

Message

From: Neal, John [redacted]@CBIFederalServices.com]
Sent: 10/12/2016 3:17:37 PM
To: Kahn, Carl [redacted]@fema.dhs.gov]
CC: Ford, Robert A [redacted]@fema.dhs.gov]; DeBlasio, Stephen [redacted]@fema.dhs.gov]; Jones, Robert [redacted]@fema.dhs.gov]; Edwards, Sharon [redacted]@fema.dhs.gov]; Clemons, John [redacted]@fema.dhs.gov]; Means, Mike [redacted]@CBIFederalServices.com]; Dulin, Thomas [redacted]@CBIFederalServices.com]; Mitchell, John - (CBI) [redacted]@cbi.com]; McCristian, Leslie B. - (CBI) [redacted]@cbi.com]; Endicott, Howard [redacted]@fema.dhs.gov]
Subject: Re: Maintenance #

Can we please get a confirmation listing the 100 units we are accepting? Please include the addresses and applicant contact info. Our call centers need this to insure we are accepting calls on the units we have agreed to accept.

Thank you.

John Kevin Neal
Sr. Project Manager
CB&I Federal Services
Engineering & Construction
Cell [redacted]

[redacted]@cbifederaleservices.com

On Oct 12, 2016, at 8:19 AM, Kahn, Carl [redacted]@fema.dhs.gov> wrote:

No, Kevin, the issue is that the hotline has not been properly responded to per contract, and is an issue that was documented before USACE came into the picture for CBI.

It is for the contractor to notify the applicants what the maintenance hotline number is, and to ensure the hotline is staffed. There should not be a recorder as evidenced by the CBI hotline number, 888-414-1989, being full and unable to take a message. This is not per contract, does not serve the applicants for emergencies, and puts the contractor at risk to not respond to emergencies per contract. Please ensure that CBI hotline(s) is/are staffed, and that the hotline number(s) are made known to the applicants.

Thank you.

Carl Kahn
Acquisitions Quality Assurance Specialist
Disaster Acquisition Response Team (DART)
Expeditionary Force Section
DHS-FEMA-MSB-OCPO-AOD-EB
Desk: [redacted]
Cell: [redacted]
Email: [redacted]@fema.dhs.gov

-----Original Message-----

From: Neal, John [mailto:[redacted]@CBIFederalServices.com]
Sent: Wednesday, October 12, 2016 8:13 AM
To: Kahn, Carl [redacted]@fema.dhs.gov>
Cc: Ford, Robert A <[redacted]@fema.dhs.gov>; DeBlasio, Stephen [redacted]@fema.dhs.gov>; Jones, Robert [redacted]@fema.dhs.gov>; Edwards, Sharon [redacted]@fema.dhs.gov>; Clemons, John [redacted]@fema.dhs.gov>; Means, Mike <[redacted]@CBIFederalServices.com>; Dulin, Thomas [redacted]@CBIFederalServices.com>; Mitchell, John - (CBI) [redacted]@cbi.com>; McCristian, Leslie B. - (CBI) [redacted]@cbi.com>; Endicott, Howard [redacted]@fema.dhs.gov>
Subject: Re: Maintenance #

Carl I drilled down into this issue. This is a direct result of why we stated the need to do the initial inspections with USACE, FEMA and CBI prior to any maintenance turnover as described in our accepted proposal submitted to assume the maintenance of the 100 USACE installed units. FEMA asked we bypass a critical step to help FEMA and USACE in taking over maintenance faster as this standard required component of work was overlooked when USACE awarded their contracts. FEMA subsequently gave the wrong 800

maintenance number and information out to the applicants which caused the hotline your referencing to be overwhelmed as 1000's of calls came in since no one was properly maintaining the USACE units. We just recently after several requests received the phone contact info for the applicants in units we accepted from USACE. We are now and have been making calls to these applicants trying to get this mistake cleared up and insure the applicants have the right 800 number.

This is a lesson learned and going forward if FEMA would request CBI to accept additional units from USACE above the 100 we will need to do a preliminary inspection in order to insure the applicants have the correct info. We are working with the subcontractor whose number was incorrectly given out by FEMA to help get them back online as this could not have been anticipated by them.

Thanks for the information Carl...Kevin

John Kevin Neal
Sr. Project Manager
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Engineering & Construction
Cell [REDACTED]

[REDACTED]@cbifederalservices.com

On Oct 12, 2016, at 7:07 AM, Kahn, Carl [REDACTED]@fema.dhs.gov> wrote:

Kevin, it is for the contractor to notify the applicants what the maintenance hotline number is, and to ensure the hotline is staffed.
There should not be a recorder as evidenced by the CBI hotline number, 888-414-1989, being full and unable to take a message.
This is not per contract, does not serve the applicants for emergencies, and puts the contractor at risk to not respond to emergencies per contract.
Please ensure that CBI hotline(s) is/are staffed, and that the hotline number(s) are made known to the applicants.
Thank you.

Carl Kahn
Acquisitions Quality Assurance Specialist Disaster Acquisition Response Team (DART) Expeditionary Force
Section DHS-FEMA-MSB-OCPO-AOD-EB
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-----Original Message-----

From: Neal, John [REDACTED]@cbifederalservices.com]
Sent: Tuesday, October 11, 2016 5:16 PM
To: Kahn, Carl [REDACTED]@fema.dhs.gov>; Ford, Robert A. [REDACTED]@fema.dhs.gov>; DeBlasio, Stephen [REDACTED]@fema.dhs.gov>; Jones, Robert [REDACTED]@fema.dhs.gov>; Edwards, Sharon [REDACTED]@fema.dhs.gov>; Clemons, John [REDACTED]@fema.dhs.gov>
Cc: Means, Mike <[REDACTED]@cbifederalservices.com>; Dulin, Thomas <[REDACTED]@cbifederalservices.com>; Mitchell, John - (CBI) [REDACTED]@cbi.com>; McCristian, Leslie B. - (CBI) [REDACTED]@cbi.com>
Subject: Maintenance #

For the past several days we have been told our maintenance number isn't being answered. I have been calling and trying to figure out why. When we agreed to take over maintenance of the USACE MHUs i hired a new local contractor. Because we never did the initial inspections and were unable to place the correct flyer in the unit after we accepted them the wrong number has been provided by FEMA. Mike Means will address this tonight at the 6:00 PM meeting. He has and will provide the correct number. Just as an FYI this is why doing the initial inspection is key. Numbers are being posted on the Internet by people and numbers are being provided by FEMA that are incorrect. I have 3 contractors who all have separate lines and are only responsible for the units they install. It has always been a SOP of FEMA to have the contractor who installs the unit handle the maintenance of there units. We have agreed to help the USACE handle this issue since they didn't set it up. Please insure people answering phones and sending us these emails know which contractor and number needs called.

Kevin

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