

**QSP 2022-8070;**  
**Customer Service and Resident Feedback Services**  
**ATTACHMENT A: SCOPE OF WORK**



**1.0 Contractor Responsibilities**

- Work with CMHA Staff and Residents to use a variety of feedback collection tools to complete obtain information relating to initiatives and processes.
- Contractor must have the ability to collect data in person, phone, online, direct mail, surveys and other industry standard methods
- Contractor is solely responsible for the collection of the data
- Contractor must provide a written report that outlines the data collection process and the findings
- Contractor must be available to present findings to CMHA staff, residents, and/or Board of Commissioners, if requested
- Copies of all raw data must be made available to CMHA.
- Contractor must protect a resident data collected to ensure the privacy of the participants
- A preliminary draft will be submitted at least 2 weeks before the deadline for review by CMHA.

**2.0 COVID-19 Requirements for Work**

Vendors must wear PPE (if requested by the resident, a CMHA employee, 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.

CMHA will issue badges to individual Contractor employees with their picture.

**3.0 Performance Standards**

- 3.1** Failure to submit reports within the agreed upon timeframe may result in a 10% deduction of the contractor's fee for that service.
- 3.2** Failure to comply with all of the requirements in the resulting contract and/or the requirements in the purchase order may result in a reduction of the contractor's fee by 10% for that service



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**3.3** 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)

**4.1** 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 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 will also adhere to these standards.