

QSP 2023-8009;
Tub and Tile Refinishing
ATTACHMENT A: SCOPE OF WORK



1.0 Description

CMHA is seeking proposals from qualified, licensed independent Contractor(s) with demonstrated professional competence and experience to provide all labor, equipment, goods, and supplies necessary to provide tub glazing services at residential properties. The residential properties are conventional public housing units subsidized by the U.S. Department of Housing and Urban Development (HUD); properties consist of approximately 1,617 high- rise units, 1,875 family development units, and 1,221 scattered sites totaling approximately 4,900 units.

2.0 General Requirements

Contractor(s) shall perform tub glazing services which may include, but are not limited to glazing tubs, sinks, countertops and any other surface requiring glazing.

- 2.1 The contractor must be willing to service the properties during normal business hours.
- 2.2 Contractor must start work within 24 hours of receiving a Work Order/Purchase Order. If contractor is already working on a separate work order, contractor must advise Property Manager issuing the new order of the current work.
- 2.3 While Contractor is completing a work order in a unit, if Contractor discovers other areas which need glazing the Contractor shall request a new work order for the additional services needing to be completed within the unit. In no circumstances will contractor exceed the funding of the Purchase Order. The Property Manager may issue a new Purchase Order if the funding is expected to be exceeded and the Contractor will perform the additional services only after a new Purchase Order is received by the Contractor.
- 2.4 Work Orders/Purchase Orders will be property- and service- specific. Contractors will not perform services (or charge for services) for any property other than the property listed on the Work Orders/Purchase Orders.
- 2.5 All invoices for materials and supplies (if needed) must be accompanied with proof of purchase (receipt) and submitted with the invoice for the completion of work orders. CMHA shall not be obligated to pay for any materials and supplies without the proof of purchase or for any materials and supplies which were not utilized for the work order or for materials and supplies which were available in the CMHA warehouse.
- 2.6 Contractors is required to take before and after pictures of the service and submit to Property Manager/Supervisor as confirmation that the work is completed. The date/time feature on the camera must be set and be visible on the pictures.
- 2.7 Contractor(s) shall make all effort to reduce to a minimum any inconvenience to the employees and residents. The residents must be provided

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with written instructions about the process and drying process to ensure it is clear about the required curing period.

- 2.8 Materials used during this process must be commercial grade.
 - 2.9 Contractor(s) shall only utilize licensed, trained and experienced employees to perform the work required on CMHA properties.
 - 2.10 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.
 - 2.11 Contractor is responsible for ensuring the work orders are completed properly and the time and date of the work is captured on the work order.
 - 2.12 Work orders (if any) are to be turned in on a daily basis to the management office by the close of business each day at 4:30 PM.
 - 2.13 Contractors are required to contact the Property Manager within 12-24 hours of performing the service for final inspection. Failure to notify the Property Manager as required may result in delay of payments and/or termination.
 - 2.14 All work performed by the Contractor shall be under warranty for 6 months after completion of a work order. Contractor guarantees that the work performed pursuant to this Request for Quotations shall be free from defects in material, workmanship, and labor for a period of six months from the date of completion of a work order. This warranty is limited as follows:
 - 1. To the property only as long as it remains in the possession of Cincinnati Metropolitan Housing Authority.
 - 2. To the work that has not been subject to accident, misuse or abuse.
 - 3. To the work that has not been modified, altered, defaced, or had repairs made or attempted by others.
 - 2.15 Contractor will respond within a 24-hour period to call backs for warranty work on any unit to make any necessary repairs as deemed by CMHA management.
 - 2.16 **Security**
 - 2.16.1 **Identification** - Contractor shall provide ID badges and uniforms for all employees working on the Authority's properties. No employee will be allowed on the Authority's properties without his/her ID badge and uniform on his/her person. Contractors must submit to the Authority a sample of his/her ID badge prior to signing a contract if requested. Contractor is to report personnel changes to the Authority as they occur and prior to the personnel commencing work for the Authority.
 - If any employee is deemed unacceptable by the Authority, the Contractor shall immediately replace such personnel with an acceptable substitute to the Authority.
 - Belligerent, antagonistic or threatening behavior by Contractor or his/her employees will not be tolerated. If an employee is exhibiting such behavior, that employee shall be replaced immediately as noted above.
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- If the Contractor is exhibiting such behavior, he/she may be given a warning or may be terminated depending on the circumstances and the behavior at the Authority's discretion.

2.17 Physical Security

- 2.17.1** Contractors will be issued by the Authority the appropriate number of keys and/or badges to enter the Authority's Properties.
- 2.17.2** The individual that signs the key/badge submittal form on behalf of the Contractor will be the individual responsible for signing out the keys/badges for issuance.
- 2.17.3** 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.
- 2.17.4** 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.
- 2.17.5** At no time shall a contractor allow anyone (prospective tenant, neighbor, etc.) other than an employee of the Authority into a unit.

2.18 Work Site

- 2.18.1** Upon completion of the work, Contractor(s) shall clean up the area where the work was performed and Contractor(s) shall remove any debris generated by the repairs from CMHA premises. At no time, will Contractor(s) discard debris into any CMHA refuse container.
- 2.18.2** Contractor(s) shall clearly mark all work areas that might reasonably be expected to endanger the health and safety of residents, guests, or any other persons. Contractor(s) will provide such signs, markers and barricades as required to identify all work areas and minimize inherent dangers.
- 2.18.3** The contractor shall be responsible for notifying CMHA immediately of any damages (i.e. fire, container leaking) deemed to be a health or safety hazard whether the damage is caused by the contractor or other means.

3.0 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

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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.

4.0 Performance Standards

- 4.1** 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
- 4.2** 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.
- 4.3** 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.)
- 4.4** Failure to complete repairs properly and in accordance with industry standard will result in a \$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.
- 4.5** 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.
- 4.6** 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.
- 4.7** 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.

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- 4.8 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
- 4.9 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%
>90	75%
>120	100% (No payment)

- 4.10 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.

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:

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| <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.