

**RFP TP23-8001;
GROUNDS MAINTENANCE SERVICES FOR MARIANNA TERRACE
ATTACHMENT A: SCOPE OF WORK**

1.0 SCOPE OF WORK (SOW):

Touchstone Property Services (TPS) is seeking proposals from qualified companies to provide all labor, materials, equipment, supplies and services to maintain the Marianna Terrace TPS Property unless specified (i.e. plantings). The Contractor shall verify the existing conditions at the site prior to submitting a response.

All work shall be performed in a professional workmanlike manner utilizing standard horticultural practices. Quality equipment and tools shall be maintained and operated in a manner satisfactory to TPS.

1.1 SERVICES TO BE PROVIDED

The Contractor(s) shall perform the routine grounds maintenance services during each service visit to the Property Location as identified in Attachment “B”. This property might have unique situations (i.e. separated by a road or be on different locations); therefore, it is the Contractor’s responsibility to do field verification of actual job sites to be maintained.

1.2 ROUTINE GROUNDS MAINTENANCE

The following conditions will apply to the mowing and trimming areas as mandatory requirements and at no time shall the Contractor’s vehicles or equipment impede driveways while performing these services for TPS.

1.2.1 Mowing and Trimming will begin on or about the first Wednesday the week of March 21 and be scheduled thereafter every Wednesday through the first week of November unless otherwise directed by TPS. The average mowing season is approximately 28-32 weeks at the Property Manager’s discretion. The mowing shall be performed based on the growth rate of the grass and not more than one fourth of the total leaf height may be removed. All grass areas will be mowed in a linear manner to a uniform leaf height of three (3) inches and grass shall be mowed before the total leaf height exceeds four (4) inches.

1.2.1.1 There should be no double charging for mowing high grass, regardless if the reason is for a mowing service being skipped by direction of the Property Manager. The only exception is if the grass is above 6” in length. In such case, the contractor shall provide before-cut photos of the grass to the Property Manager AND obtain Property Manager approval for the double cut **before** performing the service.

1.2.1.2 Remove weeds and grass from foundations, adjacent to pavement and curbs, and cracks in pavement. This includes sidewalks (interior and public), areas around garage doors and parking lots. Then spray with

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Round Up (or its equivalent). Application shall not exceed 3” from the foundation walls or curbs.

- 1.2.2 The maximum number of days between each mowing and trimming is seven (7) days unless directed in writing by the Property Manager.
- 1.2.3 After the site mowing is completed, grass clippings shall be distributed evenly on the mowed area and clumps/bunches of mowed grass are to be raked and immediately removed from the mowed area.
- 1.2.4 Mowing guards shall remain down at all times during operation regardless of the grass height. This is a safety issue and failure to abide by this may result in termination.
- 1.2.5 The contractor will assure all grass-discharges are away from central A/C units, the perimeter of all buildings, sidewalks, flower beds, landscaped/mulched areas and vehicles.
- 1.2.6 Trimming (Weed Eating) shall be completed in accordance with each mowing that occurs and include the perimeter of all buildings, sidewalks, foundations, fence lines, and flower/landscape beds.
- 1.2.7 Immediately upon the completion of the area mowed and trimmed, patios, sidewalks and driveways will be blown clear of all grass clippings. This means you will not wait until the end of the day to blow off areas that were mowed.
- 1.2.8 Areas not mowed by mechanical means are required to be cut by hand.
- 1.2.9 **EDGING** - Edging is defined as being performed by a mechanical means and/or device and should not be confused with Trimming (Weed Eating) as noted in Section 1.2.6. Chemical edging is unacceptable.
- 1.2.9.1 All flower/landscape beds, sidewalks, driveways, curbs and other paved areas shall be edged in accordance with the following property descriptions and as noted in Column C of **Attachment B** Fee Submission Form:
- Family Developments and Lots - twice during the total mowing season.

The first edging shall be completed by the second Monday in June and the second edging shall be completed by the second Monday in September.

1.2.10 Turf Fertilization and Weed Control

1.2.10.1 All turf areas shall be fertilized no later than the end of April with Scotts First Step (or its equivalent fertilizer and pre-emergent).

1.2.10.2 All grass areas shall receive a total of four treatments per year.

1.2.10.3 Fall Fertilization - All grass areas shall be fertilized no later than the end of October with Scotts Winterguard (or its equivalent). Fall Fertilization must occur only after leaves and debris have been removed.

1.2.10.4 All lawn treatments shall be safe for pets and children.

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12.10.5 Fertilizers and weed control, when applied to turf, will be removed from sidewalks and parking areas.

1.2.10.6 Turf fertilization and weed control services will be performed at the discretion of TPS. Contractor shall supply all labor, equipment, and materials. Cost of materials shall be included in the fees provided in Attachment B.

1.2.10.7 Scheduling of turf fertilization and weed control services should be scheduled on Wednesdays if possible.

1.3 LANDSCAPING SERVICES

Landscaping services will be performed at the discretion of TPS. Contractor shall supply all labor, equipment, and materials for landscaping services. Cost of materials for landscaping services in Section 1.3 shall be included in the fees provided in Attachment B.

1.3.1 Initial Clean-Up – The commencement date of the initial clean-up shall be established and mutually agreed upon between the Property Manager and the Contractor. **Services must be completed within 1 week of the commencement date along with all punch list items. Permission of the Property Manager must be in writing obtained for extensions on completion time for longer than 1 week.** Services include, but may not necessarily be limited to, the following:

1.3.1.1 Removal of Winter Debris - The Contractor shall remove all winter debris, leaves, sticks and trash accumulated over the winter season by raking, blowing or sweeping debris from walks, building entrances, turf areas, beds, lower level window wells and storm drains on TPS Properties.

1.3.1.2 Removal of Weeds - The Contractor shall remove all weeds by the roots and apply pre-emergent herbicide (preferably Preen or its equivalent) to all flower beds prior to mulching.

1.3.1.3 Mulching - The Contractor shall cut a 4 inch trench around all flower beds and trees using a mechanical trencher and install a two inch application of fresh black mulch (preferably Black Gold or its equivalent as described in Section 1.4.1).

1.3.1.4 Tree Trimming - The Contractor shall remove all dead and broken branches from trees and bushes. Branches that interfere or will interfere with any utility lines, equipment, buildings, fences, roof lines, parking areas, streets, pedestrian areas or walkways must be cleared up to 8 feet from the ground.

1.3.2 Routine Maintenance

Regular monthly landscaping maintenance of TPS properties shall be established to maintain an attractive presentation throughout the growing season. On each visit, the Contractor must perform a complete policing of all trafficked areas including lawn, landscape beds, pathways and driveways.

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Monthly maintenance of properties will occur from April 1 through September 30 (6 months total). This service will be performed on a Wednesday during the week unless the vendor is awarded both mowing and landscaping services and cannot perform both services on the same day (in which case the proposer will state as much on Attachment B-Fee Submittal Form submitted with their proposal).

1.3.2.1 Monthly

- a. All flower beds shall be maintained to present a neat and weed-free appearance by cultivating or weeding and shall be kept free of debris at all times.
- b. All shrubs, evergreens, and trees shall be trimmed to contain the size in order to maintain the natural form of the plant. An “air” space between the plant and buildings shall be maintained.
- c. All shrubs, evergreens, and trees shall be pruned to remove dead or damaged branches.
- d. Mulch shall be turned in all flower beds to obtain a fresh appearance. Two inches of mulch will be maintained at all times and may require additional applications. Mulch shall be turned in all flower beds to obtain a fresh appearance.
- e. Mulch shall be black hardwood bark mulch or shredded hardwood bark mulch.
- f. Any vines and vegetation growing on buildings and fence lines will be removed.
- g. Contractor will remove basal shoots (a.k.a. suckers) growing at or near the base of any trees and foundations of the properties.

1.3.3 Fall Clean-Up

1.3.3.1 The Contractor shall provide end of season pruning of all shrubs and bushes throughout the fall season as well as elimination of any tree branches, limbs, and leaves that may create potential hazards. **Services shall be completed within 1 week of the commencement date, depending on the size of the property. Permission of the Property Manager must be obtained for extensions on completion time for longer than 1 week.**

1.3.3.2 At the first sign of frost, the Contractor shall remove all flowering annuals and cut back all perennials to the ground.

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1.6 GENERAL REQUIREMENTS

1.6.1 PUNCH LIST

1.6.1.1 A Punch List (Attachment G) ***must*** be utilized for all grounds maintenance work under any awarded contract. The Punch List is a checklist for vendors to utilize to ensure that all services required under contract are completed. As each task on the form is completed, it should be checked off under the column “OK-vendor”. When the job is complete the vendor should sign/date/time the Contractor’s Quality Control Certification at the bottom of the form. After the job is completed, the Punch List should be turned into the Property Manager or other designated TPS employee within 24 hours. (The Punch List may be emailed or faxed to the Property Manager if such procedure is approved by the Property Manager.)

1.6.1.2 The Property Manager or other designated TPS employee will perform an inspection within 48 hours of the vendor turning in the form. 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 late payment of invoices.) If the Property Manager approves the job, the form will be signed by the Property Manager on the Property Manager’s Certification. The signed/dated/time-of-approval form will be faxed or emailed back to the vendor and the vendor will attach it to their invoice.

1.6.1.3 Separate Punch Lists are provided for Mowing, Initial Cleanup (Spring Service), Monthly Maintenance, and Fall Cleanup.

1.6.1.4 In cases where a form is not provided by the Property Manager (or their designee), the Vendor may complete the top part of the form; otherwise, the Property Manager should provide the form to the vendor upon arrival at the site to perform the service (or by email/fax before the job). **Do not perform any service without a PO Number** on the form. If the Vendor completes the form, obtain the PO number first and enter it on the form where indicated.

1.6.2 SITE

The property lines of the sites are shown on the Fee Submission Forms. However, the Contractor is also responsible for services to the roadway including but not limited to the lawns and landscapes between the sidewalks and the streets, the public sidewalks, and the curbs.

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1.6.3 SITE CLEAN-UP

1.6.3.1 Contractor(s) shall during each service visit, including but not limited to prior to and after any mowing, clean-up the entire property, including but not limited to all landscape service areas, parking lots, walkways, sidewalks, driveways, window sills and wells, around dumpsters, thoroughfares and streets, and legally dispose of off-site all trash, leaves, limbs, litter, and debris immediately after each service.

1.6.3.2 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.

1.6.3.3 It shall be the sole responsibility of the Contractor to properly remove and legally dispose of all debris removed from TPS properties. Contractors may not utilize TPS waste containers for disposing of any debris.

1.6.4 DAMAGES

The Contractor is responsible for any and all damage to hose-bibs, downspouts, wrought iron fencing, underground cables, or any TPS and/or resident property, including vehicles. Cost of such items may be deducted from the contractor's invoice.

1.6.5 EQUIPMENT

1.6.5.1 A comprehensive listing of the Contractor's current equipment is required with your proposal). Additionally, offerors may identify equipment they will be purchasing to support this account and any properties awarded, but such equipment must be listed separately with the proposal and an expected purchase date identified. TPS will consider the equipment listing detailed in the proposal in determining the type and number of properties a contractor will be assigned. (I.e. a contractor with 2 push mowers and a gas line trimmer would not have the ability to service a larger property even if the proposer submitted fees for that specific property. TPS shall have sole discretion in this determination.)

1.6.6 ROUTINE GROUNDS MAINTENANCE AND LANDSCAPING SCHEDULES AND TIMES

1.6.6.1 Selected Contractors shall, within 10 days after signing the Contract, submit a schedule for routine service for each property awarded detailing when the planned services will be completed throughout the season. All schedules must be submitted and approved with the appropriate Property Manager. Such Schedules shall list the date (or at a minimum, the day(s) of the week and time that all work will commence and be completed in its entirety. This schedule, once submitted, can only be altered with the prior written approval of the Property Manager. A copy of the schedule shall also be submitted to the procurement department by the Contractor. If Contractor is unable to make the scheduled service (i.e. equipment failures and/or other conflicts) Contractor shall notify the Property Manager and

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follow up with an alternate date within 12-24 hours. Failure for notification may result in **no payment**, delay in payments and/or termination. Contractor shall not invoice TPS until the Punch List is completed and signed off by the Property Manager or Maintenance Supervisor.

- 1.6.6.2** Contractors are required to contact management within 12-24 hours of performing the service for final inspection by the Property Manager. Contractor shall complete and sign the Contractor's Quality Control Certification form (included on Punch List - Attachment G) and submit it to the TPS Property Manager or Maintenance Supervisor. Failure to notify the Property Manager as required may result in delay of payments and/or termination. A list of TPS employee's names and numbers who are responsible for accepting all work performed by the contractor will be provided at the time of award. After the inspection, TPS staff will provide the Contractor with the Certification (or call or email the vendor) for any unsatisfactory or incomplete work to be completed. Notification of any unsatisfactory or incomplete work shall be provided within 48 hours of the receipt of the Certification (Attachment G). After corrections, the Contractor shall notify the Property Manager/Maintenance Supervisor through email/phone call that the property is ready for inspection again. Upon completion of the work, TPS staff will provide the contractor with a signed Certification that the work has been completed and/or that there are performance deductions (see Section 1.6).
- 1.6.6.3** The use of power equipment at all sites is limited to between the hours of 8:00 AM and thirty minutes prior to dusk (local time). Contractor(s) shall commence and end all services on the same workday unless approved in writing by TPS. Contractors shall not begin work at any site until 8:00 A.M.
- 1.6.6.4** Contractors will be required to provide their current cell phone numbers, a minimum of a second phone number, contact names and email addresses to the property manager with the submittal of the schedules. Any calls or emails received by the Contractor from the Property Manager must be returned within 24 hours. Failure to do so may result in termination. Time is of the essence for services to be completed due to marketing and curb appeal issues.
- 1.6.6.5** Due to the nature of TPS's services to its residents and the community, it is imperative that all TPS properties are well maintained at any given time. Therefore, time is of the essence for services to be provided and the Contractor must show proof of understanding of TPS's expectations for these services by submitting a "Sample Schedule" of any group of properties being quoted by the proposer. (e.g. CMHA's property, Winton Terrace, is comprised of 608 townhomes. Typically, it will take a crew of 4-6 individuals to mow and trim the property in one and a half days. The proposer would have to submit a schedule for that property indicating that on Tuesdays and for half of Wednesday, a team of 5 individuals will perform the services required as indicated in Section 1.2 Routine Maintenance.)

In some instances, due to the nature of work to be completed, it may become necessary for the completion of work to take longer than the allotted time. For example, in the description above, the services being performed in a day and a half may require two full days when the Contractor is applying Round Up per

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Section 1.3.2.1 or edging per Section 1.2.9. However, these instances should be considered by the contractor and submitted in the schedule to the Property Manager. TPS shall have sole discretion in determining the amount of time to be extended due to these circumstances.

1.6.7 STAFF AND WORK CREWS

1.6.7.1 Contractor shall have work crews, qualified by training and experience, to perform the work required. Each crew member shall wear identifiable apparel (i.e. T-Shirts, Uniforms, Safety Vests) which identify them as a member of a Contractor's workforce while on TPS Property.

1.6.7.2 Contractor's personnel shall be neat and conduct all work in a professional manner.

1.6.7.3 Contractor's personnel shall be courteous and respectful of TPS staff and residents.

1.6.8 SERVICE SUSPENSION

TPS reserves the right to suspend services and notify the contractor to not mow/service properties for reasons such as drought, extreme rainfall, etc. Notification may be via not issuing a purchase order; as noted in Section 1.6.9.1 below, **Contractor shall not perform any services without a Purchase Order or a Purchase Order Number.**

1.6.9 PERFORMANCE STANDARDS

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

1.6.9.1 20% Deduction for failure to trim and edge all grass to a uniform height not to exceed between 3 and 4 inches so to prevent growth over or on any sidewalks, fence lines, streets, parking areas, building foundations, dumpster pads, shrub beds, ground cover beds, planting beds, and any other man-made or natural abutment.

1.6.9.2 30% Deduction for partial mowing of site.

1.6.9.3 30% Deduction for failure to pick up and legally dispose of off-site all trash, litter and debris over the entire lawn and service area prior to and after each mowing or service visit.

1.6.9.4 20% Deduction for failure to comply with any requirements for Spring Clean-Up, Routine Maintenance, or Fall Clean-U, as noted in Sections 1.3 and 1.4.

1.6.9.5 20% Deduction for failure to comply with any requirements as noted in Sections 1.6.1 (Site Clean-Up), 1.6.4 (Routine Grounds Maintenance and Landscaping Schedules and Times), 1.6.5 (Staff and Work Crews), 1.6.6 (Safety).

1.6.9.6 20% Deduction – Contractor is required to correct any deficiency noted by the property manager within 24 hours of notification. Failure to do so will result in a 20% deduction from contractor invoice for that service.

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- 1.6.9.7 The Contractor shall be assessed \$25.00 for each failed inspection. This assessment is in addition to the liquidated damages described above. There may be more than one failed inspection per service.
- 1.6.9.8 Failure to ensure that incident/work orders for additional services are completed in their entirety and uploaded to Vendor Café no later than 7:00 AM the next day after completion of the work order will result in a penalty of \$25 per incident/work order.
- 1.6.9.9 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 TPS after completion of work or receipt by TPS in Yardi (whichever is later)	Performance Deduction from Invoice
<30	0%
>30	30%
>60	50%
>90	75%
>120	100% (No payment)

- 1.6.9.10 TPS 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 TPS in the award of future work under this contract and award of future contracts.

2.0 CMHA’s Motto and Gold Performance Standards

In 2012, CMHA 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> |

TPS adopted this policy. It is TPS’s intent that the contractor will also adhere to these standards.

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3.0 COVID-19 Requirements for Work

Vendors entering TPS offices must wear PPE (if requested by a staff member or a 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.

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