

Guidelines for Scheduling REAC Inspections

One of the most important indicators of a successfully fulfilled contract is the close adherence to the scheduling protocol as defined in the Reverse Auction Program's Purchase Order Terms and Conditions (POTC) and the Business Rules. An inspection that is properly scheduled is less likely to result in an unsuccessful inspection due to residents not being notified or no available escort. Meeting prescribed deadlines in the initial weeks of an awarded purchase order will significantly diminish the probability of future misunderstandings with property representatives and terminations for default. Improperly scheduled inspections and unscheduled inspections leading to termination for default neither serve the interests of contractors nor the government.

The following are guidelines that should be adhered to when scheduling REAC inspections on multi-family and public housing properties, with the exception of the Puerto Rico and New York Housing Authorities, which are governed by their own special protocols. (Please refer to the Guiding Documents section of the RAP Website for the special protocols):

Initiating Contact with the Property

- 1) The scheduling process should begin as soon as purchase orders are awarded.
- 2) Contractors must initiate the scheduling process by telephone and then follow-up with an email to the appropriate property representative who has authority to schedule a REAC inspection. Property representatives should provide contractors with an email address. If an email address is not provided, contractors/inspectors should notify RAP and receive further instructions.
- 3) All inspections must be scheduled or reported uninspectable (RU) within twenty (20) days of the award date. Any inspection not scheduled or reported uninspectable (RU) in Scheduler by the scheduling deadline may be recommended to the contracting officer for termination for default.
- 4) Inspections must not be scheduled on federal holidays. Prior to contacting the property, contractors/inspectors should identify all federal holidays that fall within the purchase order's period of performance. Contractors should confirm the property's operating hours and staff availability during the months of November and December as many properties close early the Wednesday before Thanksgiving and reopen on the following Monday. Modified office hours should be confirmed by contractors during the peak holiday season.

The Technical Assistance Center is open Monday through Friday, from 7:00a.m. to 8:00p.m. (EST) and closed on federal holidays.

Scheduling and Confirming the Inspection

- 5) Inspections must be scheduled according to the provisions of the Purchase Order Terms and Conditions (POTC). An inspection is not considered “scheduled” by the Reverse Auction Program (RAP) until the contractor has *met all of the following conditions for **each** awarded inspection:*
 - a) Made contact with the appropriate property representative who has authority to schedule a REAC inspection.
 - b) Agreed upon a *mutually convenient* date for the REAC inspection as a result of direct contact with the authorized property representative. Contractors/inspectors should give authorized property representatives the choice of no fewer than three (3) unique scheduling dates.
 - c) Followed up with a confirmation email addressed to the authorized property representative with a copy to the Reverse Auction Program.

Please note: Inspections that result in an unsuccessful inspection, i.e., residents not being notified or no available property escort will not be compensated if the contractor did not adhere to the POTC and failed to send a follow-up email in the proper format to the authorized property representative. Please refer to Business Rules Attachment #3 under Guiding Documents on the RAP website for the proper confirmation email format.
 - d) Updated Scheduler with the *confirmed* inspection date.
- 6) In addition to meeting all POTC conditions, it is the RAP Contractor’s responsibility to insure that any revised/rescheduled inspection dates are coordinated and agreed upon with Housing Authorities/property representatives. A follow-up confirmation email with the revised/rescheduled inspection date(s) must be sent to the property with a copy to REACReverseAuctionProgram@hud.gov and the revised date(s) entered into Scheduler. **Please note:** It is the contractor’s responsibility to notify authorized property representatives when an inspection is cancelled by HUD.
- 7) It is strongly recommended that a courtesy call be made to the property about a week prior to the scheduled inspection to ensure residents have been notified and an escort will be available.

Reporting Inconsistencies to the Technical Assistance Center (TAC)

- 8) Contractors must ask the property representative for the unit count and compare the number provided with the purchase order and the download, when scheduling the inspection. The vacancy status for public housing and multi-family properties should also be verified at this time. Confirming the property profile should not occur when the contractor/inspector calls one week before the scheduled inspection date to remind the property representative of the inspection but should have occurred at the time the inspection was initially scheduled. (Please review guidance regarding minimizing property profile discrepancies and reporting properties uninspectable and unsuccessful under Quick Reference on the RAP Website.
- 9) If the downloaded unit and building count differs from the verified building and unit count, contractors should call TAC and request an expected unit count. If TAC cannot provide you with a building and unit count, contractors should alert RAP by sending an email to: REACReverseAuctionProgram@hud.gov.

It is the inspector's responsibility to visually verify the unit count once on site, and if different from the verified profile, TAC must be contacted at that time.

- 10) Unforeseen emergencies that arise *within 72 hours* of the scheduled inspection date must be reported to TAC and a TAC number must be obtained. Failure to inspect on the scheduled date **and** time may affect payment and may result in the inspector receiving a performance deficiency.