

Attachment 5

AMHU Quality Assurance Plan

02/03/2023

FEMA Quality Assurance Plan 1. Introduction

This Quality Assurance Plan (QAP) has been developed to support the requirements set forth in the Solicitation.

Due to the critical nature of this contract, providing assistance to survivors of disasters, FEMA must ensure that all services and supplies are rendered in a manner that meets or exceeds contractual standards with minimal setbacks. The role of the government is to perform quality assurance to ensure that contract and task order requirements are appropriately achieved.

1.1 Purpose

The purpose of this QAP is to document procedures, guidelines, and evaluation criteria the Government will use to monitor, evaluate, and ensure the contractor provides appropriate technical performance and quality service in a timely manner consistent with the objectives, mission, and performance requirements in the contract.

2. Overview and Scope

2.1 Overview

The QAP provides details of how the Government intends to monitor, evaluate and measure contractor performance for the base contract and all related task orders in accordance with contract. Government surveillance and oversight of the contractor's Quality Control Plan (QCP) is to ensure that the delivery of contractor services is timely, effective and achieve the results specified in the Blanket Purchase Agreement (BPA).

2.2 Performance Requirement QAP Matrix

The Government will use the appropriate Performance Requirement QAP Matrix, along with the technical requirements of the contract to monitor and evaluate performance relevant to individual task orders and relevant to the contract. For this QAP, there are two matrices:

- 1) The QAP Matrix which will be used to rate the contractor's performance (as required by the FAR) after the completion of the purchase order, and
- 2) The BPA Performance Areas (BPA) QAP Matrix which will be used to rate the contractors at the end of each contract year, if options are exercised.

FEMA will use information gathered through the surveillance methods and activities to provide the data that is used as the basis of the contractor's performance rating.

2.3 Methods for Surveillance

Methods of surveillance identified in this document will be used to gather data that will be used to assess contractor performance in accordance with the technical requirements of the

contract. The QAP Matrix elements and Manufactured Home checklist will be utilized to determine factors for monitoring and evaluation. A variety of surveillance methods may be considered for the awarded contract and task orders.

The Contracting Officer's Representative (COR) will develop a surveillance schedule plan identifying the work to be observed or monitored. The COR will develop and apply the appropriate checklist(s) to document contractor performance for each observable task.

2.4 Evaluation Procedures

Assessments for contractor performance will be documented using the appropriate Performance Worksheet and a final contractor rating will be determined using the Performance Evaluation Calculator.

2.5 QAP Implementation

The QAP is designed to focus on the quality, quantity and timeliness of the performance outputs provided by the Contractor. Successful implementation of the QAP is based upon careful planning and targeted use of the following:

1. Surveillance Planning and Scheduling;
2. Data analysis of surveillance results;
3. Consistent performance of QAP requirements; and
4. Frequent QAP updates based on surveillance results or Contractor improvements.

3. Roles and Responsibilities

The Government and Contractor responsibilities for quality assurance are as follows.

3.1 Contracting Officer (CO)

The CO is responsible for ensuring all performance requirements are accomplished in compliance with the terms and conditions of the BPA and/or Call Order. The CO safeguards the interests of the government in the contractual relationship. The CO will receive all discrepancy reports and forward them to executive management of the contractor for action upon each noted discrepancy. The CO may monitor, perform surveillance, and evaluate the contractor's performance at any time during the life of the BPA and/or Call Order. The CO is the only position with the authority to modify the contract terms and conditions.

3.2 Contracting Officer's Representative

The COR will serve as the government representative for monitoring, surveillance, evaluating and performing quality assurance activities. It is the COR's responsibility to develop and apply procedures for performing government quality assurance surveillance actions and

elevate any contractual issues to the CO. The COR shall provide the CO with regular reports and updates on contractor performance.

The COR responsibilities are contained in the written Letter of Designation from the CO and include the following activities:

- Inspection of the product, work, supplies, and/or services.
- Recommendation of acceptance or rejection of the product, work, supplies, and/or services.
- Assisting the CO in evaluating the contractor's reply to rejection notification.
- Maintaining and securing a comprehensive project file until the completion of the task order at which point the file will be forwarded to the CO.
- Ensuring that contractor quantity, cost effectiveness, timeliness, and performance is monitored, assessed, recorded, and documented.
- Establishing and maintaining regular communication with the CO regarding contractor performance including relevant information, reports, and status.

3.3 FEMA Technical Monitor Personnel

The Technical Monitor personnel responsibilities are to inspect and verify the installation contractor's work and report to the COR any issues that do not conform with contractual requirements.

3.4 Contractor

The contractor must develop a QCP, subject to CO and COR approval, that sets forth procedures and responsibilities for ensuring high-quality work adequately addressing and supporting the mission requirements, objectives, and schedules in the most cost-efficient manner. The QCP shall indicate the process for ensuring that manufactured home installations are in compliance with the requirements of the 2018 Kentucky Residential Code, which adopted the International Residential Code (IRC 2015), for each specific County where an Alternative Manufactured Housing Unit (AMHU) may be placed, based on the need and assessment of the community; and the Uniform Federal Accessibility Standards (UFAS).

4. Methods of Surveillance

4.1 Identifying the Method of Surveillance

The Government will assess the Contractor's performance using the methods of surveillance identified for each identified task listed in the QAP Matrix. The Government may change time frames and methods of surveillance to measure performance. If one method of surveillance identifies potentially unsatisfactory performance, defects, and/or deficiencies having an impact on the task objectives, the COR may determine if a follow-up analysis or a different method of surveillance is appropriate.

4.2 Surveillance Methods

The following surveillance methods shall be applied to monitor contractor performance. The COR has the authority to monitor, survey, and evaluate the Contractor's performance at any time. Surveillance and associated activities will be documented, reviewed by the COR, and entered into the Performance Evaluation Worksheets and Calculator.

The COR will perform two essential monitoring functions. One function will focus on monitoring Contractor's performance regarding the timely execution of the task order and the delivery of the finished product that is completed on schedule. The other function will focus on monitoring the Contractor's quality control process to ensure the delivery of a high-quality product.

4.3 100% Inspection

When this type of surveillance is used, the COR shall assign a Technical Monitor to survey and report on the Contractor's performance each time the Contractor installs a unit associated with the task order.

This is an inspection method whereby all units of a task order are monitored. This method provides the best indication of Contractor performance and is the most thoroughly documented.

4.4 Random Inspection

When this type of surveillance is used, the COR shall assign a Technical Monitor to survey and report on the Contractor's performance at random when the Contractor installs a unit associated with the task order.

This is an inspection method whereby a select type and number of units of a task order are monitored.

4.5 Documents Analysis

The COR shall perform 100 percent inspections of the documents received. If the documents identify any trends, issues, or information that could negatively impact the mission, the Contractor may need to perform additional analysis. When using Contractor generated reports that indicate a possible performance or quality concern, the COR will use other methods to confirm quality, quantity, and/or investigate problem areas.

4.6 Progress and Status Meetings

Progress or status meetings shall be held as required with the Contractor, determined by the COR. These meetings will allow the COR and Contractor the opportunity to review and discuss any and all issues related to the execution of the task order.

4.7 Monitoring Techniques

Monitoring techniques to be utilized are:

- Direct observation/inspection
- Site visits
- Conducting meetings
- Onsite visits at manufacturer facility and other personal observations
- Phone calls
- Reviewing Contractor documents
- Reviewing Contractor requests (material change)
- Contacting other Government offices
- Reviewing tracking and management systems

5. Implementation of the QAP

5.1 Surveillance Intervals (Periods)

The COR shall use the Performance Evaluation Worksheets to identify and monitor Contractor performance on a scheduled, random, or as-needed basis until the work performed under the task order is completed. FEMA requires the Contractor to deliver acceptable and quality work. If the Contractor's performance does not appear to address the requirement as determined by the COR, the COR has the option to increase the level of surveillance to protect the interests of the Government and maintain the desired performance and quality. More frequent evaluations may be warranted when the task order period of performance is very short, the task order volume or scope of work is considered a high risk to the Government, or prior work documentation reflected quality and performance concerns.

In Progress Review (IPR) meetings may also be scheduled by the COR to review the Contractor's QCP and Contractor provided reports and information resulting from the Contractor's quality control efforts in order to assess overall Contractor performance for the task order. If the Contractor anticipates a need for an IPR to address concerns, they may request that the COR set up a meeting. This should be a formal request in writing from the Contractor Program Manager (PM).

5.2 Performance Criteria

Results of surveillance activities or events will be documented using the criteria noted in Appendices 1 and 2 below. Services shall ordinarily not be accepted before completion of Government contract quality assurance actions (FAR Part 46.5).

Most task orders awarded under the contract shall be evaluated utilizing task order specific criteria including but not limited to the Alternative Manufactured Housing Inspection Checklists. These checklists will be used to record what the COR or inspections team has

monitored. All ratings assigned by the COR must be supported with formal documentation and entered in the comments section of the activity checklist.

The contract will be analyzed on an annual basis using the criteria outlined in Appendix 2 and the results from each task order evaluation.

5.2.1 Ratings

5.2.1.1 Outstanding Rating (O)

An Outstanding Rating is defined in the matrix below as it relates to the specific Performance Area.

5.2.1.2 Excellent Rating (E)

An Excellent Rating is defined in the matrix below as it relates to the specific Performance Area.

5.2.1.3 Satisfactory Rating (S)

A Satisfactory Rating is defined in the matrix below as it relates to the specific Performance Area.

5.2.1.4 Marginal Rating (M)

A Marginal Rating is defined in the matrix below as it relates to the specific Performance Area.

5.2.1.5 Unsatisfactory Rating (U)

An Unsatisfactory Rating is defined in the matrix below as it relates to the specific Performance Area.

5.3 Rating Determination

Determination of the contractor's rating for each task order will involve evaluating performance using the applicable QAP Matrix, Performance Evaluation Sheet and Checklist(s). To the extent possible, the Government will use quantitative individual criteria to reduce the level of subjectivity in the evaluation process.

The COR shall assign a rating for each area in accordance with the performance standards and metrics identified in the applicable QAP Matrix. The COR shall closely review the Contractor's performance, surveillance data, and other available information to make a rating determination for the period. The COR will document any impacts, negative or positive, on the performance of the primary Contractor, which includes the work performed by their subcontractors.

Where applicable, the COR will use a specific quality assurance checklist and/or worksheet to monitor contractor performance of associated requirements. During a performance period multiple checklists may be used to document findings, and these will form the basis of the rating the contractor will receive.

5.4 Surveillance Outcomes

The results of surveillance activities will be documented using the Performance Evaluation Worksheets to determine the contractor's performance.

5.5 Response to Surveillance Outcomes

5.5.1 Contractor Notification of Surveillance Outcomes

The COR will inform the contractor of potentially unsatisfactory performance by issuing a Discrepancy Report as soon as the discrepancy is noted and request the contractor's initials and date on the Task Order Discrepancy Report form. By initialing and dating the form, the contractor is acknowledging that they have been notified of the potential discrepancy. The representative is not agreeing or disagreeing with the discrepancy report but acknowledging receipt of the form.

If the Contractor disputes the results of the evaluation, they must provide documentation to the COR to substantiate their claim. If the COR and the Contractor cannot come to an agreement, the COR will arrange for a meeting with the CO in person or by telephone conference to attempt to resolve the matter. The COR will provide the Discrepancy Report form and written narrative, along with the Contractor's dispute documentation to the CO for consideration.

5.5.2 Nonconforming Outcomes

When nonconforming supplies or services are identified, the CO shall give the Contractor an opportunity to correct or replace the nonconforming supplies or services when this can be accomplished within the required delivery schedule, see Appendix # 2 – Contract Performance Requirement QAP Matrix, CPA #4. FEMA will provide the time for repairs to the contractor based on the quantity of units that require repair, the complexity of the repair and the availability of materials or other issues that FEMA deems reasonable to take into consideration. Unless the contract specifies otherwise, correction or replacement shall be made without additional cost to the Government.

If the nonconformance is major or critical, the supplies and/or services will not be accepted. The CO shall discourage the contractor from offering nonconforming supplies or services.

For minor nonconformance, the COR within his/her authority and responsibility may recommend the following to the CO:

1. Accept and have the contractor replace at no additional cost.

2. Accept and FEMA will replace or repair and charge the contractor.
3. Accept at price reduction.
4. Reject.

The COR does not have the authority to approve any of the above courses of action and shall not discuss this with the contractor.

For supplies and services with minor nonconformance, the CO can consider identifying the value of the individual work requirements or tasks that may be subject to a price or fee reduction. This value may be used to determine an equitable adjustment for nonconforming services for fixed price work orders.

The CO will provide a notice of rejection promptly to the contractor, which will include the reasons for rejection.

5.5.3 Discrepancy Report (DR)

A DR can be initiated by the COR at any time during the evaluation period when the results of an evaluation show unsatisfactory or marginal performance for the task order period being monitored or when the contractor is performing below the acceptable performance level (APL).

If the performance is below satisfactory for excusable circumstances, the following steps will be followed:

1. The COR discusses the potential issue with the contractor PM and provides a DR.
2. The COR notifies the CO of concurrence or non-concurrence.
3. Upon receipt of the contractor's response, the CO, in consultation with the COR must evaluate the contractor's response and take appropriate action.

Appendix #1: BPA QAP Matrix

Blanket Purchase Order (BPA-Call Order)	PERFORMANCE REQUIREMENT	STANDARD
<p>Call-Order #1:</p> <p>Manufacturing Facility Unit Delivery: Acceptance Rate</p>	<p>The Contractor shall deliver a unit to be inspected by the receiving location, after successfully passing inspection, the unit will be barcoded by FEMA.</p> <p>The Unit Delivery Acceptance Rate is defined by how many delivered units are received and barcoded per week at receiving locations for all applicable delivery sites identified in the task order.</p> <p>To meet the performance requirement, units shall be received and barcoded (checked in) during the hours of operation for each receiving location. If a unit is delivered after the hours of operations or the check in process extends beyond the hours of operation, the delivery date will be recorded as the next business day. Receiving hours: 8:00am to 3:00pm (Local/Receiving location Time Zone) Operational day: Monday to Saturday excluding Federal Holidays.</p> <p>The Vendor’s Manufacturing Facilities will be scored on its units’ delivery acceptance rate.</p>	<p>Outstanding: 100% of units delivered in a week are accepted.</p> <p>Excellent: Less than 100% but more than 95% of units delivered in a week are accepted.</p> <p>Satisfactory: Less than 95% but more than 90% of units delivered in a week are accepted.</p> <p>Marginal: Less than 90% but more than 80% of units delivered in a week are accepted.</p> <p>Unsatisfactory: Less than 80% of units delivered in a week are accepted.</p>

Blanket Purchase Order (BPA-Call Order)	PERFORMANCE REQUIREMENT	STANDARD
<p>Call-Order #2a:</p> <p>Vendor Unit Delivery: Acceptance Rate</p>	<p>FEMA will score the Manufacturing Facility Unit Delivery Acceptance Rate of each vendor's manufacturing facilities. The score will be calculated from the average scores of the manufacturing facilities that built units for the vendor (Call-Order 2).</p> <p>Example: Manufacturing Facility A Score = 4 Manufacturing Facility B Score = 3 <u>Manufacturing Facility C Score = 2</u> Total Score = 9</p> <p>Average = $9/3 = 3$ Vendor Score = 3 3 = Excellent Rating</p>	<p>Outstanding: Average of manufacturing facilities building for Vendor equals 4</p> <p>Excellent: Average of manufacturing facilities building for Vendor equals 3</p> <p>Satisfactory: Average of manufacturing facilities building for Vendor equals 2</p> <p>Marginal: Average of manufacturing facilities building for Vendor equals 1</p> <p>Unsatisfactory: Average of manufacturing facilities building for Vendor equals 0</p>

Blanket Purchase Order (BPA-Call Order)	PERFORMANCE REQUIREMENT	STANDARD
<p>Call-Order #2b:</p> <p>Vendor Unit Delivery: Acceptance Rate</p>	<p>At the end of the task order build all of the Vendor's weekly scores for Vendor Unit Delivery Acceptance Rate will be averaged for a final task order score. (Call-Order 2b)</p> <p>Example: Vendor Week 1 Score = 4 Vendor Week 1 Score = 3 <u>Vendor Week 1 Score = 2</u> Total Score = 9</p> <p>Average = $9/3 = 3$ Vendor Score = 3 3 = Excellent Rating</p>	<p>Outstanding: Average of manufacturing facilities building for Vendor equals 4</p> <p>Excellent: Average of manufacturing facilities building for Vendor equals 3</p> <p>Satisfactory: Average of manufacturing facilities building for Vendor equals 2</p> <p>Marginal: Average of manufacturing facilities building for Vendor equals 1</p> <p>Unsatisfactory: Average of manufacturing facilities building for Vendor equals 0</p>

Blanket Purchase Order (BPA-Call Order)	PERFORMANCE REQUIREMENT	STANDARD
<p>Call-Order #3:</p> <p>Failed Unit Reinspection: Timeliness</p>	<p>The contractor shall repair and return units that fail inspection. Failed units shall meet the contract requirements upon re-inspection within 3 business days. If more time is needed, the contractor will need to provide FEMA with a reasonable explanation in writing which will then need to be approved by the contracting officer, or COR. During re-inspection only, the repaired item(s) and adjacent/related items will be inspected.</p>	<p>Outstanding: no rating</p> <p>Excellent: no rating</p> <p>Satisfactory: All units that fail inspection are returned to FEMA for re-inspection and acceptance within 3 business day.</p> <p>Marginal: 10% or less of the units are returned to FEMA for re-inspection and acceptance in less than 4 business days. The remaining units are returned and accepted within 3 business day.</p> <p>Unsatisfactory: Anything below marginal.</p>

Blanket Purchase Order (BPA-Call Order)	PERFORMANCE REQUIREMENT	STANDARD
<p>Call-Order #4:</p> <p>Repair (Direct Delivery): Timeliness</p>	<p>Repair timeliness is the time that the manufacturer takes to perform a repair in order to make direct delivered AMHUs compliant with the Contract and/or task order requirements.</p> <p>Repair is defined as any correction to an item that is discovered not to be in compliance with the acceptance checklist.</p> <p>Note: The vendor will not be scored on work that is not performed by them or their personnel. For example, if the vendor cannot meet the FEMA required timeframe, FEMA has the option to proceed and hire services for repair at the vendor's expense.</p> <p>However, the vendor will be evaluated under communication per this QAP, if the vendor does not communicate their inability to perform a timely repair as required it will be reflected in the communications evaluation scoring.</p>	<p>Outstanding: 98% or more of the units where repaired in less than 3 business day. No unit takes more than 4 business days to repair.</p> <p>Excellent: 95% to less than 98% of the units where repaired in less than 3 business day. No unit takes more than 4 business days to repair.</p> <p>Satisfactory: 95% to less than 98% of the units where repaired in less than 4 business days. No unit takes more than 5 business days to repair.</p> <p>Marginal: 90% to less than 95% of the units where repaired in less than 4 business days. No unit takes more than 5 business days to repair.</p> <p>Unsatisfactory: More than 10% the units where repaired in more than 3 business days. Any unit takes more than 5 business days to repair.</p>

Blanket Purchase Order (BPA-Call Order)	PERFORMANCE REQUIREMENT	STANDARD
<p>Call-Order #5:</p> <p>Repair (Storage and Staging): Timeliness</p>	<p>Repair: Time that takes the contractor to repair a Unit that has been accepted by FEMA.</p> <p>This includes all warranty items, except for Warranty Repairs in the Field items.</p> <p>Performance Timeline:</p> <ol style="list-style-type: none"> 1. The contractor shall have no more than three (3) calendar days to have a representative arrive at designated FEMA location. 2. The vendor shall have no more than five (5) calendar days after the date of inspection to provide FEMA with a proposed course of action to make any and all required repairs or provide replacement items. This plan shall include a proposed timeline. 3. The COR shall review and negotiate with the contractor an acceptable timeline for the repairs. (Note: The CO becomes the final arbiter of the repair timeline if the contractor and COR cannot agree.) 4. The contractor shall perform all repair/replacement work within the agreed upon timeline. <p>*NOTE: The contractor will be evaluated per repair instance; however, if the contractor has to perform another repair in a same unit where the same repair was previously performed, it will receive an unsatisfactory rating.</p>	<p>Outstanding: 98% or more of the units where fully repaired (with no follow-on repairs) in timeframe agreed between FEMA and the contractor.</p> <p>Excellent: 95% to less than 98% units where fully repaired (with no follow-on repairs) in timeframe agreed between FEMA and the contractor.</p> <p>Satisfactory: 90% to less than 95% units where fully repaired (with no follow-on repairs) in timeframe agreed between FEMA and the contractor.</p> <p>Marginal: 85% to less than 90% units where fully repaired (with no follow-on repairs) in timeframe agreed between FEMA and the contractor.</p> <p>Unsatisfactory: less than 85% units where fully repaired (with no follow-on repairs) in timeframe agreed between FEMA and the contractor.</p>

Blanket Purchase Order (BPA-Call Order)	PERFORMANCE REQUIREMENT	STANDARD
<p>Call-Order #6: Communication: Timeliness</p>	<p>FEMA will rate the vendor on the ability to communicate required information that is not scheduled.</p> <p>For example: advance notification of production delays or a timely request for a change in materials used.</p> <p>Proactive communication: FEMA will rate the vendor in the ability to communicate anticipated issues and conflicts ahead of time. For example, If there are anticipated issues (i.e. Production delay), the Vendor shall communicate with the COR and maintain communication with the COR informed while the issue is resolved.</p>	<p>Outstanding: There are no instances where slow or no notification impact production or quality.</p> <p>Excellent: no rating</p> <p>Satisfactory: There is no more than one (1) instance where slow or no notification impacts production or quality.</p> <p>Marginal: There are no more than two (2) instances where show or no notification impacts production or quality.</p> <p>Unsatisfactory: There are more than two (2) instances where show or no notification impacts production or quality.</p>

Blanket Purchase Order (BPA-Call Order)	PERFORMANCE REQUIREMENT	STANDARD
<p>Call-Order #7: Communication: Scheduled</p>	<p>FEMA will rate the vendor on the ability to communicate scheduled information in a timely manner.</p>	<p><i>Outstanding</i> 100% of the scheduled communication is provided within the specified timelines.</p> <p><i>Excellent</i> 99% to less than 100% of the scheduled communication is provided within the specified timelines.</p> <p><i>Satisfactory</i> 98% to less than 99% of the scheduled communication is provided within the specified timelines.</p> <p><i>Marginal:</i> 95% to less than 98% of the scheduled communication is provided within the specified timelines.</p> <p><i>Unsatisfactory:</i> less than 95% of the scheduled communication is provided within the specified timelines.</p>

Blanket Purchase Order (BPA-Call Order)	PERFORMANCE REQUIREMENT	STANDARD
<p>Call-Order # 8:</p> <p>Manufacturing Facility Quality:</p> <p>Unit Production: Quality at Manufacturer Facility During Task Order Production</p>	<p>The Contractor shall manufacture a unit to be inspected by FEMA personnel or FEMA contractors at the manufacturer’s location, after successfully passing inspection, the unit will be delivered to a FEMA location.</p> <p>FEMA or the contractor inspecting units at the manufacturer’s facility will write an inspection report for a percentage (may inspect 0% to 100% of units manufactured) of the units built. The report will list any items noted during the inspection, the report will also state if the items cited in the report were resolved or not.</p> <p>Definitions:</p> <p>Nonconformance: Any item listed on the inspection report.</p> <p>Resolved: A nonconformance that has been corrected. Correction must be confirmed by an inspector.</p> <p>Unresolved: A nonconformance that has not been corrected. Or a nonconformance that has been corrected by not confirmed by an inspector.</p>	<p>Outstanding: Unit has zero (0) nonconformances listed on the report.</p> <p>Excellent: Unit has five (5) or less nonconformances listed on the report. All nonconformances are resolved.</p> <p>Satisfactory: Unit has six (6) to ten (10) nonconformances listed on the report. All nonconformances are resolved.</p> <p>Marginal: Unit has eleven (11) to twenty (20) nonconformances listed on the report. All nonconformances are resolved.</p> <p>Unsatisfactory: Unit has twenty-one (21) or more nonconformances listed on the report. <i>And/or</i> there is one (1) or more unresolved nonconformances on the report.</p>

Blanket Purchase Order (BPA-Call Order)	PERFORMANCE REQUIREMENT	STANDARD
<p>Call-Order # 8a:</p> <p>Vendor Quality:</p> <p>Vendor Production: Overall Quality at all of Vendor's Facilities During Task Order Production</p>	<p>FEMA will score the quality of the work provided by each vendor's manufacturing facility. The score will be calculated from the average scores of the manufacturing facilities that built units for the vendor (Call-Order 10).</p> <p>Example: Manufacturing Facility A Score = 4 Manufacturing Facility B Score = 3 <u>Manufacturing Facility C Score = 2</u> Total Score = 9</p> <p>Average = $9/3 = 3$ Vendor Score = 3 3 = Excellent Rating</p>	<p>Outstanding: Average of manufacturing facilities building for Vendor equals 4</p> <p>Excellent: Average of manufacturing facilities building for Vendor equals 3</p> <p>Satisfactory: Average of manufacturing facilities building for Vendor equals 2</p> <p>Marginal: Average of manufacturing facilities building for Vendor equals 1</p> <p>Unsatisfactory: Average of manufacturing facilities building for Vendor equals 0</p>

Blanket Purchase Order (BPA-Call Order)	PERFORMANCE REQUIREMENT	STANDARD
<p>Call-Order #9:</p> <p>Unit Production: Quality</p>	<p>The Contractor shall deliver units to a specific location where the AMHU's will be inspected using the approved housing checklist. After inspection, units shall be accepted by FEMA and barcoded.</p>	<p>Outstanding: 100% of the units are ready for dispatch after inspection.</p> <p>Excellent: 95% to less than 100% of the units are ready for dispatch after inspection.</p> <p>Satisfactory: 90% to less than 95% of the units are ready for dispatch after inspection.</p> <p>Marginal: 80% to less than 90% of the units are ready for dispatch after inspection.</p> <p>Unsatisfactory: less than 80% of the units are ready for dispatch after inspection.</p>

Blanket Purchase Order (BPA-Call Order)	PERFORMANCE REQUIREMENT	STANDARD
<p>Call-Order #10:</p> <p>Failed Unit Reinspection: Quality</p>	<p>The contractor shall repair and return units that fail inspection prior to leaving manufacture's facility. Failed units shall meet the contract requirements upon re-inspection.</p>	<p>Outstanding: no rating</p> <p>Excellent: no rating</p> <p>Satisfactory: Upon reinspection, all units pass inspection.</p> <p>Marginal: Any unit has to be reinspected a second time.</p> <p>Unsatisfactory: Any unit has to be re-inspected more than twice.</p>

Blanket Purchase Order (BPA-Call Order)	PERFORMANCE REQUIREMENT	STANDARD
<p>Call-Order #11:</p> <p>Manufacturing Facility Quality:</p> <p>Quality of Units Delivered by Each Manufacturing Facility (Initial Installation)</p>	<p>Quality of Units Delivered: Is a measurement that considers and evaluate all units delivered and any issues that prevent the unit from being occupied during the initial installation. Issues evaluated by this performance factor cannot be discovered during FEMA’s acceptance inspection as they only become apparent when a unit is connected to the utility grid (water, sewer, and electric) and all systems are energized, powered up, pressurized or otherwise tested. Units delivered to FEMA are required to be built with high quality standards and free from such hidden defects.</p> <p>Items, including, but not limited to, those on the Warranty Repairs in the Field List, are defined as a Hidden Defects</p> <p>*Hidden Defect: A defect that is found during the initial install of the AMHU. These defects are defects that cannot be found while performing the Acceptance Inspection (Visual Scan).</p>	<p>Outstanding: 100% of the units installed the first time in a disaster did not require perform a repair/replacement using the Warranty Repairs in the Field program</p> <p>Excellent: 98% to less than 100% of the units installed the first time in a disaster area require a repair/replacement using the Warranty Repairs in the Field program</p> <p>Satisfactory: 95% to less than 98% of the units installed the first time in a disaster area require a repair/replacement using the Warranty Repairs in the Field program</p> <p>Marginal: 90% to less than 95% of the units installed the first time in a disaster area require a repair/replacement using the Warranty Repairs in the Field program.</p> <p>Unsatisfactory: Less than 90% of the units installed the first time in a disaster area require a repair/replacement using the Warranty Repairs in the Field program</p>

Blanket Purchase Order (BPA-Call Order)	PERFORMANCE REQUIREMENT	STANDARD
<p>Call-Order #11b:</p> <p>Vendor Quality: Overall Quality of All Units Delivered by the Vendor (Initial Installation)</p>	<p>Quality of Units Delivered: Is a measurement that considers and evaluate all units delivered by the Vendor and any issues that prevent the unit from being occupied during the initial installation. Issues evaluated by this performance factor cannot be discovered during FEMA’s acceptance inspection as they only become apparent when a unit is connected to the utility grid (water, sewer, and electric) and all systems are energized, powered up, pressurized or otherwise tested. Units delivered to FEMA are required to be built with high quality standards and free from such hidden defects.</p> <p>Items, including, but not limited to, those on the Warranty Repairs in the Field List, are defined as a Hidden Defects</p> <p>*Hidden Defect: A defect that is found during the initial install of the MHU. These defects are defects that cannot be found while performing the Acceptance Inspection (Visual Scan).</p> <p>FEMA will score the quality of the work provided by each vendor’s manufacturing facilities. The score will be calculated from the average scores of the manufacturing facilities that built units for the vendor (Call-Order 13).</p> <p>Example: Manufacturing Facility A Score = 4 Manufacturing Facility B Score = 3 <u>Manufacturing Facility C Score = 2</u> Total Score = 9 Average = $9/3 = 3$ Vendor Score = 3 3 = Excellent Rating</p>	<p>Outstanding: Average of manufacturing facilities building for Vendor equals 4</p> <p>Excellent: Average of manufacturing facilities building for Vendor equals 3</p> <p>Satisfactory: Average of manufacturing facilities building for Vendor equals 2</p> <p>Marginal: Average of manufacturing facilities building for Vendor equals 1</p> <p>Unsatisfactory: Average of manufacturing facilities building for Vendor equals 0</p>

Blanket Purchase Order (BPA-Call Order)	PERFORMANCE REQUIREMENT	STANDARD
<p>Call-Order #12:</p> <p>Manufacturing Facility Quality:</p> <p>Repair by Each Manufacturing Facility: Quality</p>	<p>Repairs shall be made so that the unit is compliant with the contract requirements after repairs.</p>	<p><i>Outstanding</i> <i>No rating</i></p> <p><i>Excellent:</i> <i>No Rating</i></p> <p><i>Satisfactory:</i> 100% of the units did not require rework.</p> <p><i>Marginal:</i> No more than 3% but less than 5% of the units require rework.</p> <p><i>Unsatisfactory:</i> No more than 5% but less than 10% of the units require rework.</p>

Blanket Purchase Order (BPA-Call Order)	PERFORMANCE REQUIREMENT	STANDARD
<p>Call-Order #12b:</p> <p>Vendor Quality:</p> <p>Repair by Vendor: Quality</p>	<p>Repairs shall be made so that the unit is compliant with the contract requirements after repairs.</p> <p>FEMA will score the quality of the work provided by each vendor’s manufacturing facility. The score will be calculated from the average scores of the manufacturing facilities that built units for the vendor. (Call-Order 14)</p> <p>Example:</p> <p>Manufacturing Facility A Score = 2 Manufacturing Facility B Score = 2 <u>Manufacturing Facility C Score = 0</u> Total Score = 4</p> <p>Average = $4/3 = 3$</p> <p>Vendor Score = 1</p> <p>1 = Unsatisfactory Rating</p>	<p>Outstanding: No rating</p> <p>Excellent: No rating</p> <p>Satisfactory: Average of manufacturing facilities building for Vendor equals 2</p> <p>Marginal: Average of manufacturing facilities building for Vendor equals 1</p> <p>Unsatisfactory: Average of manufacturing facilities building for Vendor equals 0</p>

Blanket Purchase Order (BPA-Call Order)	PERFORMANCE REQUIREMENT	STANDARD
<p>Call-Order #13:</p> <p>Document Accuracy (Bill of Sale and/or Sales Contract and Invoices)</p>	<p>Submitted documents must be reviewed by the vendor as to be devoid of discrepancies or incorrect information.</p> <p>For example: invoices must contain accurate and correct pricing, an accurate unit description and an accurate Bill of Sale and/or Sales Contract</p>	<p>Outstanding: There are no discrepancies or inaccurate information contained in the document.</p> <p>Excellent: no rating</p> <p>Satisfactory: There is no more than one (1) discrepancy contained in the document.</p> <p>Marginal: There are no more than two (2) discrepancies contained in the document.</p> <p>Unsatisfactory: There are more than two (2) discrepancies contained the document.</p>

Blanket Purchase Order (BPA-Call Order)	PERFORMANCE REQUIREMENT	STANDARD
<p>Call-Order #14:</p> <p>Task Order Management</p>	<p>Performance task order management for quality is defined as the number of instances where the COR must intervene to correct the vendor. This can be done by issuing a formal written notice or by involving the Contracting Officer.</p>	<p>Outstanding There are no performance quality issues during the period of performance.</p> <p>Excellent There are quality issues during the period of performance; however, none of the quality issues rise to a level that requires a formal memorandum or contracting officer intervention.</p> <p>Satisfactory There is no more than one (1) formal memorandum or contracting officer intervention.</p> <p>Marginal There is more than one (1) and less than five (5) quality issues that require either a formal memorandum or contracting officer intervention.</p> <p>Unsatisfactory There are more than five (5) quality issues that require either a formal memorandum or contracting officer intervention.</p>

APPENDIX #2: Performance Requirements Rating Calculation

Vendors will have performance calculated for each call order awarded. In addition, vendors will have an annual score calculated for the contract. Call order scores will be calculated during call order closeout and will be based on all applicable call order performance areas. Contract annual scores will be calculated based on a calculation that includes the contract performance areas and the call order scores. Scores will be calculated in accordance with the methodologies described below.

General Calculation Guidelines

For each performance standard the following point system applies to the listed rating. Should a performance area not apply, it will not be used as part of the overall rating calculation. The point system will be used to calculate the contractor's performance using the methodology listed below.

Each rating has the following number of points:

Outstanding – 4 points

Excellent – 3 points

Satisfactory – 2 points

Marginal – 1 point

Unsatisfactory – 0 points

During all calculations the following arithmetic rule will apply:

Point value calculations resulting in a number less than .5 will be rounded down to the next whole number; point value calculations resulting in a number equal to or greater than .5 will be rounded up to the next whole number.

Individual performance area scores will be calculated periodically as well as at the conclusion of the period of performance.

APPENDIX #3 TASK ORDER PERFORMANCE WORKSHEETS

Call order performance is divided into the categories that are in CPRAS. FEMA will be calculated based the scores for each of the areas that are applicable. Call Orders that are identified as CPARS – Schedule will be used to calculate the CPARS score for schedule, Call Orders that are identified as CPARS – Quality will be used to calculate the CPARS score for quality etc. The following are the Call Orders:

CPARS Area - Timeliness	
1.	Vendor Unit Delivery: Acceptance Rate CPARS Area - Timeliness
2.	Failed Unit Re-Inspection – CPARS Area - Timeliness
3.	Repair (Direct delivery) – CPARS Area - Timeliness
4.	Repair (Storage and Staging) CPARS Area - Timeliness
5.	Communication CPARS Area - Timeliness
6.	Communication Scheduled CPARS Area - Timeliness
CPARS Area – Quality	
7.	Vendor Quality: Vendor Production Overall Quality at all of Vendor’s Facilities During Task Order Production CPARS Area - Quality
8.	Unit Production: Quality CPARS Area – Quality
9.	Failed Unit Reinspection: Quality CPARS Area – Quality
10.	Vendor Quality: Overall Quality of All Units Delivered by the Vendor (Initial Installation) CPARS Area - Quality
11.	Vendor Quality: Repair by Vendor Quality CPARS Area - Quality
12.	Document Accuracy (<i>Bill of Sale and/or Sales Contract and Invoices</i>) CPARS Area - Quality
CPARS Area – Management	
13.	Task Order Management CPARS Area – Management

A Call Order is considered applicable when it has been used to calculate a rating. For example, if a contractor has no delivered units fail inspection, then Call Order Failed Unit Re-Inspection – Timeliness and Failed Unit Re-Inspection – Quality would not be used as part of the calculations.

Scores will be calculated for each CPAR Area. Below is an example of how the scores will be calculated for each unit.

CRARS Area – Timeliness

CPARS Area – Timeliness	
1.	Vendor Unit Delivery: Acceptance Rate
2.	Failed Unit Re-Inspection – Timeliness
3.	Repair (Direct delivery) – Timeliness
4.	Repair (Storage and Staging) Timeliness
5.	Communication Timeliness
6.	Communication Scheduled

Call Order #1 Vendor Unit Delivery: Acceptance Rate

Calculation formula: A percentage (up to 100%) of the Unit Production Quality at a Manufacturer/Vendor Facility scores will be gathered, then used to calculate the Overall Quality at all of Vendor's Facilities.

The assigned points will be totaled and then averaged for the number of reports in the sample group.

Example: if 3 Vendor Unit Delivery: Acceptance Rate Scores are reviewed for the survey timeframe and the contractor receives the following point scores:

4, 3, 2 = 9

9 total points divided by 3 samples = 3

Then the score will be Excellent based on a score of 3 points.

This Vendor Unit Delivery: Acceptance Rate sub-score will be averaged within the other Call Order sub-scores as described below to arrive at one Overall Performance score.

TOPA#2 Failed Unit Re-Inspection - Timeliness

Calculation formula: Each appropriate performance record will be assigned the corresponding number of points based on the performance standard.

The assigned points will be totaled and then averaged for the number of records in the sample group.

Example: if 10 Failed Inspection: Timeliness samples are reviewed to review timeframe and the contractor receives the following point scores:

4, 4, 3, 2, 3, 3, 3, 0, 1, 4, = 27

27 total points divided by 10 samples = 2.7

Then the score for the month will be Excellent based on a rounded rating of 3 points.

This Failed Re-Inspection – Timeliness sub-score will be averaged within the other Call Order sub-scores as described below to arrive at one Overall Performance score.

Call Order #3 Repair (Direct Delivery) Timeliness

Calculation formula: Each appropriate performance record reviewed will be assigned the corresponding number of points based on the performance standard.

The assigned points will be totaled and then averaged for the number of records in the sample group.

Example: if 10 Repair (Direct Delivery) Timeliness- Samples and records are reviewed for the survey timeframe and the contractor receives the following point scores:

4, 4, 4, 4, 3, 3, 3, 3, 4, 4, = 36

36 total points divided by 10 samples = 3.6

Then the score for the month will be Outstanding based on a rounded rating of 4 points.

This Repair (Direct Delivery) Timeliness: sub-score will be averaged within the other Call Order a sub-score as described below to arrive at one Overall Performance score.

Call Order #4 Repair (Storage and Staging) Timeliness

Calculation formula: Each appropriate performance record reviewed will be assigned the corresponding number of points based on the performance standard.

The assigned points will be totaled and then averaged for the number of records in the sample group.

Example: if 10 Repair (Storage and Staging) samples are reviewed for the survey timeframe and the contractor receives the following point scores:

4, 4, 3, 2, 3, 3, 3, 0, 1, 4, = 27

27 total points divided by 10 samples = 2.7

This Repair (Storage and Staging) Timeliness: sub-score will be averaged within the other Call Order sub-scores as described below to arrive at one Overall Performance score.

Call Order #5 Communications - Timeliness

Calculation formula: Each appropriate performance record reviewed will be assigned the corresponding number of points based on the performance standard.

The assigned points will be totaled and then averaged for the number of records in the sample group.

Example: if 10 Communication: Timeliness: Records are reviewed for the survey timeframe and the contractor receives the following point scores:

4, 4, 3, 2, 3, 3, 3, 0, 1, 4, = 27

27 total points divided by 10 samples = 2.7

Then the score for the month will be Excellent based on a rounded rating of 3 points.

This Communication: Timeliness sub-score will be averaged within the other Call Order sub-scores as described below to arrive at one Overall Performance score.

Call Order #6 Communication: Scheduled

Calculation formula: Each appropriate performance record reviewed will be assigned the corresponding number of points based on the performance standard.

The assigned points will be totaled and then averaged for the number of records in the sample group.

Example: if 10 Communication: Scheduled- Records are reviewed for the survey timeliness and the contractor receives the following point scores:

4, 3, 4, 4, 3, 3, 3, 2, 1, 4, = 31

31 total points divided by 10 samples = 3.1

Then the score for the month will be Excellent based on a rounded rating of 3 points.

This Communication: Scheduled sub-score will be averaged within the other Call Order sub-scores as described below to arrive at one Overall Performance score.

Using the examples provided above the contractor received the following Call Order scores:

Call Order #	Call Order Title	Score
1.	Vendor Unit Delivery: Acceptance Rate	3
2.	Failed Unit Re-Inspection – Timeliness	3
3.	Repair (Direct delivery) – Timeliness	4
4.	Repair (Storage and Staging) Timeliness	3
5.	Communication Timeliness	3
6.	Communication Scheduled	3
	Total	23

The total score will be averaged to calculate the CPARS Area - Timeliness Score. See Below

$$\text{CPARS Area – Timeliness Score} = 4+3+3+4+3+3+3/7 = 23/7=3.28$$

CPARS Area – Timeliness Score = 3 or *Excellent*

CRARS Area – Quality

CPARS Area - Quality	
7.	Vendor Quality: Vendor Production Overall Quality at all of Vendor’s Facilities During Task Order Production
8.	Unit Production: Quality
9.	Failed Unit Reinspection: Quality
10.	Vendor Quality: Overall Quality of All Units Delivered by the Vendor (Initial Installation)
11.	Vendor Quality: Repair by Vendor Quality
12.	Document Accuracy (<i>Bill of Sale and/or Sales Contract and Invoices</i>)

Call Order #7 Vendor Quality Vendor Production: Overall Quality at all of Vendor’s Manufacturing Facilities During Task Order Production

Calculation formula: A percentage (up to 100%) of the Unit Production Quality at a Manufacturer/Vendor Facility scores will be gathered, then used to calculate the Overall Quality at all of Vendor’s Facilities.

The assigned points will be totaled and then averaged for the number of reports in the sample group.

Example: if 3 Vendor Quality Vendor Production: Overall Quality at all of Vendor's Manufacturing Facilities During Call Order Production Scores are reviewed for the survey timeframe and the contractor receives the following point scores:

$$4, 3, 2, = 9$$

$$9 \text{ total points divided by } 3 \text{ samples} = 3$$

Then the score for the month will be Excellent based on a score of 3 points.

Vendor Quality Vendor Production: Overall Quality at all of Vendor's Manufacturing Facilities During Call Order Production sub-score will be averaged within the other Call Order sub-scores as described below to arrive at one Overall Performance score.

Call Order #8 Unit Production: Quality

Calculation formula: Each appropriate performance record reviewed will be assigned the corresponding number of points based on the performance standard.

The assigned points will be totaled and then averaged for the number of records in the sample group.

Example: if 10 Unit Production: Quality and records are reviewed for the survey timeframe and the contractor receives the following point scores:

$$4, 4, 3, 2, 3, 3, 3, 0, 1, 4, = 27$$

$$27 \text{ total points divided by } 10 \text{ samples} = 2.7$$

Then the score for the month will be Excellent based on a rounded rating of 3 points.

This Unit Production: Quality sub-score will be averaged within the other Call Order sub-scores as described below to arrive at one Overall Performance score.

Call Order #9: Failed Unit Re-Inspection: Quality

Calculation formula: Each appropriate performance record reviewed will be assigned the corresponding number of points based on the performance standard.

The assigned points will be totaled and then averaged for the number of records in the sample group.

Example: if 10 Failed Re-Inspection: Samples are reviewed to review the quality and the contractor receives the following point scores:

$$4, 3, 4, 4, 3, 3, 3, 2, 1, 4, = 31$$

$$31 \text{ total points divided by } 10 \text{ samples} = 3.1$$

Then the score for the month will be Excellent based on a rounded rating of 3 points.

This Failed Re-Inspection: Quality sub-score will be averaged within the other Call Order sub-scores as described below to arrive at one Overall Performance score.

Call Order #10 Vendor Quality Overall Quality of All Units Delivered by the Vendor (Initial Installation)

Calculation formula: A percentage (up to 100%) of the Unit Production Quality at a Manufacturer/Vendor Facility scores will be gathered, then used to calculate the Overall Quality at all of Vendor's Facilities.

The assigned points will be totaled and then averaged for the number of reports in the sample group.

Example: if 3 Vendor Quality Overall Quality of All Units Delivered by the Vendor (Initial Installation) Scores are reviewed for the survey timeframe and the contractor receives the following point scores:

$$4, 3, 2, = 9$$

$$9 \text{ total points divided by } 3 \text{ samples} = 3$$

Then the score for the month will be Excellent based on a score of 3 points.

Vendor Quality Overall Quality of All Units Delivered by the Vendor (Initial Installation) sub-score will be averaged within the other Call Order sub-scores as described below to arrive at one Overall Performance score.

Call Order #11 Vendor Quality: Repair by Vendor: Quality

Calculation formula: A percentage (up to 100%) of the Unit Production Quality at a Manufacturer/Vendor Facility scores will be gathered, then used to calculate the Overall Quality at all of Vendor's Facilities.

The assigned points will be totaled and then averaged for the number of reports in the sample group.

Example: if 3 Vendor Quality: Repair by Vendor: Quality Scores are reviewed for the survey timeframe and the contractor receives the following point scores:

$$2, 2, 0 = 4$$

$$4 \text{ total points divided by } 3 \text{ samples} = 1$$

Then the score will be Unsatisfactory based on a score of 1 point.

Vendor Quality: Repair by Vendor: Quality sub-score will be averaged within the other Call Order sub-scores as described below to arrive at one Overall Performance score.

Call Order #12 Documents: Accuracy

Calculation formula: Each appropriate performance record reviewed will be assigned the corresponding number of points based on the performance standard.

The assigned points will be totaled and then averaged for the number of records in the sample group.

Example: if 10 Document: Accuracy inspections are conducted for the survey quality and accuracy, the contractor receives the following point scores:

4, 4, 3, 2, 3, 3, 3, 0, 1, 4, = 27

27 total points divided by 10 samples = 2.7

Then the score for the month will be Excellent based on a rounded rating of 3 points.

This Document: Accuracy sub-score will be averaged within the other Call Order sub-scores as described below to arrive at one Overall Performance score.

Using the examples provided above the contractor received the following Call Order scores:

Call Order #	Call Order Title	Score
7.	Vendor Quality: Vendor Production Overall Quality at all of Vendor’s Facilities During Task Order Production	3
8.	Unit Production: Quality	3
9.	Failed Unit Reinspection: Quality	3
10.	Vendor Quality: Overall Quality of All Units Delivered by the Vendor (Initial Installation)	3
11.	Vendor Quality: Repair by Vendor Quality	1
12.	Document Accuracy (<i>Bill of Sale and/or Sales Contract and Invoices</i>)	3
	Total	19

The total score will be averaged to calculate the CPARS Area - Quality Score. See Below

$$\text{CPARS Area – Quality Score} = 3+3+3+3+3+1+3/7 = 19/7 = 2.71$$

CPARS Area – Quality Score = 3 or *Excellent*

CRARS Area – Management

CPARS Area - Management	
13.	Call Order Management

TOPA#13 Call Order Management

Calculation formula: Each appropriate performance record reviewed will be assigned the corresponding number of points based on the performance standard.

The assigned points will be totaled and then averaged for the number of records in the sample group.

Example: if 10 Call Order Management inspections are conducted for the survey timeframe and the contractor receives the following point scores

4, 3, 4, 4, 3, 3, 3, 2, 1, 4, = 31

31 total points divided by 10 samples = 3.1

Then the score for the month will be Excellent based on a rounded rating of 3 points.

This Call Order Management sub-score will be averaged within the other Call Order sub-scores as described below to arrive at one Overall Call Order Performance score.

TOPA BASE TOTAL CALCULATION

The Call Order Base Total Calculation is an average of Call Order #1 through Call Order #13. It is calculated by averaging the scores for each applicable Call Order element. Normally the Call Order calculation will be the average of all 17 Call Order elements; however, if a specific Call Order element is not activated during either the period of performance or has not been used during the rating period, that Call Order element will not be used as part of the calculation and the denominator for purposes of calculation will be reduced by the number of elements not used. For example, if the contractor is not required to provide transportation, then the denominator for the base total calculation will be 16 instead of 17.

Using the examples provided above the contractor received the following Call Order scores:

Call Order #	Call Order Title	Score
13.	Call Order Management	3
	Total	3

The total score will be averaged to calculate the CPARS Area - Management Score. See Below

CPARS Area – Management Score = $3/1 = 3/1 = 3$

CPARS Area – Management Score = 3 or *Excellent*