

FOR OFFICIAL USE ONLY / SOURCE SELECTION INFORMATION - SEE FAR 2.101, 3.104, AND 42.1503

**CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)****Nonsystems****Name/Address of Contractor:**

Company Name: ELITEBCO LLC

Division Name:

Street Address: 161 PONCE DE LEON AVE STE 201

City: SAN JUAN

State/Province: PR Zip Code: 009171205

Country: USA

CAGE Code:

DUNS Number: 962880782

PSC: R408 NAICS Code: 541611

**Evaluation Type:** Final**Contract Percent Complete:****Period of Performance Being Assessed:** 09/23/2016 - 09/22/2017**Contract Number:** DU208WR16C04 **Business Sector & Sub-Sector:** Nonsystems - Prof/Tech/Mng Support**Contracting Office:** DEPT HUD-CHIEF PROCUREMENT OFFICER **Contracting Officer:** CHRISTOPHER STUART **Phone Number:** (303) 672-5278**Location of Work:****Award Date:** 09/23/2016 **Effective Date:** 09/23/2016**Completion Date:** 09/25/2017 **Estimated/Actual Completion Date:** 09/22/2017**Total Dollar Value:** \$2,300,527 **Current Contract Dollar Value:** \$1,683,858**Complexity:** Medium **Termination Type:** None**Competition Type:** Not Available for Competition **Contract Type:** Firm Fixed Price**Key Subcontractors and Effort Performed:****DUNS:****Effort:****DUNS:****Effort:****DUNS:****Effort:****Project Number:****Project Title:**

Off site document scanning of HUD forward and reverse mortgage documents.

**Contract Effort Description:**

EliteBco received shipments of approximately 6,200 standard bankers boxes containing previously unknown mortgage documents. EliteBco located and verified key case level identification information for all documents. EliteBco scanned all documents and created separate .PDF files for each document. EliteBco followed a .PDF file naming convention which HUD used to upload the files successfully to the systems on individual case/account bases and identified categories for various different document types. EliteBco also repackaged the physical documents into bankers boxes separated by new folders identifying cases and created box manifests both digital and hard copy for future document retrieval.

**Small Business Subcontracting:**

Does this contract include a subcontracting plan? No

Date of last Individual Subcontracting Report (ISR) / Summary Subcontracting Report (SSR): N/A

<b>Evaluation Areas</b>	<b>Past Rating</b>	<b>Rating</b>
Quality:	N/A	Exceptional
Schedule:	N/A	Very Good
Cost Control:	N/A	N/A
Management:	N/A	Exceptional
Small Business Subcontracting:	N/A	N/A
Regulatory Compliance:	N/A	Very Good
Other Areas:		
(1):		N/A
(2):		N/A

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(3):

N/A

**Variance (Contract to Date):**

Current Cost Variance (%): Variance at Completion (%):

Current Schedule Variance (%):

**Assessing Official Comments:**

QUALITY: 5.1 EliteBco has successfully completed analysis of all documents contained within population of HUD NSC boxes reviewed. EliteBco properly identified and categorized documents with accuracy greater than 98% verified via statistical random sampling methods as outlined by the PRS.

5.2 EliteBco has successfully provided 100% legible, transferable, and accurate image files for all documents contained within population of HUD NSC boxes reviewed. EliteBco properly scanned and provided documents files with accuracy greater than 99+% verified via statistical random sampling methods as outlined by the PRS.

5.4 EliteBco has successfully completed the development and implementation of a file maintenance process for documents contained within population of HUD NSC boxes reviewed. EliteBco has filed and organized all documents into case specific folders in each document box and created master box manifests both hard copy and searchable digital files with accuracy greater than 99+% verified via statistical random sampling methods as outlined by the PRS. EliteBco has also developed acceptable exception methods in conjunction with HUD NSC guidance to maximize performance and minimize excess where applicable.

5.5 EliteBco has successfully provided PWP, milestone chart for scope of effort, QC plan, and status reports on time and with flexibility for HUD NSC.

SCHEDULE: EliteBco has demonstrated their capability to develop and adhere to a strict schedule with proper milestone achievements throughout the project. EliteBco has also shown great flexibility to accommodate changing HUD NSC needs. EliteBco has successfully secured facilities and equipment, onboarded proper staffing, and accomplished the project goals quickly while maintaining project quality goals. EliteBco has timely informed HUD NSC when project timeline items have needed adjustment.

MANAGEMENT: EliteBco has kept an open line of communication with the HUD GTR and GTM via email, phone calls, and onsite meetings. EliteBco has held weekly in person project status meetings at the EliteBco Oklahoma City project site. These meetings have been used to discuss project status, resolve programming ambiguities, prioritize document management operations, and recommend project enhancements. The EliteBco project manager is very responsive to HUD NSC inquiries. The project manager is also very knowledgeable regarding both the physical document management aspect of the project as well as the digitalization and delivery process. EliteBco upper management was very willing to address any HUD concerns. Upon discovery of initial workflow design producing sub optimal box utilization, EliteBco management made workflow changes that greatly increased the effectiveness of the scanning project.

REGULATORY COMPLIANCE: EliteBco has successfully operated in accordance with all applicable regulations while completing the DU208WR16C04 project. EliteBco has utilized temporary staffing to fill document prepping and scanning positions. EliteBco has worked very diligently to have all staff properly submit to the Personal Identification Verification and background checks before working with and HUD documents. EliteBco has also provided all digital data containing potential PII via secure passcode protected devices. EliteBco has successfully demonstrated their capabilities to perform and comply with the PWS requirements.

ADDITIONAL/OTHER: EliteBco provided excellent service to the Government. They communicated effectively and were proactive in addressing any issue and delivered a high quality product.

**RECOMMENDATION:**

Given what I know today about the contractor's ability to perform in accordance with this contract or order's most significant requirements, I would recommend them for similar requirements in the future.

**Name and Title of Assessing Official:**

Name: CHRIS STUART

Title: Contract Specialist

Organization: HUD

Phone Number: 303-672-5278 Email Address: christopher.s.stuart@hud.gov

Date: 10/30/2017

**Contractor Comments:**

ADDITIONAL/OTHER: Contractor agrees with the ratings assigned.

CONCURRENCE: I concur with this evaluation.

**Name and Title of Contractor Representative:**

Name: Luis A. Baez-Black

Title: President

Phone Number: 787-460-8139 Email Address: lbaez@elitebco.com

Date: 10/30/2017

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**Review by Reviewing Official:**

Review by Reviewing Official not required.

**Name and Title of Reviewing Official:**

Name:

Title:

Organization:

Phone Number:    Email Address:

Date:

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