

QSP 2023-8008;
Appliance Repair Services for Asset Management Properties.
ATTACHMENT A: SCOPE OF WORK



1.0 Scope of Work

CMHA's portfolio of Public Housing units consists of approximately 5,000 units spread across 18 Asset Management Properties and includes 9 high-rise buildings, 3 large multi-family sites and more than 1,300 scattered site units. Each of those units have a refrigerator and a stove.

1.1 Appliance Repairs

The contractor shall trouble shoot and repair stove, refrigerators and other cooling/Freon related systems that need repairing, which includes but is not limited to:

- Cleaning coils
- Check for refrigerant leaks; make repairs and add refrigerant as needed
- Replace compressors
- Replace refrigerator gaskets, crisper bins
- Repair/ Replace pumps, fans, timers and thermostat
- Repair replace heating elements

2.0 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.

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

3.0 Performance Standards

3.1 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 two (2) hours 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



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exists that will not allow for arrival on time, Contractor must call the CMHA contact to explain to avoid the penalty

- 3.2 Contractor will ensure ability to perform all services awarded. A Contractor claiming inability to perform a service due to insufficient staffing is not acceptable. If Contractor is unable to do the work for which they submitted a quote/proposal, the Contractor’s contract for that work will be cancelled in whole or that part of the contract will be inactivated and no longer considered for award.
- 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 complete repairs properly and in accordance with industry standard will result in at \$50 penalty per incident in addition to either returning to properly complete the repairs or reducing the fees by the cost to have another contractor complete the repairs properly.
- 3.5 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.
- 3.6 Failure to ensure that incident/work orders 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.
- 3.7 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.
- 3.8 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
- 3.9 Invoices are to be submitted within two weeks after completion of the service (see *Invoicing* in the General Terms and Conditions). Invoices shall be submitted via VendorCafe after the Purchase Order has been received. 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%



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>90	75%
>120	100% (No payment)

3.10 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.

4.0 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:

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.