

## DESCRIPTION OF SERVICES

### Scope:

The Contractor shall furnish all management, supervision, personnel, equipment, materials, transportation, and supplies necessary to perform services as defined by this Statement of Work for the Federal Emergency Management Agency (FEMA).

### Mission:

FEMA is authorized to provide disaster assistance to individuals and households for emergencies, major disasters, and Incidents of National Significance under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288), as amended.

### Description:

The Contractor shall support the government's temporary housing unit mission. The mission is expected to include: the transportation of temporary housing units (MHU's) to be installed on private, commercial sites, FEMA developed groups sites, and/or other alternate sites; installation and maintenance of the temporary housing units; and deactivation and transportation of used/unneeded temporary housing units to a FEMA designated storage site.

### Hours of Operation:

With the exception of the Project Manager and COTR, the required facility support services are to be performed during normal working hours; however, continued performance after normal working hours may be required on an infrequent basis. Normal working hours shall be 8:00 a.m. to 5:00 PM unless otherwise stated in this statement of work (SOW).

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### Projected Workload:

The Contractor is responsible for supporting any government changes to the contract schedule. The Government will attempt to provide the Contractor with one (1) day advanced notice of any changes to the schedule in writing.

The contractor shall have a total of 48 hours after award to assemble staff and resources as needed to perform work within this SOW. Upon issuance of installation work order, Contractor will have 72 hours to complete each installation and make a unit ready for occupancy.

### Contractor Furnished Property:

The Contractor shall provide all collateral equipment such as calculators, computers not connected to the FEMA network server, typewriters, copy machines, and consumable and general office supplies. The Contractor shall be responsible for providing all facilities, equipment, and materials which are not provided as Government Furnished Equipment (GFE), as necessary to fulfill the requirements of the contract.

### Contractor Minimum Qualifications:

General: The Contractor shall provide professional, courteous, and timely services, activities, and management (to include Contractor staff, subcontractors, and representatives), and shall incorporate customer service as well as flexible and transparent performance management to ensure that all work identified in this SOW is completed. They shall provide insightful, accurate, and

timely task order status reporting as detailed in the Reports and Information Management Section. The Contractor is responsible for providing personnel who can pass an initial background investigation when requiring FEMA badges, or access to FEMA facilities or computers.

### Performance Evaluation Meetings:

The Contracting Officer (CO) or Contracting Officer Technical Representative (COTR) may require the Project Manager to meet with the CO or COTR and other Government Personnel as deemed necessary. The Contractor may request a meeting with the CO/COTR when he or she believes such a meeting is necessary. Written minutes of any such meeting shall be recorded in the contract file and signed by the Contract Project Manager and the CO or COTR. The Contractor does not concur with any portion of the minutes, such non-concurrence shall be provided in writing to the CO/COTR within five (5) business days following receipt of the minutes.

### Contractor Roles and Responsibilities:

The Contractor shall:

1. *Reserved.*
2. *Reserved.*
3. Obtain all bonds and permits required for unit installation. Obtain appropriately licensed staff and subcontractors to perform the work. Coordinate all efforts with all government entities as required by Federal, State, and Local laws and regulations.
4. Follow the subcontracting plan and use local subcontractors to the maximum extent possible.
5. Actively coordinate with the FEMA COTR or designee.
6. *Reserved*
7. Pick-up and transport the temporary housing (manufactured homes and park model) units from designated locations in Alabama to the staging area. The Contractor shall also provide staff in FEMA staging to inspect units before dispatch.
8. Identify and notify COTR of potential project constraints.
9. *Reserved*
10. Provide detailed reports as specified by the COTR, not more than once per day.
11. Work in conjunction with FEMA staff in assessing potential sites for commercial sites.
12. Perform unit installations within 96 hours of installation work order issuance.
13. Perform work and task order activities on time with COTR satisfactory quality.
14. Account, track, and maintain all units and other Government Furnished Equipment (GFE). This includes providing the COTR a weekly report for all equipment purchased by the Contractor.
15. Provide and perform maintenance activities throughout the period of performance.
16. Monitor operations in accordance with the contract requirements.
17. Maintain accurate records and provide all documents as required in the contract.
18. Provide all of the material, labor, equipment, and services necessary for the mission.
19. Deactivate MHU in accordance with the SOW.
20. Dispose of all materials and supplies in compliance with all Federal, State, and local laws, regulations, and rules. This includes, but is not limited to, spent fuels, batteries, refrigerants, tires, etc. The Contractor shall pay any fees associated with the removal and disposal of hazardous waste.
21. Utilize professional services of experienced electricians, plumbers, carpenters, pest control specialists, or appliance technicians as needed. The Contractor will not be required to make service calls for issues that occupants are generally responsible for such as changing light bulbs, maid service, washing windows, changing curtains, and changing linen for occupied units, etc. The Contractor will not be responsible for picking up trash in the units or emptying the unit trash cans, etc.
22. Receive MHUs from FEMA.
23. Maintain the MHUs in the condition that they were transferred, or make authorized repairs to the MHU as

directed by the COTR or CO.

24. Transfer the MHU back to the government.

## FEMA Roles and Responsibilities:

FEMA will:

1. Identify potential lots and pads for unit installations on private and commercial sites.
2. Provide temporary housing units.
3. Identify number of units to be occupied.
4. Obtain the commercial pad lease for commercial sites.
5. Identify the potential occupants for the units.
6. Identify the location to pick-up, transport, and install the units.
7. *Reserved.*
8. Identify the units for deactivation. This includes reassigning units as appropriate. The COTR will inform the Contractor in writing of the units assigned to the Contractor for and deactivation purposes.
9. *Reserved.*
10. Identify and/or issue up to 3 installation work orders to the Contractor per day to be completed within 96 hours from the 4:00 PM (disaster local time) cut-off time of the issuance date. Any work above that daily threshold must first be coordinated with the CO and COTR.
11. Assign units to the Contractor for cleaning, maintenance, deactivation, or repositioning.
12. Address domestic problems, disruptive tenants, and/or tenants refusing service.
13. Accept MHUs from the Contractors using FEMA Form 90-13 as a form of acceptance.

## Acceptance and Transport of MHUs

### Scope

As part of the Contractor responsibilities, the Contractor will be accepting government property in the form of temporary housing units (MHU). The Contractor will also be tasked with transferring the MHU back to the government after installation and acceptance of the Contractor work. The process of returning the MHU to the government is part of the installation process.

### General Requirements

The Contractor shall perform inspections and acceptance of all MHUs at the FEMA designated pick-up point. If FEMA changes the location of the staging area or pick up point, the COTR will notify the Contractor in writing at least 24 hours prior to enacting any changes. The Contractor will use FEMA Form 90-13 for unit acceptance. The Contractor shall make an independent determination that the units are suitable to be installed and designated ready for deployment (RFD). If the Contractor designates a MHU as unsuitable for installation, the Contractor shall provide written documentation noted on the FEMA Form 90-13 and photographs for the rejection. The Contractor shall be responsible for all damage unless they can demonstrate to the COTR that the damage is a latent defect in the unit.

## Transport of MHUs

### Scope

Process by which the Contractor receives MHUs from staging yard, transports the MHU to an approved installation site, installs the MHU, and transfers the MHU back to the government. On limited occasions the government may transfer the MHU directly to the installation site. The Contractor will know in advance about MHU transportation decisions.

### General Requirements

FEMA may issue work orders to the Contractor for transportation of the following types of MHUs: Manufactured Homes, Park Models, or other alternative housing unit types. This shall include all permitting, transportation, labor, equipment, and materials requirements to accomplish transportation of the MHUs. The Contractor shall ensure that all units in its custody are road worthy. The Contractor shall provide to FEMA the names of drivers along with a copy of their ID badge, before they arrive at any storage or staging location to take custody of any unit.

- To installation site -The Contractor shall transport all issued and accepted MHUs to the installation site.
- From/to staging or storage -The Contractor shall transport all issued and accepted MHUs from/to designated staging or storage sites or to other locations as designed by the COTR.

## -Installation

Process by which a temporary housing unit is temporarily fixed to a real property location. During this installation process, the MHU is placed on its installation location as indicated on the site inspection drawing; blocked, leveled, and anchored; utilities connected; and outfitted with proper skirting, stairs, ramps, and platform stairs. The MHU should be made ready for occupancy by testing all appliances and assembling all the furniture. The lot should be cleaned and have all extraneous material removed.

## General Requirements

FEMA may issue work orders to the Contractor for installation any of Manufactured Homes or Park Models. Generally, all FEMA MHUs are installed to the same standards including all applicable Federal, State, and local laws or regulations, as well as the manufacturer's installation instructions. Additionally, FEMA may require the MHUs to be installed and be in compliance with the Uniform Federal Accessibility Standards (UFAS). In the case of conflicting requirements, the most stringent, specific, and definitive rule will be followed. Upon receipt of a FEMA issued work order, the Contractor shall install the MHU as shown on the Site Inspection Report provided and approved by FEMA. Any deviation from the approved site location must be approved

In advance by the COTR. The installation of the temporary housing units on private sites should not hinder the ability to proceed or continue with making necessary repairs and/or recovery activities to the damaged dwelling. As part of the basic installation, the Contractor will need to complete the following tasks:

**Site Usage Permits** -The Contractor shall identify and obtain the permits that are required for the unit installations, and report The projected time required to obtain permits. The Contractor shall be responsible for obtaining necessary permits associated with placing and installing the unit and utility installation. The Contractor shall identify the permitting required for completing the unit installation.

**Nominal Site Grading** -The Contractor shall provide site grading as part of the basic installation. This shall include the work necessary to level the site to the extent that the MHU can be installed.

**Blocking, Leveling, and Anchoring** -The Contractor shall use piers consisting of double courses of concrete blocks. The Contractor shall meet or exceed the requirements of the local entity issuing the permits as well as the manufacture's specification, unless double blocking is prohibited by that entity.

**Power, Water, and Sewer Connections** -The Contractor shall install all utility connections for sewer, water, and electricity. The basic set up for each MHU includes service connections for electric, water, and sewer. The basic installation of MHUs shall include runs for each utility of up to 50 feet, and an excavation depth up to 48 inches below the surface or -if the frost line exceeds 48 inches -an excavation depth 6 inches below the frost line.

Utilities line installation is measured at the external point of the MHU closest to the utility connection for each utility. The connection of water, sewer, and electric shall not be connected directly into the damaged dwelling so that the utility connections

would interfere or prevent the dwelling from being occupied, removed, replaced, or repaired. Utility runs beyond 50 feet shall be identified in the site inspection. COTR approval is required prior to any installation with utilities of more than 50 feet.

All excavations greater than 48 inches deep require prior approval from the COTR before excavation begins.

Winterization- When condition dictate, the COTR may direct the Contractor to install freeze protection heat tape and insulate the water supply piping and shut-off valves to prevent freeze-up of the system. The heat tape shall be installed in compliance with the cable manufacturer's instructions. A copy of these instructions is to be provided to the COTR.

Install and Test HVAC: The Contractor shall install the HVAC system provided with the MHU using properly qualified personnel. FEMA MHU's come with the entire HVAC system attached to the MHU or with an air conditioning compressor unit that requires installation separate from the MHU. Installation of all HVAC components including any external compressor units shall be in compliance with the manufactures instructions. Prior to reporting the unit Ready for Occupancy (RFO) and requesting a government acceptance inspection the Contractor shall operate the Heat and AC units for 30 minutes to ensure that they are fully operable to ensure proper function and reliability. HVAC unit installation shall be considered part of the basic unit installation.

Skirting- The Contractor shall furnish and install skirting for all MHUs. Install skirting in accordance with Federal, State and Local codes and as defined in the attached specifications. All units shall have insulating/winterized skirting if required by local conditions as defined by the COTR. The MHU tongue shall be skirted if required by a commercial park owner or local regulation.

Removal of equipment, excess materials and debris -The Contractor shall remove all equipment, excess materials brought to and debris created at the site, used to setup the MHU or created as a result of the installation.

Keys -The Contractor shall provide a minimum of three (3) sets of keys to FEMA for every temporary housing unit upon completion of unit installation and RFO. Additionally, the Contractor shall identify and label all keys provided.

Punch List -The Contractor shall address and fix the identified punch list items within twenty-four (24) hours of final inspections. The Contractor shall provide detailed documentation of actions taken to remedy said punch list items and the unit shall be made available to the COTR/designee for verification. Punch lists are documented and will be inspected by a FEMA representative to document the Contractor's completion of the punch list times.

Steps, Platform Stairs, and Ramps (see TD #11)-The Contractor shall install steps and a deck/landing at each entrance to the MHU unless the work order directs the installation of platform stairs or ramp. When constructing ramps the Uniform Federal Accessibility Standards (UFAS) shall apply. A basic ramp shall be 40 feet long. Platform stairs shall be built according to the specifications attached.

Clean and Make Unit Ready for Occupancy- the Contractor shall use the attached specification to clean and make the MHU ready for occupancy

## Additional MHU Installation

Power Poles with Meter Loop -Furnish and install power pole and meter loop with appropriate sized service. The Contractor shall install an overhead electric assembly. The assembly shall be appropriately sized for the MHU scheduled to be installed with a weatherproof, rain-tight meter box containing the main circuit breaker. All components shall be installed in accordance with the National Electric Code (NEC) and local codes. All conduit connections on the meter pole must be watertight.

Power Pedestals –Power pedestals shall be provided when required in order to place a power meter. This requires approval prior to installation from the COTR.

Utility Tap/Connection Fees -The Contractor shall pay the fees associated with connecting the MHU to any local utility. This does not include paying any unpaid charges accrued by the applicant prior to the installation and the disaster. The Contractor shall

be directed by the COTR if they are to pay for tap/connection fees. These fees shall be reimbursed at actual expense.

Site Preparation and Grading above Basic Installation -Any site preparation over and above the site preparation as defined in Basic Unit Installation. The Contractor shall develop a cost proposal for all work to be carried out as part of this assignment. The final negotiated cost will become a fixed price item. Cost proposals of \$3,000 or less require approval from the COTR. Costs proposals in excess of \$3,000 require approval from the Contracting Officer.

Miscellaneous -Any items that are required to install or make functional or ensure the safety of the MHU not covered in other parts of this SOW. the Contractor shall develop a cost proposal for all work to be carried out as part of this assignment. The final negotiated cost will become a fixed price item. Cost proposals of \$3,000 or less require approval from the COTR. Costs proposals in excess of \$3,000 require approval from the Contracting Officer.

- Heavy Tow or Equipment to Spot -The Contractor shall furnish appropriate equipment that may be needed to place a MHU or other prefabricated unit on a designated site. The COTR and/or FEMA Project Monitor or designee must pre-approve use of the heavy equipment.
- Direct Wiring of Well Pump – Wiring for a well pump shall have the appropriate sized conductor and Buried. Wiring buried less than 24 inches below grade shall be encased in approved conduit. Sweeps shall be used at the points where the buried cable makes a 90-degree turn toward the meter loop assembly and well pump. Installation of the wiring shall include a disconnect /overcurrent device. Installation shall conform to all Federal, State, local and National Electrical codes.

## Maintenance Requirements

### Scope

Maintenance is the process of ensuring that MHU's are safe, sanitary, secure, and are in working order during the time the MHU is installed and occupied. Maintenance consists of a number of different categories such as preventive maintenance, routine maintenance, emergency maintenance, and major repairs.

### Maintenance

### Maintenance requirements

The following are the requirements for maintenance of temporary housing units. The Contractor is tasked with providing maintenance for the entire term of the housing mission. If after the initial period, it is necessary to extend the Contractor's requirement for maintenance services, the CO shall extend the services in 30-day increments unless otherwise specified in a contract modification. The CO will inform the Contractor at least 30 days prior to extending the effective date.

## Maintenance Transition

During the first thirty (30) calendar days of contract performance or as required by FEMA, the Contractor shall transfer to the COTR or the COTR's designee, all records, Government Furnished Equipment (GFE), and any other materials specific to the contract.

### Maintenance Areas of Responsibility

The Contractor shall be responsible for all interior and exterior components of the MHU to include but are not limited to: I .

#### Plumbing Systems

2. Electrical Systems
3. Heating Ventilation and Air Conditioning (HVAC)

4. Replacement of Components with Wear Life
5. Access/Egress Systems Components and Windows
6. Appliances
7. Interior Components
8. Exterior Components
9. Stairs and Ramps
10. Refilling Liquid Propane (as directed by the COTR)

## Maintenance Categories

All repairs shall be classified in the following categories:

1. Emergency Maintenance Repairs;
2. Routine Maintenance Repairs;
3. Deferrable/ Postpone able Maintenance Repairs,
4. Major Repairs

All major repairs must be approved in advance in writing by the COTR. The Contractor shall provide a written description of the work and a cost proposal to the CO. Generally this is defined as replacement of a single item including parts, supplies, and materials (individually or collectively) costing more than \$250.00 of materials and/or \$250.00 of labor per work order or service call. Examples of major repairs include but are not limited to refrigerators, water heaters, ranges, axles, exterior doors, complete furnace, complete HVAC, microwaves, furniture or any other component of the unit valued at over \$250.00. The COTR will determine if an item is a major repair or part of regular maintenance. If the cost of the major repair is up to \$3,000 dollars, the COTR will have the authority to approve the repair. If the cost of work to be performed is projected to be more than \$3,000, it must be approved by the CO prior to doing the work. The Contractor shall submit a detailed cost estimate for the major repair which shall include a project plan with a breakdown of cost for equipment, material, labor, and labor hours. Monthly Inspection and Preventative Maintenance (PMI) - Monthly PMI for each installed unit will begin thirty (30) days after unit is made ready for occupancy (RFO). The Contractor shall inspect the interior and exterior for damage and ensure that all components are in working order. The inspection shall include, but is not limited to: electrical systems, sewer lines, and water lines.

## Preventative Maintenance and Repair Scheduling

The Contractor shall give at least 72-hours advance notice of a scheduled preventive maintenance, inspection to the unit occupant. If the Contractor is unable to contact the occupant after four (4) attempts over a minimum period of forty-eight (48) hours, the Contractor shall notify the COTR and submit documented evidence of attempts to make contact.

## Fumigations and Pest Control Inspections and Services

These inspections shall be included as part of the monthly Preventive Maintenance Inspection (PMI). The Contractor shall comply with all Federal, State, Local, and Tribal laws and regulations when applying treatment or fumigation.

## Maintenance Call Center

The Contractor shall establish a maintenance call center to provide occupants of FEMA units with a single method of contact to report maintenance and deactivation issues to the Contractor. The toll-free number shall be transferable to a subsequent Contractor upon completion of this contract. The Contractor shall operate a 24 hour per day 7 day per week toll free telephone help line for the MHU occupant. The Contractor shall setup a maintenance call center toll-free number no later than 24 hours from the time of issue of the first installation work order.

The Contractor shall provide the call center phone number on a medium (e.g., a refrigerator magnet, laminated card stock, etc.) that is durable and easy to read. This shall be delivered to FEMA as part of the initial inspection, and a second one delivered to the MHU occupant during the first maintenance visit to the unit.

The call center shall categorize calls as Emergency Maintenance Repairs, Routine Maintenance Repairs, or Deferred Maintenance Repairs and respond accordingly. The Contractor shall maintain records of each call and incorporate the records into the quality

control process as well as produce a weekly maintenance report.

## General Requirements

Unit deactivation is making the unit ready for transport, and transporting the unit back to a designated staging area within three (3) days after deactivation work order receipt for Mobile Homes/Park Models. During deactivation the Contractor shall secure the MHU (including HVAC, furniture, cabinets, etc.) in such a way to ensure that there is no damage to the MHU or its components. The transportation process the Contractor shall ensure that the MHU is secure and not damaged. All damage to the MHU during transportation is the Contractor's responsibility.

## MHU Emergency Deactivation

Emergency unit deactivation is making the unit ready for transport and transporting the unit back to a designated staging area within twenty-four (24) hours after deactivation work order has been issued.

## MHU Relocation

The Contractor must have all appropriate permits and licenses within three days of issuance of the Work Order. Complete deactivation or unit pick-up and installation of the unit shall be completed within the same day. The occupant shall not be displaced overnight without prior COTR authorization. All applicable requirements and specifications for unit installation and deactivation apply. --- ----

## MHU Reposition

The Contractor must use the same material used in the original installation to reposition the temporary housing unit, as long as the material is in good sound condition. The Contractor must have all appropriate permits and licenses within 3 days of issuance of the Work Order. Complete deactivation or unit pick-up and installation of the unit shall be completed within the same day. The occupant shall not be displaced overnight without prior COTR authorization. All applicable requirements and specifications for unit installation and deactivation apply.

## Scope

The purpose of the reports is to provide the COTR with information that will be used to assess how the mission is being carried out. The COTR will determine if some of the reports are deemed unnecessary for this contract. The COTR will notify the Contractor in writing to inform him of what reports will be required as part of this contract. These reports might include:

- I. Daily Reports
2. Weekly Reports
3. Monthly Reports
4. Contractor Monthly Summary Report (summary of unusual activities, items of interest)

## Quality Control

The Contractor shall develop, present, maintain, and update a quality control plan to monitor performance to ensure appropriate quality is achieved. The plan shall identify a process for addressing delayed activities including, but not limited to, unit installation, unit maintenance, and deactivation. The Contractor shall provide weekly reports on all items that do not meet the established quality control plan. The quality control plan must be reviewed and approved by the COTR.

The Contractor shall establish a process for ensuring the work is consistent with the specification set forth in this Statement of Work and the Contractor's quality control plan. The Contractor shall monitor the quality of work using a quality control plan that



will also serve to facilitate Government oversight and inspection.

## Travel Requirements

The government does not anticipate that any employees of a local Contractor shall have to travel or be on per diem. However, any travel, which requires preapproval from the Contracting Officer, shall be in compliance with Federal Travel Regulations (FTR), available at the following website:

[http://www.gsa.gov/portal/category/2\\_1287](http://www.gsa.gov/portal/category/2_1287)

The COTR is responsible for monitoring Contractor activity during the period of performance. The COTR will provide overall technical management, and monitor contractor performance. The Technical Monitor (or other designated representatives) will document Contractor's progress and performance, and inform the COTR immediately regarding any potential problems and recommended courses of action. Problems of a contractual nature (as opposed to technical) must be reported to the Contracting Officer immediately.

Selected Service Performance Areas (SSPAs) are scored on the basis of the contractor's achievement throughout the period of performance. Financial Incentives and Disincentives *will not* be paid under this Plan.

The Contractor, Technical Monitor (or other designated staff member), and COTR will partner throughout the life of each task order and discuss the quality of performance during weekly meetings (conference calls or face-to-face meetings), or more frequently if necessary. Performance results will be documented by the Technical Monitor (or other designated staff member). The Contractor and COTR (or other designated staff member) will affix their signatures to indicate agreement.

If the Contractor and COTR are unable to reach agreement on the evaluation results, then the matter shall be elevated to the Contracting Officer. The Contracting Officer will consider any discrepancies between the Contractor and the COTR, and issue a final decision. There is no provision for the Contractor to appeal the Contracting Officer's final decision. The original evaluation shall be forwarded to the Contracting Officer for retention in the Official Contract File, and one copy each shall be provided to the Contractor and the COTR. The evaluation results will only be used internally by the government.

The Performance Areas (PA) are designed to allow the contractor to clearly understand how the COTR will evaluate the contractor's performance. Each criterion will be evaluated individually and then the criteria will be totaled. The criteria are described below.

## PERFORMANCE REQUIREMENTS SUMMARY

A. The Performance Requirements Summary (PRS), which follows, summarizes (in table form) the purpose of each column is described below:

The Performance Areas (PAs) critical to successful performance,

2. The standard required,
3. The paragraph cited in the Performance Work Statement where a description of the exact requirement can be found,
4. The method of surveillance, and
5. The scoring and measurement system to be applied to each SSPA.

Performance Area (PA)		PERFORMANCE REQUIREMENT	STANDARD
PA#1	MHU Installation Timeliness	<p>MHU Installation timelines is:</p> <p>Manufactured Home or HUD Specification Home (MH)/Park Model (PM) are available for Ready for Electric (RFE) within 3 operational days of work order issue.</p>	<p><i>Outstanding</i> 99% and above of the MHU installation are completed within the required timeframe.</p> <p><i>Excellent</i> 97% to less than 99% of the MHU installation are completed within the required timeframe.</p> <p><i>Satisfactory</i> 94% to less than 97% of the MHU installation are completed within the required timeframe.</p> <p><i>Marginal</i> 90% to less than 94% of the MHU installation are completed within the required timeframe.</p> <p><i>Unsatisfactory</i> less than 90% of the MHU installation are completed within the required timeframe.</p>

PA#2 MHU Installation Quality	MHU installation quality is defined as a MHU that is ready to be received by FEMA from the contractor for and turned over to a disaster survivor for immediate occupancy .	<p><i>Outstanding</i> There are no issues with the MHU or there are Level I repair issues with the MHU.</p> <p><i>Excellent</i> There are Level II repair issues with the MHU.</p> <p><i>Satisfactory</i> There are Level III repair issues with the MHU.</p> <p><i>Marginal</i> There are Level IV repair issues with the MHU.</p> <p><i>Unsatisfactory</i> Resolving the issues with the MHU takes more than 3 days. <i>Repair Levels:</i>  <i>Level I - all issues with the MHU that can be repaired during the time the FEMA representative is on-site or will not impede the MHU from being occupied and can be repaired within 1 operational day</i></p> <p><i>Level II - any issues with the MHU that can be repaired within 1 operational day.</i></p> <p><i>Level III - any issues with the MHU that can be repaired within 2 operational days.</i></p> <p><i>Level IV - all issues with the MHU that can be repaired within 3 operational days.</i></p>
PA#3 MHU Maintenance Timeliness	<p>Emergency Maintenance Repair requires that the disaster survivor is contacted within 1 hour and repairs are initiated and completed within six (6) hours of receipt of emergency request. (<i>A complete emergency maintenance repair is defined as the imminent threat to life or property is either completely repaired or a temporary repair is made so that a permanent repair can be completed as regular maintenance.</i>)</p> <p>Routine Maintenance Repairs requires that the disaster survivor is contacted within 12 hours and repairs are initiated and completed within forty-eight (48) hours of receipt of the request.</p>	<p><i>Outstanding</i> 99% and above of the MHU maintenance tasks are completed within the required timeframe.</p> <p><i>Excellent</i> 97% to less than 99% of the MHU maintenance tasks are completed within the required timeframe.</p> <p><i>Satisfactory</i> 94% to less than 97% of the MHU maintenance tasks are completed within the required timeframe.</p> <p><i>Marginal</i> 90% to less than 94% of the MHU maintenance tasks are completed within the required</p>



	<p>Preventative Maintenance Inspection (PMI) is required monthly and includes repairing all deferrable maintenance items. Monthly is defined as no fewer than 25 and no more than 35 days between each inspection.</p>	<p>MHU maintenance tasks are completed within the required timeframe.</p>
<p>PA#4 MHU Maintenance Customer Satisfaction</p>	<p>There are no complaints about the contractor's staff or workmanship when conducting maintenance of any type. Contractor staff, for the purposes of maintenance customer satisfaction, are direct employees, contracted staff and subcontractor employees.</p>	<p><i>Outstanding</i> 99% and above of the disaster survivors residing in a MHU have no complaints about the workmanship or the contractor staff during a maintenance repair.</p> <p><i>Excellent</i> 97% to less than 99% of the disaster survivors residing in a MHU have no complaints about the workmanship or the contractor staff during a maintenance repair.</p> <p><i>Satisfactory</i> 94% to less than 97% of the disaster survivors residing in a MHU have no complaints about the workmanship or the contractor staff during a maintenance repair.</p> <p><i>Marginal</i> 90% to less than 94% of the disaster survivors residing in a MHU have no complaints about the workmanship or the contractor staff during a maintenance repair.</p> <p><i>Unsatisfactory</i> less than 90% of the MHU installation are completed within the required timeframe.</p>
<p>PA#SMHU Deactivation Timeliness</p>	<p>MHU Deactivation timelines is:</p> <p>Manufactured Home or HUD Specification Home (MH)/Park Model (PM) have been removed from the installation site within 3 operational days.</p> <p>Travel Trailer has been removed from the installation site within 2 operational days.</p>	<p><i>Outstanding</i> 99% and above of the MHU deactivations are completed within the required timeframe.</p> <p><i>Excellent</i> 97% to less than 99% of the MHU deactivations are completed within the required timeframe.</p> <p><i>Satisfactory</i> 94% to less than 97% of the MHU deactivations are completed within the required timeframe.</p> <p><i>Marginal</i> 90% to less than 94% of the MHU deactivations are completed within the required timeframe.</p> <p><i>Unsatisfactory</i> less than 90% of the</p>

<p>PA#6 MHU Deactivation Quality</p>	<p>MHU deactivation quality is defined as a MHU that has been removed from the installation site and the site has been rendered safe and secure to include:</p> <ul style="list-style-type: none"> <li>• The removal of all material used in the installation,</li> <li>• Cleaning up of any debris resulting from the deactivation (e.g., loose nails or screws, scraps of wood, etc.)</li> <li>• Removal of all anchoring and strapping material from the ground and fill in all of the resulting holes including compacting the soil</li> <li>• Remove the MHU and transport it to the designated site.</li> <li>• Ensure that any damage caused to the property is repaired.</li> </ul>	<p><i>Outstanding</i> There are no issues with the deactivation.</p> <p><i>Excellent</i> There is a Level I deactivation issues with the deactivation.</p> <p><i>Satisfactory</i> There are Level II issues with the deactivation.</p> <p><i>Marginal</i> There are Level III issues with the deactivation.</p> <p><i>Unsatisfactory</i> There are Level IV issues with the deactivation.</p> <p><i>Deactivation Quality Issue Levels:</i>  <i>Level I - minimal issues with the deactivation which could include a single issue such as: fewer than 3 pieces of lumber, a single concrete block, less than 10 screws or nails, 2 anchor/holes filled but not compacted.</i></p> <p><i>Level II - multiple Level I issues or an individual Level I issue that occurs multiple times (e.g., 3 pieces of lumber plus 10 screws or 4 anchor/holes are filled in but not compacted).</i></p> <p><i>Level III - a single safety issue such as an anchor not being removed or an improperly filled in hole and/or damage to tile property not being repaired.</i></p> <p><i>Level IV - multiple safety issues and/or significant material remaining on site after tile contractor departs or significant damage to the property that is a result of the deactivation.</i></p>
<p>PA#7 Contract Management Performance (Documentation)</p>	<p>Performance contract management for documentation requires the contractor to provide all required reports and information within the specified timelines.</p>	<p><i>Outstanding</i> 100% of the reports and information are provided within the specified timelines.</p> <p><i>Excellent</i> 99% to less than 100% of the reports and information are provided within the specified timelines.</p> <p><i>Satisfactory</i> 98% to less than 99% of the reports and information are</p>

	<p>provided within the specified timelines.</p> <p><i>Marginal</i> 95% to less than 98% of the reports and information are provided within the specified timelines.</p> <p><i>Unsatisfactory</i> less than 95% of the reports and information are provided within the specified timelines.</p>
<p>PA#S Contract Management Performance (Quality)</p> <p>Performance contract management for quality is defined as the number of instances where the COTR must intervene to correct the contractor with formal written memorandums for the record or if the contracting officer is required to be involved to resolve an action that results from a COTR correction of the contractor that is resolved against the contractor or the contractor receives a cure notice from the contracting officer.</p>	<p><i>Outstanding</i> There are no performance quality issues during the period of performance.</p> <p><i>Excellent</i> 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><i>Satisfactory</i> There is no more than 1 formal memorandum or contracting officer intervention.</p> <p><i>Marginal</i> There is more than 1 and less than 5 quality issues that require either a formal memorandum or contracting officer intervention.</p> <p><i>Unsatisfactory</i> The contracting officer issues a cure notice; the contractor is terminated for default; and/or more than 5 quality issues that require either a formal memorandum or contracting officer intervention.</p>

PERFORMANCE REQUIREMENTS RATING CALCULATION

For each performance standard the following point system applies to the listed rating. The point system will be used to calculate the contractors performance using the methodology listed below.

Each rating has the follows number of points:

- Outstanding* -4 points
- Excellent* -3 points
- Satisfactory* -2 points
- Marginal* -1 point
- Unsatisfactory* -0 points



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

#### SSPA#1 MHU Installation Timeliness

*Calculation formula:* Each appropriate performance record reviewed (the work order returned indicating the time that the MHU has met the installation standards in the performance requirement) 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 transportation work orders 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 MHU Installation -Timeliness sub-score will be averaged within the other PA sub-scores as described below to arrive at one Overall Performance score.

#### MHU Installation Quality

*Calculation formula:* Each appropriate performance record reviewed (a completed MHU installation) 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 MHU installations are reviewed for the survey quality and accuracy and the contractor receives the following point scores:

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

$$36 \text{ total points divided by } 10 \text{ samples} = 3.6$$

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

This MHU Installation -Quality sub-score will be averaged within the other PA sub-scores as described below to arrive at one Overall Performance score.

#### PA#3 MHU Maintenance Timeliness

*Calculation formula:* Each appropriate performance record reviewed (the work order returned indicating the time that the service call has met the maintenance standards in the performance requirement) 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 maintenance work orders 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 MHU Maintenance -Timeliness sub-score will be averaged within the other PA sub-scores as described below to arrive at one Overall Performance score.

#### PA#4 MHU Maintenance Customer Satisfaction

: Each appropriate performance record reviewed (a customer satisfaction survey conducted by the COTR or designee) 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 customer satisfaction surveys are conducted for the review 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 MHU Maintenance Customer Satisfaction sub-score will be averaged within the other PA sub-scores as described below to arrive at one Overall Performance score.

#### PA#5 MHU Deactivation Timeliness

: Each appropriate performance record reviewed (the work order returned indicating the time that the deactivation has met the standards in the performance requirement) 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 deactivation work orders 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 MHU Deactivation -Timeliness sub-score will be averaged within the other PA sub-scores as described below to arrive at one Overall Performance score.

#### PA#6 MHU Deactivation Quality

*Calculation Form 11/a:* Each appropriate performance record reviewed (a completed MHU deactivation) will be assigned the corresponding number of points based on the performance standard.

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

Example: if 10 MHU Deactivations are reviewed for the survey quality and accuracy 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 MHU Deactivation -Quality sub-score will be averaged within the other PA sub-scores as described below to arrive at one Overall Performance score.

#### PA#7 Contract Management Performance (Documentation)

##### MHU Installation Quality

*Calculation/formula:* Each appropriate performance record reviewed (a completed MHU installation) 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 MHU installations are reviewed for the survey quality and accuracy 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 MHU Installation -Quality sub-score will be averaged within the other PA sub-scores as described below to arrive at one Overall Performance score.

#### PA#3 MHU Maintenance Timeliness

*Calculation/formula:* Each appropriate performance record reviewed (the work order returned indicating the time that the service call has met the maintenance standards in the performance requirement) 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 maintenance work orders 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 MHU Maintenance -Timeliness sub-score will be averaged within the other PA sub-scores as described below to arrive at one Overall Performance score.

#### PA#4 MHU Maintenance Customer Satisfaction

*Calculation formula:* Each appropriate performance record reviewed (a customer satisfaction survey conducted by the COTR or designee) 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 customer satisfaction surveys are conducted for the review 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 MHU Maintenance Customer Satisfaction sub-score will be averaged within the other PA sub-scores as described below to arrive at one Overall Performance score.

#### PA#S MHU Deactivation Timeliness

Each appropriate performance record reviewed (the work order returned indicating the time that the deactivation has met the standards in the performance requirement) 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 deactivation work orders 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 MHU Deactivation -Timeliness sub-score will be averaged within the other PA sub-scores as described below to arrive at one Overall Performance score.

#### PA#6 MHU Deactivation Quality

*Calculation Formula:* Each appropriate performance record reviewed (a completed MHU deactivation) 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 MHU Deactivations are reviewed for the survey quality and accuracy 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 MHU Deactivation -Quality sub-score will be averaged within the other PA sub-scores as described below to arrive at one Overall Performance score.

#### PA#7 Contract Management Performance (Documentation)

*Ca/c11/atio11form 11/a:* Each appropriate performance record reviewed (based on the delivery time of each report) 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 reports are received by the COTR or their designee 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 Contract Management Performance (Documentation) sub-score will be averaged within the other PA sub-scores as described below to arrive at one Overall Performance score.

#### PA BASE TOTAL CALCULATION

The PA Base Total Calculation is an average of PA#1 through PA#8. It is calculated by averaging the scores for each applicable PA element. Using the examples provided above the contractor received the following PA scores:

<i>PA Element</i>	<i>Score</i>
#1 MHU Installation Timeliness	3
#2 MHU Installation Quality	4
#3 MHU Maintenance Timeliness	3
#4 MHU Maintenance Customer Satisfaction	3
#5 Deactivation Timeliness	3
#6 Deactivation Quality	3
#7 Contract Management Documentation	3
PA Base Total	22

22 total points divided by 7 samples = 3.1

The raw score will be averaged with the score from PA#8 Contract Management Performance Quality to calculate the final score.

#### PA#8 Contract Management Performance (Quality)

The score for Contract Management Performance -Quality is calculated differently than other PA scores. Because of the importance of this score there is no averaging or other calculations. A single score for Contract Management Performance - Quality is developed based on the performance standards provided.

For purpose of an example the contractor received an Outstanding rating for the period of performance MHUs the contractor's score is 4.



## FINAL CONTRACTOR RATING FOR THE PERIOD

The Final Contractor Rating For the Period is an average of the PA Base Total Calculation and PA#11 Contract Management Performance -Quality.

The raw PA Base Total Calculation score of 3.1 is added to PA# 11 Contract Management Performance Quality score of 4 and then the total is divided by 2. For the example provided the raw score (combined PA Base Total Calculation and PA#11) is 7.1. The average is 3.55 which would be rounded to 4 providing the contractor with a rating of Outstanding.

## FINAL CONTRACTOR RATING FOR THE ENTIRE PERIOD OF PERFORMANCE

To calculate the Final Contractor Rating for the Entire Period of Performance for each individual PA score all samples used in the calculation from all periods using the methodology described above. Each individual PA score will then be combined to get a raw PA Base Total Calculation score for the procurement action.

The Final Contractor Rating for the Entire Period of Performance is an average of the PA Base Total Calculation for the Entire Period of Performance and PA#11 Contract Management Performance -Quality.

However, if the contractor is terminated for default then the performance rating will automatically be Unsatisfactory.

## Glossary of Terms

ADA	Architectural Barriers Act
ACO	Administrative Contracting Officer
ADA	Americans with Disabilities Act
ABS	Acrylonitrile Butadiene Styrene
BC	Bar Code
CFR	Code of Federal Regulations
CMR	Clean & Make Ready
CO	Contracting Officer
COB	Close Of Business
COTR	Contracting Officers Technical Representative
DARAC	Disaster Assistance Replacement Assistance Consideration (FEMA IT system)
DHOPS	Direct Housing Operations
EGS	Emergency Group Site
FIRM	Flood Insurance Rate Map
GFE	Government Furnished Equipment
GFI	Ground Fault Interceptor
GPS	Global Positioning Satellites
HOMES	Housing Operations Management Enterprise System (FEMA system)
HVAC	Heating, Ventilation, and Air Conditioning
IRS	Internal Revenue Service
IWO	Installation Work Order
JFO	Joint Field Office
LIMS	Logistics Information Management System
MH	Mobile Home
MHA	Manufactured Home Accessible
MHC	Manufactured Home Commercial site
MHG	Manufactured Home Group site
MHP	Manufactured Home Private site
NEC	National Electrical Code



PM	Park Model
PHP	Permanent Housing Plan
PWS	Performance Work Statement
QA	Quality Assurance
QC	Quality Control
RFD	Ready For Deployment
RFE	Ready For Electric
RFO	Ready For Occupancy
RFU	Ready for Utilities
ROE	Right Of Entry
RV	Recreational Vehicle
SHFA	Special Hazard Flood Area
SM	Site Inspection Request
SN	Serial Number
SOP	Standard Operating Procedure
SOW	Statement of Work
TAC	Technical Assistance Contract
TCO	Terminating Contracting Officer
TD	Technical Details
THSS	Temporary Housing Storage Site
MHU	Temporary Housing Unit
TM	Technical Monitor
TT	Travel Trailer
TTA	Travel Trailer Accessible
UFAS	Uniform Federal Accessibility Standards
VIN	Vehicle Identification Number

## Glossary of Terms

**Accessible** -A site, building, facility, or portion thereof that complies with UFAS and can be approached, entered, and used by individuals with a disability.<sup>1</sup>

**Accessible Route** -A continuous unobstructed path connecting all accessible elements and spaces in a building or facility. Interior accessible routes include corridors, floors, ramps, elevators, lifts, and clear floor space at fixtures. Exterior accessible routes include parking access aisles, curb ramps, walks, ramps, lifts, and external transportation .'

**ABS (Acrylonitrile Butadiene Styrene)** -A common thermoplastic used to make light, rigid, molded products. One product made from this composite is molded to form a base for the block piers that support a Temporary Housing Unit (MHU).

**Additional Site Preparation** -In some instances additional work may be required beyond basic site preparation to make a site feasible for the installation of a MHU. Should it be determined addition work is required, the Contractor must submit a request and cost proposal to the Contracting Officer's Technical Representative (COTR) for authorization of the additional work.

**Alteration/Altered** -As applied to a building or structure, a change or rearrangement in the structural parts or elements, or in the means of egress or movement from one location or interior decoration, or changes to mechanical and electrical systems.'

**Americans with Disabilities Act (ADA)** -A major civil rights law prohibiting discrimination on the basis of disability in employment, state and local government, public transportation, and telecommunications. It establishes design requirements for the construction or alteration of facilities.

**Architectural Barriers Act (CABA)** -Requires facilities designed, built, altered, or leased with Federal funds to comply with accessibility design standards.<sup>1</sup>

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**Appliances** -A device or instrument designed to perform a specific function, typically an electrical device. With respect to FEMA MHU's this would include but not limited to range, refrigerator, water heater, etc.

**Bar Code <BC>**- A FEMA-specific identification method which is registered in the property management database of record, currently the Logistics information Management System (LIMS).<sup>1</sup>

**Clean & Make Ready CCMRI** -To sanitize a housing unit and to make it ready for a new occupant. Contract requirements include assembling all accessories; testing and repairing utility systems and appliances; fumigating; and cleaning entire unit.<sup>1</sup>

**Close of Business (COB)** -The official end of the work day.<sup>1</sup>

**Code of Federal Regulations CCFR** -The codification of the general and pennant rules published in the federal register by the executive departments and agencies of the Federal Government. For example, Title 44 refers to Emergency Management and Assistance.<sup>1</sup>

**Commercial Site** -A site customarily leased for a fee, which is fully equipped to accommodate a housing unit (44 CFR 206.111). Also referred to as Commercial Park.

**Comply with** -To fulfill and conform to certain standards and specifications.

**Contracting Officer CCOI** -A person with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings. The tenet includes certain authorized representatives of the contracting officer acting within the limits of their authority as delegated by the contracting officer. "Administrative contracting officer (ACO)" refers to a contracting officer who is administering contracts. "Termination Contracting Officer (TCO)" refers to a contracting officer who is settling terminated contracts. A single contracting officer may be responsible for duties in any or all of these areas. Reference in this regulation (48 CFR Chapter 1) to administrative contracting officer or terminated contracting officer does not:

- Require that a duty be performed at a particular office or activity; or
- Restrict in any way a contracting officer in the performance of any duty properly assigned (Federal Acquisition Regulations).

**Contracting Officer's Technical Representative CCOTRI** -A Government official appointed by the Contracting Officer (CO) responsible for assisting and advising the CO on technical matters relating to soliciting, evaluating, and negotiating awards. Responsibilities include monitoring the contract, inspecting, and accepting work performed by the Contractor, reviewing the Contractor's invoices to ensure appropriate billing, and providing technical direction within the scope of the contract.<sup>1</sup>

**Deactivation** -The process of removing a housing unit and all its utility connections from a particular site, and return of the unit to staging inventory.

**Designated Area** -Any emergency or major disaster-affected portion of a State which has been determined eligible for Federal assistance (44 CFR 206.2).<sup>1</sup>

**Deferrable /Postponable Maintenance** -Repairs and maintenance which are not necessary in relation to immediate health, safety, or security hazards, which will need to be addressed during monthly preventable maintenance inspections.

**Difficult Site installation** -When standard equipment and practices will not permit the installation of a FEMA MHU due to abnormal or unusual site conditions. However, installation can be accomplished with the use of additional specialized equipment. Should it be determined additional work is required, the Contractor must submit a request and cost proposal to the Contracting Officer's Technical Representative (COTR) for authorization of the additional work.

**Direct Housing Operations DHOPSI** -The organizational unit of the JFO Individual Assistance section responsible for implementing direct housing assistance.<sup>1</sup>

**Direct Overhead** -All costs, except labor and materials, which are directly related to the temporary housing mission.



Disaster Variable Table -This table is used to assist in defining the scope of a FEMA temporary housing mission. The table provides information such as the anticipated number of temporary housing units needed, counties the units will be installed, contact information, office, and staging yard addresses, etc.

Electrical System -The electrical system encompasses all electrical components from the weather head on the temporary power pole through the meter and service cable to and throughout the MHU.

Emergency Group Site (EGSI) -Any lot, field, parking lot (concrete or gravel), or land upon which FEMA can properly install four or more units supported by temporary above-ground infrastructure with one single meter. Emergency Group Sites may be used to support shelter operations.<sup>1</sup>

Emergency Maintenance Repairs -These are items that pose immediate potential danger to life, health and/or safety. These repairs need to be made within certain critical time frames and need to be addressed with the highest priority. Emergency maintenance shall resolve or mitigate the immediate threat or problem.

Exterior Components -All exterior components associated with the MHU. This includes but not limited to sewer lines, water lines, steps, stairs and ramps, siding, skirting, doors, windows, etc.

Feasible Site -A private or commercial site which has utilities available, and where a MHU may be safely installed and occupied in compliance with local building codes and ordinances.<sup>1</sup>

Fringe Benefits -Compensation in addition to direct wages or salaries, such as medical insurance, paid holidays, paid vacations, pension schemes, etc.

Flood Insurance Rate Map (FIRM) -An official map of a community, on which the Administrator has delineated both the special hazard areas and the risk premium zones applicable to the community (44 CFR 59.1).<sup>1</sup>

Flood Zone -A geographical area shown on a Flood Hazard Boundary Map or a Flood Insurance Rate Map that reflects the severity or type of flooding in the area.

- A -Special Flood Hazard Area inundated by 100-year (1% annual chance) flood with no base flood elevations determined.
- Map -A copy of a FIRM map used to locate nearby bodies of water.
- N -Areas in which flood hazards are undetermined, but possible.
- O -Special Flood Hazard Area inundated by 100-year flood with flood depths of 1 to 3 feet (usually sheet flow on sloping terrain).
- V -Special Flood Hazard Area of coastal flooding with velocity hazard, and with no base flood elevations determined (i.e. coastal flood plains with wave action).
- VE -Special Flood Hazard Area of coastal flooding with velocity hazard, and with base flood elevations determined. No FEMA MHUs will be placed in this Special Flood Hazard Area without compliance with current floodplain management requirements.<sup>1</sup>

Functional -An item or home capable of being used for its intended purpose (44 CFR 206.111).<sup>1</sup>

Government Furnished Equipment (GFE) -Property in the possession of, or directly acquired by, the Government and subsequently made available to the Contractor (FAR 45.101).

Grabrail -All steps and platform steps will have one grabrail installed on one section (side) of the step (regular or platform) of the handrail. The grabrail shall extend from the beginning of the steps, including all stairs, and including the upper platform. The diameter or width of the grabrail shall be between 1-1/4 and 1-1/2 in (32 mm to 38 mm).



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The grabrail shall be mounted on a vertical surface suitable for properly supporting the grabrail. The space between the mounting surface and the grab rail shall be 1-1/2 in (38 mm). Grab rails for ramps shall comply with UFAS guidelines.

Group Site -Land on which FEMA builds the infrastructure (water, sewer, electric, roads, and other improvements), and installs temporary housing units.

Handrails -All steps, platform steps, and ramps will have a handrail that is comprised of a series of pickets vertically spaced so that nothing larger than a four inch (4") sphere can pass through. The handrail will be capped with a 2x pressure-treated lumber finished with one coat of exterior white paint.

Haul and Install Work Order -See "Installation Work Order."<sup>1</sup>

Heating, Ventilation, and Air Conditioning (HVAC) System -The system is comprised of the equipment (air handler, condensing unit, etc.) and all associated parts (thermostat, duct work, etc.) that work together to maintain a conditioned environment typically for the comfort of the buildings occupants.

Infeasible Site -A site that is not appropriate for installation of a MHU because of lack of available utilities, contact or right of entry issues, or other code violations.<sup>1</sup>

Installation Work Order (Form XXXXI -Issued from Direct Housing through the COTR for installation of MHU, forwarded to the Contractor, which indicates items to be installed, including units of measure and quantity. Commonly known as "Haul and Install Work Order."<sup>1</sup>

Inventory of Personal Property -DHOP's personnel will collect and inventory personal property once a unit has been identified as abandoned. The items are transported to a central location to be stored. Applicant information is provided back to Applicant Services, who will attempt to contact applicant.<sup>1</sup>

Joint Field Office (JFO) -A temporary office which integrates federal, state, and local agencies with private sector and non-governmental organizations. Its functions are operations, planning, logistics, finance, and unified command of disaster management.<sup>1</sup>

Landowner's Ingress/Egress -See "Right of Entry."

Interior Components -All interior components associated with the interior of the MHU. Such items include but not limited to floors, walls, ceilings, cabinetry, etc.

Labor Rate -The rate that should be paid for each hour of labor time. Labor rates includes only base wages earned and does not include allowances for fringe benefits and other labor-related costs.

Maintenance Categories-Maintenance shall be divided in to four (4) categories with appropriate response (urgency of repair) to each:

- Routine maintenance
- Deferrable /postponable maintenance
- Emergency maintenance
- Major repairs

Manufactured Home (MH) -A structure which:

- Is transportable in one or more sections; and

- Is, in the traveling mode, eight body feet or more in width or forty body feet or more in length -or -when erected on site, is three hundred twenty or more square feet; and
- Is built on a permanent chassis and designed to be used as a dwelling with or without a permanent foundation when connected to the required utilities; and
- Which includes the plumbing, heating, air conditioning, and electrical systems contained therein (HUD Regulations 24 CFR 3280.2).<sup>1</sup>

**Manufactured Home Accessible <MHA1** -The unit complies with UFAS and can be approached, entered, and used by individuals with a disability.<sup>1</sup>

**Manufactured Housing Sites** -Those sites used for the placement of government or privately owned mobile homes, travel trailers, and other manufactured housing units, including:

- **Commercial Site (MHC)** -A site customarily leased for a fee, which is fully equipped to accommodate a housing unit;
- **Private Site (MHP)** -A site that the applicant provides or obtains at no cost to the Federal Government, complete with utilities; and
- **Group Site (MHG)** -A site provided by the State or local government that accommodates two or more units and is complete with utilities (44 CFR 206.111).<sup>1</sup>

**Major Repair** -Outside the scope of a routine maintenance repair and is a single item inclusive of parts, supplies, materials labor that exceeds \$250.00. The Contractor shall submit a request and an itemized cost proposal to the COTR for authorization.

**"may"** -Denotes an option or alternate.

**Mobile Home** -See "Manufactured Home."

**Mobile Home Inspection Report (Form XXXX)** -Completed when units are received at or dispatched from staging, RFO is completed on the unit, at Move Out of unit, or the Sale or Donation of unit.

- **Move-In Inspection** -Documents unit information, functionality, furnishings, appliances, and safety items prior to the applicant occupying the unit.
- **Move-Out Inspection** -Documents any damage to the unit and confirms the unit is approved for transport to staging area.<sup>1</sup>

**Modular Home** -A transportable structure, over 400 square feet when measured at the largest horizontal projection, delivered to site on a steel frame because it does not have a permanent chassis like a manufactured home.<sup>1</sup>

**No Contact** -After at least four (4) attempts within a 48 hour time frame the work order may be returned by the contract as a "no contact" designation. The Contractor must document these attempts and submit with the "no contract work order."

**Occupancy Dwelling Lease (Form XX.XX)** -Used when unit is installed and Ready For Occupancy (RFO) inspection is completed. Applicant signs, acknowledging applicant understands guidelines for participating in the direct housing program.<sup>1</sup>

**Occupant** -A resident of a housing unit (44 CFR 206.111).<sup>1</sup>

**Performance Work Statement (PWS)** -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).<sup>1</sup>

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Permanent Housing Plan CPHP) -A realistic plan that, within a reasonable timeframe, puts the disaster victim back into permanent housing that is similar to the victim's pre-disaster housing situation. A reasonable timeframe includes sufficient time for securing funds, locating a permanent dwelling, and moving into the dwelling (44 CFR 206.111).<sup>1</sup>

Physical Disability -A physical impairment, including impaired sensory, manual or speaking abilities, resulting in a functional limitation in access to, and use of, a building, facility, or element.<sup>1</sup>

Plumbing System -This includes water and sewer lines from where they tap into the service to and throughout the MHU. The "system" includes supply lines, faucets, commodes, drain lines, etc. The sewer and water lines will not be hurried in the same trenches.

Power Connections -Power connections will conform to National, Federal, State, and local requirements and codes. Power connections must comply with the National Electrical Code (NEC) in all respects. Power connections must comply with the appropriate load for type of MHU. (Requirements are currently 200 amp for mobile homes, 125 amp for park models, and 50 amp for travel trailers.)

Power Pedestal -This power pedestal is used in place of a power pole. It is energized from a relatively close source via an underground service line. The pedestal includes a meter base and main breaker.

Private Site -A site that the applicant provides or obtains at no cost to the Federal Government, complete with utilities (44 CFR 206.111).<sup>1</sup>

Quality Assurance (QA) -In the Temporary Housing program, FEMA field staff verifies through site inspection that Contractor work has been completed as invoiced.<sup>1</sup>

Quality Control (OC) -In the Temporary Housing program, Contractor field staff verifies applicant satisfaction through follow up inspections and telephone contacts.<sup>1</sup>

Readily Fabricated Dwelling -Could be considered to be, but is not limited to, a unit that is factory built or built on site from modular parts and generally does not have wheels.<sup>1</sup>

Ready for Electric (RFE) -MHUs that have been installed, that require and are ready for the service provider to complete the connection.

Ready for Deployment (RFD) -MHUs that have been inspected by FEMA and the Contractor, deemed road worthy and are on stand by for installation.

Ready For Occupancy (RFO) (Form XXXX) -A unit has passed the final inspection and is determined ready, according to contract specifications, for applicant occupancy.<sup>1</sup>

Ready for Utilities (RFU) -MHUs that have been installed however one or more utilities require the service provider to complete the connection.

Recreational Vehicle CRY> -A vehicle built on a single chassis, 400 square feet or less when measured at the largest horizontal projection, designed to be self-propelled or permanently towable by a light duty truck, and designed primarily not for use as a permanent dwelling but as temporary living quarters for recreational, camping, travel, or seasonal use (44 CFR 59.1).<sup>1</sup> Examples include, but are not limited to, Travel Trailers, etc.

Registration Number -A FEMA-generated number assigned to the applicant to identify the application for disaster assistance.'

Remediation -



1. The removal of pollution or contaminants from environmental media (e.g. soil, groundwater) for the general protection of human health and the environment; or
2. The removal of hazards, such as mold, within a MHU.<sup>1</sup>

**Restoration** -A site is restored to the pre-usage condition as defined by FEMA. This may include but is not limited to capping the buried infrastructure 12 inches below grade; removing utilities poles; disconnecting utility services; planting trees; providing and spreading top soil; environmental clean-up; and removing roads, sidewalks, concrete pads and playground equipment.<sup>1</sup>

**Right of Entry (ROE) (Form XXXXI)** - A form signed by an applicant giving FEMA ingress and egress permission, and certifying that the property is suitable to place a MHU.<sup>1</sup>

**Replacement of Components with Wear Life** -The Contractor shall replace life safety items such as batteries for the smoke detectors. The Contractor shall replace HVAC air filters at a minimum of once every two months or as indicated in the unit manufacturer's specifications, whichever is more frequent. The Contractor is not responsible for replacing items as light bulbs, stoppers, drain baskets, providing extra door keys, etc., unless it is associated with the repair or replacement of a related component.

**Road Worthy** -In suitable operating condition or meeting accepted standards for safe driving on the road. Applicable standards can be obtained from DOT, Federal Motor Carrier Safety Administration and State regulations (some missions may require traveling through more than one State necessitate varying requirements).

**Routine Maintenance Repairs** -Regular and general upkeep of a building (MHU), equipment or system against normal wear and tear.

**Serial Number (SN)** -A number assigned by the manufacturer that uniquely identifies a motor vehicle; used in place of a VIN on some manufactured housing.<sup>1</sup>

**Shall** -Denotes a mandatory requirement or specification.

**Should** -Denotes an advisory specification or recommendation.

**Site Control Number** -A unique identifier assigned by FEMA to label a site request.<sup>1</sup>

**Site Inspection** -A physical site inspection that determines the feasibility of a site for placement of a housing unit, utilizing Global Positioning Satellites (GPS) coordinates and flood maps. The inspector verifies utilities are available, confirms that a property is not in a Special Flood Hazard Area, and verifies that placement of a MHU is allowed by local permitting/ordinances. An ROE may be obtained from the land owner at this time.<sup>1</sup>

**Site Map** -A drawing by the site inspector of the proposed feasible site. The map will show actual placement of the unit and utility connections.<sup>1</sup>

**Site Inspection Request (SIR) (New Form XXXX)** -Information provided to enable inspector's assessment of the site for installation feasibility of the requested unit type.<sup>1</sup>

**Solicitation** -Any request to submit offers or quotations to the Government. Solicitations under sealed bid procedures are called "invitations for bids." Solicitations under negotiated procedures are called "requests for proposals." Solicitations under simplified acquisition procedures may require submission of either a quotation or an offer (FAR 2.101).

**Special Hazard Flood Area (SHFA)** -The area in the flood plain within a community subject to a 1% or greater chance of flooding in any given year (44 CFR 59.1).

Standard Operating Procedures (SOP) -A complete reference document that details the procedures for performing a single function or a number of interdependent functions.<sup>1</sup>

Standard Unit -A MHU desired for use by a non-disabled individual of household, and that does not comply with the accessibility criteria of UFAS.

Statement of Work (SOW) -A Government-prepared document incorporated into the solicitation that states the overall performance objectives. It is used in solicitations when the Government intends to provide the maximum flexibility to each offer or to propose an innovative approach (Federal Acquisition Regulations).<sup>1</sup>

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

Technical Assistance Contract (TAC) -A contract with a private business to assist FEMA with the Individual Assistance mission.<sup>1</sup>

Temporary Housing -Temporary accommodations provided by the Federal Government to individuals or families whose homes are made uninhabitable by an emergency or a major disaster.<sup>1</sup>

Temporary Housing Storage Site (THSS) -The facility used as a central location for storage, maintenance, sales, and refurbishment of units to supply MHUs necessary for a Housing mission.<sup>1</sup>

Temporary Housing Unit (THU) -Manufactured housing, recreational vehicle, or other readily fabricated dwelling (e.g. • pre-fabricated dwelling).

Temporary Housing Unit Maintenance Work Order (Form XXXX) -A work order generated after an applicant has occupied a housing unit to repair problems such as a water leak, heating malfunction, inoperable appliance, or to reposition a unit.<sup>1</sup>

#### MHU Typical Installation Sequence -

- Transportation of unit from staging to installation site (150 miles included in basic installation)
- Nominal site preparation
- Nominal site grading
- Blocking, leveling, and anchoring
- Power, water, and sewer connections (up to 50 feet)
- Installation and testing of HVAC
- Skirting (except for travel trailers)
- Installation of steps, platform stairs, and/or ramp
- Providing 3 sets of keys
- Completing all punch list items
- Removal of equipment, excess material, and debris
- Clean and make ready for applicant
- Initial fill and installation of liquid propane (when applicable)
- Winterization (when appropriate)

MHU Relocation -To deactivate a MHU from a site and reinstall the same unit at another location.

MHU Reposition -To relocate the same MHU on the same site.

Travel Trailer (TT) -A vehicle-type unit which:

- Is primarily designed for recreation or temporary camping, travel, or seasonal use; and
- Is towed by another vehicle; and
- Is, in the traveling mode, eight (8) body feet six (6) inches or less in width, and has a living area of less than four hundred (400) square feet; and
- Is designed to facilitate numerous relocations (Type of Housing Units to be used in Group Sites 9457.1).<sup>1</sup>

**Travel Trailer Accessible CTTAI**-The unit complies with UFAS and can be approached, entered, and used by individuals with a disability.<sup>1</sup>

**Uniform Federal Accessibility Standards CUFAS** -Standards for the design, construction, and alteration of federal and federally funded buildings to make them readily accessible to individuals with disabilities, in accordance with the Architectural Barriers Act.<sup>1</sup>

**Uninhabitable** -The dwelling is not safe, sanitary or fit to occupy (44 CFR 206.111).<sup>1</sup>

**Unit Pad Lease (Form XXXX:)** -A contract for placement of a MHU, which includes commercial park name, lot number, rent amount, contact information, and terms of the pad lease.<sup>1</sup>

**Utility Pole** -Used to support overhead power lines.

**Utility Tap/Connection Fee** -Fees charged by a utility provider for connection to their services.

**Vehicle Identification Number CVINI** -A number assigned by the manufacturer that uniquely identifies a motor vehicle, including recreational vehicles and manufactured homes.<sup>1</sup>

**Voluntary Organization/Agency** -An entity that meets the criteria of a Non-Profit Charitable Organization as defined in IRS § 501(c)(3) (Temporary Housing Unit Donations 9455.1).<sup>1</sup>

**Winterization** -Necessary work performed to a manufactured housing unit to prevent damage from cold and freezing temperatures.<sup>1</sup>

## Technical Details

### Site Preparation

Site preparation is described as the work of two (2) men working one (1) hour with hand tools such as lawnmowers, chain saws, shovels, rakes, wheel barrels, etc., necessary to prepare the site for the unit which may include site grading. As necessary the Contractor shall clear and remove any debris incident to trailer installation. The cleared area shall provide sufficient area for temporary housing unit installation, provide occupants adequate access to the home and insure occupant safety. Also included are locating, exposing, and connecting water, sewer, and electrical connections whereby they can be hooked up and made serviceable.

### Blocking /Piers

The Contractor shall construct piers consisting of double courses of concrete blocks and shall meet or exceed the requirements of the local entity issuing the permits as well as the manufacturer's specification, unless double blocking is prohibited by that entity. Blocking must be installed at locations specified by the manufacturer. There shall be a minimum of three piers per side for travel trailers. When blocking the temporary housing unit it should be at a height of no more than 44 inches for Mobile Homes and Park Models and no more than 36 inches for travel trailers, unless this conflicts with State or Local regulations in which case the State or Local regulations are applicable. The Contractor shall clean away all grass roots, loose dirt, rocks and debris at the base of the piers. The Contractor also shall provide a base for each pier. The approximate size of the base is 24" x 24" with double blocking. The base may be wooden- 3/4 inch treated plywood or State and local approved ABS type pier pad, unless otherwise specified by State or local code. When installing piers to support MHUs the Contractor shall install alternating courses of double concrete block. The piers will have at a minimum two solid cap blocks on the base and two solid cap blocks at the top of the piers (top course to be laid parallel to the I-beam). The space between the top of the pier's solid cap block and the bottom of the I-beam frame of the MHU shall not exceed three inches (3"). Up to three inches (3") of this space may be filled with blocking timber and wedges laid perpendicular to the I-beam and no more than one inch (1") of this area shall be shimmed with wedges. After the weight of the unit is transferred to the concrete block piers, the piers must be vertically aligned and tightly shimmed with wooden wedges. If the piers are not vertical at the time of final inspection, they shall be removed and reinstalled by the Contractor at no additional cost.

The Contractor is responsible for all necessary re-leveling and re-blocking of the unit for a period of 90 days after final acceptance.

Tie-downs (strapping and anchoring) -Tie-downs shall be governed by the stricter of the stipulations found in either the manufacturer's requirement, or the official instruction of the local permitting entity. Anchoring must be installed at locations specified by the manufacturer for the wind zone, as established by Housing and Urban Development (HUD) for Mobile Homes; as directed by the manufacturer for Park Models. The strap shall be 125" X .035" cold rolled galvanized steel, as per Federal Specification QQ-S-781 G for Type 1 Class B, Grade 1 strapping. The anchor straps shall be snug and in a near vertical position. The number and spacing of ties is typically dependent on the frame size for the MHU, the length and height of the piers and the wind zone.

Strapping and Anchoring of Travel Trailers -The Contractor shall install two (2) anchors per side (total 4) All anchors must be placed, driven, or augured so that the individual anchor will withstand a withdrawal pull with no more than two (2) inch vertical displacements.

The location of the straps shall be two on the tongue of the unit, and two on the back bumper of the unit. Each strap shall extend from one turnbuckle on the anchor head; wrap one time around the tongue or the back bumper, respectively, before being attached to the other turnbuckle on the anchor head.

Note -Alternatives may be used if the Contractor can provide the COTR with a current independent study by an appropriately licensed expert to support the conclusion that the alternative measure is equal to or exceeds requirements. The Contractor is responsible for ensuring it meets the applicable local requirements.



## Utility Connections and Power Connections

All Power Connections shall be installed as per the appropriate Federal, State and local codes and regulations. The electrical load for each type of MHU is as follows: Mobile Home 200 amperage (amp); Park Model 125 amp; and Travel Trailer 50 amp. All components shall be installed in accordance with the National Electric Code (NEC). All conduit connections must be watertight. Service entrance cables shall comply with all national, State, and local codes and regulations. The weatherproof disconnect box will be equipped with the appropriate breaker and mounted on either a temporary power pole or a treated dimensional lumber (e.g., 4" X 4", 6"X 6", etc.) post or the equivalent. The bottom of weatherproof disconnect box will be a minimum of 18" above ground level. The Contractor shall provide up to 50 feet of electrical service connection for each unit installed. Electrical connection shall be measured from the exterior wall of the MHU not the connection point if the connection point is under the unit.

Manufactured Homes/Park Models -Ground the manufactured home/Park Model per NFPA 70 Article 250. All feeds shall enter the Manufactured Home/Park Model from under the unit inside the skirting. If the Contractor identifies any units that are designed to be fed from overhead, the COTR shall be notified. Connections for manufactured housing/Park Models shall be made in accordance with the manufacturer's standard connection procedures. The Contractor shall use the following specifications for all MHU requiring 125 amp or 200 amp electrical services:

- The cables must be buried and properly encased in the appropriate conduit in compliance with all national, State, and local codes and regulations. (Note -This includes the cable for the A/C breaker and burial cable.)
- The conduit shall be securely attached to the electrical boxes in accordance with accepted methods and standards and all national, State, and local codes and regulations. Sweeps shall be used at the junction box and meter loop assembly.
- If an electrical service drop is not in place, the Contractor shall install an electrical assembly for utility company connection.

## TD -Water Connections

A cut-off valve and a hose bib with anti-siphon valve shall be located adjacent to the unit connecting point (must be in convenient location to facilitate shut-off of water to unit and make a watering hose connection).

The Contractor shall test the service line for leakage, and any leaks shall be repaired at no additional cost. Water lines shall be three-quarter inches (3/4") galvanized steel; type K or L copper tubing, ASTM B88-74A; or schedule 40 PVC plastic pipe, ASTM D-1785, three-quarter inch (3/4") CPS 200 psi, or equal, subject to prior approval. A back flow preventer valve will be properly installed. Service line is to be laid a minimum of six inches (6") below the frost line and not less than twenty-four inches (24") below the surface of the ground with a three-quarter inch (3/4") shut-off valve installed in the water line. The service line must be placed in a trench separate from the sewer line and at a distance that is in compliance with State and Local codes. Backfill materials shall be free of rocks and other debris and shall include a bed of compacted sand six inches (6") above and below the water line.

The Contractor shall contact the COTR for instruction if pavement must be removed and replaced. Where local water pressure is in excess of the manufacturer's recommended maximum psi the Contractor shall install an approved water pressure-reducing device to safeguard the unit's plumbing system. All service lines beneath the MHU shall be installed clear of the ground, made with the minimum number of joints, be of the shortest practical length, and be supported at four foot (4') intervals (maximum). Water piping and installation shall be installed in accordance with local codes and the Uniform Plumbing Code.

Connection to an Existing Water Service Riser -At sites with an existing water service riser, the Contractor shall make the connection between the connection point of the MHU and the riser. If the water service riser is not in place, the Contractor will make an appropriate tap on the water service line and install the necessary piping and riser connection.

Connection at a Municipal Water Tap—If a municipal water tap is required, the Contractor shall excavate, install the tap, and connect to the water line from the manufactured home and backfill, according to local requirements. The installation of the water tap (if required) will be accomplished in conjunction with, and according to the regulations of the local Water Company. If required by local regulations, the trench shall not be backfilled until the water tap has been inspected and approved by the water





department. In the event the governing entity has a predetermined fee for water taps, such a fee shall be paid by the Contractor and reimbursed at actual expense (receipt required). In the event the governing entity makes the tap at no cost; the Contractor shall not be paid for this line item.

#### TD -Sanitary Line Installation

At sites with sewer riser already installed, the Contractor will make the connection between the connecting point and the riser up to the sewer line. If a sewer riser is not in place, the Contractor will make an appropriate sewer tap on the sewer collection line and install the necessary piping and riser connection.

A clean-out fitting will be installed in an accessible location to facilitate snaking-out a clogged line from the connection point, through the riser and into the main or service line. The pipe fitting that attaches the sewer connection to the drain outlet of the manufactured home shall be threaded and screwed or installed with a removable adapter for the drain outlet. The nominal inside diameter of the unit sewer connection shall not be less than three inches (3"). The slope shall be continuous and at least one-quarter inch (1/4") per foot and no more than one-half inch (1/2") per foot. Above ground sewer lines shall be supported at four-foot (4') intervals (maximum) to prevent any deflections. The fitting between the unit sewer line and sewer riser (placed above ground) will comply with all appropriate plumbing, safety, and health codes and requirements. This includes:

- An approved 4" x 3" adapter and the lower end of the unit sewer line shall extend at least four inches (4") below the rim of the riser with an air tight connection provided by the use of a rubber ring.
- Pipe shall be an approved and appropriate rigid PVC sewer pipe utilizing proper primer and cement.
- Absolutely no flex-hose allowed.
- The line shall be of the shortest practical length and include a clean-out "Y" that would allow cleaning and/or clearing of the line from and to the unit as well as from and to the connection or sewer drop point.

The Contractor shall test the sewer line for leakage, and any leaks shall be repaired at no additional cost. All sewer piping and installation shall be installed in accordance with local codes and the Uniform Plumbing Code. If the unit has multiple sewer drop points, they will be interconnected to a single unit drop point.

**Municipal Sewer Tap -Install Sewer Tap -**The Contractor shall excavate, install the tap, and connect to the sewer line from the unit and backfill, according to local requirements. The sewer tap shall be made in accordance with local regulations regarding sewer tap installations. In the event the governing entity has a predetermined fee for sewertaps, such fee shall be paid by the Contractor and reimbursed at actual expense (individual receipt required)

#### TD –WaterLine Winterization

When specified, the Contractor shall install freeze protection heating tapes and insulation to water supply piping and shut-off valves to prevent freeze-up of the system. The heat cable shall be UL listed Commercial Pipe Heating Cable and be rated at a minimum of 3 watts per foot at 120 volts and have provisions for grounding. The heat cable shall be of a type that will not damage PVC or other non-metallic water pipe under the heat cable installation procedures required therein. The heat cable shall be installed in compliance with the cable manufacturer's instructions and the following additional details:

- The sealed end of the heat cable will be securely fastened to the unit water pipe at a point that is above grade and installed approximately eighteen inches (18") down the riser pipe and then wrapped up the riser into the manufactured home water heater compartment for a minimum of two inches (2"). The heat cable shall be applied to the outside of the bend at elbows and securely fastened with tape.
- Preformed insulation and weatherproof covering shall be placed on the pipe and fastened with a continuous strap of weather resistant tape. The insulation, covering and tape shall extend into the water riser sleeve and water heater compartment approximately 12 inches (12") with the sealed end of the heat cable covered. Riser shall be filled with an appropriate insulation and top of riser shall be sealed with an appropriate cover.

Skirting Winterization -In Northern climates, the skirting must be winterized and installed to withstand the local winters.

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However the skirting must still have the required ventilation.

#### TD -Install and Test UVAC

The Contractor shall install and assemble the HVAC system as required by and in accordance with the manufacturer's instructions by a certified heating and cooling technician. The Contractor must obtain appropriate permits and meet all local codes and ordinances pertaining to the installation of the HVAC unit. All components shall be installed in accordance with the National Electric Code (NEC). The Contractor is responsible for supplying all the materials for this installation, with the exception of the A/C compressor unit which is provided as government furnished equipment with the unit. If there is an external air conditioning (A/C) unit the A/C unit must be located within 10 feet of the A/C electrical breaker. The A/C electrical installation includes burial cable and 30 amp breaker (disconnect switch) as part of the installation. The Contractor shall provide underground service, in compliance with all codes and regulations, from the electrical service to the A/C unit. All cables shall be installed and encased in approved metal conduit. Sweeps shall be used at the points where buried cable makes a 90-degree turn toward the meter loop assembly and A/C. All conduit connections must be watertight. Prior to reporting the unit Ready for Occupancy (RFO) and requesting a government acceptance inspection the Contractor shall operate the Heat and AC units for 30 minutes to ensure that they are fully operable to ensure proper function and reliability. HVAC unit installation shall be considered part of the basic unit installation.

#### TD - Skirting

The Contractor shall furnish and install vinyl skirting on the entire perimeter of the MHU in accordance with manufacturer's recommendations and normal standards of the industry. Material shall be equal to "T-Lok Vinyl Skirt" manufactured by Mastic Corporation, be self-ventilating and have a top rail to conceal top fasteners. An access panel or equivalent shall be provided adjacent to the MHU water inlet location. The skirting shall be securely fastened to the MHU and ground using accepted fastening methods. This line item includes Contractor provision of skirting materials and complete skirting installation. The Contractor must supply all materials. Skirting shall be installed with a minimum free area of one square foot of ventilation for every 150 square feet of floor space of the MHU. The size of the vent must be increased to allow for insects screens, slats, louvers, etc., used over the open vent area.

#### TD -Stairs, Platform Steps and Ramps

The Contractor shall install steps at each entrance to the MHU. All steps shall be constructed so that they meet the applicable local code. If no local code exists the Contractor shall notify the COTR in writing and use the most recent version of the International Building Code (IBC). All steps, ramps, platform stairs and deck/platforms shall be built to require no maintenance unless they are impacted by a distressing event. Steps shall have a stable, anchored foundation and must level in both directions. The platform shall have a non-skid surface using materials that are State and Industrial approved (sand added to paint is unacceptable).

Alternate materials for step construction approved by State or Local code enforcement may be substituted with the COTR's approval. The Contractor is responsible for providing supporting documentation of the State or Local approval of substitute material. This approval does not waive any safety requirements. If the steps present a safety hazard, the Contractor shall build steps and platforms appropriately as determined by the COTR, Technical Monitor (TM) or other FEMA representative. As a standard, steps will be constructed of wood forty-eight inches (48") wide. The handrails shall surround the platform on all sides. All stairs shall have two (2) handrails and shall include vertical balusters or pickets spaced in such a way that a four inch (4") diameter sphere may not pass through them. This includes stairs less than thirty inches (30") in height whether or not required by applicable codes unless specifically prohibited by Federal, State, and Local codes and regulations. Handrails shall be painted with one coat of white exterior grade paint.

The platform/deck shall be constructed one step distance below the door sill and all steps should be 7 1/2 in. below the threshold. The platform shall be 60 in. wide by 60" deep (long). All installations of stairs, ramps and platforms must ensure that the structure does not block or interfere with any vents or other parts of the MHU (e.g., the heat vent on travel trailers).

Park Model Alternate Installation -During the installation of Park Model units, the Contractor may, at their option, use a single porch bridging between both doors (provided that the Park Models have both entrance/exit doors on the same side of the unit) with

a single set of stairs or platform stair servicing the porch. For invoicing purposes, the Contractor may bill the alternate installation as two sets of stairs. However if FEMA directs the Contractor to install a UFAS ramp the Contractor shall install both a set of stairs and a ramp even if they service the single porch/platform.

Steps/Stairs -All steps/stairs shall be constructed as follows:

- Steps shall have a 48" tread width.
- Steps shall have no less than a 10" tread depth.
- Stair riser shall be a minimum of 6" and maximum of 7-1/2".
- Top platform shall be 60"x60" framed with 2"x6" treated lumber Goist spacing of 16" on center).
- Top surface of all steps and platform shall be painted with a skid resistant paint material (stick on adhesives and sand added to paint are NOT permissible).
- Platform steps require two sets of hand rails as described above.
- Platform stairs shall be constructed of treated outdoor building material: 5/4" decking material shall be used for all steps and platform surfaces, and 2" treated material is required for support runners.
- Steps shall be constructed so that water will NOT accumulate on the walking surface.

Platform Stairs -All work orders requiring Platform Stairs shall have the stairs constructed as follows:

- Steps shall have a 48" tread width.
- Steps shall have a 36" tread depth.
- Steps shall have a maximum rise of 6".
- Sideboards are required along the outer edges of the steps at a 4" height.
- Top platform shall be 60"x60" framed with 2"x6" treated lumber Goist spacing of 16" on center).
- Top surface of all steps and platform shall be painted with a skid resistant paint material (stick on adhesives and sand added to paint are NOT permissible).
- Platform steps require two sets of hand rails as described above.
- Platform stairs shall be constructed of treated outdoor building material: 5/4" decking material shall be used for all steps and platform surfaces, and 2" treated material is required for support runners.
- Steps shall be constructed so that water will NOT accumulate on the walking surface.

#### Uniform Federal Accessibility Standards (UFAS) for Ramp Construction

The Contractor shall ensure that ramps are built and installed in accordance with the current UFAS, unless this conflicts with State or Local regulations in which case the more stringent regulations are applicable. The Contractor shall install a wooden ramp with a platform level with the entry. The platform provides an area that is flush with the entry and allows the occupant to access or egress the MHU.

UFAS standards are available on the following website: <http://www.access-board.gov/ufas/ufas-html/ufas.htm>.

The overall length of the ramp shall be dependent on the height above the grade of the unit door sill and the distance to a suitable, firm surface for the approach to the ramp. Ramp surfaces shall be final, stable, and slip resistant. Suitable surface materials are asphalt, concrete, or engineered boardwalks.

The ramp pitch shall be 1:12 maximum, which represents one inch (1") of height maximum for each twelve inches (12") in length and shall have landings at the top, bottom, and every 30 feet in length. Platforms must be 60-inch by 60-inch square. The Contractor may supply modular aluminum ramps that are compliant with UFAS in lieu of wood ramps. These ramps must be acceptable by Local authorities, and must comply with the foregoing requirements. The ramp shall be firmly supported on grade, with mud seals added where necessitated by soil conditions. The ramp and the platform shall have a non-skid surface using materials that are approved by industry. Sand added to paint for traction is unacceptable.

## Ramp Measurement

To ensure consistent measurement of ramps for invoicing and authorization purposes the Contractor shall measure the ramp starting where the ramp slopes away from the upper platform/deck which provides access to the MHU. The upper platform/deck shall not be included in the measurement of the ramp. If the ramp has one or more switchback platforms then the Contractor shall measure the switchback along its longest length of the platform. The UFAS required transition (access pad) at the bottom of the ramp is not included in the ramp measurement.

## TD -Clean and Make Unit Ready for Occupancy

Upon completion of unit installation, the Contractor shall assemble all furniture and clean the unit to include all appliances, cabinets, shelves, kitchen, and bathrooms. All appliances and components associated with the unit must be tested, to include but not limited to plumbing, electrical, HVAC, exhaust fans, etc.

Assemble accessories and arrange for use:

- Arrange all furniture for occupancy.
- Place living kits into MHU, when required.
- Clean and mount storm window panels.
- Install drawers.
- Remove window clips; travel blocking and protective taping.
- Hang fire extinguisher and ensure they are type ABC (report low charge to FEMA inspector).
- Mount exterior light fixtures and install bulbs.
- Install interior light globes and covers.
- Install unmounted window screens.
- Re-install any fallen window coverings.
- Install cabinet door panels and other knockout panels.
- Install commode tank lid and repair, if necessary, cabinet/door/drawer hardware.
- Activate Utility Systems and make Minor Repairs (All parts changed must be of same quality.). Test water system and make minor repairs (i.e., tighten, adjust, or replace fittings, flare nuts, faucet washers, ball cocks, shower diverters, faucet sets, etc.); Verify hot/cold water lines are installed and labeled to code, reverse if required. Ensure that the aerators and shower heads are clear from dirt and debris
- Tighten or replace loose drain line connections (traps, strainer assemblies, etc.). Replace commode wax ring and toilet tank gaskets, as needed.
- Tighten loose connections in electrical system.
- Test electrical circuits and replace bulbs, breakers, switches, or receptacles, as needed.

Test appliances and appurtenances:

- Activate, test and make any necessary minor repairs to the refrigerator, range, furnace, HVAC, and water heater for proper operations.
- Adjust pilots and burners, change orifices, water heater elements, etc., as needed
- Test smoke detectors and replace if faulty. Smoke detector provided by FEMA upon receipt of damaged one
- Test exhaust fans for proper operation, repair as needed.

Inspect the unit exterior:

- Verify that steps/ramps are properly installed and secured with no safety hazards.
- The unit is not under any electrical service wires.
- UFAS requirements incorporated when directed.

- The unit is not missing any siding.
- The unit has no broken windows and/or doors.
- The unit is properly blocked, anchored, and leveled.
- The roof has been checked for leaking and/or damage.
- There are no exterior water or sewer leaks.
- There are no holes, trenches, or other safety hazards around the unit.
- All piping has been properly secured and sloped.
- Remove all material (batten strips, plastic wrap, etc.) used to ensure that the MHU is shipped safely.
- Inspect and caulk with exterior grade siliconized caulk all nail, screw or staple holes used to secure shipping material
- All wood used on site (blocking, steps, ramps, etc.) shall be exterior grade lumber or treated construction grade lumber.

Final clean-up and readiness:

- Clean floors, counters, kitchen equipment, bath fixtures, and windows. Perform other minor work to prepare the unit for occupancy (i.e., door adjustments, refasten molding and panels, etc.)
- Remove packing debris and excess set-up material from premises.
- Report missing items to the COTR.

#### TD -Emergency Maintenance Repairs

Emergency maintenance shall resolve or mitigate the immediate threat or problem. When carrying out emergency maintenance, the Contractor may make temporary repairs. If temporary repairs are performed, the Contractor shall make permanent repairs to the affected items. After the hazard is mitigated, the permanent repair is to be completed as routine maintenance. These repairs shall be completed on or before the next scheduled preventive maintenance inspection cycle so that the unit is fully functional. HVAC failure when the outdoor temperature exceeds 85 degrees Fahrenheit shall constitute an emergency maintenance repair.

If a temporary heating appliance is used, it shall be equipped with an automatic shut-off that activates if the heater is accidentally tipped over. Such temporary appliances shall be provided, at no additional cost to the Government or the occupant, until such time as the permanent appliances are fully operational.

If, upon arrival to the unit, the Contractor determines an emergency does not exist, or there is no longer a threat to health, safety or security, the Contractor shall treat the remaining repairs as Routine Maintenance, and complete this within normal time frames.

Deferrable Maintenance Repairs -These are repairs which may be deferred until the next scheduled monthly Preventive Maintenance Inspection (PMI). These items do not present an imminent danger to the health, safety or security of the unit occupant or property and can wait until the next scheduled PMI visit or be elevated to Routine Maintenance if the deficiency becomes serious. These items are typically required in response to, but not limited to, one of the following problems:

- Broken cupboard
- Loose baseboard
- Hole in wall
- Broken blinds
- Closet rod repair

Routine Maintenance Repairs -These repairs are serious but do not present an imminent danger to the health, safety or security of the unit occupant or property. These items shall be addressed within 48 hours of notification. When such 48-hour completion time would expire on Saturdays, Sundays, or holidays, the 48-hour time period shall extend to the following business or work day, as appropriate. Routine maintenance repairs typically include, but are not limited to, the following:

- Minor water leak
- Cracker windows
- Missing siding
- Broken light fixture
- Running toilet

#### TD –Preventative Maintenance Inspection (PMI)

The Contractor shall ask the occupant, at the time of the monthly inspection, if there are any maintenance items that they would like to report or have addressed. The Contractor shall perform all minor repairs noted or reported by the occupant during the inspection visit without requiring a separate work order. Any inspections other than those described above shall only be conducted at the direction of the COTR.

#### TD –Fumigations and Pest Control Inspections and Services

The Contractor shall ensure that treatment is rendered as appropriate to control, prevent, and/or otherwise mitigate the presence of pests such as, but not limited to insects, fleas, termites, wasps, bees, cockroaches, ants, fleas, ticks, spiders, hornets, Japanese beetles, rats, mice, pigeons, reptiles and other invertebrate pests. Treatment shall include rodent traps and bait stations, animal captures and carcass removal. Provide bird nest removal and cleaning services to keep bird droppings off units. Clean areas littered by bird nests and droppings.

The Contractor shall identify any problem areas, structural features, potential areas for pest infestation, or personnel operational practices contributing to pest infestations, and any other factor and report them to the COTR in the monthly report.

The Contractor shall maintain, secure, and operate storage facilities for applicable equipment and dangerous material substances. This shall be done in a manner that precludes or minimizes health hazards or environmental contamination and will be in compliance with all Federal, State, Local, and Tribal laws and regulations.

#### TD -MHU Deactivation

The Contractor shall complete preparation of the interior of a MHU for deactivation as required this includes, but is not limited to:

- Properly securing the interior fixtures, equipment, and furnishings of the units to prevent additional damages to interiors. If parts of the MHU are freestanding (e.g., air condition compressors), they are to be secured when placed in the MHU for deactivation and transport.
- Clean and fumigate units.
- Clean all surfaces with the appropriate household cleaners, including mopping all hard surface floors, wiping down all counters and the interior of cabinets, vacuum any carpeted floors, cleaning the bathrooms including the water closets and shower/bath tubs and fumigation of the units.
- Remove and appropriately dispose of all trash and rubbish within the units. If there appears to be personal property present, the Contractor shall contact the COTR for instructions. If directed by the COTR, the Contractor shall neatly bag and tag all abandoned personal items for identification. The Contractor shall provide an inventory of all personal items that have been bagged and tagged. Three (3) copies of the separate inventory from each unit shall be provided and distributed as follows: 1.) a copy is to remain with bagged and tagged personal items; 2.) a copy is to be provided to FEMA Logistics when the trailer is returned; 3.) a copy is to be provided to the COTR as part of the Contractors Activity Records for the units. The neatly tagged bags shall be provided to a FEMA designated location at the time the items are bagged and tagged.
- Winterize the MHU by removing all water from the potable and sanitary water systems and placing an appropriate anti-freezing agent in all sanitary water system traps.

Prepare the exterior of units by:

- Disconnect all utilities, and ensure that these are properly capped and secured, including removal of any temporary power poles or power pedestals.
- Removing the skirting, anchors and blocking.
- Removing stairs and ramps.
- Disconnect the air conditioning compressor, and drain refrigerant into a separate unit meeting all regulatory requirements for capturing the refrigerant. The Contractor must ensure that when power and refrigerant lines are disconnected enough slack remains so that the unit can be reused.
- Ensure that any holes caused by the removal of the unit and associated material are filled in and compacted.
- Ensuring that all tires are properly inflated and that the axles and wheels turn freely.

Clear the area immediately surrounding the MHU of all material, equipment and debris (including trash and rubbish), generated by the Contractor from the deactivation process so as to not create and leave a hazard. If the MHU is not transported the day it is deactivated, all debris, equipment and material are not to be left on the MHU site overnight. At the time of deactivation, the Government shall consider this material scrap and the responsibility of the Contractor unless the COTR directs otherwise. The Contractor shall take the title to this material.

#### A.4 DELIVERABLES

Reference	Deliverable	Delivery Date	Delivery Recipient	Comments
1	Report on unsuitable MHU at designated pickup point	8 am next Operational Day	COTR	
2	Individual monthly inspection report	Monthly	COTR	
3	Summary monthly inspection report	Monthly	COTR	
4	Call center phone number, on a medium that is durable and easy to read	At maintenance inception	COTR	
5	Call center phone number, on a medium that is durable and easy to read	First maintenance inspection	Unit occupant	
6	Weekly maintenance records	Weekly	COTR	Records include all individual maintenance call reports received by the contractor operated maintenance call center.
7	Weekly maintenance report	Weekly	COTR	Report includes summary of all maintenance activity,

					including resolution.
8	FEMA Form 90-13	Daily (as needed)	COTR		FEMA Form 90-13 is provided to FEMA to note (a) damage to or (b) changes in custody for (including date and parties) a MHU.
9	Quality Control Plan	Within five days of contract award, and as necessary when updated	COTR		
10	Quality Control Report	Weekly	COTR		The report shall address items including timeliness; deficiency; suggested remedies for deficiency; and remedy implementation dates.
11	Transportation Report		COTR		Copies of the 90-13 and work order should be included in the report. This report should show original origin of MHU to the location of the MHU. If no units were moved, indicate "No Movement" in report.
12	Government Furnished Property (GFP)	Weekly	COTR		Provide report on all GFP. Report shall include equipment, FEMA Barcode, date issued, date returned, status (physical location of property), and name of employee to which property was issued.
13	Installation Report	6 am next Operational Day	COTR		Summary report and a copy of the installation package.