



FEMA

Letter of Concern

18 January, 2017

Mr. Kevin Neal
CB&I Federal Services, LLC
[REDACTED]
Alexandria, VA 22314

SUBJECT: Contract HSFEHQ-09-D-0698; Task Order HSFE06-17-J-0233, Hauling & Installing / Maintenance

Dear Mr. Neal,

You are hereby notified of the U. S. Government's concerns about your current trend of performance by this Letter of Concern (LOC). Two (2) items contained in the haul & install contract with regard to the area of Maintenance are of concern, leading to the Government's LOC, which if left un-corrected, may lead to a Cure Notice: (1) Completing & Reporting of backlog Maintenance work orders, and (2) Non-Response to repeat calls from FEMA applicants. Several communications in person, by email, and/or phone have occurred between the Government and the contractor, listed herein, beginning 29 December, 2016, including weekly Maintenance meetings which were attempts to avoid further action(s) of the like, without a clear indication of improvement as yet. Utilization of the QC model as detailed in the contractor's QC Plan, Base-Section C, 9.7.2, may resolve a great majority of these concerns.

(1) Completing & Reporting of backlog Maintenance work orders:

- From the 1/16/17 Daily call center Report: 1,809 of 5,489 (33%) calls have no response information
- From the 1/17/17 Daily PMI Report: 1,335 PMI records out of 2,164 RFOs are showing

(2) Non-Response to/Unsolved repeat calls from FEMA applicants:

- Repeat calls from 134 applicants without showing resolution (1/17/17 Daily Maintenance Report)

To ensure that work does not continue to lapse in safety or timeliness, and place the contract at a higher risk of a Cure Notice from the US Government:

The contractor is required to provide to the Government (1) his remedies for each of the above listed concerns of the Government for completing & reporting of all backlog Maintenance work orders, and (2) his path forward in resolving non-response to repeat calls from FEMA applicants, by no later than close of business on Friday, 20 January, 2017.

Sincerely,

A handwritten signature in blue ink that reads "Sharon Edwards". The signature is written in a cursive, flowing style.

Sharon Edwards
Contracting Officer
FEMA, DR-4277-LA