RFP 2023-1001;
Janitorial Services for Asset Management Properties
ATTACHMENT A: SCOPE OF WORK

CMHA hereby solicits and requests quotes from qualified contractors (Offeror) to provide miscellaneous janitorial services for CMHA properties. This request for quotation is not an offer to buy and should not be assumed as such. CMHA reserves the right to award multiple contracts to create a "pool" of contractors.

1.0 SCOPE OF WORK/TECHNICAL SPECIFICATIONS:

1.1 Contractor shall provide janitorial services on an as-needed basis for CMHA properties around Hamilton County. CMHA owns approximately 5,000 units of various types, including multi-family buildings.

1.2 The services include, but are not limited to, cleaning the common areas, mopping the common areas, cleaning stairwells of all debris and liquids, cleaning all entry-way and first floor windows, picking up debris/litter on the grounds and related services. All tasks are daily unless directed by property manager. (Window cleaning includes the inside and outside of any window that is accessible from the ground. Also includes upper windows that are in common areas and stair wells for inside cleaning only.)

Janitorial services shall apply to all designated spaces including, but not limited to, halls, rest rooms, office spaces, work areas, entryways, lobbies, storage areas, stairways, elevators, computer rooms, mechanical rooms, laundry facilities, vending areas, public rooms, trash rooms, chutes, compactor rooms, and vacant apartments.

1.2.1 Companies providing services must begin work at 6:00 A.M. daily to ensure that the common areas and grounds are clean and neat. All work must be completed by 12:00 P.M. noon.

1.3 Specific Instructions

1.3.1 Windows, Doors and Entry Areas

- Remove fingerprints and dirt from glass doors, door frames, handles and other high touch areas (including tops of vending and kiosk machines)
- Clean common area doors and interior windows.(See 1.2 above.)
- Remove any old tape or tattered signage. Removed signs should be given directly to the Property Manager.
- Clean the vestibule intercom and surrounding area.
- Clean the walls up to 6 feet in the vestibule removing dirt, grime and scuff marks.
- Clean area outside of the main entrance including emptying pedestrian cans, ashtrays, picking up cigarette butts and weekly power washing the walkways leading to the front and back entrances to the property.

1.3.2 Floors

- Sweep and mop floors throughout the building including in the common areas such as hallways, garages, bathrooms, laundry rooms and stairwells ensuring that no debris, streaks or mop strings are found. For common area floors with VCT tiles, buff common area floors (hallway, entrance and laundry rooms) weekly providing management with the days and locations where these services were provided.
- Clean all corners, under and/or around heat registers, vents, baseboards/cove base, elevator tracks and door frames. Extreme care shall be exercised to prevent hitting or otherwise damaging walls, baseboards and furnishings.
- Floor maintenance and cleaning may include stripping, waxing, and buffing floors. No less than a 25% solid wax may be used on the floors twice per year.
- Vacuum all rugs and carpets.
- Clean all stair tread ensuring they are free of all debris and unsightly materials.

1.3.3 Drinking Fountain Cleaning and Disinfecting

- Drinking fountains should be cleaned with an appropriate disinfectant/detergent solution, wiped thoroughly dry and polished. All trash and debris (gum wrappers, cigarette butts, etc.) must be removed.
- Plumbing problems must be reported to the management.

1.3.4 High Dusting/Cleaning

- Clean and dust high surfaces which refers to those surfaces and objects high enough to require the use of a ladder (above 100" or about 100” in height) which comprise the structure and furnishing of the facility and include but are not limited to wall/ceiling junctures, light fixtures, ventilation louvers, overhead signs, sills, ledges, etc.
- Monthly clean out all light fixtures and clean their covers.
- Report defective exit lights and light fixture.

1.3.5 Elevators

- Clean elevator walls, control panels, hand rails, emergency telephone receiver and its compartment.
- Clean elevator tracks on each floor.
- Remove all dust and debris from exhaust fan and vent.
- Use chrome cleaner where appropriate.
- Clean air handlers and/ or vents.

1.3.6 Grounds/ Litter/ Trash Removal

- Remove all trash, litter, furniture, broken glass that is found on the interior and/or exterior of the building.
- Empty site garbage cans and replace bags. Garbage cans must be cleaned weekly.
- Notify manager when there are large pieces of furniture on the property and relocate the item to a pick-up location on the property designated by management to ensure safety and that curb appeal is maintained.
- Where needed, run trash compactors, clean/disinfect area and equipment, move trash toters to and from the curb for trash pick-up and return behind buildings after trash pickup the following day.
- Report any life/safety hazards to management.

1.3.7 Laundry/ Recreation Rooms/ Sitting Areas

- Clean laundry/recreation rooms which includes wiping down equipment, cleaning floors and removing trash.
- Clean and disinfect tables and chairs.
- Clean windows and window sills.
- Report any maintenance issues to the manager after each service.

1.3.8 Bathrooms

- Clean mirrors.
- Remove trash and replace bags.
- Clean and disinfect toilets, the seats, backs and the base.
- Clean and disinfect the urinals bathroom stalls.
- Wipe down walls, door and handles.

1.3.9 Hallways/ Stairwells

- Remove all trash, litter, furniture, broken glass.
- Sweep and mop stairs.
- Clean and disinfect all handrails.
- Dust
- Clean fire extinguisher boxes and report any missing, damaged extinguishers or glass.

1.3.10 Management Office where applicable

- Sweep and mop all VCT or LVT floors in the management office
- Sweep all carpeted areas
- Clean and disinfect lobby front
- Remove and dispose of all garbage from the receptacles
- Clean glass windows
- Clean and disinfect bathooms (where applicable).

Report to management any site maintenance issues or property conditions included but not limited to broken windows, ground erosion, cracked concrete, damaged or broken trash receptacles, safety issues, pop-up tent, grills in front yards, high grass, excessive clutter in areas, etc.

1.4 **Additional services** will include Covid19 cleaning and biohazard cleanup and removal. The Contractor may elect not to provide a quote for these services if they do not provide them or possess the expertise in that area.

1.4.1 Covid19 cleaning includes cleaning and disinfecting of common areas, office spaces and/or units for the Covid19 virus as needed. (This includes units where an occupant has tested positive for the virus. The Fee Form includes the option to provide a quote for units where the virus is and is not active.) Guidelines are included in Attachment K. Contractor must use only EPA-certified disinfectants that have been determined to kill the coronavirus (see Attachment L). This information may be found on the EPA's website at https://www.epa.gov/coronavirus .

1.4.2 The Contractors electing to quote for this service must clean and disinfect in accordance with the Center for Disease Control's Cleaning and Disinfecting Guidelines which are updated from time to time. These guidelines include but are not limited to:

1.4.2.1 Disinfecting elevators, hallway and stairwell handrails, doors, door knobs and door frames, vending machines and vending machine areas, laundry rooms and the laundry equipment, outdoor benches and tables, recreation room tables and chairs, vestibules/entrances and their intercoms, mailboxes, etc.

1.4.3 Biohazard cleaning involves cleaning, sanitizing, and deodorizing areas (including blood, animal or human remains, chemical spills, etc.).

1.4.4 Contractor must be willing to respond to emergencies 24 hours per day, 7 days per week and respond within 2 hours of the call for service.

1.4.5 Contractor must provide equipment and cleaning products specifically designated for these types of services.

1.4.6 Contractor must have the capability to properly dispose of all hazardous materials in accordance with the OSHA/EPA and other local, state and federal laws and regulations.

1.5 Contractor must provide a summary report of work completed and products used within 48 hours of the work completion. Contractor will report any issues of concern to the Property Manager, such as vandalism.

1.6 Hours of services will be specified by the Property Manager.

2.0 GENERAL REQUIREMENTS

2.1 Requirements of Contractors

Contractors entering CMHA occupied units must wear PPE 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. Contractors must provide a uniform that prominently displays the company logo. T-shirts are **not** permissible as a uniform.

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 employees are CMHA contractors and will turn away any contractor not using the appropriate PPE and displaying a badge.

2.2 Contractor(s) shall make all effort to reduce to a minimum any inconvenience to the employees, visitors, and residents.

2.3 Contractor(s) must provide, at Contractor's own expense, all equipment, labor, tools, etc., necessary to perform all of the required services, under this RFP.

2.4 Contractor(s) shall only utilize trained and experienced employees to perform the work required on CMHA properties. Contractor is responsible for providing the proper staffing level for the job and ensuring that the work is completed in accordance with the RFP.

2.5 Contractor's personnel shall be neat and conduct all work and interact with residents/staff in a professional and efficient manner.

2.6 Contractors are required to contact the Property Manager within 12-24 hours of performing the service for final inspection. Failure to notify the Facilities Manager as required may result in delay of payments and/or termination.

2.7 Security

2.7.1 Contractors will be issued by the Authority the appropriate number of keys and/or badges to enter the Authority's Properties.

2.7.2 The individual that signs the key submittal form on behalf of the Contractor will be the individual responsible for signing out the keys for issuance. All

employees must obtain a badge with a picture to work on the property.

2.7.3 Contractor shall be responsible for safeguarding all Authority property provided for Contractor use. At the close of each workday, the Authority facilities, property and materials shall be inspected and secured. The Contractor shall establish and implement methods of ensuring that all keys issued to the Contractor by the Authority are not lost or misplaced and are not used by unauthorized persons. No keys issued to the Contractor by the Authority shall be duplicated. If the Contractor loses the keys to the lock, the Authority will replace the lock and bill the Contractor for the cost to replace the locks.

2.7.4 Contractor shall use reasonable care to clearly mark all work areas that might be expected to endanger the health and safety of residents, guest or any other persons. Contractor will provide at their own expense such signs, markers and barricades as required to identify all work areas and minimize inherent dangers.

2.7.5 At no time shall a contractor allow anyone (prospective tenant, neighbor, etc.) other than an employee of the Authority into a building or area.

2.7.6 All posted driving and speed regulations shall be observed.

2.8 Materials and Supplies

The Contractor must provide, at Contractor's own expense, all equipment and labor necessary to perform all of the required services under this QSP and any resulting contract, and all supplies needed to perform the work. All material expenses should be included in the quoted price in *Attachment B, Fee Submission Form.*

2.9 Performance Standards

2.9.1 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

2.9.2 Failure to complete services properly and in accordance with industry standard will result in at $50 penalty per incident 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.

2.9.3 Contractor staff is required to appear groomed and in office-appropriate cleaning attire. Staff is to wear CMHA-issued contractor identification.

Each time the Contractor violates this provision the Contractor's fee may be reduced 10%. Repeated violations may result in termination of the contract

2.9.4 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 consultant's fee by 10% for that service

2.9.5 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)

2.9.6 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.

2.10 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:

Respect	*Timely*	*Exceptional*	*Initiative*
Excellent	*Quality*	*Accurate*	*Integrity*
Value	*Creativity*	*Accountability*	*Professionalism*

It is the Authority's intent that the contractor will also adhere to these standards.

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 **Indefinite Quantities Contract (IQC)** – The Authority 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.

4.1 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 the Authority 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. The Authority reserves the right to adjust these amounts, if in its best interest to do so, prior to contract approval.

CMHA reserves the right to award the contract to multiple Offerors.

It shall be clearly understood that all services requested in this RFP are on an "as needed basis" and that the values referred to in response to this RFP in no way constitute a guarantee of the level of effort that may be requested of the successful Offeror(s), or guarantee a certain value.