

**QSP 2022-8065;
Trash Out of Units**



ATTACHMENT A: SCOPE OF WORK

The Cincinnati Metropolitan Housing Authority is seeking proposals from qualified, licensed and insured entities to trash out residential units.

1.0 Trash Removal

Trash Removal becomes necessary when residents move out of a unit and leave behind trash and personal belongings that must be removed prior to the Unit Turnover taking place or due to the a court approved set out. Trash removal is inclusive of sheds, garages, basements, storage units, and yards.

If a unit needs to have furniture or trash removed by the contractor, the contractor selected will be responsible for removal and disposal of the items in a timely manner. The manager and contractor will together make a determination of the trash removal level and the amount of time the contractor has to remove the items from the unit with the manager having the ultimate authority.

1.1 Trash removal is simply to remove and properly dispose of all designated trash from the CMHA property. Trash removal includes but is not limited to items left inside cabinets and closets.

- Vendor shall provide any trash bags or other supplies for the process.
- CMHA dumpsters and trash cans cannot be used to dispose of items.
- Proposers are cautioned against over filling vehicles and shall properly tie down all items to prevent injury or property damage.

1.2 The removal of trash from units shall be done in a safe manner and not cause damage to CMHA Property (i.e. dragging a sofa down a hallway and scratching the floor, etc.). Such damages can result in reducing the invoice amount if the contractor does not make the necessary repairs acceptable to the Property Manager.

2.0 General Requirements

2.1 Time – First Day of Work

2.1.1 If the Property Manager contacts the Contractor by 12:00 noon, and the Contractor accepts the unit, the Contractor shall pick up the key no later than 4:00 p.m. that day. The next day will be considered the first day of work in calculating the amount of time to complete the unit (including weekends and holidays).

2.1.2 If the Property Manager contacts the Contractor after 12:00 noon, and the Contractor accepts the unit, the Contractor shall pick up the key no later than 12:00 noon the next day after the initial call from the Property Manager. The day after the call/acceptance will be considered the first day of work in calculating the amount of time to complete the unit

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regardless of when the contractor picks up the key (including weekends and holidays).

2.2 Quality Control and Inspection

- 2.2.1 Within 24 hours of completion of the trash out, the Contractor shall inform the CMHA Property Manager or Maintenance Supervisor in writing (text or email) that the unit is ready for inspection. After the inspection, the CMHA staff will let the Contractor know in writing if there is any unsatisfactory or incomplete work that needs to be completed within 48 hours.
- 2.2.2 **Photographs: Contractors will be required to submit before and after, time- and date-stamped photographs of completed work. Photographs will be emailed to the Property Manager (or the assigned alternate) immediately upon completion of work.**
- 2.2.3 Contractor shall not invoice CMHA until CMHA staff has approved the completed work.
- 2.2.4 Contractor shall turn in key as soon as the trash out of the unit is complete, inspected, and approved.

2.3 Trash

The contractor is responsible for all trash and debris in front and rear yards of the units.

- 2.3.1 All trash and recycling receptacles should be cleaned and empty with completion of the unit. Cleaned totes should be opened and turned upside down.
- 2.3.2 Contractors are not to remove the trash receptacles (wheeled waste carts) from the units as they are the property of the Waste Collection Services Contractor. The cost for any missing trash receptacles will be deducted from the contractor's invoice.

2.4 Physical Security

- 2.4.1 Contractors will be issued by the Authority, no more than two keys and/or badges to enter the Authority's Properties.
- 2.4.2 Contractor shall be responsible for safeguarding all the 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.

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- 2.4.3 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.
- 2.4.4 At no time shall a contractor allow anyone (prospective tenant, neighbor, etc.) other than an employee of the Authority into a unit.

2.5 Qualified Staff

Contractor shall have work crews, qualified by training and experience, and licensed to perform the work required. Contractor shall have adequate staff to insure make trash out of units are completed in accordance with the contract (if awarded) within the 1-2 days of purchase order. If there is a change in the level of staff as listed in the proposal, Contractor shall notify the Procurement Director immediately. Develop a mechanism for promoting and accessing these business support resources and propose strategies for addressing any gaps.

2.6 Contractor must submit a separate invoice for each purchase order.

2.7 Contractor hiring CMHA residents as employees or as subcontractors shall report all amounts paid to CMHA.

2.8 Time and Scheduling

Time is of the essence for trash outs. The allotted time is determined as follows:

- High-rises and Flats – 1 Days
- Townhomes – with and without basements – 1 day
- Single Family Homes and Duplexes – 1 day

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 turn around. The Authority shall have sole discretion in determining the amount of time to be extended due to these circumstances.

2.9 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



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Excellent Quality Accurate Integrity
Value Creativity Accountability Professionalism

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

2.10 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. All personnel must be in uniform when working on the property.

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

3.0 Performance Standards

- 3.1** 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 repairs properly.
- 3.2** Failure to complete services within the agreed-upon timeframe will result in a penalty of \$25 per day in which the service is not completed unless a contingency exists in which case you must call your CMHA contact and explain.
- 3.3** 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 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.)
- 3.4** Failure to report for work in proper uniform and with an appearance and condition that is neat and professional may result in a penalty of \$15 per service.
- 3.5** 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.

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- 3.6 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.
- 3.7 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)