

**QSP 2023-8011;**  
**Laundry Vending Services**  
**ATTACHMENT A: SCOPE OF WORK**

**SCOPE OF WORK (SOW); TECHNICAL SPECIFICATIONS (T/S):**

- 1.0** The Cincinnati Metropolitan Housing Authority (CMHA) is seeking proposals from one or more qualified, licensed and insured firms to furnish, install, and maintain laundry equipment (washers and dryers) in established laundry facilities at different locations as listed within this QSP. The service must provide high quality, well maintained and energy-efficient equipment at the lowest possible prices to CMHA residents, while providing the maximum financial return for CMHA.
- 1.1 General Requirements:** Contracts will be awarded for the provision of all equipment and maintenance and payment of an agreed percentage of the monthly gross income to CMHA. The selected vendor(s) shall:
- 1.1.1** Be fully responsible for the total laundry service (except for the provision of space, water, electricity and gas/propane), including service, repair and maintenance.
  - 1.1.2** Assume full risk and responsibility for any loss, destruction or damages resulting from this contract occurring to CMHA property and to any of the Vendor's property.
  - 1.1.3** Retain ownership of all Vendor's furnished equipment.
  - 1.1.4** Maintain, in prominent view in each laundry room, a permanent sign clearly stating the name and address of the Service Provider, direct phone numbers and/or persons to contact for service and for refunds. The Vendor(s) shall establish a refund/reimbursement policy for users who may lose money in the equipment. A toll free number for users to file a claim shall be established. The toll free number must be clearly posted in the laundry room and/or on the machines. Refund/Reimbursements for lost monies must be made within ten (10) days. Signs must be in English. Braille, Spanish and other language translations shall be made available upon CMHA's request based on the residents' needs.
  - 1.1.5** Clearly and boldly label all machines indicating machine number and/or other identifier for easy call-in reference. Cost and cycle times must also be clearly labeled on each machine, as well as repair and refund procedures.
  - 1.1.6** Ensure that all employees of the selected Vendor(s) are properly dressed, neat and clean in appearance while on CMHA properties.
  - 1.1.7** Comply with CMHA's drug-free workplace requirements. The Vendor(s) and or its employees shall not engage in the use of illegal drugs, including the illegal use of prescription drugs, and/or

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alcoholic beverages on the job, at the workplace, on CMHA properties or reporting to work for CMHA under the influence of any of the above.

- 1.1.8** Perform all work under the contract during normal business hours (i.e. 8:00 AM to 5:00 PM, Monday through Friday). No work shall be performed on weekends or holidays unless previously approved by site manager and/or CMHA. The only exceptions to this requirement are emergency services as detailed in Sections 1.3.4/5/6.
- 1.1.9** Not remove any equipment from a building without a minimum of three (3) days prior notice to CMHA.

**1.2 Equipment Specifications and Requirements:** The selected Vendor(s) shall:

- 1.2.1** Supply and install the corresponding number of washers and dryers specified at each of the locations as outlined in Attachment A. No machine shall be added or removed from CMHA property without the prior written approval from CMHA and the Vendor(s) through an executed Change Order to the contract.
- 1.1.2** Ensure that all washers and dryers are new, unused, heavy duty, “commercial”-type coin-operated machines and in the quantity listed in below. No discontinued, refurbished, rebuilt or re-manufactured machines will be permitted. The machines must be energy-efficient and low-water usage. The equipment must meet the most current certification for Energy Star Compliance Criteria. Proof of Energy Star Compliance, for each model of equipment proposed, must be submitted with the proposal or the proposal may be considered non-responsive. Laundry equipment shall be matching (same color and type) at each location and shall be of a modular design and the same height to give uniformity of appearance.
  - 1.2.1.1** The size, type and capacity of equipment shall be compatible to space available, existing utility capabilities and residents’ needs within each of the laundry facilities.
  - 1.1.2.2** The machines shall be high efficiency, commercial or equivalent machines with variable settings. It is preferable that they also be front-loading. All equipment shall meet washing and drying recommendations of current clothing manufacturers regarding wash and wear, permanent press and regular articles of clothing.

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- 1.1.2.3** Machines and equipment must conform to safety regulations and not hinder emergency exiting of the laundry room.
- 1.2.3** Be responsible for the delivery, receiving, storage and security of all equipment, parts and supplies provided under the terms of this contract. CMHA shall approve all equipment in advance of installation.
- 1.2.4** Install and vent each machine in accordance with the manufacturer's recommendations.
- 1.2.5** Ensure all equipment is connected to existing electric, water and sewer lines serving the community laundries in which the equipment is to be placed, except as otherwise specified herein. Machines shall run on electricity.
- 1.2.6** Bear all expenses for the installation or removal of equipment.
- 1.2.7** Not be authorized to make any improvement or alteration to the space or the facilities in which the machines are installed without the prior written approval of CMHA. Any modifications required to accommodate the Vendor's machines and/or equipment will be made at the Contractor's expense.
- 1.2.8** When requested provide a minimum of one washer and one dryer that is ADA accessible in each laundry room, as space permits. This equipment shall be positioned to provide the maximum allowable floor space in front of the machine. The machine buttons must be operable with a closed fist, without the need to pinch, twist or grasp.
- 1.2.9** Provide machines that are simple to operate, with easy-to-follow operation instructions. The Vendor(s) shall affix a permanent label, decal or sign to each machine clearly outlining, in English, the machine's operating instructions. Braille, Spanish and other language translations shall be made available upon CMHA's request.
- 1.2.10** Submit complete, descriptive literature with their proposal. This information is to include data on utility consumption. CMHA reserves the right to evaluate utility consumption as a factor in award.
- 1.2.11** Ensure that all machines are individually identified and equipped with concealed electronic non-resettable digital counters that provide verification of information, including but not limited to, cycle counts. At the start of the agreement period, the Vendor(s) shall furnish CMHA with counter readings on each machine and

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provide the same at each collection and on the reimbursement report. CMHA reserves the right to witness and verify the original reading and any thereafter on a random basis.

- 1.2.12** Install coin mechanisms that are of heavy duty, tamper-proof construction.
- 1.2.13** Upon contract award, be prepared to immediately assess and recommend, within 15 days, changes to the existing utilities necessary to accommodate new equipment. The successful Vendor(s) will absorb plumbing and electrical costs necessitated by additional equipment.

### **1.3 Maintenance Requirements:** The selected Vendor(s) shall:

- 1.3.1** Service, maintain and ensure that all machines operate in accordance with the manufacturer's recommended performance standards.
- 1.3.2** At all times, and at its own expense, maintain laundry machines, including any meters and special attachments, in proper mechanical working order and make all necessary repairs and replacements. The Vendor(s) shall also keep the laundry equipment, material handling equipment and properly identified service vehicles, in clean, attractive and sanitary conditions to the satisfaction of CMHA
- 1.3.3** Maintain the equipment and be responsible for cleaning the vent lines and lint filters in accordance with the manufacturer's recommendations.
  - 1.3.3.1** Clean all lint filters regularly to prevent accumulation of lint and other foreign matter.
  - 1.3.3.2** Clean all dryer vents from the dryers to the termination of the vents outside the building. The vent lines shall be inspected annually. All vent lines shall be cleaned as often as needed to allow the equipment to operate within the manufacturer's recommended performance standards at the Vendor's expense. Vents shall be maintained to be free of lint and debris that could reduce air flow.
  - 1.3.3.3** All inspection and cleaning of lint catches and vent ductwork shall be documented in an activity log (denoting person performing inspection, inspection results, correction action taken, date and time, photo documentation) that shall be submitted to CMHA annually.

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- 1.3.3.4 Keep the areas behind the machines and the machines themselves clean and free from accumulations of dust, lint, or other foreign matter.
- 1.3.3.5 Dryer venting and areas behind the machines shall be cleaned after the removal of the old equipment and left free of lint and other foreign matter prior to the installation of the new equipment.
- 1.3.3.6 The Vendor(s) shall be responsible for connecting dryers to the dryer vents in compliance with all local, State and/or Federal regulations and laws to assure proper duct assembly and connection to the dryers and thus greatly reduce lint build up within the duct work.
- 1.3.4 Provide maintenance and repair 24 hours/7 days a week.
- 1.3.5 Furnish on-call maintenance service with a minimum response time of twenty-four (24) hours after notification.
- 1.3.6 Respond to emergency calls within twelve (12) hours of notification, seven (7) days a week. Emergency is defined as any situation that poses a danger to users and/or CMHA property.
- 1.3.7 Promptly attach to any malfunctioning machine an “Out of Order” sign that blocks the coin slots.
- 1.3.8 Replace equipment which cannot be returned to full service within forty-eight (48) hours of notification with comparable equipment of the like quality until the original equipment is returned to service or permanently replaced at no cost to CMHA. The Vendor(s) shall first notify the on-site manager before replacing any machine or equipment. All replacement machines needed during the period of the performance under this contract shall be of the same age or newer than the existing machines.
- 1.4 **Maintenance Exclusions:** CMHA will provide for and maintain the necessary utility services, including hot and cold water, electricity, heat and gas; provided, however, that the temporary failure of any of the above utilities from any cause whatsoever shall not be a breach of the contract to result from this QSP, nor shall it render CMHA liable to the Vendor(s) for loss of revenue or consequential damage to its machinery.
  - 1.4.1 CMHA is responsible for the dryer and washer electrical outlets, and for replacing dryer vent lines, water supply lines and wastewater drain lines in the walls.



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**1.4.2** The Vendor(s) is responsible for damage to the laundry room or to other parts of the building resulting from malfunction or improper maintenance of the equipment and/or vent lines.

**1.5 Billing/Invoices:** The Vendor(s) shall submit monthly revenue statements detailing all revenue itemizing sales activity. All monthly financial statements and payments shall be sent no later than the 15<sup>th</sup> of each month for the preceding month.

### **1.6 Performance Standards**

**1.6.1** Commission rates will be increased by 5% per location for the month for any service not meeting these requirements.

**1.6.2** Commission rates will be increased by 1% per day for each day the Contractor fails to submit the monthly remittance in accordance with the Contract. The monthly remittance date will be mutually agreed upon by the selected Contractor and the Authority.

**1.6.3** The Procurement Director may waive the commission increases at his discretion after discussing extenuating circumstances with the Contractor. Such waiver shall be in writing at the time of the service.

## **2.0 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:

<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.

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**CMHA PROPERTY LOCATIONS**

**(ATTENTION: CMHA IS CURRENTLY UNDERGOING  
CONVERSION OF ITS HOUSING STOCK TO OUTSIDE  
INVESTORS UNDER HUD'S RENTAL ASSISTANCE  
DEMONSTRATION (RAD) PROGRAM AND RESERVES THE  
RIGHT TO REMOVE PROPERTIES AS NEEDED. CMHA ALSO  
RESERVES THE RIGHT TO ADD PROPERTIES AS NEEDED.)**

<b>AMP</b>	<b>Apts</b>	<b>Property Name</b>	<b>Address</b>	<b>Machines</b>
202	86	BEACON GLEN/CMHA	6347-51 BEECHMONT	8
166	4	CMHA	3046 ALPINE TERR	2
203	4	CMHA	2891 LINWOOD	2
203	4	CMHA	2895 LINWOOD	2
203	4	CMHA	2899 LINWOOD	2
203	4	CMHA	3304 MOWBRAY	2
203	4	CMHA	3308 MOWBRAY	2
201	11	CMHA	3471 FERNSIDE	2
201	8	CMHA	76 E GALBRAITH	2
201	21	CMHA	1716 RACE	8
166	10	CMHA	600 TORRENCE	2
166	0	CMHA	3021-27 KINMONT	4
211	149	BEECHWOOD APTS/CMHA	330 FOREST	12
211	120	MAPLE TOWERS/CMHA	601 MAPLE	10
206	12	CMHA	2329 HARRISON	4
218	140	MARQUETTE MANOR/CMHA	1999 SUTTER	14
212	109	RIVERVIEW HOUSE/CMHA	2538 HACKBERRY	8
208	10	PATRICIA GARDENS/CMHA	920-22 NASSAU	4
208	20	CMHA	420 GLENWOOD	4
217	517	MILLVALE LDY/CMHA	3357 BEEKMAN	5
212	30	SAN MARCO APTS/CMHA	1601 MADISON	4
215	150	STANLEY ROWE/CMHA	835 POPLAR - A	12
208	18	CMHA	2106 SINTON	6



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215	222	STANLEY ROWE/CMHA	1621 LINN	16
207	8	CMHA	7273 BOLEYN & 3271 GAYWAY	4
207	8	CMHA	6090-6092 BELMONT	4
206	4	CMHA	3110 BRACKEN WOODS	2
206	4	CMHA	3206 GOBEL	2
213	122	REDDING APTS/CMHA	3700 READING	8
213	108	PRESIDENT APTS/CMHA	784 GREENWOOD	12
202	4	CMHA	5012 EBERSOLE	2
202	3	CMHA	1341 CROTTY	2
205	5	CMHA	4605 FOLEY	2
205	5	CMHA	586/598 CLAYMORE	4
266	10	CMHA	36 ANDERSON FERRY	2
203	4	CMHA	5016 EBERSOLE	2
203	4	CMHA	5020 EBERSOLE	2
209	608	WINTON TERR/CMHA	4848 WINNESTE	14
202	14	CMHA	1316 CROTTY	4
204	4	CMHA	11166 MAIN	2
206	4	CMHA	2554 WESTWOOD N BLVD	2
207	5	CMHA	6614 CHEVIOT	2
207	3	CMHA	3209 HARRY LEE	2
204	4	CMHA	3318 FORTNEY	2
201	8	CMHA	2455 E GALBRAITH	2
205	6	CMHA	28 E MAIN	2
201	10	CMHA	1817-19 MEARS	4
201	12	CMHA	4048 LEDGEWOOD	4
207	4	CMHA	2547 N BEND	2
203	10	CMHA	2377 MADISON	2
203	10	CMHA	2379 MADISON	2
203	4	CMHA	2381 MADISON	2
203	2	CMHA	3842 HYDE PARK	2
166	20	CMHA	6312-18-24 MONTGOMERY	6





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203	4	CMHA	7370-7380 SHAWNEE RUN	4
070	4	CMHA	3920 FLORENCE AVE	2
071	3	CMHA	2819 JESSUP AVE	2
071	4	CMHA	2882 BLUE ROCK	2
166	4	CMHA	3345 SHERLOCK	2
166	3	CMHA	3676 ASHWORTH	2
266	3	CMHA	2538 WOODBURN AVE	2
266	4	CMHA	2750 LOSANTIVILLE AVE	2
266	4	CMHA	2747 CYPRESS WAY	2
266	4	CMHA	5621 RIDGE RD	2