bill FEMA for the property. No reimbursement will be allowed until the property is entered into LIMS and a report is provided by the PMO.
- III. The PM has the following responsibilities when managing MAs where property is purchased:

- a. Coordinate with the PMO and the OFA Action Officer regarding purchases of accountable property to ensure they are necessary (FEMA might have in stock), to specification (where possible), tracked and entered into the system of record.
- b. To purchase only property that is Specification compliant, where possible. Exceptions must be provided by the PM and PMO as authorized by the DC that provides like equipment.
- c. Coordinate with the PMO and the OFA Action Officer to recover property purchased prior to demobilization. (See Section 9-3 for Recovery of Mission Assignment Property)

** (Note) ** To ensure that acquisition for and final recovery for specification compliant property refer to <http://online.fema.net/techlab/hwspeccs.shtm> or call 540-686-3020

- IV. The agency purchasing personal property will provide the FEMA PM with a copy of the invoice and receiving report within 30 days of receipt of the property. The FEMA PM will coordinate with the PMO to ensure property accountability is maintained. Once acquired, this property must be tracked and monitored throughout the life cycle of the mission assignment by the other Federal Agency or Department, and the status and location of the property provided to the FEMA PM and the FEMA PMO. The PMO will determine the format of the report to be provided based upon input from the APO and/or APMO.
- V. The PM will provide copies of all documentation associated with property approvals or purchases to the Mission Assignment Manager to reference in the MA File. This documentation proves to be critical during MA billing, reimbursement, and closeout.
- VI. Mission Assignment Managers, Comptroller, and the FEMA Finance Center (FFC) staff work together to reconcile financial records from the mission assignment program. This coordination requires frequent comparisons between IFMIS, the Mission Assignment Tracking Report, and the Mission Assignment Log. The Comptroller and MA Manager submit requested records and status reports to the Federal Approving Official (FAO) and Planning Section staff daily.

9-3. Recovery of Mission Assignment Property

- I. When the Mission Assignment is complete, recover all property purchased that can be re-issued upon a New Declaration from the authorized Distribution Center (DC) or Disaster Information Systems Clearing House (DISC). Recovery of property purchased shall be a coordinated effort between the PM, the PMO, and the OFA Action Officer (AO) prior to demobilization. If the cost per item is under \$500.00 dollars it must meet the following list of items to be purchased. If any purchases are made either below the \$500.00 dollar threshold or not on the following list then that item will be excess to the needs of FEMA upon completion of the MA, normal excess reporting procedures must be followed in coordination with the PMO.

- II. Upon acquisition or recovery of property the local APO is to be contacted to help determine what should be purchased or recovered for re-distribution by the DISC or appropriate DC.

9-4. Final Disposition of Mission Assignment Property

- I. In coordination with the PMO, the FEMA PM determines if there are any outstanding issues with the disposition of any accountable property that was purchased in the performance of the mission assignment. If property management issues remain unresolved, the FEMA PM, in coordination with the PMO and NUO, makes a recommendation to the FAO as to the disposition of the property.
- II. Declarations of excess should be made early and if possible in the response phase of the disaster. During the response phase the donation process can be expedited by capitalizing on provisions of the Stafford Act.
- III. Federal Agencies conduct a property inventory of all personal property purchased to conduct the mission assignment and submit the results to the PMO by June 30 each year.
 - a. A copy of the property inventory is given to the Mission Assignment Manager by the FEMA PM. The FEMA PM, in conjunction with the PMO, will review the inventory list and determine the disposition of the property. The FEMA PM and PMO will prepare initial disposition instructions and forward to the assigned Federal Agency.
 - b. All property that is reimbursed by FEMA must be returned to FEMA, unless otherwise agreed to by the PMO.
 - c. Agencies billing FEMA for property must clarify items and disposition when billing FEMA. The PMO will be responsible for coordination and verification once the FFC notifies the MA Manager about such items billed

9-5. Mission Assignment Billing/Reimbursements

- I. Federal Agencies that receive mission assignments or are sub tasked under a primary Federal Agency's mission assignment use their own Federal Agency's funds to accomplish the mission and subsequently seek reimbursement from FEMA. Participating agencies may be authorized to procure or contract necessary goods and services, pay vendors and contractors, purchase equipment and other items necessary to carry out their mission assignment. Under the provisions of the Stafford Act, these agencies submit requests for reimbursement of their eligible expenses to FEMA. The Stafford Act authorizes FEMA to reimburse OFAs for "actual costs" incurred under mission assignment.
- II. In coordination with the PMO, the FEMA PM determines if there are any outstanding issues with the disposition of any Accountable Property that was purchased in the performance of the mission assignment. If property management issues remain unresolved, the FEMA PM makes a recommendation to the FAO as to the disposition of the property.

9-6. Mission Assignment Closeout

- I. Closeout is the final step in the mission assignment process. Mission assignments remain open until all funds are expended or de-obligated. The closeout process may be initiated under the following circumstances:
 - a. A bill marked "FINAL"
 - b. Receiving OFA Notification
 - c. Significant inactivity
 - d. The OFA's failure to provide timely validation of open obligations to FEMA
- II. Federal Agencies conduct a property inventory of all Personal Property purchased to conduct the mission assignment.
 - a. A copy of the property inventory is given to the FEMA PM and FEMA PMO by the Mission Assignment Manager. The FEMA PM, in conjunction with the PMO, will review the inventory list and determine the disposition of the property. The FEMA PM and PMO will prepare initial disposition instructions and forward to the assigned Federal Agency.
 - b. All property that is reimbursed by FEMA must be returned to FEMA, unless otherwise agreed to by the PMO.
 - c. Agencies billing FEMA for property must clarify items and disposition when billing FEMA. The PMO will be responsible for coordination and verification once the FFC notifies the MA Manager about such items billed.
 - d. Refer to website <http://www.fema.gov/maprogress> for further resources.

CHAPTER 10 – FIREARMS MANAGEMENT

FEMA is committed to establishing and maintaining controls that support safeguarding firearms against waste, loss, unauthorized use, and misappropriation. The Federal Managers' Financial Integrity Act (FMFIA) and GAO internal control standards provide guidelines for developing, documenting and implementing physical controls to safeguard and provide accountability for firearms management. These standards and guidelines serve as the framework for establishing and maintaining firearms management internal controls outlined in this section.

For more information and clarification contact the APMO and Office of the Chief Security Officer.

Refer to the DHS Firearms policy as needed.

10-1. Roles and Responsibilities

- I. Each FEMA facility security office is responsible for coordinating, directing, assigning, and overseeing all firearms in their possession. This responsibility applies to weapons, ammunition and related sensitive assets. The security office must ensure proper and comprehensive firearms management, control and accountability across the organization.
- II. Firearms and other authorized use of force devices shall only be carried by Authorized Officers. Such officers, supervisors, and managers shall be provided with guidelines and training on the use of firearms and equipment from the Office of the Chief Security Officer.
- III. All Authorized Officers shall: properly safeguard all FEMA-issued and approved personally-owned firearms, weapons, and ammunition to protect against theft or unauthorized use; conduct themselves in a safe and professional manner; and exercise good judgment when handling weapons. Failure of any Officer to comply with procedures or instructions regarding the use, carriage, or safeguarding of weapons may result in disciplinary and/or adverse actions.

10-2. Firearms and Ammunition Acquisition

- I. Office of the Chief Security Officer and each FEMA security office shall direct the acquisition of all firearms and ammunition and oversee all firearms in accordance with applicable laws, regulations, and FEMA acquisition policy. All firearm acquisitions must be delivered to the APO for proper recording and entry into the system of record.

10-3. Receipt, Inspection and Recording

- I. Receiving and Identification of Firearms
 - a. Refer to appropriate section of this manual for information regarding receiving property, including firearms and other sensitive assets. Only a designated receiving agent shall receive new FEMA-owned firearms from vendors.

- b. Office of the Chief Security Officer shall be responsible for preparing specific instructions and procedures for issuing FEMA-owned firearms to individuals, organizational units or functional areas.
- c. All firearms and related items will be issued on a 119-7-1-3 as detailed in this manual.

10-4. Inspection of Firearms

- I. The designated receiving agent will inspect each new FEMA-owned firearm to ensure proper functioning. Field Armorer's must ensure compliance with DHS and FEMA specifications and standards. Field Armorer's shall immediately take appropriate action to have any deficiency corrected. Firearms purchased for official use with personal funds will be inspected by Field Armorer's. Field Armorer's will ensure proper functioning and compliance with DHS and FEMA specifications and standards.
- II. Component Field Armorer's shall inspect all firearms that have been repaired to ensure proper functioning. This inspection will take place prior to issuance or after authorized repair or modification and ensure compliance with DHS and FEMA specifications and standards. Component Field Armorer's shall inspect all firearms held in reserve before re-issuance. All inspections shall be performed according to DHS and FEMA approved standards and practices.
- III. All firearms shall be inspected periodically, at least annually, by a Component Field Armorer to ensure proper and safe functioning.
- IV. The APO shall document all inspections in the system of record.

10-5. Recording Firearms

- I. Every firearm must be recorded and maintained in the system of record. Each firearm shall be specifically identified and recorded as a single line item. Firearms are to be recorded in the system of record, as any other sensitive property is, in accordance with this manual.

10-6. Management of Firearms

- I. Firearms Accountability Review Program
 - a. The Component shall ensure personal and supervisory accountability for all firearms used by FEMA personnel.
 - b. The Agency Property Management Officer (APMO) and the Office of the Chief Security Officer shall review field office practices relating to the execution of FEMA firearms policy.
 - c. The APMO will be provided an annual firearms and related equipment inventory by June 30 of each year.
- II. Control of Firearms

- a. Each organization must maintain a complete listing of all FEMA-owned firearms and all approved personally-owned in the official system of record.
- b. Supervisors will conduct unannounced employee firearm inspections, or other procedures to ensure the accuracy of firearms inventories and records of their organizational components.

III. Use and Control of Personally-Owned Firearms

- a. Office of the Chief Security Officer is responsible for establishing and overseeing procedures regarding requests and authorization to use personally owned firearms for official purposes. FEMA officers authorized to carry a personally owned handgun shall have the handgun recorded in the official system of record.
- b. When a Department officer sells, trades or otherwise disposes of an authorized personally owned firearm, the officer is required to submit a memorandum to their Responsible Official documenting that the firearm is no longer in the officer's possession. The proper authorities shall update all records.

IV. Inventory of Firearms

- a. Each APO shall ensure an annual inventory is conducted for all firearms, ammunition, and related equipment and submitted to the APMO by June 30 each year. The PMO's job description shall include a requirement to conduct firearms inventories. Firearms inventories may be assessed during performance evaluations. It is recommended that monthly, random, selective, periodic, and/or unannounced internal audits are performed to ensure proper inventory controls and accountability. These reviews are to ensure that firearms, ammunition, and other related equipment are properly accounted for and the records are complete. Equipment that must be inventoried includes, but is not limited to:
 - i. Firearms
 - ii. Weapons
 - iii. Ammunition
 - iv. Body Armor
 - v. Ballistics Shields
 - vi. Stun Guns
 - vii. Night Vision Goggles
 - viii. Night Vision Scope
 - ix. Any other firearm equipment accessories deemed "sensitive" by FEMA
- b. All managers, supervisors, and officers shall refer to Chapter 11 of this manual for general inventory procedures and instructions for personal property. These same procedures shall be used as guidance for inventorying and recording firearms. The Office of the Chief Security Officer to ensure that firearms inventories are conducted properly will provide specific training or instructions for firearms counters.

- c. All employees involved in controlling or safeguarding firearms are precluded from counting firearms during an inventory.
 - i. There shall be at least two people conducting a firearms inventory.
 - ii. For internal control purposes, employees participating in physical inventories shall not be the same individuals responsible for such property. However, property management personnel and custodians may assist in locating, identifying and reconciling the physical inventory process and documenting for audit trail purposes. Individual security offices may propose other inventory methods (e.g., using technology, electronic signatures, etc), subject to prior approval of the Office of the Chief Security Officer and the APMO.
- d. The Office of the Chief Security Officer shall establish instructions and guidelines for conducting firearm inventories.
 - i. Inventory counters shall be required to verify firearm identification numbers and provide descriptive information about the firearms.
- e. Proper adjustments and updates must be made to the firearm records and in the system of record as a result of physical inventory counts, firearms being disposed for out of service, sent out for repair, or removal of firearms based on agency's request.

V. Storage of Firearms and Ammunition

- a. All unissued, unattended Department firearms shall be stored separately from ammunition in locked firearms storage vaults or safes in a secure area. Unissued firearms shall be stored in a dry environment. Firearms shall not be stored in wall lockers, closets, or in other unsecured, unattended areas of FEMA facilities. Access to firearms storage areas or facilities shall be restricted to a single authorized person and his or her designees. The authorized person may grant one-time access to firearm storage areas to individuals with the approval of the Accountable Property Officer (APO).
- b. The APO must physically conduct spot checks of warehouses and storage areas. These inspections assure proper controls for monitoring equipment in place.
- c. A safety-locking device (cable lock, trigger lock, secure gun case and/or lock box, or other secure type of secured box/mechanism) will be issued for each Agency-issued firearm, to be used when storing a firearm in a vehicle, residence, temporary residence or lodging. All firearms, weapons, body armor and ammunition will be stored out of plain view, in a location that will prevent theft or unauthorized use.
- d. Agency-issued firearms or approved personally-owned firearms stored in a government office will be placed in a safe and secure location that can be locked at all times to prevent unauthorized access or theft of the firearms.
- e. If a firearm must be left in an unattended vehicle, the firearm must be concealed from view and properly secured. The firearm may be locked by a chain, cable, or FEMA approved safety-locking device. In addition, holsters and other related items shall also be concealed from view. Firearms may only be left unattended when there

is no other reasonable alternative. FEMA strongly encourages the use of an alarm/security system to help secure firearm(s).

- f. Firearms shall not be stored in vehicles overnight. The only exception is a justified operational purpose. This purpose must be approved, in writing, by the first line supervisor. The firearms must be secured in an Agency approved safety-locking device securely affixed to the vehicle.
- g. Issued shoulder-fired firearms will be stored in a secure location at an Agency office, except as following:
 - i. With the prior approval of the first line supervisor, shoulder-fired firearms may be stored in a vehicle pursuant to DHS and FEMA policies and procedures, or
 - ii. With the prior approval of a second line supervisor, shoulder-fired firearm may be stored in a residence. The firearm must be secured by the use of an approved safety-locking device. The firearm will be stored in a location that will afford protection against theft or unauthorized use.
- h. Officers are expected to exercise good judgment in providing sufficient security for firearms and related equipment. This standard applies to all Agency-issued and approved personally owned firearms, weapons, body armor and ammunition.
- i. Officers may be subject to disciplinary action for:
 - i. Failure to report firearms that are stolen or lost, and
 - ii. Failing to take preventive actions to safeguard firearms
 - 1. A subsequent determination will be made if officers are found to be negligent or poor judgment is used in safeguarding firearms

VI. Firearm Shipping and Transfer

- a. The shipping or transfer of any Agency-owned or approved personally-owned firearm must be documented and copies provided to the APO within 24 hours. All shipping or transfer transactions shall be recorded in the official system of record.
- b. The shipment of any firearm shall be accomplished as prescribed by the Office of the Chief Security Officer. Firearms must either be sent by a commercial carrier (e.g., FEDEX, UPS or DHL) that can control and track secure packages or hand-carried by a Department officer.

10-7. Screening, Excess and Disposal

- I. When firearms are transferred-out of FEMA, sold, or otherwise disposed of, the firearm records including the acquisition cost, the related accumulated depreciation (if applicable), and other relevant information shall be annotated in the system of record.
 - a. The item will be transferred out of the system of record utilizing the disposal function. Refer to Chapter 2 for more information regarding transfers of property.

II. GSA Screening

- a. Usable excess firearms no longer required within the Agency are reported to the NUO by the APO. Then to GSA (7FB-8), Denver, CO 80225-0506 for Federal agency screening.
- b. The provisions of 41 CFR 101-42.1102-10 apply except for subparagraph (b) that addresses the donation of surplus firearms to State and local law enforcement entities. When reporting firearms to GSA, the following statements are to be included:
 - i. The firearm(s) are not available for donation to State or local law enforcement entities
 - ii. The firearm(s) listed on this document is/are available for Federal agency use only
- c. When all required screening is complete and a need for the excess firearms has not been identified, they are deemed surplus. These firearms are ready for disposal.

10-8. Firearms Replacement

- I. An officer must immediately notify his/her supervisor when any Agency-owned or approved personally owned firearms becomes inoperable or appears unsafe to use. Based on Field Armorer's inspection, the organization may immediately issue the officer a replacement firearm.
- II. The supervisor will document, and report to the APO, each inoperable or unsafe firearm which will be updated in the system of record.

10-9. Damaged Non-Repairable Firearms

- I. An officer who has a damaged, non-repairable firearm must report the firearm immediately to a supervisor. Supervisors will begin the report of survey process and report to the APO.
- II. Within twenty four (24) hours of the discovery, the officer reporting the damaged non-repairable firearm must submit a Report of Survey. The report is submitted to the supervisor, and then through the APO. This report shall describe the circumstances surrounding the damage.

10-10. Lost or Stolen Firearms and Ammunition

- I. The following procedures must be followed when an Agency-issued firearm or approved personally owned firearm is lost or stolen. The report of survey process shall be followed as detailed in this manual.
 - a. An officer that has a firearm lost or stolen must report it immediately to their supervisor, notify local law enforcement authorities, and annotate the record as lost

or stolen in the automated firearms inventory system. The report shall include the following information:

- i. Name and address of the person to whom the firearm is registered
- ii. Type of firearm
- iii. Serial Number
- iv. Model Number
- v. Caliber
- vi. Manufacturer of the Firearm
- vii. Complete statement of the facts and circumstances surrounding the theft or loss
- viii. Date, time and place of theft or loss

II. The Responsible Official must immediately report the lost or stolen firearm to the Office of the Chief Security Officer via the designated Component incident-reporting format.

III. The Component must ensure that the lost or stolen firearm is entered into the National Crime Information Center (NCIC). It must also be recorded in the system of record. A copy of the report shall be retained for permanent records. Theft or loss of any firearm shall also be reported to the appropriate local authorities.

IV. Within twenty four (24) hours of the discovery of the theft, loss or destruction, the officer reporting the lost or stolen firearm must submit a report. A copy of the officer's report of a lost or stolen firearm must be sent to the DHS Office of the Chief Administrative Officer.

V. The officer reporting the incident or supervisor, or a designated senior officer, must ensure:

- a. Notification of local law enforcement authorities immediately upon notification of a lost or stolen firearm.
- b. A designated incident report for the lost or stolen firearm is submitted to DHS Headquarters immediately upon being notified of the firearm loss or theft.
- c. Initiation of an administrative inquiry into the loss or theft of the Department-owned firearm as directed by the APO.

VI. In addition, the Office of the Chief Security Officer is responsible for the following specific actions.

- a. Ensuring that procedures relating to lost or stolen firearms are in compliance with all relevant Federal regulations, DHS and FEMA procedures.
- b. Ensuring that a Report of Survey is completed, signed, and sent through channels to the APMO and the DHS Office of the Chief Administrative Officer.

VII. Office of the Chief Security Officer is responsible for developing a plan specifying the steps to correct deficiencies or discrepancies in their inventory reconciliation within a specified time. If the deficiencies or discrepancies are not resolved, the Office of the Chief Administrative Officer will consult with the APMO to obtain information for possible

remediation. Remediation includes removing the component's delegated authority to manage its property and/or providing remedial services to account for its property. Any expense of providing external auditing and management services will be the responsibility of the component.

10-11. Disposal of Firearms

- I. Components must follow the reporting guidance contained in *FPMR Bulletin H- 79 Utilization and Disposal* and *FPMR Bulletin H-75 Utilization and Disposal*, which states each firearm shall be reported as a single line item per report to include serial number, make, and model.
- II. Components must follow the reporting guidance contained in *FPMR Bulletin B-8 Utilization and Disposal* which provides guidance to Federal agencies to dispose of ammunition and non-standard firearms properly.
- III. Components may dispose of their excess and unusable firearms if they have the capability to demilitarize and render the firearms and key components useless.

10-12. Disposal Assistance

- I. If Components do not have the capability to destroy their surplus and unusable firearms, they may seek assistance from the Defense Reutilization and Marketing Service (DRMS) or the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF). The APO and PMO must be involved with all disposals and follow the FEMA excess property process.
- II. FEMA may establish memoranda of understanding with DRMS and ATF to provide for disposal and reutilization services if necessary.

CHAPTER 11 – EVALUATIONS, PRE-INVENTORY INSPECTION, AND PHYSICAL INVENTORIES

This chapter contains general guidance on conducting physical inventories and inspections. These actions are standard practices to determine if assets are managed in accordance with federal and agency regulations by verifying the location, condition, and quantity of property on hand, and then adjusting property records accordingly. Accountable Property Officers will use FEMA Form 119-7-1-4, "Inventory Adjustment Report," to document administrative adjustments to Manual property records. FEMA Form 119-7-1-1, "Report of Survey," will be used to document adjustments to property records when property is lost, stolen, damaged, or destroyed.

11-1. Evaluations

- I. FEMA property management and control procedures will be evaluated as directed by the Accountable Property Management Officer (APMO). Evaluations will focus on internal control procedures, accountability, serviceability, and safeguarding of Government Personal Property assigned to FEMA organizations. The following areas will be reviewed and checked as a minimum:
 - A. Procedures and practices pertaining to requests, requisitions, procurements, receipts, issues, storage, turn-ins, and disposals;
 - B. Property Management records;
 - C. Hand receipt procedures and hand receipts; and
 - D. Protection of all stored items.
- II. A complete physical inventory of all Personal Property and capitalized property will be conducted annually. Where technology permits, an inventory of assets captured via a network connection during a specific period of time as a part of the annual scheduling of inventories will preclude the need for a physical inventory of those specific network-inventoried assets.

11-2. Pre-Inventory Reviews

- I. PMOs reserve the right to audit property accountability at their site to ensure Personal Property management is being carried out in line with specifications as contained in this Manual, FEMA or DHS directives, or Federal regulations. The purpose of a pre-inventory review is to ensure that materiel is stored in the areas specified on the accountable records and that all identifying data are correct. This review is to be done "in house" to give property management personnel a good snapshot of property accountability and proper records management, as well as to assess those steps necessary to improve its effectiveness. Pre-inventory review is generally conducted annually, prior to an inventory or inspection, or as directed by the PMO.

- II. PMOs will establish pre-inventory review procedures (e.g., spot or select type inventories, accuracy of hand receipts, completeness of the property record document file) and designate individuals to supervise and conduct the review. APOs are responsible for recommending and announcing the approved location review dates, for training review team personnel, and for ensuring that the review is properly performed.
- III. APOs will conduct the pre-inventory review using the following procedures:
 - A. Selecting and training a group of two or more individuals to serve as the review team;
 - B. Establishing a cutoff date for posting changes to the property records;
 - C. Ensuring all data have been posted for the review;
 - D. Ensuring that an item listing sorted by “detailed location” is produced from the Agency property management system of record (this will enable the pre-inventory review team leader to make any required adjustments to the property record); and
 - E. Ensuring all changes to item detailed locations are made to stock records prior to producing inventory listings.

11-3. Inventories

- I. Inventories are used by property management professionals at all levels to verify the existence, location, and quantity of personal property, and are required by federal regulations and DHS MD 0565. Inventories are the best barometer of the health of a property management system. They are performed as an accountability process by PMOs and APOs to ensure that property management personnel are keeping track of their property in accordance with established Agency regulatory policy. This not only includes having an established system in place, but also ensuring that the automated property management system of record is used as the primary tool to provide cradle-to-grave accountability. Other benefits that result from conducting regular inventories include:
 - A. Recognizing significant discrepancies in count that may indicate theft, poor security, inadequate documentation of receipts and issues, lack of knowledge of property management policies and procedures, and/or inadequate resources.
 - B. Location errors, which could indicate potential problems in documenting movement, inadequate training of Custodians or Custodial Officers, or poor recordkeeping.
 - C. Locating or finding property that has not been posted to the property management system of record, which may indicate inadequate interfacing with procurement, lax procurement practices on the part of the staff, failure to report the acquisition of assets by equipment and purchase card holders, or assets received and delivered to Custodians, bypassing property management channels.
 - D. Unlocated property at the conclusion of inventory reconciliation, which may indicate problems in movement or disposition processes, or a reduced prioritization of property management in overall mission accomplishment.

- II. Environments with highly decentralized procurement and property management procedures, such as disaster sites, are particularly prone to the above problems. Inventories identify issues and give property management personnel the opportunity to propose or formulate possible solutions for future operations.

11-4. Types of Inventories

- I. There are five types of inventories: cyclic, wall-to-wall, spot, special, and continuous or inventory by exception. FEMA-owned or leased property and all equipment on loan to FEMA will be inventoried under any of the following circumstances:
- A. Initial receipt of Property Inventories;
 - B. Change of PMOs;
 - C. Change of APOs;
 - D. Change of COs;
 - E. Change of Custodian;
 - F. Annually; and/or
 - G. As directed by the PMO, the FCO or senior Property Management personnel.
- II. Initial Receipt of Property Inventories. Refer to Receiving Officer duties and responsibilities in this manual.
- III. Change of PMO inventory will be done in accordance with the Change of APO section of this section.
- IV. Change of APO Inventory. This inventory will be taken whenever an APO is replaced or leaves a facility.
- A. The inventory will be conducted jointly by the incoming and outgoing APOs, when possible, and custody receipts will be checked against the system of record.
 - B. The inventory will be completed within the time specified by the PMO. The incoming APO may request an extension from the PMO if the inventory cannot be completed within a specified time. Requests for extension must be in writing and shall not exceed 30 calendar days. If an extension is not granted, the incoming APO becomes accountable for the property that can be visually identified and verified through documentation on the date established by the PMO.
 - C. The outgoing APO is accountable and responsible for any property that is not verified prior to the outgoing APO's departure.
 - D. The PMO is responsible for any property not accounted for if the APO leaves the location without the changeover inventory being completed to the incoming APOs satisfaction.
 - E. If the local APO goes on rotation or leaves the facility, for any reason or length of time, the local PMO will sign a FEMA Form 119-7-1-5, and accept full responsibility for all

Accountable Property. (Note: “Any length of time” in this usage does not include times when a facility is normally closed and properly secured, such as weekends.)

1. The APO and PMO will sign, in the appropriate locations, the FEMA Form 119-7-1-5, whether a full inventory has been performed or not, prior to the local APO’s departure. The PMO will check either the first or second selection under the “Statement of Receiving APO/Custodial Officer (Incoming)” section of the form.
2. Once the local APO has returned, he/she will do an inventory (The type of inventory is of the APO’s choosing) of Accountable Property. Upon completion of the selected inventory, the returning APO will sign a FEMA Form 119-7-1-5 taking responsibility for all Accountable Property that has been accounted for.
3. If the local APO is not able to return, for any reason, the PMO will have the replacing APO complete a wall-to-wall inventory as described in this Manual. Upon completion of the inventory, the replacing APO will sign the FEMA Form 119-7-1-5, accepting responsibility for all Accountable Property that has been validated.
4. The PMO will be responsible and liable for any property that is not accounted for under either of these situations, and will begin the Report of Survey process as outlined in this Manual. All documentation will be retained as permanent record for the activity in accordance with FEMA Manual 181-1-1 and DHS MD 0565.

F. The outgoing APO will:

1. Ensure that all completed receipts, turn-ins, and adjustments have been posted to the property records;
2. Make the property records and all related files available to the incoming APO;
3. Assist the incoming APO in reviewing the records and files; and take action to reconcile any discrepancies or property shortages that may be found;
4. Conduct a joint inventory with the incoming APO of property not signed out on a custody receipt; and
5. Alert all COs and custodians of the inventory, have them do a complete inventory of their areas of responsibility, and update and sign the primary hand receipt with the incoming APO.
6. Ensure that all Custodians bring their property to a designated location at a predetermined time (Property is assembled and laid out for inventory).
 - a. Personnel who are unable to be physically present may be contacted for verbal verification. A memorandum for record will document the conversation);
 - b. Personnel who are unable to be physically present or present the property may be contacted via email, from the CO’s, APO’s or PMO’s FEMA email account, for verification. The verification email must be sent from the person’s FEMA email account. Under no circumstance is an email from a personal email account to be used as verification.

G. The incoming APO will:

1. Check the property records to see if all property authorized is on custody or on request, and refer shortages to the outgoing APO for action;
2. Make sure that custody receipt holders are presently assigned to the property that has been issued;
3. Compare hand receipts with property records to determine items and quantities not issued;
4. Update hand receipts with all COs; and
5. Conduct a joint inventory of property not signed out on a custody receipt with the outgoing APO. If discrepancies or shortages are found, the outgoing APO will reconcile them prior to the incoming APO assuming responsibility for the property. The inventory will be conducted using the procedures listed below and completed within the time period specified by the PMO. This joint inventory will comprise the following activities:
 - a. Check all items to make sure they match the description on the property records;
 - b. Make a visual check of the condition of the items, if possible, and make a list of damaged items (damaged items will be accepted as being on hand);
 - c. Report damaged items to the PMO for repair;
 - d. Count all items not issued on custody receipt and make a list of overages or shortages;
 - e. Check all end items for completeness, including making a list of component overage or shortages and checking the property records to ensure that component shortages are on request;
 - f. Verify item serial numbers and barcodes against the serial numbers and barcodes listed on the property records, and list any differences; and
 - g. Ensure that valid documentation is on hand for items identified as being in maintenance, if maintenance operations are being conducted.
6. The outgoing APO will conduct research to reconcile discrepancies found and:
 - a. Turn in overages as "found on site" property;
 - b. Account for discrepancies or shortages using FEMA Form 119-7-1-1 or 119-7-1-4, as appropriate;
 - c. Post approved adjustment documents to the property records; and
 - d. Submit appropriate requests to replace shortages, if required.
7. The incoming APO will assume accountability and responsibility for the property by completing FEMA Form 119-7-1-5, after all of the above actions have been completed, and after the incoming APO is satisfied with the results of the inventory. All property that could not be verified or accounted for remains the responsibility of the outgoing APO and PMO.

8. An APO must be assigned to a site at ALL times. If the PMO releases the outgoing APO from accountability and responsibility, or allows a site to operate without an APO, the PMO accepts full responsibility and accountability for any unaccounted for property.

11-5. Change of Custodial Officer (CO) Inventory

- I. This inventory will be taken whenever a CO is replaced. The inventory will be conducted jointly by the incoming and outgoing CO, with the oversight of the APO, and will be focused on all property assigned to the CO. The inventory will be completed before the outgoing CO leaves. The inventory will be conducted using the procedures listed below and completed prior to the outgoing CO departure:
 - A. Check all items to make sure they match the description on the property records;
 - B. Make a visual check of the condition of the items, if possible, and make a list of damaged items (damaged items will be accepted as being on hand);
 - C. Report damaged items to the APO for repair;
 - D. Count all items not issued on custody receipt and make a list of overages or shortages;
 - E. Check all end items for completeness (e.g., barcode, serial number, model #), make a list of component overages or shortages, and check the property records to make sure that component shortages are on request to the APO;
 - F. Verify item barcode and serial numbers against the barcode and serial numbers listed on the hand receipts, and list any differences; and
 - G. Make sure that valid documentation is on hand for items identified as being in maintenance, if maintenance operations are being conducted.
- II. The outgoing CO will:
 - A. Ensure that all Custodians bring their property to a designated location at a predetermined time (Property is assembled and laid out for inventory).
 - i. Personnel who are unable to be physically present may be contacted for verbal verification. A memorandum for record will document the conversation);
 - ii. Personnel who are unable to be physically present or present the property may be contacted via email, from the CO's, APO's or PMO's FEMA email account, for verification. The verification email must be sent from the person's FEMA email account. Under no circumstance is an email from a personal email account to be used as verification.
 - B. Make the property records and all related files available to the incoming CO; and
 - C. Assist the incoming CO in reviewing the records and files, ensuring that all property has valid, signed hand receipts to Custodians, and taking action to document and report any discrepancies or property shortages that may be found, and submitting them to the APO.

III. The incoming CO will:

- A. Check the property records to see if all property authorized is on custody or on request, and refer shortages to the outgoing CO for action;
- B. Make sure that custody receipt holders are presently assigned to the property that has been issued;
- C. Compare hand receipts with property to determine items and quantities not issued; and
- D. Conduct a joint inventory of property with the outgoing CO. If discrepancies or shortages are found, the outgoing CO will reconcile them prior to the incoming CO assuming responsibility for the property. The inventory will be conducted using the same procedures listed above.

IV. The incoming CO will assume accountability for the property by signing a hand receipt, or stock record listing from the system of record, for all property assigned from the APO.

V. The CO will, in turn, have each Custodian re-sign for his or her individual property using FEMA Form 119-7-1-3. One copy will remain with the Custodian, a second copy will be kept by the CO, and the original will be given to the APO in order to update the property records in the property management system of record.

11-6. Custodian Inventory

I. When a Custodian receives property from a CO, the individual Custodian will:

- A. Check the item to see whether it matches the description on the hand receipt issued by the CO;
- B. Visually check the condition of the item and notify the CO if damages are found or the serviceability of the item is questionable;
- C. Count all items to make sure that the quantity received matches the quantity recorded on the custody receipt, and report discrepancies to the CO or APO, whichever issued the property;
- D. Check all items for completeness, making sure that any shortages are listed and recorded (this is extremely important when inventorying items received as “kits” and “set”);
- E. Verify each item’s barcode and serial number against the barcode and serial number listed on the hand receipt, list any differences, and report any serial number problems to the CO or APO, whichever issued the property; and
- F. Sign the custody receipt after completing the above steps.

11-7. Spot Inventory

A spot inventory is an unscheduled inventory of randomly-chosen property to check the accuracy of the property record, usually directed by the APO or PMO.

11-8. Annual Inventory

- I. PMOs will ensure that a complete physical inventory of FEMA Accountable Property, including capitalized property, sensitive items, serialized equipment, and loaned or leased equipment, is made annually; that discrepancies are reconciled by June 30 each year; and that the results are maintained on file.
- II. The annual inventory of property may be conducted by a FEMA Inventory Team, and will comprise a 100 percent, wall-to-wall inventory. A wall-to-wall inventory is a complete counting of all items located within a facility as of a scheduled date.
- III. The APO is responsible for the following activities:
 - A. Notify all COs of planned inventories;
 - B. Establish the date that supply actions will be suspended prior to and during the inventory and resumed after the inventory has been completed;
 - C. Establish an inventory schedule with all COs and custodians to ensure that they have all property with their hand receipts on personal charge available for verification and counting at the time and place specified by the APO;
 - D. Complete all "due-in" PTRs prior to the Inventory Team's arrival, as well as any outstanding documents (e.g., FEMA Forms 119-7-1-1, 119-7-1-4); and
 - E. Brief the Inventory Team members, COs, custodians and supervisors as to the schedule, the locations to be inventoried, and their responsibilities. The PMO is responsible for ensuring that the number of assets to be inventoried is reasonable and that sufficient personnel are available to assist the Inventory Team to complete the inventory in the allotted time.
- IV. COs are responsible for the following activities:
 - A. Ensuring that all Custodians within the custodial area have all property with their hand receipts available for verification and counting at the time and place specified by the APO. Care will be taken to ensure Privately Owned Property is not included in the physical inventory.
 - B. COs must do a complete "housecleaning" before the Inventory Teams arrive. In an office environment, items shall be removed from desk drawers, closets, boxes, etc., so that everything is inventoried.
 - C. The Inventory Team will consist of at least two people, who are trained to conduct inventory activities. Inventory Teams must wear their FEMA identification badges at all times. For annual inventory certification:
 1. The individuals on the Inventory Team will have no vested interest in the outcome.
 2. APOs/COs will not inventory their own sites or area of responsibility, but may assist the Inventory Team by helping to locate items.

3. Individual(s) doing the actual count will not be from nor be responsible for the property in the area being inventoried.

D. Inventory Team members will:

1. Generate a count sheet of items to be inventoried by location.
2. Conduct the inventory by location. The Inventory Team will note and record items found in locations other than those shown on the inventory list.
3. Note the apparent condition of items inventoried. If visibly damaged, record the damage for future action.
4. To signify that they have been counted, items will be marked by a means unique to the inventory.
5. Resolve discrepancies with the COs and the APO/PMO before moving to the next area.
6. Conduct reviews of progress with APOs, COs, and/or area supervisors on a regular basis. Two-way communication between the Inventory Team, the property management personnel of the organization and the supervisors in the area must be consistent during the inventory. Meetings shall be held daily, or as needed, to discuss problems and resolve them immediately.
7. Upon completing the inventory, Inventory Team members will provide the inventory results to the Inventory Team chief.

E. Reconciliation Process

1. Listings of assets inventoried and not inventoried are generated at the end of the inventory.
2. The listings are provided to the APO and PMO so that the CO has time to attempt to locate the missing items. There will be a search for assets that have not been inventoried.
3. If items are found, and are not already entered in the system of record, document them as "found on site" and report them and pick them up in the property management system of record.
4. If an asset is found to be in a different detailed location than that shown in the records, it is either moved to its indicated detailed location or the record is adjusted to reflect its new location.
5. If assets are not located during the reconciliation, the inspected organization must examine its records to determine if the asset has been loaned, transferred, moved, or disposed of. If none of these conditions can be documented, the PMO will direct the COs to search for their property. If the unaccounted property was not found within 48 hours, a FEMA Form 119-7-1-1 is prepared and the forms with supporting documents (statements, police reports, etc.) are sent through the PMO to a Board of Survey from the Chief Operations Officer, FEMA. Once a Survey Officer/Board of Survey has completed its investigation and the Approval Authority makes the decision on the status of the item, action will be taken to adjust the property record.

- V. Directed Inventory. If it has been determined by the APO, PMO, or any of the Property Management senior leadership in FEMA that a problem exists in property management operations, a special inventory may be directed, looking at any area of the property management process. This is done to resolve any problems before they develop into major issues.
- VI. Weapons. Weapons will be inventoried in accordance with applicable FEMA Physical Security regulations, but will be inventoried annually for official FEMA property management and accountability.
- VII. Inventory Certification. PMOs, APOs and Inventory Team Chiefs must certify that an annual inventory was accomplished as prescribed utilizing FEMA Personal Property Inventory Certification, FEMA Form 119-7-1-8. The PMO will submit the certification to the APMO no later than 30 calendar days after the completion of the inventory.
- VIII. All inventories must be completely reconciled and filed with the APMO by close of business June 30 each year.
- IX. Report of Inventory Values
 - A. In October of each year, the Property Management Division, Logistics Management Directorate, extracts data from the FEMA Form 119-7-1-6s or consolidated computerized inventory listings to produce a capital inventory report of property whose acquisition cost was \$200,000 or more for each organizational element responsible for maintaining Personal Property accounts. This report shows the following in terms of dollar value for each category of equipment:
 - 1. Balance at beginning of fiscal year
 - 2. Acquisitions during the fiscal year
 - 3. Disposals during the fiscal year
 - 4. Balance at end of fiscal year
 - B. The designated PMOs throughout FEMA are responsible for transmitting their respective inventory data to the APMO.
 - C. Firms under contract to FEMA are accountable for all Government property in accordance with the FAR and the terms of their specific contracts. FEMA Contracting Officers must ensure that their PAs secure from the contractor the Report of Inventory Values of Capital Equipment on a FEMA Form 119-7-1-6 and forward it to the Chief Financial Officer, FEMA, by the first week of October each year.
 - D. After reviewing and analyzing the capitalized inventory data extracted from reports submitted by the organizational elements, the Property Management Division prepares a Summary Report of Inventory Values of Capital Equipment (Cost \$200,000 and above) and submits it to the Office of Financial Management for reconciliation to the accounting records.

10-9. Monthly Reconciliation of Initial Response Resources (IRR) Inventories

- I. Agency APOs and PMOs are required to perform and certify a monthly inventory and financial reconciliation of all strategic stocks of IRR. Exempt from reporting are those stocks that are held at an Incident Support Base (ISB) or Point of Distribution (POD).
- II. The appropriate APO and PMO will ensure that this reconciliation is conducted in accordance with the procedures and timelines outlined in Appendix D to this regulation, and report the results of this reconciliation to the Chief, Quality Assurance Branch, Property Management Division.
- III. All outstanding transfers of IRR items greater than 30 days will be automatically received into the gaining site code. Gaining APO assumes responsibility of all IRR assets received in this manner unless the gaining APO contests the receipt of the assets prior to the automatic receipt. The gaining APO must complete the Report of Survey process for any IRR assets not accounted for.
 - a. If the gaining APO contests the transfer prior to the automatic receipt, the sending APO must provide proof of delivery.
 - i. If proof of delivery is provided the gaining APO must receive the assets and account for the items or begin the Report of Survey process
 - ii. If proof of delivery is not provided the sending APO will retract the transfer and account for the items or begin the Report of Survey process
 - iii. If either party disagrees with evidence provided the APMO will be contacted within 3 business days. The APMO will make the final decision and advise accordingly.

CHAPTER 12 – ACCOUNTING FOR LOST, STOLEN, DAMAGED, OR DESTROYED GOVERNMENT PROPERTY

This chapter sets forth the responsibilities and procedures to be used in accounting for lost, stolen damaged or destroyed (LSDD) Government property. The illustration is a guide; all procedures must be followed per the instructions and criteria provided in this section. The actual time may differ from what is listed in the drawing, but shall not exceed 15 days. If the initial reporting process to the RSPO exceeds 15 days, written justification from the PMO must be provided to the RSPO within 7 days after the 15-day cycle ends. If no justification is submitted in that time frame, the PMO may be held responsible for any property that was reported on the FEMA Form 119-7-1-1, as determined by the RSPO.

12-1. Report of Survey

- I. The Report of Survey is not intended to be used as a punitive measure. Instead it is an administrative function whose purpose is to determine responsibility and possibly recover part or all of the repair or replacement costs of the lost, stolen, damaged or destroyed property.
- II. When a FEMA organization's property is lost, stolen, damaged or destroyed, the APO will initiate a FEMA Report of Survey and forward this document with all supporting documentation to the local PMO for review.
- III. FEMA Form 119-7-1-1 will be prepared, regardless whether or not preliminary research of a loss, stolen, damaged or destruction indicates positive evidence of negligence, misconduct, or unauthorized use and the responsible individual refuses to admit pecuniary liability.
- IV. The following items must be investigated by a Board of Survey immediately upon notice of LSDD status:
 - A. IT Equipment with memory (e.g., laptops, desktops, PDAs, external hard drives);
 - B. COMSEC Equipment (including encrypted handheld radios); and/or
 - C. Weapons and munitions.
- V. Losses of these items must also be reported to the respective FEMA managers of these control agencies.

12-2. Responsibilities

- I. The Custodial Officer (CO) will, upon notification of the LSDD property, obtain statements written and signed by the Custodian, as well as statements written and signed from any witnesses. If the property was stolen, the CO will ensure that a police report is made and attached to the statements before forwarding package to the APO.

- II. The Accountable Property Officer (APO) will complete FEMA Form 119-7-1-1, and ensure that both the Custodian and CO submit a written statement for items that were lost, stolen, damaged, or destroyed.
 - A. APO will contact the APMO for a Report of Survey control number.
 - 1. The format for the Report of Survey number will be:
 - 1. Site Code-ROS-Calendar Year-Julian Date-sequential number for that site on that date
 - a. Example: 9999VAJ-ROS-10-155-001
 - B. When theft is suspected or known and reported to Security or the local police, the APO will notify the PMO, supervisors, and other officials as appropriate.
 - 1. For items that involve an activated service, such as cellular phones, PDAs, or Blackberries, the APO will ensure service is cancelled.
 - 2. For any IT-related equipment with memory capability, the APO must immediately notify the Cyber Security Officer, the Physical Security Officer, and the Information Security Officer.
 - C. It may be necessary for the APO to obtain statements from individuals who were witnesses or have knowledge of the incident resulting in the loss.
 - D. If the property was stolen, a police report will accompany the individual statements and be attached to the FEMA Form 119-7-1-1.
 - E. The APO will forward the Report of Survey package to the PMO.
- III. The Property Management Officer (PMO) evaluates the Report of Survey package (i.e., FEMA Form 119-7-1-1, statements, police report) to determine:
 - A. If the item's acquisition cost was less than \$500.00, and the item is not sensitive, and no evidence of negligence, misconduct, or unauthorized use is suspected, by the local PMO, the PMO can determine that no further action is required, and return the Report of Survey package to the APO, who coordinates with the Property Management Division to perform an inventory adjustment, using the properly executed 119-7-1-1 Report of Survey.
 - 1. The APO and PMD, separately, will forward the Report of Survey and all documentation to the APMO upon completion of the adjustment to the system of record.
 - B. If the item's acquisition cost was \$500.00 or greater, or the item is considered sensitive per current criteria, regardless whether negligence, misconduct or unauthorized use is suspected or not, the PMO will forward the Report of Survey Package to the APMO. The PMO will also return the Report of Survey package to the APO who will coordinate with the PMD to perform an inventory adjustment using the properly executed 119-7-1-1 Report of Survey. The APMO will forward the packet to the Report of Survey Processing Office (RSPO) after review and notification from PMD that the adjustment has been completed.

- IV. The FEMA Report of Survey Processing Office (RSPO) and its Reviewing Officer are responsible for the following:
- A. Completely evaluating the Report of Survey package, ensuring that all documentation is included and properly completed;
 - B. Recording the Report of Survey Document Control Number to the Report of Survey log;
 - C. Prior to presenting the package to the APMO for possible Board of Survey review, reviewing the incident(s) and all documentation for willful misconduct and determine if further review/investigation is required.
 - D. If it is determined that a more in-depth investigation is required, forwarding the packet to the APMO. (An Investigating Officer/Team will deploy to the site to conduct an in-depth investigation to gather additional information on the case.)
 - E. Upon return from the APMO and/or Board of Survey Officer, forwarding the Report of Survey package to the initiating PMO for final processing.
 - F. Sending a copy of the final FEMA Form 119-7-1-1 and related documents to the APMO.
- V. The Agency Property Management Officer (APMO) is responsible for implementing and managing the Agency-wide Personal Property Management Program, and will appoint the Board of Survey.
- A. If the APMO determines that the case requires more investigation of the circumstances, the APMO returns the packet to RSPO, which will contact the PMO and/or APO to request more documentation, statements, reports, and other relevant information.
 - B. If the APMO approves of the findings with changes, the APMO will annotate the changes on the FEMA Form 119-7-1-1, and return the package to the RSPO for further processing.
 - C. If the APMO accepts the findings of the Board of Survey, the APMO forwards the package to the FEMA OCC for further review and evaluation of remedies.
 - D. If the APMO does not accept the findings of the Board of Survey, the APMO must attach a detailed justification for his/her action. The Report of Survey package will be returned to RSPO for further processing.
- VI. The Board of Survey will consist of an odd number (quantity of three [3] or more) of impartial FEMA employees capable of conducting an impartial, effective, and efficient investigation.
- A. The Board of Survey will be appointed by the APMO, and could be used full-time to perform survey operations.
 - B. The Lead of the Board of Survey must be higher in grade than the individual being investigated.
 - C. The reporting APO will not serve as a Board of Survey member, but will assist the Board of Survey as needed.

- D. The Board of Survey will conduct an investigation and record its findings and recommendations on the FEMA Form 119-7-1-1 based upon the circumstances and facts in evidence. The recommendations of the Board of Survey will establish:
 - 1. Pecuniary liability;
 - 2. Relief from liability and accountability of both the APO and the individual(s) charged with pecuniary responsibility; and/or
 - 3. Other recommendations the Board of Survey considers appropriate.
 - E. The Board will determine a resolution based on the documentation, and render their findings and recommendations on the FEMA Form 119-7-1-1.
- VII. The Office of Chief Counsel (OCC) will evaluate the Board of Survey and APMO recommendations and findings for legal sufficiency. Once the legal review is completed, the OCC will concur in the report or provide comments or conclusions regarding the recommendations and findings to the APMO.

12-3. Report of Survey Process

- I. The typical timeline associated with Report of Survey processing is illustrated in Figures 12-1 and 12-2.
 - A. Step 1: Custodian notices items are lost, stolen, damaged or destroyed, and notify the APO or CO as appropriate, of missing item after conducting search. If item is stolen, CO notifies police and/or FEMA security to conduct investigation and shall obtain applicable reports.
 - B. Step 2: Custodian or CO as appropriate notifies APO after search who then obtains a Report of Survey document number as described above, prepares FEMA Form 119-7-1-1 to include all statements and/or reports. Note: A copy of all 119-7-1-1 will be sent to APMO in all cases.
 - 1. Custodian is required to complete Block 10, 11 and 12 on the 119-7-1-1.
 - C. Step 3: APO forwards the 119-7-1-1 to the PMO. The PMO evaluates the Report of Survey package based on criteria listed above. PMO makes recommendations and gives back to the APO. The APO will send the Report of Survey package to APMO for a control number to be assigned.
 - D. Step 4: once a control number is assigned by the APMO:
 - 1. The APO will send the complete Report of Survey package to PMD.
 - 2. PMD adjusts the inventory records in the system of record and forwards the report of survey and all documentation to the APMO.
 - 3. PMD notifies the APO that the action is completed.
 - 4. The APO sends a completed Report of Survey package, including email notifications from PMD, to the APMO for further processing.

E. Step 5: APMO/RSPO reviews Report of Survey package and determines if further action is necessary.

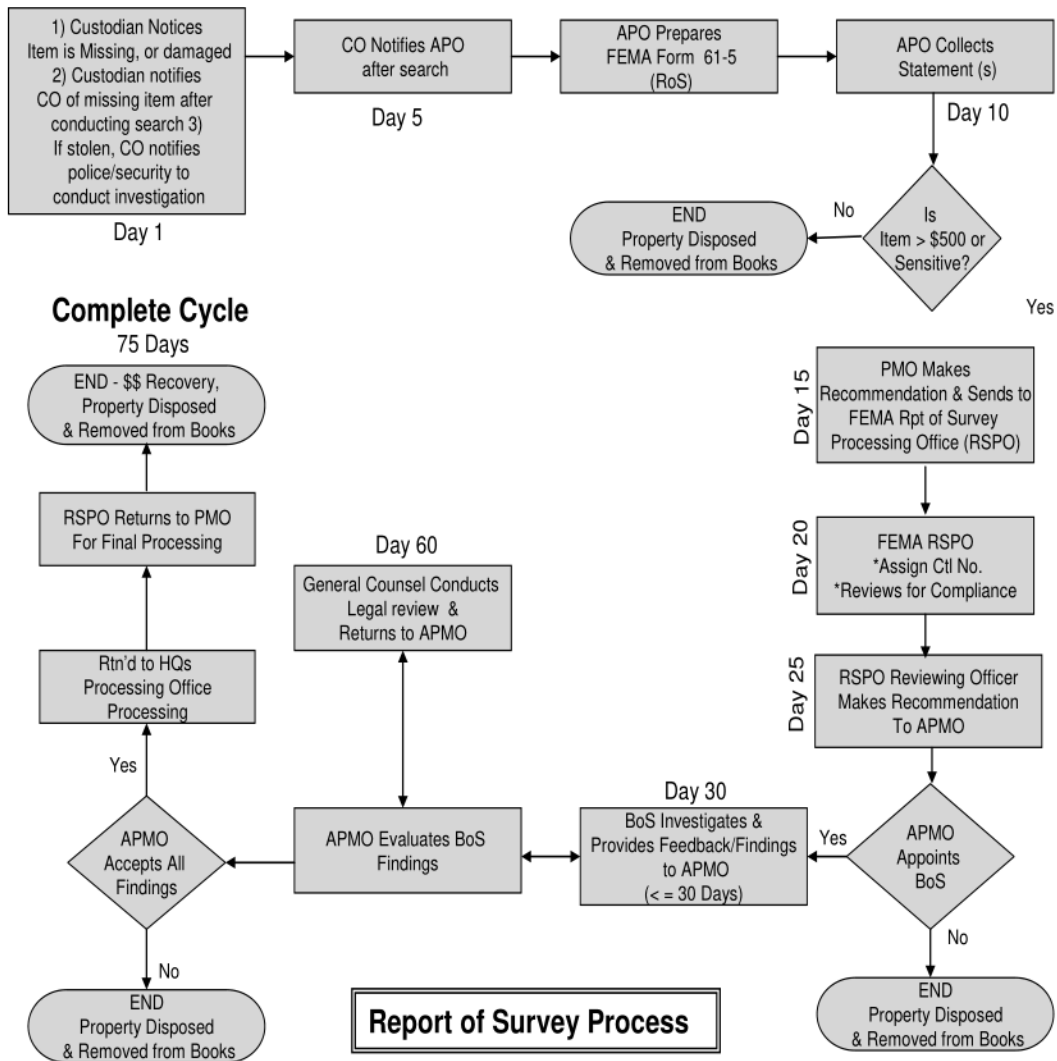
1. If the APMO/RSPO finds that there is no need to convene a Board of Survey, an annotation will be made on the 119-7-1-1 and returned to the APO/PMO for their records.
2. If more information is needed to make a decision the APMO/RSPO will return the package to the APO/PMO requesting more information.
 1. APO/PMO will clarify and send back the entire updated package to the APMO/RSPO
3. If APMO/RSPO determines a survey board is to be convened:
4. The RSPO records the Report of Survey Document Control Number to the Report of Survey log
5. Board of Survey reviews the information provided and makes recommendations
6. RSPO makes final report and returns the complete package to OCC and APMO
7. OCC reviews the package and makes recommendations. Complete package is sent to the APMO
8. APMO reviews the package makes final determination. NOTE: APMO has the authority to accept all findings, return to the office of origination or end the Report of Survey process at any point.
 1. APMO signs the Report of Survey and forwards entire package to Finance for collection.
 2. APMO sends completed package to the PMO/APO with final finding and action.
9. File is closed and retained for 7 years at the APMO office and local office

12-4. Determining Pecuniary Liability

- I. The Board of Survey will apply the following procedures when it is found that pecuniary liability exists.
 - A. The Board of Survey will make a reasonable assessment of the loss, damage, or destruction, and append it to the FEMA Form 119-7-1-1 along with data to support and explain the assessment.
 1. If damage to the property is repairable, the assessment may be based on the cost of repairs.
 2. Pecuniary liability may not exceed the fair market value of the property as determined by a qualified technical personnel.
 3. If qualified technical personnel are not available, the Board of Survey will make an assessment based on the remaining life expectancy of the damaged item prorated against the acquisition cost.

4. The Board of Survey will deduct the salvage or scrap value of the damaged item, if any, from the assessed amount if the repair of the item is not economical or feasible.
- B. FEMA Form 119-7-1-1 will include the name of the individual charged with pecuniary liability, as well as all supporting documentation. If he or she wishes to make a statement, it must be signed, attested as true, and attached to the FEMA Form 119-7-1-1. The individual charged will be informed that collection action may be taken by the OCFO under FEMA Manual 116-1-1 (formerly FEMA Instruction 2610.1), "Debt Collection."

Figure 12-1. Report of Survey Process



NOTE: Times listed after the Report of Survey is submitted to the APMO office (beginning Day 15) are typical but may vary.

Figure 12-2. Report of Survey Timeline

FEMA Report of Survey Process

Day 1	Custodian notices items missing or damaged; notifies Custodial Officer; if stolen Custodial Officer notifies police/security to conduct investigation and prepare a report.
Day 5	Custodial Officer notifies accountable APO. <i>If items are below \$500 threshold or not sensitive items are disposed and removed from books ending the RoS process.</i>
Day 10	APO submits Report of Survey (Form 61-5) package to PMO
Day 15	PMO makes recommendation and sends package to FEMA Report of Survey Processing Office (RSPO)
Day 20	FEMA Report of Survey Processing Office (OM-SF-PP)
Day 25	Review Boards reviews and makes recommendations to APMO <i>If APMO does not appoint a BoS then items are disposed and removed from books ending the RoS process.</i>
Day 30	Board of Survey convenes and investigates findings
Day 60	If necessary General Counsel reviews findings and makes legal ruling. <i>If APMO does not accept findings of BoS then items are disposed and removed from books ending RoS process</i>
Day 75	Package has been returned to PMO by APMO for final processing (financial recovery, property disposed, & removed from books)

NOTE: Times listed after the Report of Survey is submitted to the APMO office (beginning Day 15) are typical but may vary.

CHAPTER 13 – RECORD MANAGEMENT AND MAINTENANCE

- I. APOs are responsible for maintaining a custodial record for every piece of Accountable Personal Property assigned to their custodial area. Any transaction that affects a change of a property item's record in the Personal Property management system must have a corresponding paper trail record. The custodial record is usually in the form of FEMA or GSA forms, signed by an authorized official, that grant approval for initiating a property transaction. The custodial record may include, but is not limited to, the following types of documentation:
 - A. FEMA Form 119-7-1-1, "Report of Survey"
 - B. FEMA Form 119-7-1-2, "Property Transfer Report"
 - C. FEMA Form 119-7-1-3, "Custody Receipt of Government Property"
 - D. FEMA Form 119-7-1-4, "Inventory Adjustment Report"
 - E. FEMA Form 119-7-1-5, "Accountability Statement for Transfer of Personal Property"
 - F. FEMA Form 119-7-1-6, "Report of Inventory Values of Capital Equipment"
 - G. FEMA Form 119-7-1-7, "Internal Report of Excess Property"
 - H. FEMA Form 119-7-1-8, "Personal Property Inventory Certification Form"
 - I. FEMA Form 119-7-1-9, "Accountable Property Abandon or Destroy Report"
 - J. FEMA Form 119-7-1-9A, "Accountable Property Abandon or Destroy Report Continuation Sheet"
 - K. FEMA Form 119-7-1-10, "Property Officer Designation Form"
 - L. FEMA Form 143-0-1, "Requisition For Supplies, Equipment and/or Services"
 - M. FEMA Form 30-1, "HQ Employee Out-Processing Record"
 - N. FEMA Form 30-1a, "Regional Employee Out-Processing Record"
 - O. FEMA Form 30-1b, "Disaster Employee Out-Processing Record"
 - P. GSA SF120, "External Report of Excess Property"
 - Q. GSA SF122, "External DHS Transfer to Another Federal Agency"
 - R. GSA SF119, "External DHS Transfer to Non-Federal Agency"
 - S. GSA SF126, "Report of Personal Property for Sale – Sales of Surplus Property by GSA"
 - T. Optional Form 7 (OF7), "Property Pass."
- II. Original procurement documentation is maintained by the FEMA Acquisitions Branch, but APOs will maintain copies of these records, when provided, as part of the property record.

III. Examples of other types of documentation that shall be maintained as part of the property record include routine maintenance operations, physical inventory reports, and delivery documents such as bills of lading.

IV. In accordance with DHS MD 0565, official custodial property record files must be retained for a period of three years after the property's final disposition. Reports of Survey packets must be kept for seven years.

CHAPTER 14 – REPORTING REQUIREMENTS

14-1. Reporting Requirements

- I. Table 14-1 lists and describes reports required in reference to the material in this Manual. All reports are to be provided to the APMO by the date shown.
- II. All reports are to be submitted on forms provided by the APMO and sent to FEMA-personal-property@fema.gov.

Table 14-1. FEMA Required Property Management Reports

Frequency	Report Title/Description
Monthly by the 15 th of the following month	Excess Property Furnished to Non-Federal Recipients This report is in regards to donations given to non-Federal Recipients.
NO LONGER REQUIRED MONTHLY	Exchange Sales Report. No longer required to report monthly. ALL Exchange Sales are to be done through GSAXcess.
NO LONGER REQUIRED MONTHLY	E.O. 12999 Computers for Learning (CFL) Report. No longer required to report monthly. ALL CFL transactions are to be done through GSAXcess.
Monthly by the 15 th of the following month	Summary of Lost/Stolen/Damaged/Destroyed Property, “Report of Surveys.” All reports of surveys shall be summarized and submitted monthly.
Monthly by the 15 th of the following month	Recycled Products. This report is for all property recycled during the previous month and shall be summarized and submitted monthly on the monthly log sheet provided by the APMO.
Immediately	FEMA Form 119-7-1-1, “Report of Surveys.” Report required when an item of Accountable Property is lost, stolen, damaged or destroyed. All Reports of Surveys shall be prepared and submitted at discovery.
Once completed for review and approval	Regional and Field Implementation. FEMA regional and field establishments may issue instructions, implementation policies, and procedures prescribed in this Manual provided such implementation instructions do not contain material that is inconsistent with, or increases or restricts the use of any authority contained in this Manual. However, all instructions will be submitted to the Chief, Facilities Management Division, for review and approval prior to issuance.
June 30 Annually	Annual Inventory Certification. Each Site Code/Location will prepare FEMA Form 119-7-1-8 following the annual

Frequency	Report Title/Description
	inventory and reconciliation and will submit a properly completed FEMA Form 119-7-1-8 to the APMO as soon as the reconciliation is completed, but no later than 30 June of each year and no later than 30 calendar days after completion of the inventory.
June 30 Annually	FEMA Form 119-7-1-6, "Report of Inventory Values." Each site code/location will prepare this report and submit to the Property Management Division, who in turn will consolidate all reports and submit to the FEMA Chief Financial Officer for insertion into the General Ledger.
September 30 Annually	Annual Report of Lost/Stolen/Damaged/Destroyed Property (LSDD Total Reconciliation Report). This report measures each site's LSDD record by total on- hand items lost, both for line items and monetary losses. Every item considered LSDD will be annotated on the form issued by the APMO. Each site code/location will prepare this report and submit to the APMO.
October 1 Annually	Annual Inventory Plan. This report is prepared by the PMO and APO, establishing the annual inventory schedule with Site Codes and Locations throughout FEMA. This plan is to be submitted to the APMO.

APPENDIX A. ACRONYMS

This is a partial list of Acronyms and abbreviations. For a more comprehensive list, see the FEMA website: www.fema.gov/plan/prepare/faat.shtm.

Term	Definition
AA&E	Arms, Ammunition and Explosive
AAC	Activity Address Code
APMO	Agency Property Management Officer
APO	Accountable Property Officer
CFO	Chief Financial Officer
CFR	Code of Federal Regulations
CIO	Chief Information Officer
CO	Custodial Officer
CORE	Cadre of Response Employees
CPC	Central Processing Center
DAE	Disaster Assistance Employee
DAPMO	Deputy Agency Property Management Officer
DD Form	Department of Defense Form
DHS	Department of Homeland Security
DISC	Disaster Information Systems Clearinghouse
FAR	Federal Acquisition Regulation
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency
GAO	General Accountability Office
GBL	Government Bill of Lading
GFE	Government-Furnished Equipment
GFP	Government-Furnished Property
GSA	General Services Administration
IFMIS	Integrated Financial Management Information System
IMS	Inventory Management Specialist
IT	Information Technology
JFO	Joint Field Office
JFMIP	Joint Financial Management Improvement Program
LIMS	Logistics Information Management System
MERS	Mobile Emergency Response Support

Term	Definition
MRE	Meals Ready to Eat
NDMS	National Disaster Medical System
NRP	National Response Plan
NSN	National Stock Number
NUO	National Utilization Officer
OF	Optional Form
OFA	Other Federal Agency
OMB	Office of Management and Budget
PA	Property Administrator
PDA	Personal Digital Assistant
PFT	Permanent Full-Time Employees
PMD	Property Management Division
PMO	Property Management Officer
PO	Purchase Order
PTR	Property Transfer Report
RO	Receiving Officer
SF	Standard Form
TIMACS	Telecommunications Information Management and Controls System
US&R	Urban Search and Rescue

APPENDIX B. DONATED AND FEDERALLY PURCHASED GOODS STANDARD OPERATING PROCEDURES

I. TITLE: Processing, Distribution and Disposal of Donated and Federally-Purchased Goods Controlled by FEMA (ANNEX, FEMA 6150-1)

II. DATE: August 20, 2008

III. PURPOSE:

This Standard Operating Procedure (SOP) sets forth procedures to process, distribute and dispose of donated goods and Federally-purchased goods (both defined below) controlled by Federal Emergency Management Agency (FEMA) in coordination with State and non-profit organizations. These procedures are to ensure that goods will be made available, as appropriate, to States and eligible non-profit organizations to meet the needs of disaster victims before such items are disposed of.

IV. SCOPE:

This SOP is applicable to and intended for all FEMA personnel who are involved in processing, distributing, and disposing of donated goods and Federally-purchased goods after a declared major disaster, emergency or other FEMA-supported events.

V. AUTHORITY:

1. Sections 309, 403 and 701 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C. 5152, 5170b, and 5201 respectively.
2. 41 CFR Part 102-37, Donation of Surplus Personal Property.

VI. BACKGROUND:

Under the National Response Framework, State, tribal, and local governments have primary responsibility to develop and implement plans to manage unaffiliated volunteer services and donated goods. FEMA coordinates with State, local and tribal government, non-governmental organizations, faith-based organizations, and the private sector to facilitate an inclusive multi-agency, community-wide, coordinated response and recovery effort to address unmet needs of individuals and families.

FEMA supports State Donations Management planning and plans by:

- Offering pre-disaster training to the State Donations Coordinator and the State's Donations Coordination Team
- Providing a web-based tool to track offers of donations
- Working through Donations Specialists and ESF-7 in a Joint Field Office (JFO) to help secure a State Multi-agency Donations Warehouse during a disaster
- Supporting a State with technical assistance through the services of FEMA Donations Specialists

- Encouraging an affected State to request additional support from FEMA-trained State Donations Coordinators through the Emergency Management Assistance Compact (EMAC)
- Providing communications support, such as coordination of a national hotline and/or call center.

Under the authorities of the Stafford Act, FEMA may purchase goods in order to support States in meeting the needs of those affected by disasters. In these instances, FEMA purchases, processes, distributes, and disposes of such goods in accordance with the Stafford Act and the Federal Management Regulations (FMR).

VII. PROCESSING PROCEDURES:

A. Donated Goods: Any reference to the terms “donation” or “donated goods” in this SOP refers solely to goods located at FEMA facilities (not at a State or voluntary agency warehouse) that are intended for use in the response or recovery phases of a declared major disaster or emergency.

1. FEMA will not normally take custody of donated goods. Rather, when contacted by any person or entity willing to donate goods for the benefit of disaster victims, FEMA will immediately refer the person or entity to the State and a web-based donations management system that FEMA has made available to the States.
2. In the unusual circumstances that FEMA does take custody of any donated goods at a disaster site, the donated items will be segregated from Federal Government-purchased items immediately upon identification as donated items.
3. To prevent comingling of donations with Federally-purchased goods:
 - a. Site Receiving Officers will account for and keep donated goods stored and inventoried separately from government-purchased goods at disaster sites.
 - b. Site Receiving Officers must contact the FEMA Donations Management Unit at the JFO, the Regional Response Coordination Center (RRCC) or Headquarters (HQ) with the location, description of items, and quantity of any donations.
4. FEMA’s policy is to support non-profit organizations that provide services to disaster victims; therefore FEMA will direct offers of donations to these non-profit relief organizations, in coordination with the State and its Donations Management Plan. FEMA will discourage donations conditioned upon use for specific disasters. However, if FEMA accepts donations designated for a specific disaster, the Site Receiving Officer must notate such information on an inventory list.

B. Federally Purchased Goods: These are goods purchased by FEMA intended for use in the response or recovery phase of a major declared disaster or emergency (does not include contractor purchases which are separately governed by the original contract):

1. These items are received by FEMA Logistics and Accountable Property officers and the receipt is documented in FEMA’s formal property accounting system.
2. When items are needed for issue to disaster victims, they will be expensed in FEMA financial records and formal accountability will be dropped.

3. Federally purchased goods will be stored in official government facilities such as Distribution Centers.

VIII. DISTRIBUTION PROCEDURES

A. Donated Goods

1. Donated items processed by FEMA under Section VI(A) will not be comingled with Federally-purchased goods and will be available to be distributed through State agencies or private non-profits for relief and assistance under the Stafford Act to disaster victims during the response or recovery phases of a disaster.
2. If donated goods are delivered to a FEMA field site and are not under the control of the State, they will be inventoried by Site Receiving Officers and then the Donations Unit at the JFO, RRCC or HQ will help move these donations to private non-profit organizations, State Distribution Center or the State Multi-agency Donations Warehouse if established.
3. FEMA officials in the JFO are responsible for notifying the following individuals to determine whether a need exists for the donated goods for the benefit of disaster victims:
 - a. The FCO or his or her designee for the specific disaster will coordinate with the State Coordinating Officer (SCO) and the FEMA Donations Specialist.
 - b. A FEMA Donations Specialist will contact the State Donations Coordinator.
 - c. The FEMA Voluntary Agency Liaison (VAL) Group Supervisor will contact the State Voluntary Agency Liaison (State VAL) and VOAD Coordinator, if both are established.
 - d. The FEMA Donations Management Unit at HQ will use the web-based donations management network to make the goods available for relief and assistance under the Stafford Act for distribution through the national non-profits (National Voluntary Organizations Active in Disasters (National VOAD) members) to a broad range of disaster victims (using the steps 1), 2) and 3) below) before FEMA disposes of the goods in accordance with the Federal Management Regulations.
 - 1) FEMA HQ Donations Coordinators will enter the available donated resources on the national portal of the web-based donations management network.
 - 2) FEMA HQ Donations Coordinators, in coordination with National VOAD leadership, will allocate the resources to all National VOAD members (see www.nvoad.org)
 - 3) FEMA HQ Donations Coordinators will document all notifications with the organization name and date and time of notification.
4. FEMA officials will document all notifications to the above individuals, including the names and titles of persons notified, dates and times of notification, and will send this information to the FEMA HQ Donations Unit. The documentation will be kept by the FEMA HQ Donations Unit and remain part of the permanent record maintained for the disaster.

5. Once FEMA notifies the State officials and National VOAD of the availability of the donated goods, State officials and National VOAD members will have 10 calendar days in which to make a request for the donated goods.
6. Once FEMA notifies the State officials and National VOAD members, the JFO will allow 30 calendar days to close out field operations for the coordination and distribution of requested goods. The FCO for the specific disaster will determine any exceptions or extensions to this timeline.
7. Timing under (5) and (6) runs concurrently and will begin once notification occurs.
8. FEMA Donations Specialists will coordinate the movement of these items for distribution to non-profit organizations to provide relief and assistance under the Stafford Act.

B. Federally Purchased Goods

1. When the FCO determines there is no longer a need for Federally purchased goods to support disaster operations for a specific disaster, the Logistics Management Directorate will determine the disposition of the remaining goods.
2. In order to assist the FCO in determining when there is no longer a need for purchased goods to support disaster operations for a specific disaster, FEMA officials in the JFO (as identified below), will be responsible for contacting the following individuals regarding the availability of purchased goods for distribution to disaster victims:
 - a. The FCO or his or her designee for the specific disaster will coordinate with the State Coordinating Officer (SCO) and the FEMA Donations Specialist.
 - b. A FEMA Donations Specialist will contact the State Donations Coordinator.
 - c. The FEMA Voluntary Agency Liaison (VAL) Group Supervisor will contact the State Voluntary Agency Liaison (State VAL) or VOAD Coordinator.
 - d. The FEMA HQ Donations Coordinator will contact certain National VOAD members, which are those National VOAD members currently supporting efforts for the specific disaster to make the goods available for relief and assistance for existing and current disaster victims under Section 309 of the Stafford Act.
3. FEMA officials will document all notifications to the above individuals, including the names and titles of persons notified and dates and times of notification.
4. Once FEMA notifies the State officials, local non-profits and certain National VOAD members of the availability of the purchased goods, the notified organizations will have 10 calendar days in which to make a request for the purchased goods.
5. After FEMA notifies the State officials, local non-profits and certain National VOAD members, the JFO will allow 30 calendar days to close out field operations for the coordination and transfer of requested goods. The FCO for the specific disaster will coordinate with the Logistics Management Directorate to approve any exceptions or extensions to this timeline.
6. Timing under (4) and (5) runs concurrently and begins once notification occurs.

7. If Federally purchased goods still remain in inventory once this process is completed and the Logistics Management Directorate determines that there is no need for purchased goods to support disaster operations, FEMA will dispose of the goods in accordance with the Federal Management Regulations.

IX. DISPOSAL PROCESS – FEDERAL MANAGEMENT REGULATIONS

Excess Goods: GSA defines excess goods as “Personal property is excess when it is no longer needed by the activities within your agency to carry out the functions of official programs, as determined by the agency head or designee.” From FEMA’s perspective that means any good, donated or purchased, that is within the control of FEMA and is deemed no longer needed to support response and recovery disaster operations.

Once the FCO determines donated goods or Federally-purchased goods are no longer needed to support disaster operations and the State, local non-profits, and certain National VOAD members have had an opportunity to accept the goods, the following disposal process applies:

A. Donated Goods

1. Any items offered through the web-based donations network which remain unclaimed and are not retrieved 30 calendar days after notification will be reported to the Logistics Site Accountable Property Officers. This reporting will be performed on Standard Form 120 and will be forwarded to the FEMA Property Management Division for screening.
2. The Property Management Division, Inventory Management Branch, will screen these goods against the needs of other FEMA regions.
3. If the Property Management Division determines that there is no further need for items under the Stafford Act, they will be reported as excess and screened within the disaster-affected State in accordance with the disposal process of the FMR.

B. Federally Purchased Goods

1. The Site Logistics Officer will review all items located at active disaster sites that have become excess to local needs and will contact other disaster operations within the same FEMA region to determine if there are current identified needs and whether the available goods can fulfill those needs.
2. If goods still remain unclaimed, the Site Logistics Officer will submit an e-taker to the FEMA Logistics Management Center to determine if the remaining goods will be stored at FEMA Distribution Centers to support future disaster operations.
3. If the goods are not needed to support future disaster operations, Logistics Distribution Management will notify the Logistics Property Management Division.
4. The Logistics Property Management Division will notify the Logistics Officers in the Regional Offices of the availability of the remaining goods. The Regional Offices may identify needs of open disaster operations and request the goods to support those needs.

C. Final Processing of Unclaimed Donations and Federally Purchased Goods

1. Items that are not claimed under Section VII.A. by FEMA Regional Offices or the national non-profit organizations or under Section VII.B. by the FEMA Regional Offices, the local non-profit organizations and certain national non-profit organizations will be reported as excess by the Property Management Division to the FEMA National Utilization Officer (NUO) in the Office of Management.
2. The NUO will report the items to the Department of Homeland Security for seven days of screening. If items are not claimed by DHS, the items are reported to the GSA for 21 additional days for screening by Federal Agencies.
3. At the end of the 28 day screening period by GSA, the items not claimed may be offered for distribution to eligible recipients in accordance with the FMR. The eligibility of an organization to receive property is governed by the FMR 41 Part 102-37, and the process is administered and monitored by the GSA Personal Property Division.
4. Unclaimed items will be reported as excess and screened within the disaster-affected State in accordance with the FMR.
5. Completion of the disposal process for all inventoried goods will include coordination with the Office of the Chief Financial Officer for proper financial statement presentation.

D. Consumable Goods with An Expiration Date

1. When the shelf-life of consumable goods in FEMA's possession reaches 90 calendar days before expiration, FEMA Logistics will notify the FEMA HQ Donations Unit of the description, quantity, and location of consumable goods.
2. The FEMA HQ Donations Unit will make the availability of the goods known to the National VOAD members by posting on the national portal of the web-based donations management network.
3. If any National VOAD member is interested in obtaining the goods from FEMA to use only for disaster relief and assistance for current disasters and emergencies, they will contact the FEMA HQ Donations Unit within 10 calendar days of the posting. The FEMA HQ Donations Unit will provide the National VOAD members the FEMA Distribution Center point of contact information to contact and coordinate arrangements for transportation. This process shall be completed and the private non-profit organization shall be in possession of the goods within 30 calendar days of their expiration date.
4. If FEMA's HQ Donations Unit receives no inquiries after the end of 10 calendar days of the posting, the HQ Donations Unit will expeditiously notify Logistics Property Management Division for appropriate disposition through the FMR.

X. RESPONSIBLE OFFICE(S):

- Disaster Assistance Directorate (Individual Assistance Division)
- Logistics Management Directorate (Property Management Division)
- Office of Management Support Services and Facilities Management Division, Personal Property
- Office of the Chief Financial Officer



Federal Emergency Management Agency (FEMA)

**Enterprise Applications Development Integration and
Sustainment (EADIS)**

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FEMA

**WO 13 – Component Design Document
Automated Construction Estimation (ACE) DROID
Content Provider
Version 1.2
December 16, 2014**

Document Management History

Revision History

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0.2	09/11/2013	Minor grammatical revisions. Changed references to ACE 4 to ACEDROID.	WO 13/R. Sebastian
0.3	09/16/2013	Added details on generating signature String.	WO 13/R. Sebastian
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1.2	12/16/2014	Update timeout period to 60 and add in Inspection Type Scenario event broadcast information.	WO 13/J. Cichra

Approvals

This document requires the approval of the following persons:

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1 Introduction

Like its predecessor ACE 3, ACEDROID allows for a degree of interprocess communication for contractor edit check hooks. The Android platform possesses a feature called the Content Provider, which is a narrowly defined interface that permits an application to share data with other applications on the same device [1]. Other applications can then call the Content Providers' public methods to view data. This document details ACEDROID's Content Provider's externally facing methods available to other applications and how to use them.

Furthermore, ACEDROID can broadcast events that can be received by other applications through use of the Android platform's *BroadcastReceiver* class. ACEDROID sends broadcasts when particular events occur during application runtime. This document details the steps to listen for these broadcast signals and understand the definitions of event codes.

2 Accessing the Content Provider

Any application that seeks to access ACEDROID's Content Provider must be an Android application installed on the same device ACEDROID is running on. This external consuming application will hereby be referred to as the consumer. The following steps will grant the consumer Android application access to the ACEDROID Content Provider.

If the consumer wishes to access the provider, it must first fetch its *ContentResolver*. The *ContentResolver* object allows the application to search the device for publically accessible providers. In an Activity, the following code will get an application's *ContentResolver*.

```
ContentResolver contentResolver = getContentResolver();
```

The *ContentResolver* must then acquire a *ContentProviderClient* object that can actually access the provider. The *ContentResolver* searches for the *ContentProviderClient* by resolving a uniform resource identifier object (*Uri*) corresponding to the provider. The *Uri* is a content address set by the provider's developers. For ACEDROID, the provider Uri is

```
content://gov.dhs.fema.eadis.ace.android.ACEProvider
```

This *Uri* is composed of different parts. The "content://" prefix refers to the Android transport protocol for content providers. The "gov.dhs.fema.eadis.ace.android.ACEProvider" part is a unique address called the provider authority. The *ContentResolver* needs the authority to know where to find the desired provider. The following call will initialize a *ContentProviderClient*.

```
ContentProviderClient client =  
contentResolver.acquireContentProviderClient("gov.dhs.fema.eadis.ace.android.  
ACEProvider");
```

The initialized *ContentProviderClient* will be able to access ACEDROID's Content Provider.

3 Querying the Content Provider

Once the *ContentProviderClient* is initialized, it can access the ACEDROID provider's data through a standard, Android-defined Application Programmable Interface (API). As the Android documentation states, there are a few publically accessible methods that a *ContentProviderClient* can call, such as *insert()*, *update()*, and *delete()* [1]. However, since ACEDROID's Content Provider is read-only, calling these methods will simply return 0 or null. Therefore, the only method of consequence for consumers is *query()*. The Android-defined *query()* method signature is comprised thus:

```
public Cursor query(  
    Uri uriTable,  
    String[] projection,  
    String selection,  
    String[] selectionArguments,  
    String orderBy  
)
```

The *Uri uriTable* parameter is used to both resolve the provider and state which table should be queried. The object *uriTable* concatenates the content prefix, the provider authority, and the table's name. For instance, a *Uri* for a query against the INSPN table would be parsed from the following String:

```
"content://gov.dhs.fema.eadis.ace.android.ACEProvider/INSPN"
```

As shown above, a backslash ("/") separates the table name from the content prefix and authority.

The *String[] projection* parameter refers to the columns that should be projected in the select query. If the query should return all columns in a table, leave this parameter as null.

The *String selection* parameter refers to the 'where' clause to filter by rows. This String should *not* include the word "where". For example, if querying the INSPN for all inspections from disaster 6001 and a given inspector ID, the *selection* String parameter would appear as the following String:

```
"DSTR_NR=? AND INSPR_ID=?"
```

As shown above, *selection* would not include the word "where". It just has the column names followed by question marks denoting retrieval arguments. The word "AND" separates multiple arguments.

The *String[] selectionArguments* parameter refers to the retrieval argument values specified by selection. Ensure that all specified retrieval arguments have matching values in the *selectionArguments* array.

The String `orderBy` parameter refers to the sort order of the returned rows. This String should *not* include the words “order by”. For instance, if querying the INSPN table and ordering the results by registration work ID ascending and inspection transfer sequence number descending, the `orderBy` parameter would appear as the following String:

```
“RGSN_WORK_ID ASC, INSPN_XFER_SEQ_NR DESC”
```

As shown above, the words “order by” do not appear in the String. Multiple columns are separated by commas.

To run a successful query, the only required parameter is the *Uri* `uriTable`. The other parameters can be left null if so desired.

3.1 Handling Exceptions from the Content Provider

There are only a few Exception types that Android allows to be thrown from the Content Provider’s query method to be handled in the external receiver. ACEDROID’s Content Provider query method throws the following that can be caught by the receiver:

SecurityException

This usually results from the user not being logged into ACE or the external application not being approved to access ACEDROID.

IllegalArgumentException

This usually results from an improper parameter value passed into the query method call.

NullPointerException

This can be an actual `NullPointerException` or any unexpected Exception that occurs. Since a generic Exception cannot be thrown to the external application, we throw a `NullPointerException` with the stacktrace details in order to analyze issues that are not part of the accepted exception types.

4 Parsing the Query’s Results

The *ContentProvider.query()* function is defined by Android and must return a result of type `android.database.Cursor`. The consumer application must parse this *Cursor* object to interpret the query’s results. Consult the Android *Cursor* API [2] to understand how to parse the results.

5 Receiving ACEDROID's Broadcasts

Android applications can send broadcast signals to inform other listening applications that particular events have occurred. ACEDROID sends out broadcasts for different events that a consumer application can listen for. To receive these signals, a consumer application must implement the *BroadcastReceiver* class [3]. ACEDROID fires signals that include Android *Intents*. These *Intents* have specific Action tags [5]. ACEDROID's Action tag is the following String:

```
"gov.dhs.fema.eadis.ace.android.global.AceEventBroadcaster.ACE_EVENT"
```

This is the name of the Action for the *Intents* that ACEDROID will fire. The consumer application's *BroadcastReceiver* can be specified in the consumer's Android Manifest to listen for *Intents* with the above Action [4]. As shown below, the consumer filters through which *Intents* to receive based on the specified Action name.

```
<receiver
  android:name="com.example.acecontentreceiver.AceBroadcastReceiver"
  android:enabled="true"
  android:exported="true"
  >
  <intent-filter>
    <action
      android:name="gov.dhs.fema.eadis.ace.android.global.AceEventBroadcaster.ACE_EVENT"/>
    </intent-filter>
  </receiver>
```

This tag is included inside the `<application>` tag within the consumer's Android Manifest. The `android:name` attribute specifies the name of the instantiated Java class the consumer is using for the *BroadcastReceiver*. The `android:enabled` and `android:exported` attributes must be set to `true` in order for the *BroadcastReceiver* to be visible and run when the consumer application's process is running.

The next step is writing a *BroadcastReceiver* class with the same name as that specified in the `<receiver>` tag's `android:name` attribute. This consumer implements the `onReceive()` method, which can receive the fired *Intent* from ACEDROID [3].

All fired *Intents* from ACEDROID will contain a *Bundle*. This *Bundle* will contain a String-Integer key-value pair stating which event just occurred, along with other data relating to the inspector and inspections. The following is the list of main events that are fired and the keys that are passed along with them. `SEND_INSPECTION_TO_OUTBOX`, `EXIT_INSPECTION_TAB`, and `INSPECTION_TYPE_<type>_SCENARIO` events pass along an "EVENT_SUB_TYPE" code that will determine the specific action that triggered the main event.

All of the event type and event sub type codes can be found in the `AceExternalInterfaceCodes` class in Appendix D.

LOGIN

This event occurs when the inspector successfully logs in.

Bundled Data – “EVENT_TYPE”, “INSPR_ID”

EXIT_ACE

This event occurs when the inspector exits back to the login screen.

Bundled Data – “EVENT_TYPE”, “INSPR_ID”

SEND_INSPECTION_TO_OUTBOX

This event occurs on any action that sends the inspection to the outbox. The corresponding “EVENT_SUB_TYPE”s are any within AceEventSubTypes that consist of <Return Action Name>_INSPECTION_TO_OUTBOX.

Bundled Data - “EVENT_TYPE”, “EVENT_SUB_TYPE”, “INSPR_ID”, “RGSN_WORK_ID”, “DSTR_NR”, “INSPN_XFER_SEQ_NR”

OPEN_ACE_INSPECTION_ACTIVITY

This event occurs once an inspection is opened by the Inspector and the Inspection’s App Info screen appears.

Bundled Data - “EVENT_TYPE”, “INSPR_ID”, “RGSN_WORK_ID”, “DSTR_NR”, “INSPN_XFER_SEQ_NR”

EXIT_ACE_INSPECTION_ACTIVITY

This event occurs when the user backs out of the Inspection activity to the Inspection List View.

Bundled Data - “EVENT_TYPE”, “INSPR_ID”, “RGSN_WORK_ID”, “DSTR_NR”, “INSPN_XFER_SEQ_NR”

EXIT_INSPECTION_TAB

This event occurs when the inspector exits any tab within an inspection to reach another tab. The corresponding “EVENT_SUB_TYPE”s are any within AceEventSubTypes that consist of <Tab Name>_TAB_ID.

Bundled Data - “EVENT_TYPE”, “EVENT_SUB_TYPE”, “INSPR_ID”, “RGSN_WORK_ID”, “DSTR_NR”, “INSPN_XFER_SEQ_NR”

INSPECTION_TYPE_INACCESSIBLE_SCENARIO
INSPECTION_TYPE_NPR_SCENARIO
INSPECTION_TYPE_OUTSIDE_PERIOD_SCENARIO
INSPECTION_TYPE_UNABLE_TO_CONTACT_SCENARIO
INSPECTION_TYPE_WITHDRAW_SCENARIO

These events occur on submit when the inspector changes the inspection type to one where a scenario selection exists. The corresponding "EVENT_SUB_TYPE" will be the scenario position selected.

Ex. If Not Primary Residence – scenario 3 is selected and submitted:

EVENT_TYPE = INSPECTION_TYPE_NPR_SCENARIO
EVENT_SUB_TYPE = 3

Bundled Data - "EVENT_TYPE", "EVENT_SUB_TYPE", "INSPR_ID", "RGSN_WORK_ID",
"DSTR_NR", "INSPN_XFER_SEQ_NR"

Example code to handle the event types:

```
@Override
public void onReceive(Context context, Intent intent) {
    Bundle extras = intent.getExtras();
    if (extras != null)
    {
        int evtType = extras.getInt(AceExternalInterfaceCodes.EVENT_TYPE);

        // EXIT TAB EVENT EXAMPLE
        if(evtType == AceEventTypes.EXIT_INSPECTION_TAB) {

            int evtSubType =
            extras.getInt(AceExternalInterfaceCodes.EVENT_SUB_TYPE);

            if(evtSubType == AceEventSubTypes.APP_INFO_TAB_ID)
                logMessage("Exiting the App Info Tab.");
            else if(evtSubType == AceEventSubTypes.HOME_INFO_TAB_ID)
                logMessage("Exiting the Home Info Tab.");
            // and so on...
        }
    }
}
```

6 Pass/Fail Implementation with Ordered Broadcasts

SEND_INSPECTION_TO_OUTBOX events send an Ordered Broadcast from ACEDROID that allow the external application to send results and information in a bundle back to the result receiver within the ACEDROID class.

Variables used for events and bundle keys are from the AceExternalInterfaceCodes class that is found in Appendix D.

If the external application needs to prevent the user from sending to the outbox after a failed validation (such as no attached photo), setResultCode needs to be used. The result code of these broadcasts is defaulted to RESULT_OK, so ACEDROID will continue the send inspection to outbox action unless the result code is changed to a failing code.

```
setResultCode(Activity.RESULT_CANCELED);
```

When a failed code is set and the broadcast successfully reaches the result receiver, any data changes and inspection returns are prevented and a popup error message will appear in ACEDROID. To set an exact error message to be reported to the user in the ACEDROID application, you must set the appropriate key-value pair in the result bundle.

```
Bundle resultExtras = getResultExtras(true);
resultExtras.putString(CONTRACTOR_ERROR_MSG_KEY, "You cannot save the inspection
because you have not attached any photographs");
```

A comment can also be added in ACEDROID on a successful result code sent to the result receiver. These two keys need to be set in the result extras for this to be accomplished.

```
resultExtras.putString(CONTRACTOR_CMMT_SUMMARY_KEY, "X999");
resultExtras.putString(CONTRACTOR_CMMT_TEXT_KEY, "Photographs were successfully
attached and validated through this broadcast.");
```

Take note that only OrderedBroadcasts can set result codes and extras. Normal broadcasts are asynchronous and do not allow this. Runtime errors will occur in the external application if this rule is not followed. The external application should only set these values with SEND_INSPECTION_TO_OUTBOX event codes to ensure that it is an ordered broadcast. There is also a method to call to double check this is the case: isOrderedBroadcast().

A timeout period of 60 seconds has been added within ACEDROID. If the external application's receiver does not complete within the timeout period, the ACEDROID code will move forward with sending the inspection to the outbox and no longer wait for the broadcast to return to the result receiver.

Example code in the external application's onReceive():

```

Bundle extras = intent.getExtras();
int evtType = extras.getInt(AceExternalInterfaceCodes.EVENT_TYPE);

if(evtType == AceEventTypes.SEND_INSPECTION_TO_OUTBOX && isOrderedBroadcast()) {
    ...
    int evtSubType = extras.getInt(AceExternalInterfaceCodes.EVENT_SUB_TYPE);

    // Enforce rule specifically on an attempt to Complete the inspection.
    if (evtSubType == AceEventSubTypes.COMPLETED_INSPECTION_TO_OUTBOX)
    {
        Bundle resultExtras = getResultExtras(true);

        if( !isSuccess ) {
            resultExtras.putString(CONTRACTOR_ERROR_MSG_KEY, "You cannot save
the inspection because you have not attached any photographs");
            setResultCode(Activity.RESULT_CANCELED);
        }
        else {
            resultExtras.putString(CONTRACTOR_CMMT_SUMMARY_KEY, "X999");
            resultExtras.putString(CONTRACTOR_CMMT_TEXT_KEY, "Photographs
were successfully attached and validated through this broadcast.");
        }
    }
}

```

7 Documentation

- [1] <http://developer.android.com/guide/topics/providers/content-providers.html>
- [2] <http://developer.android.com/reference/android/database/Cursor.html>
- [3] <http://developer.android.com/reference/android/content/BroadcastReceiver.html>
- [4] <http://developer.android.com/guide/topics/manifest/receiver-element.html>
- [5] <http://developer.android.com/guide/components/intents-filters.html>
- [6] <http://developer.android.com/tools/publishing/app-signing.html>
- [7] <http://commons.apache.org/proper/commons-codec>

Appendix A: Content Provider Security

To protect ACEDROID's application data, the ACEDROID Content Provider only allows access to select applications. When a consumer application makes a call on the Content Provider API, ACEDROID can check the identity of the consumer application.

The Android application file, referred to as the APK, is a Java Archive (JAR) file. All APK files must be signed with a certificate [6]. This signing step imprints the APK with a signature, which is an expression of the certificate. When a consumer application attempts to query the ACEDROID Content Provider, ACEDROID can detect this signature as a String. This signature String serves as an identifier for the consumer application.

When an inspector adds his user account to ACEDROID on the tablet, his account downloads a signature String corresponding to the inspector's contractor group if one exists. When consumer applications call the ACEDROID provider, ACEDROID checks the consumer application's signature String against the trusted list of signatures that ACEDROID may possess. If ACEDROID has the consumer application's signature and trusts it, the consumer application can make calls on the ACEDROID provider successfully. If not, the provider will prevent the consumer application from utilizing the provider.

You can obtain a certificate by generating your own through utilities such as keytool or Portecle or by purchasing one from a third party. If you do choose to procure your own certificate, you can follow the instructions below to generate a signature String, which you should then send to Operations through secure means. Alternatively, you could also extract the certificate's public key into a format such as *.pem* and send it through secure means to Operations, who will then generate the String. If you utilize a FEMA-generated certificate, then you do not need to follow the below instructions.

Signature String Generation Instructions

In order for ACEDROID to know whether it should trust your particular consumer application, you must generate a signature String. Once you have written your consumer application, you will generate a Java KeyStore file that contains a signing certificate [6]. You can generate the signature String from this certificate by calling the following code on a simple desktop Java program. Your project will need the Apache Commons Codec library for hexadecimal text encoding [7].

```
private static void generateCertificateString(String jksFileName,
    String jksPassword, String alias){
    try {
        File file = new File(jksFileName);
        FileInputStream fis = new FileInputStream(file);

        KeyStore ks = KeyStore.getInstance(KeyStore.getDefaultType());
        ks.load(fis, jksPassword.toCharArray());
```



```

        X509Certificate cert = (X509Certificate)
ks.getCertificate(alias);
        byte[] certBytes = cert.getEncoded();

        String certificateString = Hex.encodeHexString(certBytes);
        System.out.println("-----certificateString-----");
        System.out.print(certificateString);
        System.out.println();
        System.out.println("-----");
    } catch (Exception e){
        e.printStackTrace();
    }
}

```

In the above code sample, `jksFileName` is the name of the Java KeyStore file used to sign your application. Paste this file into your workspace for this project. The `jksPassword` is the password for this Java KeyStore file. The `alias` is the name of the key used to sign your application. The above code will print out the signature String.

Alternatively, once you have produced your certificate, you can sign your application's APK file with the certificate and call the following code in your Android application to produce the signature String for your certificate.

```

public void printOwnAndroidSignature() {
    try {
        PackageManager pm = getPackageManager();
        String certificateString = pm.getPackageInfo(this.getPackageName(),
PackageManager.GET_SIGNATURES).signatures[0].toCharsString();
        Log.i(TAG, "-----certificateString-----");
        Log.i(TAG, certificateString);
        Log.i(TAG, "-----");
    } catch (Exception e){
        e.printStackTrace();
    }
}

```

In the above code sample, the Android PackageManager API grabs package information for your application and extracts the signature.

Once you have generated the signature String, you must send the String to Operations through a secure channel so they can deploy it to FEMA's ACEWEB server application. This will allow the ACEDROID application to download it.

Applying the Signature String

In order to apply the generated signature String, you must add the key/value pair to the `configacejks.properties` file on the applicable servers.

Example path:

/data1/oracle/appsvr/j2ee/acedroid/config/configacejks.properties

The property key will always be the string "EC_ID_CONTRACTOR_" with the corresponding CNTRTR_ID added to the end. This ID can be retrieved from the NPSC database for the specific environment in the CNTRTR table (**NOTE** The ID may be different between FEMA TDL and PROD**). Take the CNTRTR_ID that matches to the intended CNTRTR_NM.

SQL Statement: `select * from CNTRTR`

Example with contractor Parsons Brinckerhoff (CNTRTR_ID = 1) in DEV:
EC_ID_CONTRACTOR_1=<SIGNATURE_STRING>

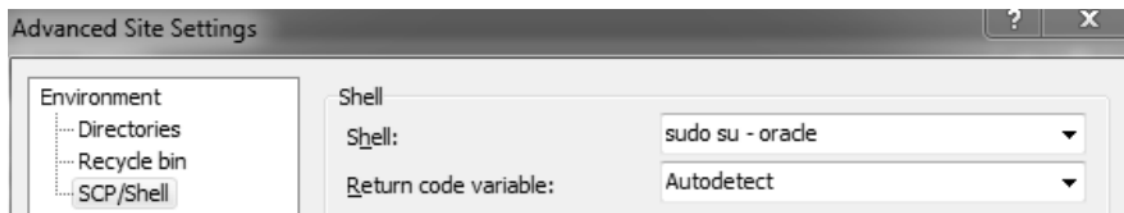
The last step to editing the properties file is to ensure that the following property value is true:
enable_contractor_edit_checks=true

After saving the property file changes on each server, you must restart the ACEDROID application group from the Oracle Management Console. Once this is completed, you should be able to "Add User" from the ACE Login screen under "Account Info" and the keystore will be updated with the newly accepted signature string. Your consumer application should now be able to access the ACE application data.

Example Steps in DEV

Perform the following file edits on both servers (ccsoas3vm03 and ccsoas3vm04). This tutorial uses WinSCP to edit the file on the servers.

Using WinSCP, log into the server with the configuration to sudo in as the oracle account.



Navigate to:

/software/app/appsvr/j2ee/ace4dev/config

Double click on the *configacejks.properties* file to open the file in an editor. We are going to add support for one of our test DEV applications in this example.

Since the contractor for our example is Parsons Brinckerhoff, we need to add in this property key with the generated signature string of the consumer application:

```
EC_ID_CONTRACTOR_1=<Signature String>
```

Lastly, ensure that the following key/value pair exists:

```
enable_contractor_edit_checks=true
```

An example of how the file should look is at the end of this document. Save the file and exit. We must now restart the ACEDROID application group from the Oracle Management Console.

Open the Application Navigator in a browser:

[http://cccwn02.femaeadis.com/sites/eadishome/eadisrepository/wo/13/02%20Technical%20Files%20And%20Records/Non-Release%20Info/Cross-Application%20Info/Environment/IA-COCO%20Application%20Support%20Pages%20\(Application%20Navigator\).htm](http://cccwn02.femaeadis.com/sites/eadishome/eadisrepository/wo/13/02%20Technical%20Files%20And%20Records/Non-Release%20Info/Cross-Application%20Info/Environment/IA-COCO%20Application%20Support%20Pages%20(Application%20Navigator).htm)

Go down to DEV-COCO -> ACE, check Details on the left, then click on the Administration link. Login with DACAdmin/Password1.

Scroll down to "Groups" and make sure the ace4dev_group radio button is selected. Stop and then Start this group.

In ACE4, go to the Login screen. Click on "Account Info" and the add user with the DEV URL. Once this process completes successfully, the keystore will be updated with the newly accepted signature string. The consumer application is now able to access the ACE application data.

Example DEV configacejks.properties

```
#ACE JKS Configuration Properties File
jkspath=/software/app/appsrvr/j2ee/ace4dev/config/aceport.jks
jkspassword=password
acwebalias=ACEWEB
acwebpassword=webpassword
acedroidalias=ACEDROID
acedroidpassword=droidpassword
EC_ID_CONTRACTOR_1=3082030d308201f5a00302010202046525c526300d06092a864886f
70d01010b05003037310b30090603550406130255533110300e060355040a1307416e64726f696
4311630140603550403130d416e64726f6964204465627567301e170d313430333237313431353
```

2395a170d3434303331393134313532395a3037310b30090603550406130255533110300e06035
5040a1307416e64726f6964311630140603550403130d416e64726f696420446562756730820122
300d06092a864886f70d01010105000382010f003082010a028201010092806f40d2210d82e35ec
b789d5b87947e12025dc99b211f0ebef1c13e878083d1bd24cc1ab08fe01fccdba48e6324c8d2e868
0d7db0045e5bfc4f269b878c9b36c0f750ea14f523f6d08e03a89dbdc2abbd35247ccd0ae912ac38a
1995e5202f72f60eeeb9e9baaf9b6487696ac987c54b49c158df7042eb20bc888d1b5e8d97193165
9ae2f0f8cc7f2d9440dfbc675f4be3f64a369e8941c3a8da2bfa665196f6741555d9f9c60406eccbad
20de43ff0ac5a52a6035159a896b5035d117e0acafaa17e960fec6c8ed8588744445624de2ff1bcfae
d28d997144a04d8e33ba3cfd89edf497237e376a0c3746f05ea651a1b0cf4c666ce7ab29fb85199ca
eb0d0203010001a321301f301d0603551d0e04160414401f45af5939bcd1db9880042033956654b
d9e67300d06092a864886f70d01010b0500038201010058c30ff3946f15e0496e67afdab6866033c
a931b33484d7fd6e3ef32564d710c96a3b482dd33da8b320f6adc8ae8473dcda1e129107df6c76f07
28f2aed1bed03ec0955c8289430f61a8b3a357a7ce8acc9d2b94443d63f88da620f252c5d73143998
c08e68bae7995161767fe446cc0c02772cc99b9f89f2195f6e37cee73014696405d68fbec93a30430
5e38d990240ced094564f3d7be5cdfb7d0d3e945bab79dab86f6e940e8939cfae0decc9b6fb648c09
759aa4667b44e5294f2f8e53e6db1b53fbac7c55ee19fc8355ddbb4c14811b0058dd8511df18158a7
6568b72e6898b29975472a1ad3eab48e5948d53fa7281230f4b2189f5dd22dbe99cedadb

enable_contractor_edit_checks=true

Appendix B: Content Provider Query Example

```
ContentProviderClient eventClient =
getContentResolver().acquireContentProviderClient("gov.dhs.fema.eadis.ace.and
roid.ACEProvider");

if ( eventClient == null )
{
    Log.i("We have a problem", "test");
}
else
{
    String INSPN_URL =
    "content://gov.dhs.fema.eadis.ace.android.ACEProvider/INSPN";

    //query(url, projection, selection, selectionArgs, sortOrder)
    String selectionArgs[] = {"2301", "294529"};
    Uri inspnUri = Uri.parse(INSPN_URL);
    try {
        Cursor c = eventClient.query(inspnUri, null, "DSTR_NR=? AND
INSPR_ID=?", selectionArgs, "RGSN_WORK_ID ASC, INSPN_XFER_SEQ_NR DESC");

        String result = "Results: ";
        if (c == null || !c.moveToFirst()) {
            Toast.makeText(this, result + " no records!",
Toast.LENGTH_LONG).show();
        }else{
            do{
                result = result + "\n rgsn_work_id" +
                c.getString(c.getColumnIndex("RGSN_WORK_ID")) +
                " dstr_nr" + c.getString(c.getColumnIndex("DSTR_NR")) +
                " seq_nr: " +
                c.getString(c.getColumnIndex("INSPN_XFER_SEQ_NR"));
            } while (c.moveToNext());
            Toast.makeText(this, result, Toast.LENGTH_LONG).show();
        }
    }

    } catch (RemoteException e) {
// TODO Auto-generated catch block
e.printStackTrace();
}
}
```

Appendix C: BroadcastReceiver Example

```
public class AceBroadcastReceiver extends BroadcastReceiver{

    @Override
    public void onReceive(Context context, Intent intent) {

        Toast.makeText(context, "Intent Detected. ", Toast.LENGTH_LONG);
        Bundle extras = intent.getExtras();
        if (extras != null) {

            int evtType = extras.getInt(AceExternalInterfaceCodes.EVENT_TYPE);
            int evtSubType = extras.getInt(AceExternalInterfaceCodes.EVENT_SUB_TYPE);

            int insprId = extras.getInt("INSPR_ID");
            long rgsn = extras.getLong("RGSN_WORK_ID");
            int dstr = extras.getInt("DSTR_NR");
            int seqNr = extras.getInt("INSPN_XFER_SEQ_NR");
            Log.w("MY_DEBUG_TAG", "Inspr: " + insprId + " - " + rgsn + " - " +
dstr);

            Toast toast = Toast.makeText(context, "Inspr: " + insprId + " - "
+ rgsn + " - " + dstr
                + " - " + seqNr, Toast.LENGTH_SHORT);toast.show();

            // only ordered broadcasts can set results
            // in this case on exiting an inspn, only when RGSN ID is
            // the result stays RESULT_OK in any other situation.
            if(isOrderedBroadcast() )
                setResultCode(Activity.RESULT_CANCELED);

        }
    }
}
```

Appendix D: AceExternalInterfaceCodes

```
/**
 * Holds the ACE4 event type and event sub type codes.
 *
 */
public class AceExternalInterfaceCodes {

    public static final String BROADCAST_ACTION =
"gov.dhs.fema.eadis.ace.android.global.AceEventBroadcaster.ACE_EVENT";

    public static final long BROADCAST_TIMEOUT_PERIOD = 60000;

    public static final String EVENT_TYPE = "EVENT_TYPE";
    public static final String EVENT_SUB_TYPE = "EVENT_SUB_TYPE";

    public static final String CONTRACTOR_ERROR_MSG_KEY = "EXTERNAL_EDIT_CHECK_ERROR";
    public static final String CONTRACTOR_CMMT_SUMMARY_KEY = "COMMENT_SUMMARY";
    public static final String CONTRACTOR_CMMT_TEXT_KEY = "COMMENT_TEXT";

    /*
     * Main event types.
     */
    public static final class AceEventTypes {
        public static final int LOGIN = 10;
        public static final int EXIT_ACE = 20;
        public static final int SEND_INSPECTION_TO_OUTBOX = 30;
        public static final int OPEN_ACE_INSPECTION_ACTIVITY = 40;
        public static final int EXIT_INSPECTION_TAB = 50;
        public static final int EXIT_ACE_INSPECTION_ACTIVITY = 60;

        // Inspection Type Scenario Main Event Types.
        // These will be sent in a broadcast along with a sub event integer
        // corresponding to the scenario #.
        public static final int INSPECTION_TYPE_INACCESSIBLE_SCENARIO = 70;
        public static final int INSPECTION_TYPE_NPR_SCENARIO = 80;
        public static final int INSPECTION_TYPE_OUTSIDE_PERIOD_SCENARIO = 90;
        public static final int INSPECTION_TYPE_UNABLE_TO_CONTACT_SCENARIO = 100;
        public static final int INSPECTION_TYPE_WITHDRAW_SCENARIO = 110;
    }

    /*
     * Event sub types for specific actions within a main event from above.
     * Ex. SEND_INSPECTION_TO_OUTBOX -> COMPLETED_INSPECTION_TO_OUTBOX
     */
    public static final class AceEventSubTypes {
        public static final int COMPLETED_INSPECTION_TO_OUTBOX = 21;
        public static final int WITHDRAW_INSPECTION_TO_OUTBOX = 22;
        public static final int UNABLE_TO_CONTACT_INSPECTION_TO_OUTBOX = 23;
        public static final int CONFLICT_INTEREST_INSPECTION_TO_OUTBOX = 24;
        public static final int UNDECLARED_AREA_INSPECTION_TO_OUTBOX = 25;
        public static final int OUTSIDE_PERIOD_INSPECTION_TO_OUTBOX = 26;
        public static final int NOT_PRIMARY_RSDNC_INSPECTION_TO_OUTBOX = 27;

        public static final int INSPECTION_TABS_FLAG = 32;
        public static final int ROOM_TABS_FLAG = 64;
        public static final int ESIGN_TABS_FLAG = 128;
    }
}
```

```
public static final int SWEEP_EDIT_TABS_FLAG = 256;

// Inspection tabs.
public static final int APP_INFO_TAB_ID = INSPECTION_TABS_FLAG;
public static final int HOME_INFO_TAB_ID = INSPECTION_TABS_FLAG + 1;
public static final int MISC_LOSS_EXPENSE_TAB_ID = INSPECTION_TABS_FLAG + 2;
public static final int BUILD_HOME_TAB_ID = INSPECTION_TABS_FLAG + 3;
public static final int WRAP_UP_TAB_ID = INSPECTION_TABS_FLAG + 4;
public static final int COMMENTS_TAB_ID = INSPECTION_TABS_FLAG + 5;
public static final int SUMMARY_TAB_ID = INSPECTION_TABS_FLAG + 6;
public static final int VALIDATION_TAB_ID = INSPECTION_TABS_FLAG + 7;

// Room tabs.
public static final int FURNISHINGS_TAB_ID = ROOM_TABS_FLAG;
public static final int APPLIANCE_TAB_ID = ROOM_TABS_FLAG + 1;
public static final int STRUCTURE_TAB_ID = ROOM_TABS_FLAG + 2;

// Esign tabs.
public static final int SIGNER_TAB_ID = ESIGN_TABS_FLAG;
public static final int DOCUMENT_TAB_ID = ESIGN_TABS_FLAG + 1;

// Sweep tabs.
public static final int NEEDS_TAB_ID = SWEEP_EDIT_TABS_FLAG;
public static final int FINANCE_TAB_ID = SWEEP_EDIT_TABS_FLAG + 1;
}
}
```


FEMA Property Forms

The following form numbers are to be used for managing Government Furnished Property (GFP) or Contractor Acquired Property (CAP).

- FEMA Form 119-7-1-1, Report of Survey
- FEMA Form 119-7-1-2, Property Transfer Report
- FEMA Form 119-7-1-3, Custody Receipt for Government Property on Personal Charge
- FEMA Form 119-7-1-4, Inventory Adjustment Report
- FEMA Form 119-7-1-5, Accountability Statement for Transfer of Personal Property
- FEMA Form 119-7-1-6, Report of Inventory Values of Capital Equipment
- FEMA Form 119-7-1-7, Excess Property Form
- FEMA Form 119-7-1-8 Personal Property Inventory Certification
- FEMA Form 119-7-1-9 Accountable Property Recycle, Abandon or Destroy Report
- FEMA Form 119-7-1-10, Property Officer Designation Memorandum

SELECTED SERVICE PERFORMANCE AREA (SSPA)	OBJECTIVE	THRESHOLD	METHOD OF SURVEILLANCE	PERFORMANCE MEASUREMENT AND CALCULATION	INCENTIVE / DISINCENTIVE RATING	
SSPA #1 Quality Control						
1.A – Quality Control	C.6.9	2.50% Correction Rate	FEMA generated reports	% of corrections compared to total inspections completed within a Task Order (TO) Incentive/disincentive applies to payment of all inspections completed within a TO	0.00% to 0.24% 0.25% to 0.50% 0.51% to 0.99% 1.00% to 1.24% 1.25% to 2.50% 2.51% to 2.75% 2.76% to 3.00% 3.01% to 3.50% >3.51%	+1.00% Incentive +0.75% Incentive +0.50% Incentive + 0.25% Incentive Full Payment -1.50% Disincentive -2.50% Disincentive -3.00% Disincentive -3.50% Disincentive
1.B – Quality Control Inspection					Result	Incentive/Dis-Incentive
1) QC inspections started within 24 hours of first returned inspection	C.6.9	YES	100% Inspection	N/A	(1.) YES	Full Payment
2) Task Monitor (TM) was notified at least 24 hours prior to suspension of					NO	-0.25%
3) Each inspector was QC'd within 14 days of his or her first returned inspection					(2.) YES	Full Payment
4) All QC inspections were performed on inspections no more than 14 days old					NO	-0.25%
5) Each inspector's QC scores were acceptable per the contractor's QC plan or if not QC inspections continued in					(3.) YES	Full Payment
6) Quality Control inspections were performed on at least 3% of all initial					NO	-0.25%
SSPA #2 Production/Timeliness (Product Realization)						
2.B – Withdrawn Inspection	C.6.8.1.1	The contractor demonstrated oversight by sampling the WVO inspection work making contact with the applicant to reassure FEMA the inspections were not inappropriately withdrawn		The % of withdrawn inspections is divided into the total of completed inspections Incentive/disincentive is applied to the payment of all inspections completed within the TO	< 2.00% 2.01% to 2.99% 3.00% to 3.99% 4.00% to 4.99% > 5.00%	0.50% 0.25% full payment -0.25% -0.50%
2.B – Withdrawn Inspections: Impacts quality incentive/disincentive	C.6.8.1.1	Second verification of Withdrawn Inspections required	Reports - FEMA Audits	100% second verification of WVO reaffirmation by vendor and reported FEMA	0.25% Incentive if 100% call out -0.25% Disincentive if less than 100% **Percentage shown applies to count of all inspections within the task order. Incentive/disincentive applies to the payment of all inspections completed within the TO.	
2.C – No Contact Inspections	C.6.8.1.2	No Contact	FEMA generated reports	NEMIS Report of "No Contact" inspections per TO is divided into the total of inspections completed for this measurement. Incentive or disincentive applies to all completed inspections within the TO. Incentive/disincentive applies to payment of all inspections completed within a TO.	% of Inspections <1.50% 1.51% to 2.50% 2.51% to 3.00% 3.01% to 3.50% >3.51%	0.50% 0.25% Full payment -0.25% -0.50%
2.J – Inspection Aging 10-04-2016	C.6.11.2	5 days	100% Inspections completed except "No Contact" inspections	Each inspection is measured from the date of issuance to the date of return. Report will display count of inspections within timeframe parameters starting at 5 days 1 second through 10+ day groups. Each group has a separate disincentive calculation required. Threshold is 24 hour increments. Rounding does not	Less than 5 days 5.0.1 to 6.0.0 6.0.1 to 7.0.0 7.0.1 to 8.0.0 8.0.1 to 9.0.0 9.0.1 to 10.0.0	Full Payment -5.00% disincentive -10.00% disincentive -12.00% disincentive -15.00% disincentive -18.00% disincentive

Performance Requirement Summary (PRS) Matrix
September 17, 2012 Revised 6-18-2014

SELECTED SERVICE PERFORMANCE AREA (SSPA)	OBJECTIVE	THRESHOLD	METHOD OF SURVEILLANCE	PERFORMANCE MEASUREMENT AND CALCULATION	INCENTIVE / DISINCENTIVE RATING	
				apply. Example: Inspections returned 5 days 1 hour will be included in the 6 day group for this measurement.	> 10.0.1	-20.00% disincentive
2.K – Uniformity of Response: Percent of Aged Work Measurement - REMOVED 2015		All work returned within 5 days.	FEMA Inspection Reporting System	In a County or Jurisdiction meaning REA, Parish, etc., within the disaster has work completed over 5 days, that becomes a qualifier for this measurement. Divide the sum of inspections by the sum of inspections aged over 5 days within the County. The county with the highest percentage becomes the qualifier for this SSPA measurement.	Disincentive is applied to payments of distinct	Full Payment-
					0	-0.50%
					1.00% to 20.00%	-1.00%
					20.10% to 40.00%	-1.50%
					40.10% to 60.00%	-2.00%
					60.10% to 80.00%	-2.50%
					80.10% to 100%	-2.50%
					Disincentive is applied to all inspections completed	
2.I – Production:	C.6.11.1	The threshold requirement is the lesser of the percentage or floor rate of production, whichever is less against the total issued inspections reported on the IMAR. Floor rate is the count. (Example: 1.500 on day 3)		(1) Daily production measurement starts at the end of	Disincentive (3)	
		Floor Rate of Production or Percentage (2)	Production Day of Measurement (1)	(2) Exceeding a given days threshold requirement will qualify for future days measurement conformance. Example: day 5 requires 25% of work completed. If the vendor is 40% complete based on the IMAR, this will count up to the percentage for future days of Inspections Issued Total.		
		1500 or 15%	Day 3	(3) CALCULATION EXAMPLE: The threshold objective shown should be met for each open day (24 hour period) of the TO. The "Count of Days" not met is divided into the total TO days for this measurement.	Count of Days	Disincentive
		2000 or 20%	Day 4		1 threshold day	-1.00%
		3000 or 25%	Day 5		2 threshold days	-2.00%
		4000 or 30%	Day 6		3 threshold days	-3.00%
		5000 or 35%	Day 7		4 threshold days	-4.00%
		6000 or 40%	Day 8		5 threshold days	-5.00%
		8000 or 45%	Day 9		6 threshold days	-6.00%
		10000 or 50%	Day 10		7 threshold days	-7.00%
		8 threshold days	-8.00%			

SELECTED SERVICE PERFORMANCE AREA (SSPA)	OBJECTIVE	THRESHOLD	METHOD OF SURVEILLANCE	PERFORMANCE MEASUREMENT AND CALCULATION	INCENTIVE / DISINCENTIVE RATING				
		11000 or 55%	Day 11	<p>to include the last 10 days for this measurement.</p> <p>Example: If the vendor does not meet the percentage threshold or floor rate of production for 5 days of a 100 day TO , the chart to the right will show a -5% disincentive. This disincentive applies to the total payment for all inspections completed in the TO, not just a given production days work. Incentive applies to all inspections completed in the disaster.</p> <p>INSPECTION CORRECTION ADJUSTMENT: Any inspections returned to the contractor as a FEMA Correction (FCOR), that originated in a production day will be removed from the daily threshold percentage or floor rate of production prior to calculating. The inspection, once</p>	9 threshold days	-9.00%			
		12000 or 60%	Day 12				10 or greater threshold days	-10.00%	
		13000 or 65%	Day 13						
		14000 or 70%	Day 14						
		15000 or 75%	Day 15						
		16000 or 80%	Day 16						
		17000 or 85%	Day 17						
		18000 or 90%	Day 18						
		19000 or 95%	Day 19						
		20000 or 95%	Day 20 and continuing through the						
SSPA #3 Customer Service									
REMOVED 2016				Results	Score	Total Avg. Mean Score	Incentive/Dis-Incentive		
(1) Question #3 Did the inspector come to your home at the scheduled time?				(1.) YES NO Inspector came w/o an appointment	6 1 3.8	≥4.5 score 4.49 to 4.0 3.99 to 3.8 3.79 to 3.6 3.59 to 3.4 3.39 to 3.2 3.19 to 3.0	Full payment - -0.500% -0.625% -0.750% -0.875% -1.000% -1.500%		
(2) Question #8 Did the inspector explain why he/she was performing the inspection?				(2.) YES NO	6 1				
(3) Question #10 Did the inspector take time to listen to what you had to say?				(3.) YES NO I didn't have anything to say	6 1 4.5				
(4) Question #13 At the end of the inspector's visit, how good was your understanding of what would happen after the inspection?				(4.) Very Good Not At All Good	6 4.8 3.6 2.4 1.2				
(5) Question #15 Overall, how satisfied are you with the FEMA inspection?				(5.) Very Good Not At All Good	6 4.8 3.6 2.4 1.2				
				TOTAL SCORE ACHIEVED					
SSPA #4 Miscellaneous									
4.A – Initial Operational Report	C.6.12.1	Received by FEMA within 48 hours of activation Report must disclose all elements contained within C.6.12.1.3 to the satisfaction of the COR or Task Monitor supporting the COR for final concurrence	COR/TM Validation for content and numerical accuracy. Numerical accuracy verified through FEMA data and vendor provided data.	100% compliant				Full payment for compliance -0.5% disincentive for non-compliance Disincentive applies to payment of all inspections completed within a TO	

Performance Requirement Summary (PRS) Matrix
September 17, 2012 Revised 6-18-2014

SELECTED SERVICE PERFORMANCE AREA (SSPA)	OBJECTIVE	THRESHOLD	METHOD OF SURVEILLANCE	PERFORMANCE MEASUREMENT AND CALCULATION	INCENTIVE / DISINCENTIVE RATING	
4.B – Operational Report: Bi Weekly	C.6.12.2	To receive all contents contained under C.6.12.2.1 of the Performance Work Statement to the satisfaction of the COR or Task Monitor supporting the COR for final concurrence	COR/TM Validation for content and numerical accuracy	100% compliant	Full payment for compliance -0.5% disincentive for non-compliance	
4.B – Operational Report: (Biweekly)	C.6.13.2	To receive all contents contained under C.6.9.2.1 of the Performance Work Statement to the satisfaction of the COR or Task Monitor supporting the COR for final concurrence	COR /TM Validation for content and numerical accuracy	100% compliant	Currently full payment for compliance Currently .5% disincentive for non-compliance. Disincentive applies to payment of all inspections completed within a task order	
4.C – Final Operational Report	C.6.12.3	To include an all inclusive roll up for all requirements stated within the Operational report C.6.12.2 to include lessons learned and of all contents	COR/TM Validation for content and numerical accuracy	100% compliant	Full payment for compliance -0.5% disincentive for non-compliance. Disincentive applies to payment of all inspections completed within a TO	
4.D – Surge Event Reports:	C.6.12.5	Additional reporting information	COR/TM Validation for content	100% compliant	Full payment for compliance	
4.E – Cooperative Management	C.6.12.5	Contractor has met "full payment" level	Reports logs kept during TO activation	Full Payment or Disincentive **Disincentive applies to the payment of all inspections completed per TO	Met = Full Payment	Not met = -0.50% Disincentive

Performance Requirement Summary (PRS) Matrix
September 17, 2012 Revised 6-18-2014

SELECTED SERVICE PERFORMANCE AREA (SSPA)	OBJECTIVE	THRESHOLD	METHOD OF SURVEILLANCE	PERFORMANCE MEASUREMENT AND CALCULATION	INCENTIVE / DISINCENTIVE RATING
--	-----------	-----------	------------------------	---	---------------------------------

Invoice #	Contract #	Task Order	Mod	Bill #	Invoice Date
_____	_____	_____	_____	_____	_____

Bill To:

Refer to G.5

Please Remit to:

Refer to G.5

Performance Period Billed _____

Description of Service

Refer to G.1

Applicable CLIN Withholding ----- \$ _____

Total all CLINS ----- \$ _____

Total Withholding ----- \$ _____

Total Invoice Due: _____

Account Code	Amount Funded	Previously Billed	Billed This Invoice	Total Invoiced	Balance TO Remaining
<hr style="border: 1px solid black;"/>					

Inspector Travel Mileage Log for Multiple Trips

Reset Form

Print Form

Important: Form must be filled out in **Adobe Reader** or Acrobat Professional 8.1 or above. To save completed forms, Acrobat Professional is required.

Name: _____

Inspector #: _____

Section 1: Form Instructions

Complete form to log daily activity .

Section 2: Travel Information

NOT FOR FURTHER DISTRIBUTION
SOURCE SELECTION SENSITIVE INFORMATION
See FAR 2.101 and 3.104

Effective 1/1/2012 reimbursement rate is \$.51/mile per GSA.gov.

If completing form by hand, remember to calculate totals in the TRIP area and at the bottom of the page..

Trip #1 Date: Parking: Mileage rate: # of miles: **Trip 1:**

Travel Purpose: _____ Travel From: _____ Travel To: _____

Trip #2 Date: Parking: Mileage rate: # of miles: **Trip 2:**

Travel Purpose: _____ Travel From: _____ Travel To: _____

Trip #3 Date: Parking: Mileage rate: # of miles: **Trip 3:**

Travel Purpose: _____ Travel From: _____ Travel To: _____

Trip #4 Date: Parking: Mileage rate: # of miles: **Trip 4:**

Travel Purpose: _____ Travel From: _____ Travel To: _____

Trip #5 Date: Parking: Mileage rate: # of miles: **Trip 5:**

Travel Purpose: _____ Travel From: _____ Travel To: _____

Trip #6 Date: Parking: Mileage rate: # of miles: **Trip 6:**

Travel Purpose: _____ Travel From: _____ Travel To: _____

Trip #7 Date: Parking: Mileage rate: # of miles: **Trip 7:**

Travel Purpose: _____ Travel From: _____ Travel To: _____

Trip #8 Date: Parking: Mileage rate: # of miles: **Trip 8:**

Travel Purpose: _____ Travel From: _____ Travel To: _____

Trip #9 Date: Parking: Mileage rate: # of miles: **Trip 9:**

Travel Purpose: _____ Travel From: _____ Travel To: _____

Use additional sheets for more than 9 trips.

Total Parking \$

Total # Miles:

Total Mileage \$

Section 3: Form Completion and Certification

Contractor requires that a traveler sign the certification on the Post Travel Form to ensure compliance.

Section 4: Submit Information (This payment is subject to post audit review by Contractor Name and FEMA)

Attach this, and any additional multiple trip sheet(s), to a completed and signed Post Travel Form
Submit completed and approved forms to: EnterEmail@EnterEmail.com

Revised 4/4/2012

Section J. Attachment 19

INSPECTOR POST TRAVEL EXPENSE SUMMARY

Form Filled Out: 1/31/18

Reset Form

Print Form

Inspector's Name: _____
Last Name, First Name, Middle Initial

Inspector Number: _____

Phone: _____

Inspector's E-mail: _____

Street or PO Box: _____

City, State, Zip: _____

Destination(s): _____

Contractor Name: _____

Departure Date: _____ Time: _____

Return Date: _____ Time: _____

Access the [GSA Per Diem Rates](#) for reimbursement validation
 Can add an updated link here.

Disaster Number: _____

Note: Personal non-disaster related travel expenses are not reimbursable.

* Must submit original itemized receipts regardless of amount

** Use additional forms for further expenses and explanations

Important: Form must be filled out in [Adobe Reader 8](#) or above for form functionality

Office Use Only

Document #: _____

Approval #: _____ Date Due: _____

Enter all payments made to or on behalf of the traveler (Numeric values)

Airfare

Training Fee

Lodging

Other

Total

(Enter numeric values only)

Description of Expense	Date: <input type="text"/>	Date: <input type="text"/>	Date: <input type="text"/>	Date: <input type="text"/>	Date: <input type="text"/>	Date: <input type="text"/>	Date: <input type="text"/>	Total Expense	Comments
Airfare *									to/fr:
POV Mileage									to/fr:
Reimburse mileage - \$.51/mile									
Rental Car * (excludes insurance)									to/fr:
Other Transportation (Bus, Metro, Taxis etc.)									
Parking/Tolls									
Training Expenses *									
Lodging (room + tax only) *									
Per Diem, Meals & Incidental Exp.									
Inspections Completed									
Misc. (laundry, phone, tips baggage etc)									Total from Add'l Pages < Less Payments on behalf of Traveler > Due to Traveler
TOTALS:									

Inspector's certification: I certify the above are actual expenses incurred by me while on official Government business per the dates shown, and that the original receipts are attached for each expense of \$75.00 or more, **per CFO Bulletin 120.1** and **Federal Travel Regulations**.

Fund	Organization	Account	Activity	Amount

Inspector's Signature (Required) _____ Date _____

Senior Officer Authorizing Signature: (If required) _____ Date _____

Tier 1: Authorized Funding Signature: _____ Date: _____

Tier 2: Funding Approval Signature: _____ Date: _____

HIS 11 Year Inspection History

Year	# of Disasters	Total # of inspections for year	Average # of inspections	Highest # inspections in a disaster	Median # of inspections in a disaster	Least # inspections in a disaster
2001	25	323,589	12,944	103,332	2,617	194
2002	38	317,952	8,367	125,900	2,047	45
2003	39	435,179	11,158	68,478	4,084	215
2004	50	1,524,474	30,489	168,980	7,298	430
2005	23	4,623,898	201,039	830,064	11,579	167
2006	25	509,192	20,368	432,311	1,137	95
2007	33	117,055	3,547	14,734	2,207	190
2008	36	911,711	25,325	402,272	2,593	285
2009	25	171,699	6,868	46,711	2,276	201
2010	17	342,590	20,152	143,135	4,872	450
2011	37	443,484	11,986	75,993	3,254	279

Inspections Returned	1 – 250	251 – 1,000	1,001 – 5,000	5,001 – 15,000	15,001 – 50,000	50,001 – 150,000	151,000 – 500,000	500,001
Task Orders Issued for Fiscal Year								
2006	2	8	8	6	0	0	1	0
2007	2	3	22	6	0	0	0	0
2008	0	11	11	5	7	0	2	0
2009	2	3	14	3	3	0	0	0
2010	0	2	7	3	3	2	0	0
2011	0	10	11	8	5	3	0	0

Incremental distribution of task orders by quantity of inspections issued for FY 2006 to 2011

Key discussion points:

- In a typical fiscal year expect to see 30-40 or more declared disasters;
- Approximately 50% of all declared disasters require fewer than 5,000 inspections;
- Approximately 2-3 disasters per year could account for 50-60% of all inspections;
- Disaster sizes generally fall into three categories:
 - Small, geographically concentrated declarations
 - Summer hurricane season
 - Catastrophic or major event such as a Rita/Katrina situation or large earthquake
- Flooding is the most frequent incident type. When flooding incidents occur, “typical” causes of damages associated with a flood event are Flood, Power Surge/Lightening, Sewer Back-up, Seepage, Tornado/Wind, Hail/Rain/Wind Driven Rain. Other potential incident types include Fire, Severe Storms, Earthquake, Hurricane and Tornados;
- The expected production for an inspection is described in the Performance Work Statement section C.6.11.1 and C.6.11.2. This includes any processing, quality assurance and inspection reviews performed by the contractor;
- The contractor(s) is responsible for all logistics, housing and transportation for personnel and equipment which can be challenging during large disaster events;
- For most disaster situations a well-trained and experienced inspector can normally complete approximately 8 inspections per day;
- A general knowledge of overall construction trade practices is usually a plus for an inspector, but is not a requirement;
- Inspectors must have an understanding and knowledge of basic computer skills and be able to operate a Pen Tablet or Mobile Device to enter and communicate inspections data.

Inspection Type Example

Calendar Year 2011

Inspection Type	Count
Appeal	9,497
Inaccessible	7,019
Initial	405,767
Missed	145
No Contact	438
Re-Inspect	2,586
Withdrawn	3,483
TOTAL	428,935

REGISTER OF WAGE DETERMINATIONS UNDER
THE SERVICE CONTRACT ACT
By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR
EMPLOYMENT STANDARDS ADMINISTRATION
WAGE AND HOUR DIVISION
WASHINGTON D.C. 20210

Diane C. Koplewski Division of
Director Wage Determinations

Wage Determination No.: 1995-0221
Revision No.: 29
Date of Last Revision: 06/22/2012

NATIONWIDE: Applicable in the continental U.S., Hawaii, Alaska and American Samoa.

Alaska: Entire state.

American Samoa: Entire state

Hawaii: Entire state.

Midwestern Region: Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin

Northeast Region: Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont

Southern Region: Alabama, Arkansas, Delaware, District of Columbia, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Virginia, West Virginia

Western Region: Arizona, California, Colorado, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, Wyoming

****Fringe Benefits Required Follow the Occupational Listing****

Employed on contracts for Emergency Incident and Fire Safety services.

OCCUPATION CODE - TITLE	FOOTNOTE	RATE
01000 - Administrative Support And Clerical Occupations		
01613 - Word Processor III		
Alaska		18.50
Continental U.S.		18.50
Hawaii and American Samoa		18.26
05000 - Automotive Service Occupations		
05190 - Motor Vehicle Mechanic		
Alaska		26.10
Hawaii and American Samoa		17.34
Midwestern Region		20.60

	Northeast Region	19.34
	Southern Region	18.02
	Western Region	20.84
05220	- Motor Vehicle Mechanic Helper	
	Alaska	18.88
	Hawaii and American Samoa	13.35
	Midwestern Region	13.36
	Northeast Region	15.06
	Southern Region	11.62
	Western Region	14.12
07000	- Food Preparation And Service Occupations	
07010	- Baker	
	Alaska	15.68
	Hawaii and American Samoa	15.66
	Midwestern Region	13.14
	Northeast Region	14.92
	Southern Region	10.74
	Western Region	16.37
07041	- Cook I	
	Alaska	13.51
	Hawaii and American Samoa	13.18
	Midwestern Region	9.66
	Northeast Region	12.06
	Southern Region	9.20
	Western Region	11.01
07042	- Cook II	
	Alaska	15.57
	Hawaii and American Samoa	14.72
	Midwestern Region	10.88
	Northeast Region	13.59
	Southern Region	10.37
	Western Region	12.41
07070	- Dishwasher	
	Alaska	11.57
	Hawaii and American Samoa	12.68
	Midwestern Region	7.82
	Northeast Region	8.38
	Southern Region	8.13
	Western Region	8.43
07130	- Food Service Worker	
	Alaska	11.80
	Hawaii and American Samoa	11.74
	Midwestern Region	9.22
	Northeast Region	11.06
	Southern Region	8.73
	Western Region	9.60
07210	- Meat Cutter	
	Alaska	19.24
	Hawaii and American Samoa	18.68
	Midwestern Region	16.21
	Northeast Region	18.88
	Southern Region	13.53
	Western Region	17.71
12000	- Health Occupations	
12040	- Emergency Medical Technician	
	Alaska	22.57
	Continental U.S.	16.44
	Hawaii and American Samoa	18.49
21000	- Materials Handling And Packing Occupations	
21020	- Forklift Operator	
	Alaska	21.68
	Hawaii and American Samoa	16.89
	Midwestern Region	15.58

	Northeast Region	15.22
	Southern Region	12.89
	Western Region	16.66
21150	- Stock Clerk	
	Alaska	14.00
	Hawaii and American Samoa	11.04
	Midwestern Region	12.37
	Northeast Region	12.21
	Southern Region	11.85
	Western Region	12.53
23000	- Mechanics And Maintenance And Repair Occupations	
23021	- Aircraft Mechanic I	
	Alaska	27.49
	Continental U.S.	28.27
	Hawaii and American Samoa	28.41
23040	- Aircraft Mechanic Helper	
	Alaska	21.55
	Continental U.S.	21.26
	Hawaii and American Samoa	20.51
23060	- Aircraft Servicer	
	Alaska	24.08
	Continental U.S.	24.26
	Hawaii and American Samoa	23.81
23160	- Electrician, Maintenance	
	Alaska	31.03
	Hawaii and American Samoa	26.74
	Midwestern Region	23.30
	Northeast Region	24.97
	Southern Region	19.91
	Western Region	23.79
23440	- Heavy Equipment Operator	
	Alaska	25.38
	Hawaii and American Samoa	18.06
	Midwestern Region	20.60
	Northeast Region	19.34
	Southern Region	18.02
	Western Region	20.84
23470	- Laborer	
	Alaska	15.40
	Hawaii and American Samoa	14.95
	Midwestern Region	12.53
	Northeast Region	12.64
	Southern Region	10.20
	Western Region	11.84
23530	- Machinery Maintenance Mechanic	
	Alaska	28.95
	Hawaii and American Samoa	28.57
	Midwestern Region	17.86
	Northeast Region	18.68
	Southern Region	14.15
	Western Region	17.72
23580	- Maintenance Trades Helper	
	Alaska	21.17
	Hawaii and American Samoa	16.33
	Midwestern Region	16.81
	Northeast Region	15.70
	Southern Region	14.14
	Western Region	14.58
27000	- Protective Service Occupations	
27070	- Firefighter	
	Alaska	11.73
	Hawaii and American Samoa	9.56
	Midwestern Region	7.64

	Northeast Region	8.06
	Southern Region	7.64
	Western Region	8.06
30000 -	Technical Occupations	
30210 -	Laboratory Technician	
	Alaska	22.70
	Hawaii and American Samoa	21.59
	Mid Western Region	20.18
	Northeast Region	18.67
	Southern Region	20.52
	Western Region	19.19
31000 -	Transportation/Mobile Equipment Operation Occupations	
31030 -	Bus Driver	
	Alaska	21.30
	Hawaii and American Samoa	13.83
	Midwestern Region: 1 1/2 to 4 tons	17.55
	Midwestern Region: over 4 tons	18.35
	Midwestern Region: under 1 1/2 tons	13.13
	Northeast Region: 1 1/2 to 4 tons	17.99
	Northeast Region: over 4 tons	18.77
	Northeast Region: under 1 1/2 tons	13.95
	Southern Region: 1 1/2 to 4 tons	16.03
	Southern Region: over 4 tons	16.62
	Southern Region: under 1 1/2 tons	8.93
	Western Region: 1 1/2 to 4 tons	16.53
	Western Region: over 4 tons	16.99
	Western Region: under 1 1/2 tons	10.40
31361 -	Truckdriver, Light	
	Alaska	19.93
	Hawaii and American Samoa	10.90
	Midwestern Region	13.13
	Northeast Region	13.95
	Southern Region	8.93
	Western Region	10.40
31362 -	Truckdriver, Medium	
	Alaska	21.58
	Hawaii and American Samoa	13.82
	Midwestern Region	17.55
	Northeast Region	17.99
	Southern Region	15.98
	Western Region	16.53
31363 -	Truckdriver, Heavy	
	Alaska	22.81
	Hawaii and American Samoa	15.08
	Midwestern Region	18.35
	Northeast Region	18.77
	Southern Region	16.62
	Western Region	17.61
31364 -	Truckdriver, Tractor-Trailer	
	Alaska	24.02
	Hawaii and American Samoa	15.28
	Midwestern Region	21.82
	Northeast Region	18.90
	Southern Region	17.47
	Western Region	17.97
47000 -	Water Transportation Occupations	
47021 -	Cook-Baker/Second Cook/Second Cook- Baker/Assistant Cook	
	Alaska	15.51
	Hawaii and American Samoa	14.72
	Midwestern Region	10.88
	Northeast Region	13.59
	Southern Region	10.36

Western Region	12.41
92000 - Non Standard Occupations	
(not set) - Quality Assurance Representative I	
Alaska	19.27
Hawaii and American Samoa	19.80
Midwestern Region	17.35
Northeast Region	18.32
Southern Region	19.00
Western Region	17.48
(not set) - Quality Assurance Representative II	
Alaska	25.21
Hawaii and American Samoa	23.53
Midwestern Region	21.40
Northeast Region	22.74
Southern Region	20.10
Western Region	21.19
(not set) - Quality Assurance Representative III	
Alaska	26.82
Hawaii and American Samoa	25.61
Midwestern Region	25.19
Northeast Region	26.77
Southern Region	23.77
Western Region	25.41
(not set) - Chief Cook	
Alaska	20.60
Hawaii and American Samoa	24.69
Midwestern Region	18.16
Northeast Region	21.98
Southern Region	16.64
Western Region	20.23
(not set) - Environmental Protection Specialist	
Alaska	32.49
Hawaii and American Samoa	30.05
Midwestern Region	27.33
Northeast Region	32.78
Southern Region	27.83
Western Region	28.78
(not set) - Fire Safety Professional	
Alaska	32.47
Hawaii and American Samoa	30.05
Midwestern Region	27.33
Northeast Region	32.78
Southern Region	27.83
Western Region	28.78
(not set) - Aircraft Quality Control Inspector	
Alaska	28.75
Continental U.S.	29.56
Hawaii and American Samoa	29.72
99000 - Miscellaneous Occupations	
99730 - Refuse Collector	
Alaska	11.38
Hawaii and American Samoa	10.52
Midwestern Region	9.73
Northeast Region	11.11
Southern Region	7.64
Western Region	9.47

□

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$3.71 per hour or \$148.40 per week or \$643.07 per month

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 10 years, and 4 after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

VACATION (Hawaii): 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 10 years, and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HEALTH & WELFARE (Hawaii): \$1.50 per hour, or \$60.00 per week, or \$260.00 per month hour for all employees on whose behalf the contractor provides health care benefits pursuant to the Hawaii prepaid Health Care Act. For those employees who are not receiving health care benefits mandated by the Hawaii prepaid Health Care Act, the new health and welfare benefit rate will be \$3.71 per hour.

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives.

Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

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A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

** UNIFORM ALLOWANCE **

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition, April 2006, unless otherwise indicated. Copies of the Directory are available on the Internet. A

links to the Directory may be found on the WHD home page at <http://www.dol.gov/esa/whd/> or through the Wage Determinations On-Line (WDOL) web site at <http://wdol.gov/>.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall

be retroactive to the commencement date of the contract. {See Section 4.6 (C)(vi)} when multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).

2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.

3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).

4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.

5) The contracting officer transmits the Wage and Hour decision to the contractor.

6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

** OCCUPATIONS NOT INCLUDED IN THE SCA DIRECTORY OF OCCUPATIONS **

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REGISTER OF WAGE DETERMINATIONS UNDER
THE SERVICE CONTRACT ACT
By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR
EMPLOYMENT STANDARDS ADMINISTRATION
WAGE AND HOUR DIVISION
WASHINGTON D.C. 20210

Diane C. Koplewski Division of
Director Wage Determinations

Wage Determination No.: 2000-0127
Revision No.: 17
Date Of Last Revision: 06/13/2012

Nationwide: Continental U.S., including Alaska, Hawaii, Guam, Virgin Islands,
Puerto Rico, American Samoa and the Commonwealth of the Northern Mariana
Islands

****Fringe Benefits Required Follow the Occupational Listing****

Employed on Federal Emergency Management Agency contract for disaster housing
inspection services:

OCCUPATION CODE - TITLE	FOOTNOTE	RATE
(not set) - Housing Inspector		20.66

□

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$3.71 per hour or \$148.40 per week or \$643.07 per month

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or
successor; 3 weeks after 5 years, and 4 weeks after 15 years. Length of service
includes the whole span of continuous service with the present contractor or
successor, wherever employed, and with the predecessor contractors in the
performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year: New Year's Day, Martin Luther
King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day,
Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A
contractor may substitute for any of the named holidays another day off with pay in
accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

VACATION (Hawaii): 2 weeks paid vacation after 1 year of service with a contractor
or successor; 3 weeks after 10 years, and 4 weeks after 15 years. Length of service
includes the whole span of continuous service with the present contractor or

successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HEALTH & WELFARE (Hawaii): \$1.50 per hour, or \$60.00 per week, or \$260.00 per month hour for all employees on whose behalf the contractor provides health care benefits pursuant to the Hawaii prepaid Health Care Act. For those employees who are not receiving health care benefits mandated by the Hawaii prepaid Health Care Act, the new health and welfare benefit rate will be \$3.71 per hour.

** UNIFORM ALLOWANCE **

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted

classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C)(vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).

- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.

- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).

- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.

- 5) The contracting officer transmits the Wage and Hour decision to the contractor.

- 6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

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When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

** OCCUPATIONS NOT INCLUDED IN THE SCA DIRECTORY OF OCCUPATIONS **

Housing Inspector

Performs inspections and assesses damage of residences. Documents the damages sustained based on an extensive knowledge of construction techniques.

Assesses damage to dwellings and the overall habitability of homes and addresses each appropriate field using the ACE Field Software.

Provides support in the administration of Inspection Services contracts, such as assisting in the development of emergency response plans and assisting with quality control monitoring.

Assists in determining number of inspections needed at disaster field sites and provides guidance to other field inspectors. Typical guidance provided is assisting other inspectors with disaster specific information or technical assistance with the ACE Field Software.

Assists the supervisor or senior inspector with analyzing and evaluating Inspection Services procedures in order to recommend improvements in inspection methods and techniques. Procedures are typically evaluated through physical observation of field experiences.

Reviews, analyzes and verifies occupancy documentation provided by applicants such as mortgage payment books, deeds, and various insurance documents.

Provides disaster assistance program information to applicants.

Performs other duties as assigned.

FEMA QUALITY CONTROL INSPECTION PROCESS

Minimum acceptable requirements

- Provide qualifications and experience level of each Quality Control (QC) Inspector
- An onsite evaluation confirming the inspection of record to be free of “errors” as identified by Automatic FEMA Corrections and performed at a time separate of the inspection being evaluated.
- Contractor QC inspector will perform this function independent of the initial inspection.
- Quality control inspection “0 to 100 scoring system” based on the accuracy of the inspection for real and personnel property verification. Contractor & FEMA will agree on pass/fail score.
- Corrective actions steps will be taken for falling below established threshold.
- Contractor reports error rates, the number of inspections issued for QC inspections

Quality Control Inspection Process

1. QC inspections shall begin no later than 24 hours of the first completed inspection.
2. QC inspections on at least 3% of initial and 3% of the appeal inspections on each inspector’s work that has been completed within 14 days of his or her first returned inspection for owners and renters with a minimum of 3 QC’s per inspector.
3. QC inspections shall represent the workload distribution, all geographical areas and continue through the life of the Task Order.
4. QC’s performed on inspections more than 14 days old will not count towards QASP unless waived by the Task Monitor. Corrective action QC’s inspections do not have a time threshold; meaning they can exceed 14 days old from the date the inspection was completed.
5. QC’s must be performed on both owners and renters.
6. During the QC process, an inspection found to fall below the quality control score approved by FEMA will be requested back by the contractor for correction. These will be counted as FEMA Corrections (FCOR) a sampling and or a minimum of three inspections of all inspectors work that fall below the acceptable score will be subject to QC and will continue until the inspector’s QC score reaches an acceptable level based on their scoring plan.
7. If QC inspections are suspended longer than 1 day by the contractor the FEMA Task Monitor will be notified at least 24 hours prior to suspension and at least 48 hours in advance when the QC inspections are to resume.
8. Any change to the 24 hour notice of suspension and 48 hour notice of resuming QC inspections must be coordinated with the Task Monitor.

Contract Management & Inspection Services, at their discretion, reserves the right to have a third party QC inspection as part of the Quality Control process.

- FEMA may request participation any time during the QC process
- FEMA’s discretion, joint QC’s (FEMA employee & contractor representative) may be performed on up to the full number of contractor QC inspections
- It is the contractor’s responsibility to provide all transportation required for the Joint QC effort
- FEMA will rely on the contractor to report error rates and the number of inspections reissued for quality reasons

Attachment 24

- QC result report shall include accuracy of the estimates, completeness of work, compliance with standards and customer satisfaction
- Contractor shall maintain QC results daily and at FEMA's request make those results available to FEMA
- Contractor will summarize the QC effort and report on this effort in a format that is easily retrievable and understood in the Operational and Final Reports (reference reports in PWS)

VANGUARD EMERGENCY MANAGEMENT
1/26/2015

DESCRIPTION	BASE YEAR	OPTION YEAR 1	OPTION YEAR 2	OPTION YEAR 3	OPTION YEAR 4	TOTAL	GRAND TOTAL
OPERATIONS PHASE IN (Cost Reimbursable)							
FACILITIES, LEASE COST OF EQUIPMENT and SUPPLIES	CLIN 0001						
WAREHOUSE OPERATIONS	(b)(4)					(b)(4)	(b)(4)
LABOR OPERATIONS, PROJECT and QUALITY MANAGEMENT							
TRAINING/PARTNERING							
EQUIPMENT MANAGEMENT							
OTHER COSTS NOT LISTED							
TOTAL	\$ 2,075,756.61					(b)(4)	(b)(4)
INSPECTIONS (Firm Fixed Inspection Price)							
INSPECTION (INITIAL, APPEAL, SITE, WITHDRAWN, SWEEP, QC)	CLIN 0002	CLIN 1002	CLIN 2002	CLIN 3002	CLIN 4002		
	(b)(4)	(b)(4)	(b)(4)	(b)(4)	(b)(4)	(b)(4)	(b)(4)
MAXIMUM INCENTIVE (PROPOSED INSPECTION)							
INCENTIVE RATE	CLIN 0003	CLIN 1003	CLIN 2003	CLIN 3003	CLIN 4003		
	2.25%	2.25%	2.25%	2.25%	2.25%		
TOTAL	\$ (b)(4)	\$ (b)(4)	\$ (b)(4)	\$ (b)(4)	\$ (b)(4)	\$ (b)(4)	\$ (b)(4)
TECHNICAL ASSISTANCE (Firm Fixed Hourly Rate)							
GENERALIST 1	CLIN 0004	CLIN 1004	CLIN 2004	CLIN 3004	CLIN 4004		
GENERALIST 3	(b)(4)	(b)(4)	(b)(4)	(b)(4)	(b)(4)	(b)(4)	(b)(4)
TOTAL	\$ (b)(4)	\$ (b)(4)	\$ (b)(4)	\$ (b)(4)	\$ (b)(4)	\$ (b)(4)	\$ (b)(4)
OPERATIONS (Cost Reimbursable)							
FACILITIES, LEASE COST OF EQUIPMENT and SUPPLIES	CLIN 0005	CLIN 1005	CLIN 2005	CLIN 3005	CLIN 4005		
WAREHOUSE OPERATIONS	(b)(4)	(b)(4)	(b)(4)	(b)(4)	(b)(4)	(b)(4)	(b)(4)
LABOR OPERATIONS, PROJECT and QUALITY MANAGEMENT	(b)(4)	(b)(4)	(b)(4)	(b)(4)	(b)(4)	(b)(4)	(b)(4)
TRAINING/PARTNERING							
EQUIPMENT MANAGEMENT							
OTHER COSTS NOT LISTED	407,328.34	70,000.00				(b)(4)	(b)(4)
TOTAL	\$ 6,796,324.95	\$ 857,561.73	\$ 2,230,431.72	\$ 1,147,855.17	\$ 4,549,583.09	\$ 1,182,290.82	\$ 4,577,761.94
						\$ 1,217,759.55	\$ 4,667,385.10
						\$ 1,254,292.33	\$ (b)(4)
							\$ (b)(4)
PARTNERING (Cost Reimbursable)	CLIN 0006	CLIN 1006	CLIN 2006	CLIN 3006	CLIN 4006		
	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00	\$ 50,000.00	\$ 50,000.00
OTHER DIRECT COSTS (Cost Reimbursable)							
INSPECTOR TRAVEL	CLIN 0007	CLIN 1007	CLIN 2007	CLIN 3007	CLIN 4007		
OTHER COSTS NOT LISTED	(b)(4)	(b)(4)	(b)(4)	(b)(4)	(b)(4)	(b)(4)	(b)(4)
CONTRACTOR ACQUIRED PROPERTY							
TOTAL	\$ (b)(4)	\$ (b)(4)	\$ (b)(4)	\$ (b)(4)	\$ (b)(4)	\$ (b)(4)	\$ (b)(4)
TOTAL	\$ (b)(4)						\$ (b)(4)

Vanguard
8/13/2015

DESCRIPTION	BASE PERIOD		OPTION PERIOD 1		OPTION YEAR 2		OPTION YEAR 3		OPTION YEAR 4		TOTAL		GRAND TOTAL
	Recurring Costs	Disaster Specific ODC	Recurring Costs	Disaster Specific ODC	Recurring Costs	Disaster Specific ODC	Recurring Costs	Disaster Specific ODC	Recurring Costs	Disaster Specific ODC	Recurring Costs	Disaster Specific ODC	
OPERATIONS PHASE IN (Cost Reimbursable)													
FACILITIES, LEASE COST OF EQUIPMENT and SUPPLIES	CLIN 0001												
WAREHOUSE OPERATIONS:													
LABOR OPERATIONS, PROJECT and QUALITY MANAGEMENT													
TRAINING/PARTNERING													
EQUIPMENT MANAGEMENT													
OTHER COSTS NOT LISTED													
TOTAL	\$ -												
INSPECTIONS (Firm Fixed Inspection Price)	CLIN 0002		CLIN 1002		CLIN 2002		CLIN 3002		CLIN 4002				
INSPECTION (INITIAL, APPEAL, SITE, WITHDRAWN, SWEEP, QC)	\$ (b)(4)		\$ (b)(4)		\$ -		\$ -		\$ -				\$ (b)(4)
MAXIMUM INCENTIVE (PROPOSED INSPECTION)	CLIN 0003		CLIN 1003		CLIN 2003		CLIN 3003		CLIN 4003				
INCENTIVE RATE	2.25%		2.25%		2.25%		2.25%		2.25%				
TOTAL	\$ (b)(4)		\$ (b)(4)		\$ -		\$ -		\$ -				\$ (b)(4)
TECHNICAL ASSISTANCE (Firm Fixed Hourly Rate)	CLIN 0004		CLIN 1004		CLIN 2004		CLIN 3004		CLIN 4004				
GENERALIST 1	\$ -		\$ -		\$ -		\$ -		\$ -				\$ -
GENERALIST 2	\$ -		\$ -		\$ -		\$ -		\$ -				\$ -
TOTAL	\$ -		\$ -		\$ -		\$ -		\$ -				\$ -
OPERATIONS (Cost Reimbursable)	CLIN 0005		CLIN 1005		CLIN 2005		CLIN 3005		CLIN 4005				
FACILITIES, LEASE COST OF EQUIPMENT and SUPPLIES	\$ (b)(4)		\$ (b)(4)										\$ (b)(4)
WAREHOUSE OPERATIONS:													
LABOR OPERATIONS, PROJECT and QUALITY MANAGEMENT													
TRAINING/PARTNERING													
EQUIPMENT MANAGEMENT													
OTHER COSTS NOT LISTED													
TOTAL	\$ (b)(4)		\$ (b)(4)		\$ -		\$ -		\$ -				\$ (b)(4)
PARTNERING (Cost Reimbursable)	CLIN 0006		CLIN 1006		CLIN 2006		CLIN 3006		CLIN 4006				
	\$ -		\$ -		\$ -		\$ -		\$ -				\$ -
OTHER DIRECT COSTS (Cost Reimbursable)	CLIN 0007		CLIN 1007		CLIN 2007		CLIN 3007		CLIN 4007				
INSPECTOR TRAVEL	\$ (b)(4)		\$ (b)(4)										\$ (b)(4)
OTHER COSTS NOT LISTED													
CONTRACTOR ACQUIRED PROPERTY													
TOTAL	\$ (b)(4)		\$ (b)(4)		\$ -		\$ -		\$ -				\$ (b)(4)
TOTAL	\$ (b)(4)		\$ (b)(4)		\$ -		\$ -		\$ -				\$ (b)(4)

HSFE80-12-R-0033 - HOUSING INSPECTION SERVICES (HIS)

Option Period 1 CLIN 1002

VANGUARD

8/12/2015

FEMA HIS OTHER CLINS					
Cost Item	CLIN 0002 INSPECTIONS (Firm Fixed Price)				TOTAL
	Quantity	Unit	Unit Price	Total Price	
INSPECTIONS (ALL Types)	4,000	Each	\$ (b)(4)	\$ (b)(4)	

FEMA HIS OTHER CLINS			
Cost Item	CLIN 0003 MAXIMUM INCENTIVE		Rate
MAXIMUM INCENTIVE RATE		2.25%	\$ (b)(4)

HSFE80-12-R-0033 - HOUSING INSPECTION SERVICES (HIS)
 SOURCE SELECTION EVALUATION BOARD (SSEB)

Vanguard
 8/12/2015

Option Period 1 CLIN 1004

Labor Category	CLIN 0004 TECHNICAL ASSISTANCE (Labor Hours) - BASE YEAR				TOTAL
	Quantity	Unit	Unit Price	Total Price	
GENERALIST 1	(b)(4)	Hour Each	\$	-	-
GENERALIST 3	-	Hour Each	\$	-	-
TOTAL			\$	-	-

Option Year 1 - OPERATIONS DISASTER - CLIN 0005 (COST REIMBURSABLE)

Cost Item	FACILITIES, LEASE COST OF EQUIPMENT and SUPPLIES			WAREHOUSE OPERATIONS			LABOR OPERATIONS, PROJECT and QUALITY MANAGEMENT			TRAINING/PARTNERING			EQUIPMENT MANAGEMENT			OTHER COST NOT LISTED			Grand Total
	Hours/Quantity	Rate/Price	Total Cost	Hours/Quantity	Rate/Price	Total Cost	Hours/Quantity	Rate/Price	Total Cost	Hours/Quantity	Rate/Price	Total Cost	Hours/Quantity	Rate/Price	Total Cost	Hours/Quantity	Rate/Price	Total Cost	
Direct Labor (b)(4)							(h/v/d)												
							(h/v)												
							(b)(4)												
							(h/v)			(h/v/d)									
							(b)(4)			(b)(4)									
							(h/v)			(h/v/d)									
							(b)(4)			(b)(4)									
							(h/v)			(h/v/d)									
							(b)(4)			(b)(4)									
							(h/v)			(h/v/d)									
							(b)(4)			(b)(4)									
							(h/v)			(h/v/d)									
							(b)(4)			(b)(4)									
							(h/v)			(h/v/d)									
							(b)(4)			(b)(4)									
							(h/v)			(h/v/d)									
							(b)(4)			(b)(4)									
							(h/v)			(h/v/d)									
							(b)(4)			(b)(4)									
							(h/v)			(h/v/d)									
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
						(b)(4)			(b)(4)										
						(h/v)			(h/v/d)										
				</															

Option Year 1 - OTHER DIRECT COSTS - CLIN 0007 (COST REIMBURSABLE)										
Cost Item	INSPECTOR TRAVEL			OTHER COSTS NOT LISTED MANAGEMENT TRAVEL			CONTRACTOR ACQUIRED PROPERTY			(Grand Total)
	Hours/Quantity	Rate/Price	Total Cost	Hours/Quantity	Rate/Price	Total Cost	Hours/Quantity	Rate/Price	Total Cost	
Other Direct Costs (ODCs)										
Airfare (Round Trip)	(b)(4)	(b)(4)	\$(b)(4)	(b)(4)	\$(b)(4)	\$(b)(4)				\$(b)(4)
(b)(4)			\$			\$				
Baggage Fees			\$			\$				
POV Mileage, mob/demoli			\$			\$				
POV Mileage, Local			\$			\$				
Rental Car, Non-local			\$(b)(4)	(b)(4)		\$(b)(4)				
(b)(4)			\$			\$				
Gas, Non-local			\$	(b)(4)		\$(b)(4)				
Other Trans - Average per Day (Rail)			\$			\$				
Taxi, Bus, etc)	(b)(4)	\$(b)(4)	\$(b)(4)			\$				
Parking/Tolls			\$	(b)(4)	\$(b)(4)	\$(b)(4)				
Lodging			\$			\$				
(b)(4)			\$			\$				
Per Diem			\$	(b)(4)	\$(b)(4)	\$(b)(4)				
Misc			\$			\$				
Laundry	(b)(4)	\$(b)(4)	\$(b)(4)			\$				
Other			\$			\$				
Total Other Direct Costs (ODCs)			\$(b)(4)			\$(b)(4)				\$(b)(4)
General & Administrative (G&A)			\$(b)(4)			\$(b)(4)				\$(b)(4)
Total Cost			\$(b)(4)			\$(b)(4)				\$(b)(4)

Vanguard
11/3/2014

DESCRIPTION	BASE PERIOD		OPTION PERIOD 1		OPTION PERIOD 2		OPTION PERIOD 3		OPTION PERIOD 4		TOTAL		GRAND TOTAL	
	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC		
OPERATIONS PHASE IN (Cost Reimbursable)														
FACILITIES, LEASE COST of EQUIPMENT and SUPPLIES	CLIN 0001												\$ -	\$ -
WAREHOUSE OPERATIONS													\$ -	\$ -
LABOR OPERATIONS, PROJECT and QUALITY MANAGEMENT													\$ -	\$ -
TRAINING/PARTNERING													\$ -	\$ -
EQUIPMENT MANAGEMENT													\$ -	\$ -
OTHER COSTS NOT LISTED													\$ -	\$ -
TOTAL	\$ -												\$ -	\$ -

DESCRIPTION	BASE PERIOD		OPTION PERIOD 1		OPTION PERIOD 2		OPTION PERIOD 3		OPTION PERIOD 4		TOTAL		GRAND TOTAL	
	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC		
INSPECTIONS (Firm Fixed Inspection Price)														
INSPECTION (INITIAL, APPEAL, SITE, WITHDRAWN, SWEEP, QC)	CLIN 0002		CLIN 1002		CLIN 2002		CLIN 3002		CLIN 4002				\$ -	\$ -
	\$ -	(b)(4)	\$ -	(b)(4)	\$ -	(b)(4)	\$ -	-	\$ -	-			\$ -	(b)(4)

DESCRIPTION	BASE PERIOD		OPTION PERIOD 1		OPTION PERIOD 2		OPTION PERIOD 3		OPTION PERIOD 4		TOTAL		GRAND TOTAL	
	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC		
MAXIMUM INCENTIVE (PROPOSED INSPECTION)														
INCENTIVE RATE	CLIN 0003		CLIN 1003		CLIN 2003		CLIN 3003		CLIN 4003				\$ -	\$ -
		2.25%		2.25%		2.25%		0.00%		0.00%			\$ -	(b)(4)
TOTAL	\$ -	(b)(4)	\$ -	(b)(4)	\$ -	(b)(4)	\$ -	-	\$ -	-			\$ -	(b)(4)

DESCRIPTION	BASE PERIOD		OPTION PERIOD 1		OPTION PERIOD 2		OPTION PERIOD 3		OPTION PERIOD 4		TOTAL		GRAND TOTAL	
	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC		
TECHNICAL ASSISTANCE (Firm Fixed Hourly Rate)														
GENERALIST 1	CLIN 0004		CLIN 1004		CLIN 2004		CLIN 3004		CLIN 4004				\$ -	\$ -
GENERALIST 3	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-			\$ -	-
TOTAL	\$ -	-	\$ -	-	\$ -	-	\$ -	-	\$ -	-			\$ -	-

DESCRIPTION	BASE PERIOD		OPTION PERIOD 1		OPTION PERIOD 2		OPTION PERIOD 3		OPTION PERIOD 4		TOTAL		GRAND TOTAL	
	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC		
OPERATIONS (Cost Reimbursable)														
FACILITIES, LEASE COST of EQUIPMENT and SUPPLIES	CLIN 0005		CLIN 1005		CLIN 2005		CLIN 3005		CLIN 4005				\$ -	\$ -
WAREHOUSE OPERATIONS	\$ -	(b)(4)	\$ -	(b)(4)	\$ -	(b)(4)							\$ -	(b)(4)
LABOR OPERATIONS, PROJECT and QUALITY MANAGEMENT	\$ -		\$ -		\$ -								\$ -	
TRAINING/PARTNERING	\$ -		\$ -		\$ -								\$ -	
EQUIPMENT MANAGEMENT	\$ -		\$ -		\$ -								\$ -	
OTHER COSTS NOT LISTED	\$ -		\$ -		\$ -								\$ -	
TOTAL	\$ -	(b)(4)	\$ -	(b)(4)	\$ -	(b)(4)	\$ -	-	\$ -	-			\$ -	(b)(4)

DESCRIPTION	BASE PERIOD		OPTION PERIOD 1		OPTION PERIOD 2		OPTION PERIOD 3		OPTION PERIOD 4		TOTAL		GRAND TOTAL	
	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC		
PARTNERING (Cost Reimbursable)														
	CLIN 0006		CLIN 1006		CLIN 2006		CLIN 3006		CLIN 4006				\$ -	\$ -
	\$ -		\$ -		\$ -		\$ -		\$ -				\$ -	

DESCRIPTION	BASE PERIOD		OPTION PERIOD 1		OPTION PERIOD 2		OPTION PERIOD 3		OPTION PERIOD 4		TOTAL		GRAND TOTAL	
	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC		
OTHER DIRECT COSTS (Cost Reimbursable)														
INSPECTOR TRAVEL	CLIN 0007		CLIN 1007		CLIN 2007		CLIN 3007		CLIN 4007				\$ -	(b)(4)
OTHER COSTS NOT LISTED	\$ -	(b)(4)	\$ -	(b)(4)	\$ -	(b)(4)							\$ -	(b)(4)
CONTRACTOR ACQUIRED PROPERTY	\$ -		\$ -		\$ -								\$ -	
TOTAL	\$ -	(b)(4)	\$ -	(b)(4)	\$ -	(b)(4)	\$ -	-	\$ -	-			\$ -	(b)(4)

DESCRIPTION	BASE PERIOD		OPTION PERIOD 1		OPTION PERIOD 2		OPTION PERIOD 3		OPTION PERIOD 4		TOTAL		GRAND TOTAL	
	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC	Recurring Costs	Disaster Specific DDC		
TOTAL	\$ -	(b)(4)	\$ -	(b)(4)	\$ -	(b)(4)	\$ -	-	\$ -	-			\$ -	(b)(4)

HSFE80-12-R-0033 - HOUSING INSPECTION SERVICES (HIS)

VANGUARD

11/3/2014

FEMA HIS OTHER CLINS					
Cost Item	CLIN 1002 INSPECTIONS (Firm Fixed Price)				TOTAL
	Quantity	Unit	Unit Price	Total Price	
INSPECTIONS (ALL Types)	2,000	Each	\$(b)(4)		

FEMA HIS OTHER CLINS			
Cost Item	CLIN 1003 MAXIMUM INCENTIVE		TOTAL
		Rate	
MAXIMUM INCENTIVE RATE		2.25%	\$(b)(4)

HSFE80-12-R-0033 - HOUSING INSPECTION SERVICES (HIS)
SOURCE SELECTION EVALUATION BOARD (SSEB)

Vanguard
11/3/2014

Labor Category	CLIN 1004 TECHNICAL ASSISTANCE (Labor Hours) - BASE YEAR				TOTAL
	Quantity	Unit	Unit Price	Total Price	
GENERALIST 1	2,000	Hour Each	\$ --	\$ --	-
GENERALIST 3	6,000	Hour Each	\$ --	\$ --	-
TOTAL			\$ --	\$ --	-

HSFE80-12-R-0033 - HOUSING INSPECTION SERVICES (HIS)
SOURCE SELECTION EVALUATION BOARD (SSEB)

Vanguard
11/3/2014

OPTION YEAR 1 - OTHER DIRECT COSTS - CLIN 1007 (COST REIMBURSABLE)										
Cost Item	INSPECTOR TRAVEL			OTHER COSTS NOT LISTED MANAGEMENT TRAVEL			CONTRACTOR ACQUIRED PROPERTY			Grand Total
	Hours/ Quantity	Rate/Price	Total Cost	Hours/ Quantity	Rate/Price	Total Cost	Hours/ Quantity	Rate/Price	Total Cost	
Other Direct Costs (ODCs)										
Airfare (Round trip)	(b)(4)		\$(b)(4)	(b)(4)		\$(b)(4)				\$(b)(4)
(b)(4)			\$ -			\$ -				
Baggage Fees			\$ -			\$ -				
POV Mileage, mob/demiob			\$ -		\$ (b)(4)	\$ -				
POV Mileage, Local			\$(b)(4)			\$ -				
Rental Car, Non-local			\$ -	(b)(4)		\$(b)(4)				
(b)(4)			\$ -		\$ (b)(4)	\$ -				
Gas, Non-local			\$ -	(b)(4)		\$(b)(4)				
Other Trans - Average per Day (Rail, Taxi, Bus, etc)	(b)(4)		\$ -		\$ -	\$ -				
Parking/Tolls			\$ -	(b)(4)		\$ -				
Lodging			\$ -	(b)(4)		\$ -				
(b)(4)			\$ -		\$ (b)(4)	\$ -				
Per Diem			\$ -	(b)(4)		\$ -				
Misc			\$ -			\$ -				
Laundry	(b)(4)		\$ -		\$ (b)(4)	\$ -				
Other	(b)(4)	\$ -	\$ -		\$ -	\$ -				
Total Other Direct Costs (ODCs)			\$(b)(4)			\$(b)(4)			\$ -	\$(b)(4)
General & Administrative (G&A)		(b)(4)	\$ -		(b)(4)	\$ -			\$ -	\$ -
Total Cost			\$(b)(4)			\$(b)(4)			\$ -	\$(b)(4)

Vanguard
3/7/2015

DESCRIPTION	BASE PERIOD		OPTION PERIOD 1		OPTION YEAR 2		OPTION YEAR 3		OPTION YEAR 4		TOTAL		GRAND TOTAL
	Recurring Costs	Disaster Specific ODC	Recurring Costs	Disaster Specific ODC	Recurring Costs	Disaster Specific ODC	Recurring Costs	Disaster Specific ODC	Recurring Costs	Disaster Specific ODC	Recurring Costs	Disaster Specific ODC	
OPERATIONS PHASE IN (Cost Reimbursable)													
FACILITIES, LEASE COST OF EQUIPMENT and SUPPLIES	CLIN 0001												
WAREHOUSE OPERATIONS:													
LABOR OPERATIONS, PROJECT and QUALITY MANAGEMENT													
TRAINING/PARTNERING													
EQUIPMENT MANAGEMENT													
OTHER COSTS NOT LISTED													
TOTAL	\$ -												
INSPECTIONS (Firm Fixed Inspection Price)													
INSPECTION (INITIAL, APPEAL, SITE, WITHDRAWN, SWEEP, QC)	CLIN 0002		CLIN 1002		CLIN 2002		CLIN 3002		CLIN 4002				
	\$ (b)(4)		\$ -		\$ -		\$ -		\$ -				\$ (b)(4)
MAXIMUM INCENTIVE (PROPOSED INSPECTION)													
INCENTIVE RATE	CLIN 0003		CLIN 1003		CLIN 2003		CLIN 3003		CLIN 4003				
	2.25%		2.25%		2.25%		2.25%		2.25%				
TOTAL	\$ (b)(4)		\$ -		\$ -		\$ -		\$ -				\$ (b)(4)
TECHNICAL ASSISTANCE (Firm Fixed Hourly Rate)													
GENERALIST 1	CLIN 0004		CLIN 1004		CLIN 2004		CLIN 3004		CLIN 4004				
GENERALIST 2	\$ -		\$ -		\$ -		\$ -		\$ -				\$ -
GENERALIST 3	\$ -		\$ -		\$ -		\$ -		\$ -				\$ -
TOTAL	\$ -		\$ -		\$ -		\$ -		\$ -				\$ -
OPERATIONS (Cost Reimbursable)													
FACILITIES, LEASE COST OF EQUIPMENT and SUPPLIES	CLIN 0005		CLIN 1005		CLIN 2005		CLIN 3005		CLIN 4005				
WAREHOUSE OPERATIONS:	\$ (b)(4)												\$ (b)(4)
LABOR OPERATIONS, PROJECT and QUALITY MANAGEMENT	\$ (b)(4)												\$ (b)(4)
TRAINING/PARTNERING	\$ -												\$ -
EQUIPMENT MANAGEMENT	\$ -												\$ -
OTHER COSTS NOT LISTED	\$ -												\$ -
TOTAL	\$ (b)(4)		\$ -		\$ -		\$ -		\$ -				\$ (b)(4)
PARTNERING (Cost Reimbursable)													
	CLIN 0006		CLIN 1006		CLIN 2006		CLIN 3006		CLIN 4006				
	\$ -		\$ -		\$ -		\$ -		\$ -				\$ -
OTHER DIRECT COSTS (Cost Reimbursable)													
INSPECTOR TRAVEL	CLIN 0007		CLIN 1007		CLIN 2007		CLIN 3007		CLIN 4007				
OTHER COSTS NOT LISTED	\$ (b)(4)												\$ (b)(4)
CONTRACTOR ACQUIRED PROPERTY	\$ -		\$ -		\$ -		\$ -		\$ -				\$ -
TOTAL	\$ (b)(4)		\$ -		\$ -		\$ -		\$ -				\$ (b)(4)
TOTAL	\$ (b)(4)		\$ -		\$ -		\$ -		\$ -				\$ (b)(4)

HSFE80-12-R-0033 - HOUSING INSPECTION SERVICES (HIS)

Base Period CLIN 0002

VANGUARD

8/8/2015

FEMA HIS OTHER CLINS					
Cost Item	CLIN 0002 INSPECTIONS (Firm Fixed Price)				TOTAL
	Quantity	Unit	Unit Price	Total Price	
INSPECTIONS (ALL Types)	3,000	Each	\$ (b)(4)		

FEMA HIS OTHER CLINS			
Cost Item	CLIN 0003 MAXIMUM INCENTIVE		Rate
MAXIMUM INCENTIVE RATE		2.25%	\$ (b)(4)

HSFE80-12-R-0033 - HOUSING INSPECTION SERVICES (HIS)
 SOURCE SELECTION EVALUATION BOARD (SSEB)

Vanguard

8/8/2015

Base Period CLIN 0004

Labor Category	CLIN 0004 TECHNICAL ASSISTANCE (Labor Hours) - BASE YEAR				TOTAL
	Quantity	Unit	Unit Price	Total Price	
GENERALIST 1	2,000	Hour Each	\$	-	-
GENERALIST 3	6,000	Hour Each	\$	-	-
TOTAL			\$	-	-

Option Year 1 - OTHER DIRECT COSTS - CLIN 0007 (COST REIMBURSABLE)										
Cost Item	INSPECTOR TRAVEL			OTHER COSTS NOT LISTED MANAGEMENT TRAVEL			CONTRACTOR ACQUIRED PROPERTY			(Grand Total)
	Hours/Quantity	Rate/Price	Total Cost	Hours/Quantity	Rate/Price	Total Cost	Hours/Quantity	Rate/Price	Total Cost	
Other Direct Costs (ODCs)										
Airfare (Round trip)	(b)(4)		\$(b)(4)	(b)(4)						\$ (b)(4)
(b)(4)			\$							
Baggage Fees			\$							
POV Mileage, mob/demoli			\$			\$(b)(4)				
POV Mileage, Local			\$			\$				
Rental Car, Non-local			\$(b)(4)	(h)(4)						
(h)(4)			\$	(h)(4)						
Gas, Non-local			\$	(h)(4)						
Other Trans - Average per Day (Rail, Taxi, Bus, etc)	(b)(4)		\$			\$				
Parking/Tolls				(b)(4)						
Lodging						\$(b)(4)				
(h)(4)			\$			\$(b)(4)				
Per Diem				(h)(4)						
Misc										
Laundry	(b)(4)		\$(b)(4)			\$(b)(4)				
Other			\$			\$				
			\$			\$				
Total Other Direct Costs (ODCs)			\$(b)(4)			\$(b)(4)			\$	\$(b)(4)
General & Administrative (G&A)			\$(b)(4)			\$(b)(4)			\$	\$(b)(4)
Total Cost			\$(b)(4)			\$(b)(4)			\$	\$(b)(4)