I Believe In HUD

PASS

Physical Assessment Subsystem

User Manual

Contractor Management

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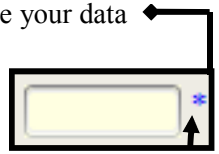
LEGEND:

- Black Arrows { ⟶ } are used to indicate instructional steps to perform
- Action words (click, check, etc.) indicating a specific step will be in **bold** *italic* font
- Black Dotted Arrows { ⇢ } are used to indicate transition to the next step
- Red Dotted Arrows { ⇢ } are used to indicate areas of interest
- Blue Star: data fields with a blue star are required in order to save your data



Acronym List

- EHS – Exigent Health & Safety
- HUD – U.S. Department of Housing and Urban Development
- MF – Multi-Family
- NA – Not Applicable
- NOD – No Observed Deficiencies
- OD – Observed Deficiencies
- PASS – Physical Assessment Sub System
- PIH-REAC – The Office of Public and Indian Housing, Real Estate Assessment Center
- RAPID – Record and Process Inspection Data
- TAC – Technical Assistance Center
- TBD – To Be Determined
- UPCS – Uniform Physical Condition Standards
- WASS – Web Access Security System

General Information

OVERVIEW

The **Office of Public and Indian Housing, Real Estate Assessment Center (PIH-REAC)**, administer HUD's Physical Inspection Program. The purpose of the Physical Inspection Program is to assess the condition of properties for which HUD has an interest or obligation.

In addition, the physical inspection program provides HUD with the ability to *assess whether its properties are in a safe, decent, sanitary condition and in good repair*. HUD uses the results to assess the overall condition of portfolios currently under its jurisdiction. HUD physical inspections are:

- Objective
- Consistent
- Comprehensive
- A means to assist HUD to prioritize & direct its resources

Uniform Physical Condition Standards (UPCS)

The UPCS are the foundation of HUD's Physical Inspection Program. The UPCS:

- Identifies the 5 inspectable areas and exigent health and safety hazards
- Establishes standardized definitions for Inspectable items
- Is the basis for electronic inspections via UPCS software
- Provides uniform, objective protocol for performing inspections of all property types
- Provides the foundation for training inspectors

Figure 1: *The "Five Inspectable Areas of a Property" that an Inspector is required to inspect.*

The PIH-REAC is responsible for capturing, standardizing, improving, and evaluating data from the portfolio of properties for which HUD has a financial interest or statutory obligation to monitor. The REAC assesses the following areas:

- Physical Condition,
- Financial Condition,
- Management Capability, and
- Tenant Satisfaction Surveys

for Public Housing and Multifamily properties.

The Physical Assessment Subsystem (PASS) provides the means to assess the physical condition of properties in the HUD portfolio. PASS is the cornerstone of the PIH-REAC suite of products and is the largest most complex subsystem in the inventory

PASS collects data and reports the actual state of repair and habitability of the real property. While continuous physical assessment of HUD insured/assisted properties using the Uniform Physical Conditions Standards (UPCS) forms the core of PASS operations, several pre-inspection and post-inspection support functions are also critical for PASS operations.

The inspection process for each group of properties spans 5 months, begins with identifying the properties to be inspected, and culminates in the release of inspection results to property stakeholders via NASS for public housing (PH) and iREMS for multifamily (MF) properties.

During the inspection process, PASS users' setup auctions for PH and MF inspections, order inspections, coordinate with the Reverse Auction Program vendor for auction services and data exchange, review uploaded inspections, process appeals and approve payment to inspectors/inspector contractors.

In addition, PASS must facilitate the training, administration and management of the nation-wide cadre of certified inspectors who perform the physical inspection.

The management and facilitation of these complex processes requires a robust and comprehensive enterprise system. RAPID (Record and Process Inspection Data), is the vehicle by which PASS ensures that its data is monitored effectively, graded accurately, and reportable as required. As a centrally integrated data repository, RAPID's core responsibilities are spread across several modules. Specifically:

- Contractor Management
- Inspection Oversight
- Ordering Inspection
- Scheduler
- Public Scheduler
- Inspector Management
- Exigent Health and Safety (EH&S)
- Inspection Management

PURPOSE

REAC is an information-intensive operation responsible for assessing the performance of entities managing or owning housing in which the Department has a financial interest or a statutory obligation to monitor. PASS is REAC's biggest system, and its data is the most scrutinized.

RAPID is a centralized enterprise system, designed to support, manage, facilitate, report out, and analyze all functions relating to the physical inspection process for PASS. The purpose of this manual is to provide a systematic approach for executing these functions.

These functions include, but not limited to:

- tracking inspection entities and inspection contracts
- creating inspections
- maintaining property profiles
- scheduling inspections
- scoring inspections
- reviewing inspections
- reporting inspection results
- inspector management
- analyzing inspection trends

System Summary

Security

The security considerations will follow REAC's Web Assessment Subsystem (WASS) standard security measures. Users are required to login via Secure Systems (WASS) to access PASS data. In order to perform specific functions within RAPID, users must have the requisite system privileges (roles and/or actions).

System Interaction

The following lists entities, which contains some level of integration with RAPID:

- Web Assessment Subsystem (WASS)
- Real Estate Management System (iREMS)
- PIH Information Center (PIC)

Hardware

To operate this application, REAC standard desktop computers for end-users within HUD Offices will suffice. For others, conducting inspections, laptops utilizing WinXP or greater will allow you to utilize this application.

Reverse Auction Process Application

The "Contractor Management" module is the first step taken in order to participate in the RAP (Reverse Auction Process) conducted by HUD.

In order to become a contractor, you must first register for a Participant Id/Organization Id:

1. ***Go to*** the following HUD internet link, or you can ***click*** directly from this page if you are reading this online.

https://hudapps.hud.gov/public/pass/cm/applyParticipant.action

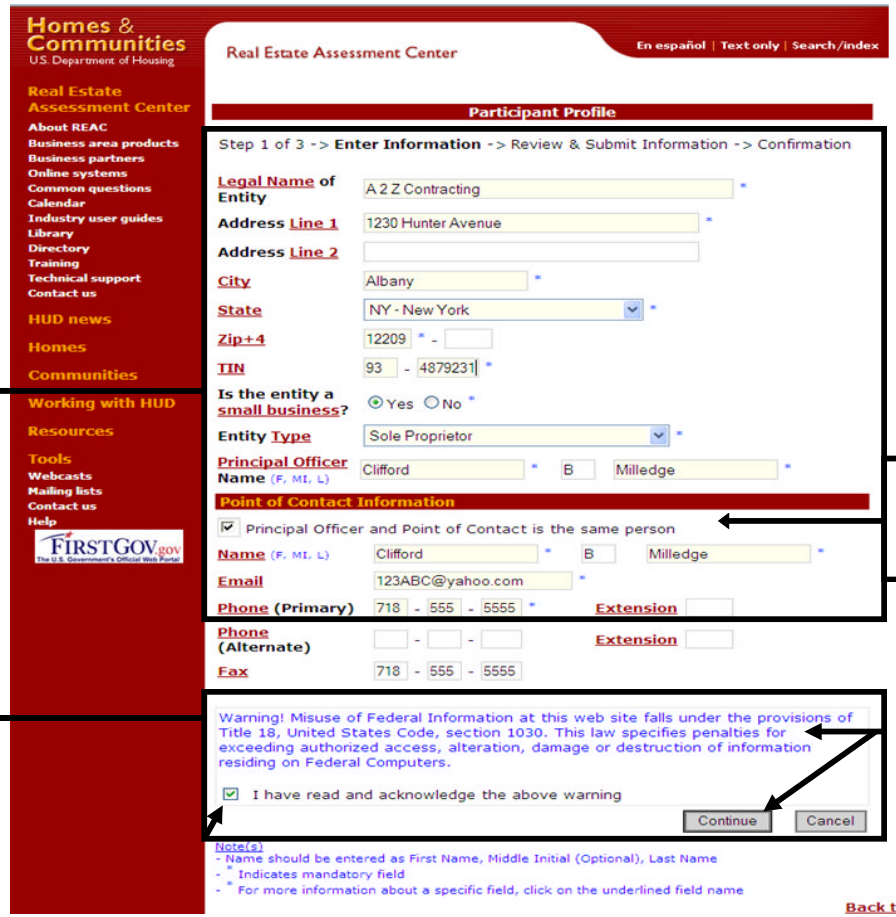
You will be taken to the "Participant Profile" page.

2. ***Complete*** all of the required fields in each section; they will have blue asterisks next to them.

Please Note: *the name of each field is a hyper-link that will provide a "Help" dialog box when clicked*

3. ***Review*** the information that you have entered.
4. ***Review*** the warning regarding the "Misuse of Federal Information"
5. ***Check*** the acknowledgement box
6. ***Click*** "Continue"

Once you click "Continue" if there are no errors, next will be the "Participant Profile Review" page.



Remember to review the "Point of Contact" statement

As an added level of quality assurance and data accuracy, you must review the data that you have supplied before submitting it to HUD.

After your review, you will do one of the following if you:

Found Error(s)

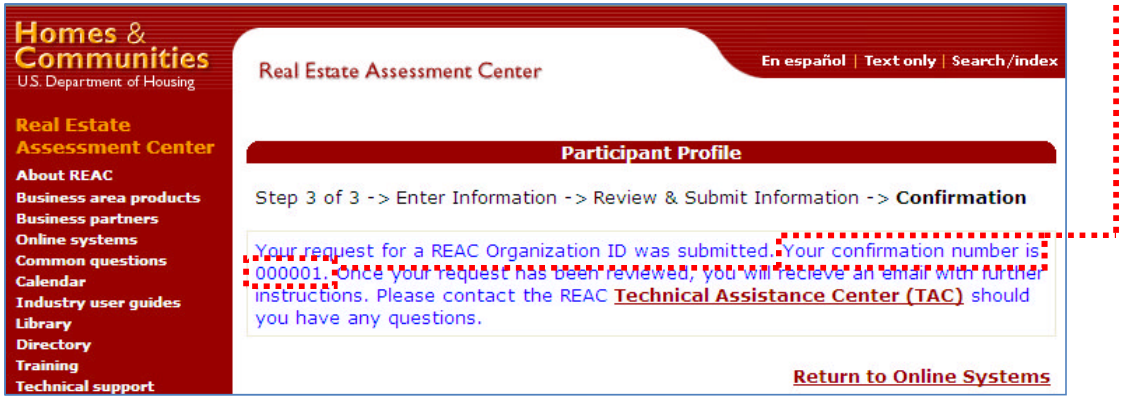
- ***Click*** the "Edit" button
- ***Correct/update*** the information in question
- ***Click*** the "Continue" button
- ***Review*** your updates
- ***Click*** the "Submit" button

Found No Error(s)

- ***Click*** the "Submit" button

Once you click the "Submit" button and there are no errors, the system will provide you with a confirmation number, also known as a "Participant ID" or "Organization ID" for your records.

In addition, the system will inform you that upon HUD's review of your request, you will receive additional instructions/questions via email.



RAP Participant Approval

Once your application is approved, you will receive an email. The email will provide your Participant Id/Organization Id and further registration guidance.

Denial of RAP Application

In the event that your RAP application is denied you also will receive an email, however, this email will provide a detailed explanation why as well as steps to correct the issue.

When you re-apply, you will receive the same "Participant ID."

If you have any issues or concerns at any time during the application process or once you are an approved HUD RAP Contractor, please feel free to contact the RAP unit at: REACReverseAuctionProgram@hud.gov

Logging into Secure Systems

http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/reac/online

To access HUD's Secure System:

1. ***Type*** the following URL in your browser, if you are reading this online, click on the link.
2. ***Click*** on the link entitled "Login here"
3. ***Input*** your user ID
4. ***Input*** your Password
5. ***Click*** "Login"

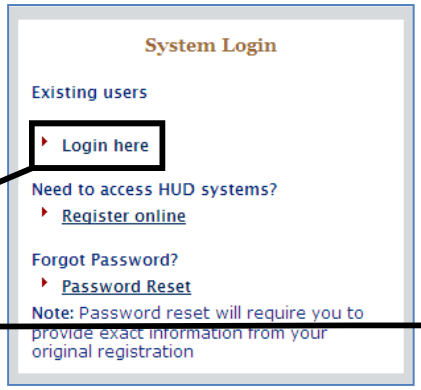
Secure Systems will now take you to its "HUD's Rules of Behavior" page.

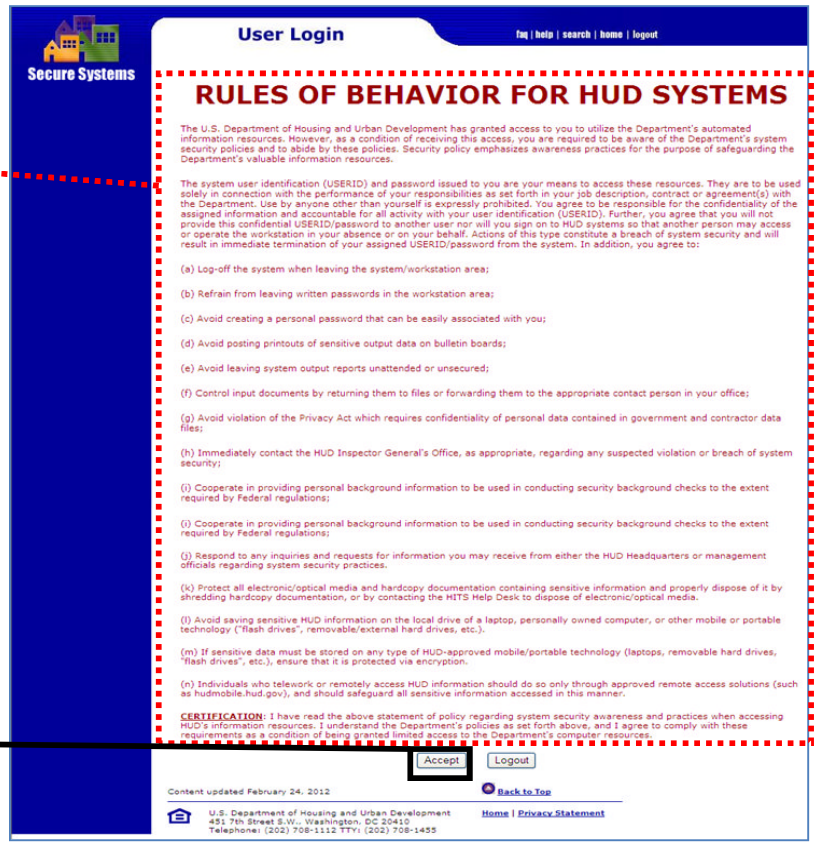
Read the "Legal Warning" and the "Warning Notice" as well as the "Message of the Day."

Once you have reviewed the posted information:

6. ***Click*** the "Accept" button.

Secure Systems will now take you to the "Main Menu."





From Secure Systems' "Main Menu"

7. ***Click*** on the "Physical Assessment Subsystem (PASS) hyper-link

Secure Systems will now take you to the "Physical Inspection Main Menu"

8. ***Click*** on the "PASS – New System" hyper-link

Congratulations – you have now logged into the new PASS application!!!

The first time that you log into PASS, the application will request your "User Preferences."

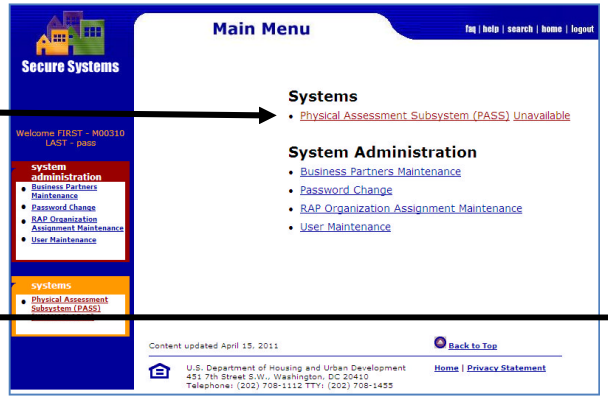
9. Once you have indicated your preferences, ***click*** "Save Preferences"

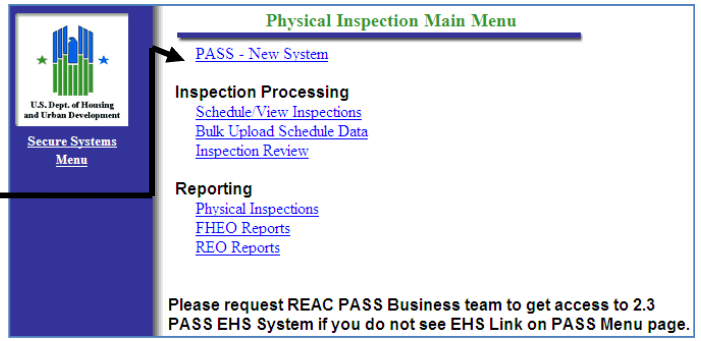
Please note: *after you click "Save Preferences", the system will return to this page.*

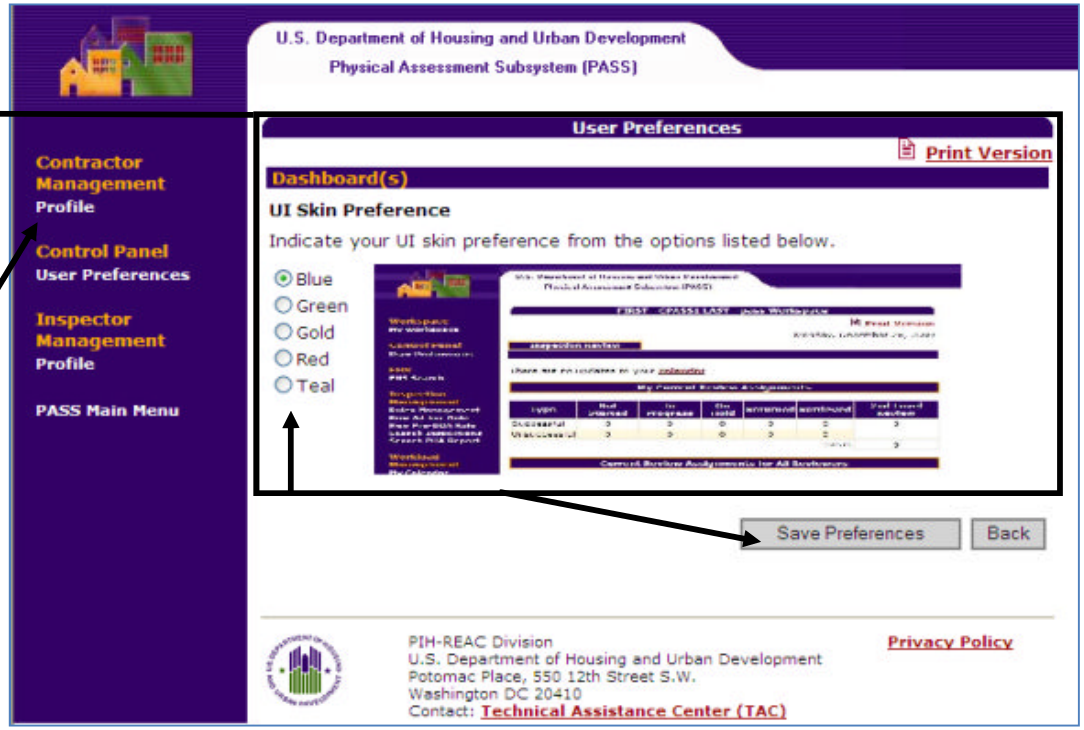
To access any specific module within PASS, simply click on the quick-link located on the left side of the page.

10. Under the "Contractor Management" header ***click*** the "Profile" quick link

PASS will take you to the "Profile List" page for contractors.







Completing Your Application

On the "Profile List" page, you will see a table listing:

- Your "Participant ID
- Legal Name of Entity (your company)
- TIN
- Status of your application

Please Note: *if your username is connected to more than one company, all will be listed on this page.*

1. ***Click*** on the red hyper-link of your company's name.

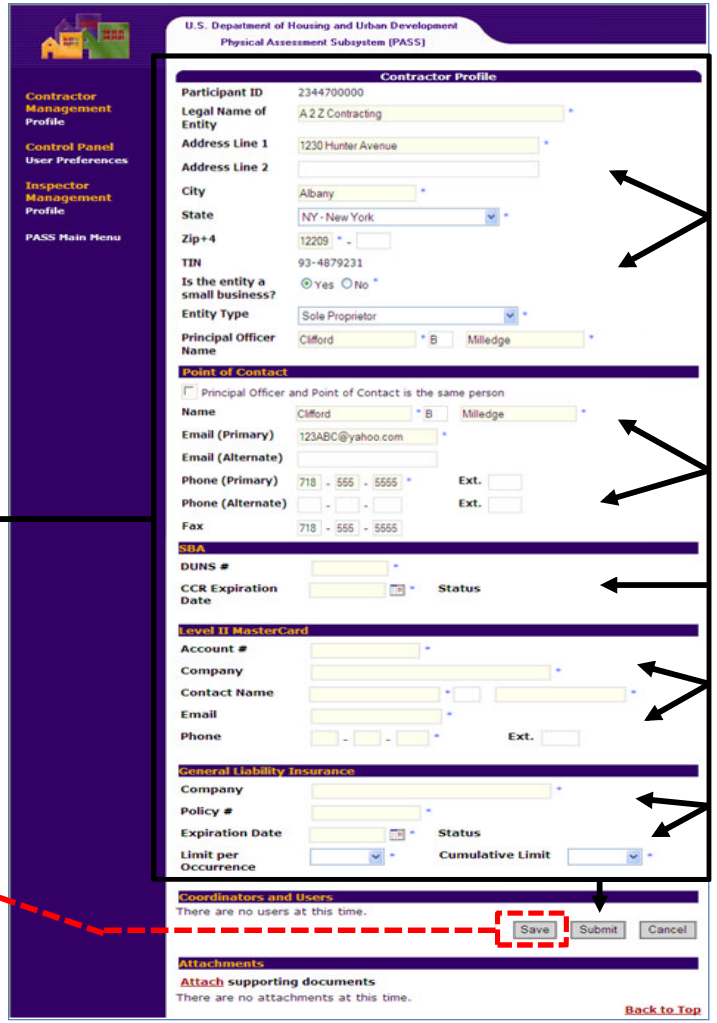
The "Contractor Profile" page opens. This page contains all of the additional information that you will be required to submit to HUD to begin the review of your application.

2. All fields with a blue asterisk are required and ***must be completed*** in order to submit your application.

Please Note: *if you require additional time to complete the application, you can click the "Save" button. Your data will be saved in "Draft" form; it will not be submitted for review to HUD for validation* ***until*** *you click the "Submit" button.*

3. ***Click*** the "Submit" button when you are ready to send your application into HUD.

Please Note: *you can also attach supporting documentation such as insurance papers by clicking on the red hyper-link entitled "Attach"*



Attachments

In addition to the data supplied within the application itself, you will also need to attach supporting documents such as your W-9 and proof of insurance.

1. ***Click*** on the red hyper-link entitled, "Attach"

The "Attach Supporting Documents" dialog box will open.

2. ***Click*** on the "Type" dropdown to indicate whether the document is your W-9 or Insurance Certificate
3. ***Click*** on the "Browse" button to look for the specific document on your computer; you also have the option of providing a detailed description
4. ***Click*** the "Attach" button

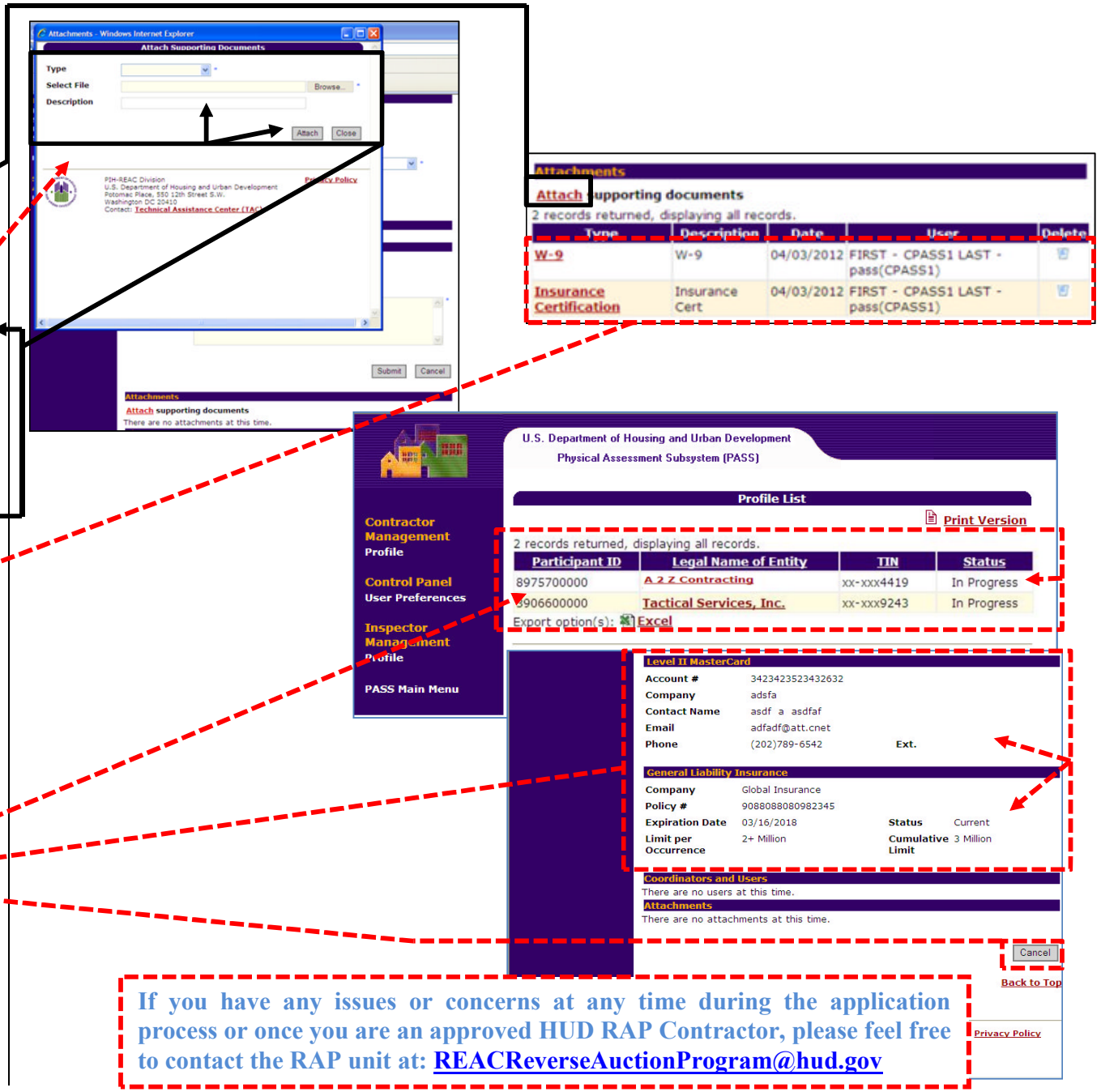
PASS has now attached your documents to your RAP application.

After you click the "Submit" button, you will return to the "Profile List" page. Here you will see that the status of your application has changed from "Draft" to "In Progress."

Submittal of your application for validation has now rendered your information "read only":

- Click on your company's name
- All information is now read only
- Click the "Cancel" button

Upon review of your documentation and validation of your CCR status with the IRS, you will receive an email from HUD indicating approval to conduct business as a contractor for the agency. Congratulations and good luck.



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Resetting Your Password

Secure Systems allows for password resets for external users through this link

https://hudapps.hud.gov/reac/wass/resetPwd.html

External users can reset their own passwords (assuming that their email address is correct in Secure Systems.) Users must know their User ID (M Id) and must provide the same information that they provided at registration (first name, last name, social security number, and mother's maiden name.)

Internal users must contact the TAC to have their passwords reset, since WASS is prevented from updating credentials in Active Directory.