

RFP 2022-1004;
Grounds Litter Pickup Services
ATTACHMENT A: SCOPE OF WORK



Cincinnati Metropolitan Housing Authority (CMHA) hereby solicits and requests quotes from qualified contractors to provide *Grounds Litter Pickup Services*. This request for quotation is not an offer to buy and should not be assumed as such. The award will be made to the most responsive, responsible contractor(s) who submits the most technically acceptable proposal and meets the overall criteria.

1.0 SERVICES TO BE PROVIDED

The Contractor(s) shall perform grounds litter control services for the following CMHA locations:

- Findlater Gardens
- Millvale
- Winton Terrace

CMHA reserves the right to add or delete properties. CMHA also reserves the right to award multiple contracts to create a “pool” of contractors.

Grounds litter pick-up services includes, but is not limited to, ensuring the grounds are clear and free of debris. Services may also include **bulk pick-up** (for example, tires, furniture, and white goods after the Freon has been removed) and **pick-up of trash in trash cans the garbage service missed** no later than the next day after the garbage service run. Trash cans must be emptied and the empty cans left at the property. (NOTE: Attachment B-Fee Submittal Form allows for choosing to quote on all 3 services or just 1 or 2 services.)

For grounds litter pick-up services, Contractor must provide trash bags, gloves, pick-up sticks, and containers (i.e., a dumpster). For bulk pickup and trash-can refuse pick-up the Contractor is responsible for disposal and cannot use the site dumpsters.

Contractor will assure trash bins are properly stowed behind buildings. See below for further instructions regarding violations.

For grounds litter pick-up, areas of concern include the entire property, including but not limited to all parking lots, walkways, sidewalks, driveways, window sills and wells, around dumpsters, thoroughfares and streets, courtyards, and along fence lines in front and back of the units. Contractor(s) shall clean all site drainage devices, including but not limited to, area drains, grates, curb openings, drainage swells, sidewalk culverts, etc., during every service routine visit to ensure proper operation.

Additionally, grounds litter pick-up contractors will be responsible for issuing lease violation notices related to litter control (as needed) and report abandoned and/or distressed vehicles to the Property Manager. Contractor will also report any other issues of concern to the Property Manager, such as vandalism.

**RFP 2022-1004;
Grounds Litter Pickup Services**



Contractor will utilize a digital camera (with the date/time setting on) to take photographs of lease violation situations. For example, for improperly stored trash cans, take a photo before you move the can to its proper place. Leave a violation notice on the resident's door and submit the lease violation and photo to Property Manager. All abandoned and/or distressed vehicles will be photographed and turned into the Property Manager. (Note: all photographs may be emailed to the Property Manager.)

Trash cans will be labeled by the contractor. Contractor will clean trash cans quarterly. Property Managers will provide direction on these items.

CMHA will provide training to contractor and the Property Manager will specify the hours when the work should be performed at their site. Work shall be performed between 8:00 A.M. and 4:00 P.M.

Contractor will be assigned area(s) to work and allotted a reasonable amount of time to clean/pickup the area(s). This time allotment will be agreed upon by management and the contractor and documented in writing.

1.1 Emergencies

In the event of an emergency, the contractor will respond to the site within 2 hours of the call. All other requests will be responded to by the next calendar day. Callback due to improper cleaning/pickups will be at the expense of the contractor.

1.2 Inspections

The Property Manager or other designated CMHA employee will perform an inspection. If discrepancies are discovered, the Property Manager will contact the vendor by phone and/or email of the corrective actions needed immediately upon completion of the inspection. (The vendor is responsible to monitor their phone messages or emails). Failure to perform this action may result in performance standards violations. If the Property Manager approves the job, Contractor may submit an invoice. If the Property Manager does not approve the job, the contractor will be instructed on tasks to complete. Under no circumstances should Contractor submit an invoice without approval of the Property Manager.

2.0 DRESS REQUIREMENTS

Contractor personnel shall be neat and wear uniforms with the company name and an ID badge. This standard of neatness means Contractor staff must appear at the job site in freshly laundered clothing.

Contractors must remind and monitor their employees of these requirements. Failure to comply may result in the termination of the assignment.

CMHA will issue badges to individual Contractor employees with their picture. Contractor employees must be approved by the Property Manager prior to being issued a badge. A resident may ask for your identification and paperwork as a safeguard to ensure that your

RFP 2022-1004; Grounds Litter Pickup Services



employees are CMHA contractors.

3.0 POOL OF CONTRACTORS

CMHA intends to create a “pool” of Contractors to provide these services. The Pool will consist of various qualified Contractors which will be available on an as-needed basis. The actual number of Pool participants chosen will depend on the number of qualified proposals received. Proposers selected to participate in the Pool will be assigned work at the discretion of the Authority based on quality of work, availability, manpower and timeliness. Pool participants may be assigned to any property at any given time. The Authority will attempt to match each assignment to the Pool Participant best suited for a given task. Selection as a participant of the Pool is not a guaranty of the type or number of tasks for which a participant may be selected.

If a Pool Participant is selected to perform one or more projects, work assignments or tasks, the Authority will formally request the Pool Participant to perform such work by executing a purchase order.

4.0 PERFORMANCE STANDARDS

CMHA reserves the right to deduct the following amounts from the Contractor(s) invoices for failure to perform according to the specifications of this QSP and any pursuant contract agreement.

- 4.1 Contractor(s) shall arrive at the location ready to commence work. Contractor arrival to the location for emergency calls shall be within one (1) hour after notification by CMHA, which may include nights, weekends, and holidays and within two (2) hours for all others. Contractor(s) shall call or check-in with the CMHA representative who assigned the work within thirty (30) minutes of initial call or notification of need for service and provide estimated time to be on property. Failure to adhere to this standard will reduce the fee by 25%. If a contingency exists that will not allow for arrival on time, Contractor must call the CMHA contact to explain to avoid the penalty
- 4.2 Failure to complete services properly and in accordance with industry standard will result in at 25% penalty per invoice for that service in addition to either returning to properly complete the services or reducing the fees by the cost to have another contractor complete the services properly.
- 4.3 Failure to complete services within the agreed-upon timeframe will result in a penalty of 25% penalty of the invoice for that service unless a contingency exists in which case you must call your CMHA contact and explain.
- 4.4 In the event of a schedule conflict, vendors will service CMHA first. Failure to do so will result in the vendor being sent a Notice to Cure to complete the service. If the vendor does not complete the service within the date specified on the Notice, another vendor may be contacted to perform the service. Per Section 2.4 of the



RFP 2022-1004; Grounds Litter Pickup Services

General Terms and Conditions, three warnings (Notices) will result in vendor termination. (This situation is avoidable by arranging a schedule with the Property Manager for services.)

- 4.5 Failure to report absences and provide adequate coverage to clean assigned area(s) will result in a 10% reduction in fees.
- 4.6 Inadequately cleaning/pickup assigned areas such as leaving behind areas of trash and litter and/or failure to clean/pickup behind the buildings will result in a 15% reduction in fees.
- 4.7 Contractor staff will be groomed and in appropriate cleaning attire. Staff is required to wear CMHA-issued contractor identification. Each time the Contractor violates this provision the Contractor’s fee may be reduced by 10%. Repeated violations may result in termination of the contract
- 4.8 Invoices are to be submitted within two weeks after completion of the service (see Invoicing in the General Terms and Conditions). If invoices are submitted late, the amount to be paid shall be reduced:

Number of days to submit invoice to CMHA after completion of work or receipt by CMHA in Yardi (whichever is later)	Performance Deduction from Invoice
<30	0%
>30	30%
>60	50%
>90	75%
>120	100% (No payment)

- 4.9 CMHA may waive the fee reductions at their discretion after discussing extenuating circumstances with the Contractor. Such waiver shall be in writing at the time of the service and may be considered by CMHA in the award of future work under this contract and award of future contracts.

5.0 COVID-19 REQUIREMENTS FOR WORK

Vendors entering CMHA-occupied units must wear PPE (if requested by the resident, if not vaccinated, and/or per CDC guidelines), including but not limited to a mask that covers their mouth and nose. The mask should be worn throughout the entire period of service delivery.

Contractor is to practice social distancing while on site. In addition, Contractor personnel shall be neat and wear uniforms with the company name and an ID badge. This standard of neatness means Contractor staff must appear at the job site in freshly laundered clothing.

**RFP 2022-1004;
Grounds Litter Pickup Services**



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6.0 THE AUTHORITY’S MOTTO AND GOLD PERFORMANCE STANDARDS

In 2012, the Authority implemented its motto “Being an Asset to Hamilton County” in addition to establishing Gold Performance Standards which consist of the principles and values by which the Agency performs and how our partners, vendors, contractors and consultants are measured. The Gold Performance Standards are:

<i>Respect</i>	<i>Timely</i>	<i>Exceptional</i>	<i>Initiative</i>
<i>Excellent</i>	<i>Quality</i>	<i>Accurate</i>	<i>Integrity</i>
<i>Value</i>	<i>Creativity</i>	<i>Accountability</i>	<i>Professionalism</i>

It is the Authority’s intent that the contractor that shares these standards.

7.0 CONTRACT TERMS

7.1 Contract Term

7.1.1 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.

7.2 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.

7.2.1 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: \$100,000 annually. CMHA reserves the right to adjust these amounts, if in its best interest to do so, prior to contract approval.