

RFP 2023-1010;
Trash and Bulk Furniture Removal Services
ATTACHMENT A: SCOPE OF WORK



Cincinnati Metropolitan Housing Authority (CMHA) is seeking quotes from a pool of qualified, licensed independent Contractor(s) with demonstrated professional competence and experience to provide all labor, equipment, goods, and supplies necessary for trash and bulk furniture removal services, and related services on an as-needed basis. CMHA reserves the right to create a “pool” of Contractors. The actual number of pool participants chosen will depend on the number of qualified quotes received.

1.0 SCOPE OF WORK/TECHNICAL REQUIREMENTS:

1.1 Removal of Trash and Bulk Furniture

- 1.1.1** Contractor shall be capable of removing all manner of large appliance, including but not limited to: refrigerators, ovens, washers/dryers, air conditioning units, etc.
- 1.1.2** Contractor may perform ‘trash outs’ on residential units in preparation for unit turns. ‘Trash Outs’ will include removal of all debris, furniture, and belongings not considered part of the residential unit (i.e. appliances).
- 1.1.3** Removal of junk or other materials, junked and abandoned vessels, trash, household garbage, rubbish, construction materials, debris, household hazardous waste, metals, and appliances, or any other junk removal services from CMHA property, storage, facilities, etc. as required, in conformance with the appropriate County, State, and Federal regulations.
- 1.1.4** Contractor shall take photographs of load before leaving work site and attach photographs to invoices to verify load size.

1.2 Contractor Responsibilities

- 1.2.1** Contractor(s) shall make all effort to reduce to a minimum any inconvenience to the employees, visitors, and residents.
- 1.2.2** Contractor(s) must provide, at Contractor’s own expense, all equipment, labor, tools, etc., necessary to perform all of the required services, under this RFP.
- 1.2.3** Contractor(s) shall only utilize licensed, trained and experienced employees to perform the work required on CMHA properties. Contractor and its employees are required to have the relevant licenses required by both the State of Ohio and for the City of Cincinnati.
- 1.2.4** Contractor’s personnel shall be neat and conduct all work in a professional and efficient manner.
- 1.2.5** Contractor(s) shall inform CMHA Procurement within two (2) working days of any change in contact information, including but not limited to contact personnel, mailing address, physical address, phone numbers and email addresses.
- 1.2.6** Contractor(s) shall acquire all permits (if applicable) to complete requested work.

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1.2.7 Contractor(s) shall only invoice CMHA for the time spent on the property. CMHA shall not pay for time spent in route or traveling to acquire parts/supplies.

1.2.7.1 Where union agreements require that technicians be paid from when they leave home for emergency work, CMHA will pay for travel time not to exceed thirty minutes. It is the responsibility of the technician and/or contractor to correctly track and document the time in an accurate invoice to CMHA.

1.2.8 Contractor(s) shall minimize overstaffing for minor jobs. If Contractor is found to be overstaffing for jobs, based upon customary trade practices, CMHA reserves the right to only pay for customary trade practices.

1.2.9 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 or their designee as required may result in delay of payments and/or termination.

1.2.10 Security

1.2.10.1 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. 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.

1.2.10.2 Contractors will be issued by the Authority the appropriate number of keys and/or badges to enter the Authority's Properties.

1.2.10.3 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.

1.2.10.4 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

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inspected and secured. The Contractor shall establish and implement methods of ensuring that not all keys issued to the Contractor by the Authority are 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.

- 1.2.10.5** 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.
- 1.2.10.6** At no time shall a contractor allow anyone (prospective tenant, neighbor, etc.) other than an employee of the Authority into a building or area.
- 1.2.10.7** All posted driving and speed regulations shall be observed.

1.2.11 Materials and Supplies – The Contractor must provide supervision and other items, at Contractor’s own expense, all equipment and labor necessary to perform all of the required services under this RFP and any resulting contract, and all supplies needed to perform the work. All material expenses should be included in the quoted price in *Attachment B, Fee Submission Form*.

1.3 COVID-19 REQUIREMENTS FOR ON-SITE WORK

- 1.3.1** Contractors entering CMHA occupied work sites (buildings, properties, etc.) must wear PPE (if requested by 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.
- 1.3.2** 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.
- 1.3.3** Contractor employees must be approved by the Property Manager prior to being issued a badge (see 1.2.10). A resident may ask for your identification and paperwork as a safeguard to ensure that your employees are CMHA contractors and will turn away any contractor not using the appropriate PPE and displaying a badge.

1.4 POOL OF CONTRACTORS

The Authority intends to create a “pool” of Contractors to provide Trash and Bulk Furniture Removal Services. The Pool will consist of various qualified Contractors which will be available on an as-needed basis to provide removal services as outlined

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in Section 1.0. The actual number of Pool participants chosen will depend on the number of qualified proposals received.

Proposers selected to participate in the Pool will be assigned work at the discretion of the Authority based on quality of work, availability, manpower and timeliness and will serve in the Pool for a period of one (1) year with the option, at the Authority's sole discretion, to extend the contract for up to an additional four years for a maximum total of five years. The Authority will determine the number of work orders any contractor will be assigned at any given time or duration. Selection as a participant of the Pool is not a guaranty of the type or number of tasks for which a participant may be selected.

Time is of the essence with regard to Pool Participants' availability for and performance of the assignments.

If a Pool Participant is selected to perform one or more work orders, the Authority will formally request the Pool Participant to perform such work by executing the work order and a purchase order. Work orders may be issued at any time during the term of the Contract and the assignment of work orders will be made solely at the discretion of the Authority.

1.5 PERFORMANCE STANDARDS:

- 1.5.1** 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
- 1.5.2** 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.
- 1.5.3** 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.)
- 1.5.4** 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.



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- 1.5.5** For each time the Contractor fails to properly complete their invoice to include all required information as stated in paragraph of the CMHA General Terms and Conditions, the Contractor’s fee may be reduced 10% for that service.
- 1.5.6** The Contractor’s fee may be reduced by 15% for failure to provide the required photographic information.
- 1.5.7** The Contractor’s fee may be reduced by 15% for failure to completely clear trash, debris, furniture, etc. from designated area(s).
- 1.5.8** For each time the Contractor violates any of the clauses in the contract, the Contractor’s fee may be reduced 10% for that service.
- 1.5.9** 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 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)

- 1.5.10** CMHA may waive the fee reductions at its 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> |

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

3.0 Contract Terms

3.1 Contract Term

3.1.1 The Authority intends to enter into a one year contract with the option, at the Authority's sole discretion, to extend four one-year contracts with the successful offeror(s) selected to provide the services.

3.2 Indefinite Quantities Contract (IQC) CMHA does not guarantee any minimum or maximum amount of work as a result of any award ensuing from this RFP, but will reserve the right to award work on an as-needed basis.

3.2.1 Guaranteed Contract Minimum Amount and Not-to-exceed Maximum Amount: As may be further detailed herein, as the ensuing contract will be an Indefinite Quantities Contract (IQC), which, pursuant to HUD regulation, requires CMHA to award the responsive and responsible contractor a Guaranteed Contract Minimum Amount (GCMA) and Not-to-exceed Maximum Contract Amount (NMCA) of work, those required minimum and maximum contract levels are: (a) GCMA: \$100; (b) NMCA: \$300,000 annually. CMHA reserves the right to adjust these amounts, if in its best interest to do so, prior to contract approval.