

**RFP 2021-1003;  
WASTE COLLECTION SERVICES  
ATTACHMENT A: SCOPE OF WORK**



CMHA is seeking proposals from qualified entities to meet the following requirements in providing Waste Collection Services to more than 4,000 CMHA-owned properties throughout Hamilton County, Ohio as specified herein.

The Authority seeks a formal response from contractors as to qualifications and experience to perform the Scope of Services. The contractor shall submit a proposal to provide waste collection services for any one, combination of, or all of the properties by AMP (Asset Management Project, essentially a property or grouping of properties) and/or additional services. The contractor(s) selected by the Authority will be required to follow the Authority policies as specified in this RFP, the Performance Based Contract and subsequent work orders.

**1.0 GENERAL REQUIREMENTS:** The work to be performed under this portion of the contract shall include the collection, delivery, and disposal of residential municipal waste and residential recycling materials as determined by CMHA. As part of these general requirements, CMHA reserves the right to:

- Award multiple contracts to more than one Contractor at CMHA's sole discretion for the various properties as noted in the Waste Collection Locations (Attachment B.1) if it is in its best interest to do so.
- CMHA reserves the right to add or subtract properties from the RFP and any resulting assignments at CMHA's sole discretion. CMHA also reserves the right to change groupings of properties in the AMPs as noted in Attachment B.1.
- CMHA reserves the right to cancel waste collection services at any location with 30 days' notice.

CMHA is in the process converting the remainder of its housing stock under the U. S. Department of Housing and Urban Development's (HUD) Rental Assistance Demonstration (RAD) Program. The RAD program may require that CMHA temporarily suspend waste collection services while units are under redevelopment. Properties will be deleted from the CMHA contract awarded as a result of this solicitation. For properties managed by Touchstone Property Services after the RAD conversion, the properties will be added to the Touchstone Property Services contract awarded as a result of a separate solicitation. (There is a separate solicitation for waste collection services for the properties that have already been converted and are managed by TPS.)

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- 1.1 Regulatory Requirements** – Contractor(s) shall comply with all applicable federal, state and local laws, regulations, ordinances and codes and obtain any licenses or permits required to provide services under this RFP.
- 1.2 CMHA Contact and Scheduling** – Upon contract execution, the contractor(s) must work with each Property Manager to determine and establish a mutually agreed upon schedule for each property. This schedule will be adhered to in strict accordance with the requirements of this RFP.
- 1.3 Hours of Service** - With the establishment of the pick-up schedule, the contractor and Property Manager will establish a standard set of hours for service and an alternate plan that takes into consideration holidays and weather emergencies. Regularly scheduled service shall be on Tuesday through Thursday.
- 1.4 Missed Pick-Ups** - Contractor shall arrange to pick-up missed containers at no additional charge to CMHA not later than four (4) hours after notification or 10:00 A.M. the next day if notice is received after 1:00 PM. Containers shall be ready for pick-up by 6:00 a.m. on the regularly scheduled service day. Containers shall not be set out until after 6:00 pm the night before service.
- 1.5** When additional waste carts or dumpsters are requested, Contractor shall deliver the waste carts or dumpsters no later than 4:00 PM of the day after the request is made. Timeliness of delivery is of the essence.
- 1.6 Contact Number** - Contractor shall provide a phone number and e-mail to contact for missed pickups and/or for additional pickups. This phone must be answered by an individual employee of the disposal service during normal business hours. Answering services or automated services are acceptable only for after hours or holidays and weekends.
- 1.7 Pricing** – The awarded vendor agrees to provide pricing to CMHA that are the lowest pricing available and the pricing shall remain so throughout the duration of the contract. Pricing offered to municipalities and other government entities is included in this requirement.
- 1.8** Contractor shall notify CMHA of any addresses on Attachment B.1-Waste Collection Locations of any standing municipality agreements or ordinances which may preclude CMHA from soliciting for rates. This should be done within 5 days of the posting of this RFP.

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- 1.9 Reasonable Accommodations** – Households where no one is physically able to roll the carts to the street for collection will be entitled to receive backdoor pickup or outside garage service at no additional charge upon verification of their physical limitation by a CMHA representative. Addresses presently requiring reasonable accommodations are noted in Attachment B.1 – Waste Collection Locations, however locations may be added or deleted without a change in costs.
- 1.10 Residential Municipal Waste** – The curbside collection of residential municipal waste shall be once-a-week (on Tuesday through Thursday) unless noted otherwise in Attachment B.1 – Waste Collection Locations. The Contractor shall provide 90-96 gallon wheeled waste carts with connecting lid of uniform size, color, and design and provide dumpsters as noted in Attachment B.1.
- 1.11 Yard Waste** – The Proposer should accommodate for collection of yard waste from the Scattered Sites during the regularly scheduled service from April 1 until November 1 of each year. Yard waste shall include but not necessarily be limited to the following items: grass clippings, brush or tree branches, leaves, twigs, garden debris, weeds, fruits, seeds, stalks, vines, bark and wood chips. Collection of yard waste shall be included in the fees for regularly scheduled service.
- 1.12 Invoices (See Section 7 of Attachment C-CMHA General Terms. Invoicing shall comply with the Attachment C unless other arrangements are made with the approval of the CMHA Finance Department.)**

**2.0 CONTRACTOR RESPONSIBILITIES**

The contractor and its employees shall at all times represent themselves in a courteous and professional manner. All posted driving and speed regulations shall be observed.

- 2.0** Contractor and its employees shall wear identifiable apparel (i.e. T-Shirts, Uniforms, Safety Vests) which identify them as a member of a Contractor's workforce while on CMHA Property.
- 2.1** The contractor will be responsible for damages caused to wheeled waste carts, dumpsters (i.e. wheels knocked off of dumpster, hydraulic hose leaks), and any related enclosures during scheduled pick-ups.

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- 2.2** The contractor will be responsible for opening and proper closure of all dumpster gates, doors, etc.
- 2.3** The contractor shall be responsible for notifying the appropriate property manager immediately of any damages (i.e. fire, container leaking) deemed to be a health or safety hazard whether the damage is caused by the contractor or other means.
- 2.5** The contractor will police the immediate surrounding grounds area to remove any trash spilled during the collection process or trash left beside the dumpster or wheeled waste cart due to overflow conditions. A continuance of any overflow problems at any location should be reported to the Property Manager immediately. Trash left adjacent to the wheeled waste carts and/or dumpsters shall be removed by contractor.
- 2.4** The contractor shall keep general waste containers (dumpsters) de-odorized and sanitized quarterly (January, June, September and December months), or as needed and as requested by CMHA; such on-site cleaning shall be included with routine waste collection services. The Contractor may be requested to remove the containers and steam clean them off-site; off-site cleaning will be an additional service. Each container removed shall have another immediately put in its place to prevent any inconvenience or disruption in service.
- 2.5** Containers that become damaged because of fire, accident, vandalism, normal wear and tear, or other events and which become unusable, unsafe or unsightly shall be replaced the same day if notified by 1 p.m. and the next day by noon, otherwise within 24 hours after notification.
- 2.6** Any citations or fines incurred as a result of the contractor's actions or inactions will be deducted from fees or otherwise reimbursed to CMHA by contractor.
- 2.7** Contractor(s) shall practice acceptable safety precautions, follow industry safety standards, and use only industry approved safety equipment in the performance of all duties. Contractor shall maintain at all times all equipment in proper and safe operating conditions in accordance with the manufacturer's specifications. Contractor must be cognizant of safety at all times and take necessary safety precautions, so as to not cause harm to any persons or property while performing services under this RFP or any resulting contract. Contractor(s) shall exercise extreme caution around pedestrians and parked cars.

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**2.8 Fleet** - The Contractor's fleet and equipment inventory shall be able to address varied circumstances to service a contract of this size.

- All vehicles shall be kept in good repair and appearance and shall be maintained in a sanitary condition at all times.
- No truck shall displace or leak fluids, oil, or hydraulic fluids. In the event any vehicle is not properly operable, the Contractor shall immediately provide a substitute vehicle complying with the terms outlined herein.
- All Vehicles must be kept clean and as free from offensive odors as possible.

**2.9 ADDITIONAL CONSIDERATIONS** - At various times throughout the year, CMHA may have additional needs that will need to be addressed and those services will be requested on an as-needed basis at the sole discretion of the Property Manager. Contractors may quote only one, any combination of, or all of the services listed in this category. However, additional services must be priced as all inclusive (unless otherwise indicated by CMHA); see Attachment B-Fee Submittal Form.

**2.9.1 White Goods** – The Proposer should accommodate for collection of "White Goods" as needed by each AMP.

**2.9.1.1 White Goods** include, but are not limited to, refrigerators, ranges, water heaters, freezers, dishwashers, trash compactors, washers, dryers, air conditioners, and commercial large appliances. White Goods will not be placed at curbside and shall be collected from specified locations. White Goods which contained Freon shall be tagged by a CFC certified technician prior to service requests.

**2.9.1.2 Removal of White Goods** which contain Freon may be requested. The cost for removal of the Freon and of the corresponding White Good shall be provided as an additional service.

**2.10 Roll Off Dumpsters** – The Proposer should accommodate for rolloff containers for special projects and construction projects as needed in twenty (20), thirty (30) and forty (40) cubic yard capacities.

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- 2.11 Special Pick-ups** – The Proposer should accommodate for special pick-ups that may include, but not be limited to, items such as fluorescent bulbs, paint (solidified, water-based, no-lid), batteries, motor oil, tires, and/or furniture. Time and hopper costs shall be provided.
- 2.12 Hazardous Waste** - The proposer should accommodate for special pick-ups of household hazardous waste that contains corrosive, toxic, ignitable, or reactive ingredients (e.g., paints including oil or latex, cleaners, oils, batteries, electronic components, pesticides, and biohazards).
- 2.13 Additional Pick-ups** – The Proposer should accommodate for pick-ups in addition to regularly scheduled services, especially during holidays.
- 2.14 Trash Compactor Maintenance** – Maintenance and/or repair may be requested for the trash compactors.

**3.0 PERFORMANCE STANDARDS**

- 3.1** Roll Off Dumpsters shall be delivered, emptied, and removed within 48 hours of the request from CMHA unless agreed at the time of the request. CMHA reserves the right to deduct 20% of the fee for failure to perform according to the specifications of the RFP and any pursuant contract agreement. Deductions will be taken from the following month's payment.
- 3.2** Due to CMHA Gold Standards and curb appeal issues, White Goods shall be removed within 6 hours of the request from CMHA unless agreed at the time of the request. CMHA reserves the right to deduct 20% of the fee listed for failure to perform according to the specifications of the RFP and any pursuant contract agreement. Deductions will be taken from the following month's payment.
- 3.3** Special Pick Ups shall be made within 24 hours of the request from CMHA unless agreed at the time of the request. CMHA reserves the right to deduct 20% of the fee listed below for failure to perform according to the specifications of the RFP and any pursuant contract agreement. Deductions will be taken from the following month's payment.
- 3.4** CMHA reserves the right to deduct 20% of the fee listed below for failure to perform according to the specifications of the RFP and any pursuant contract agreement this include failure to timely correct deficiencies within 4 hours of notification. Deductions will be taken from the following month's payment.

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- 3.5** CMHA reserves the right to deduct \$5.00 per missed service for each address for failure to perform according to the specifications of this RFP and any pursuant contract agreement.
- 3.6** CMHA may waive the fee reductions at her discretion after discussing extenuating circumstances with the Contractor. Such waiver shall be in writing at the time of the service.

**4.0 CONTRACT TERMS**

- 4.1** The Authority intends to enter into a one-year contract with the option, at the Authority's sole discretion, to extend four one-year contracts with the successful offeror(s) selected to provide the services.

- 4.2 Indefinite Quantities Contract (IQC)** CMHA does not guarantee any minimum or maximum amount of work as a result of any award ensuing from this RFP, but will reserve the right to award work on an as-needed basis.

**4.2.1** Guaranteed Contract Minimum Amount and Not-to-exceed Maximum Amount: As may be further detailed herein, as the ensuing contract will be an Indefinite Quantities Contract (IQC), which, pursuant to HUD regulation, requires CMHA to award the responsive and responsible contractor a Guaranteed Contract Minimum Amount (GCMA) and Not-to-exceed Maximum Contract Amount (NMCA) of work, those required minimum and maximum contract levels are: (a) GCMA: \$100; (b) NMCA: \$750,000 annually. CMHA reserves the right to adjust these amounts, if in its best interest to do so, prior to contract approval.