



**RFP 2023-1011;
Glass and Window Installation Services
ATTACHMENT A: SCOPE OF WORK**

CMHA is seeking qualified Glass and Window Installation Services contractors for the installation of glass and/or windows and other related services at CMHA properties in Hamilton County. CMHA reserves the right to add or delete properties as needed. Services are on an as-needed basis.

Vendors may provide quotations for just glass installation or just window installation on Attachment B-Fee Submittal Form.

1.0 SCOPE OF WORK (SOW)/GENERAL REQUIREMENTS:

1.1 Glass and Window Installation

- 1.1.1 Install windows in CMHA housing units located throughout Hamilton County
- 1.1.2 Repair damaged window panes, and if necessary, install new glass in damaged pane.
- 1.1.3 Repair damaged window locks, casings, rails, frames, stiles, panes, and other parts as necessary.
- 1.1.4 Replace window if repair is not an option.

1.2 Glass Door Installation and Repair

- 1.2.1 Install glass doors in CMHA housing units located throughout Hamilton County
- 1.2.2 Repair damaged glass doors and, if necessary, replace damaged glass.
- 1.2.3 Repair damaged glass door locks, casings, rails, frames, stiles, panes, and other parts as necessary.
- 1.2.4 Replace glass door if repair is not an option.

2.0 CONTRACTOR RESPONSIBILITIES

- 2.1 Contractor(s) shall make all effort to reduce to a minimum any inconvenience to the employees, visitors, and residents.
- 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.
- 2.3 It is the Contractors responsibility to ensure windows and doors are installed according to the manufacturer's specification. All manufacturer's warranty information must be provided within 5 days of the installation.

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- 2.4** Contractor(s) shall arrive at the location ready to commence work. For Contractors that have the ability to provide emergency services, 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.
- 2.5** In the event that the installation is delayed due to contractor's acquisition on the needed materials, the Contractor will install a temporary solution (plexiglass Plywood boards, etc.)
- 2.6** Contractor will warranty their work for 90 days.
- 2.7** 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.
- 2.8** Contractor(s) shall acquire all permits (if applicable) to complete requested work.
- 2.9** 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.
- 2.10** Contractors are required to contact the Property Manager within 24-48 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.
- 2.11** Identification - Contractor shall provide ID badges and uniforms for all employees working on CMHA's properties. No employee will be allowed on CMHA's properties without his/her ID badge and uniform on his/her person. Contractors must submit to CMHA a sample of his/her ID badge prior to signing a contract if requested. Contractor is to report personnel changes to CMHA as they occur and prior to the personnel commencing work for CMHA.
- 2.12** Contractors will be issued by CMHA the appropriate number of keys and/or badges to enter CMHA's Properties.
- 2.13** 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.
- 2.14** Contractor shall be responsible for safeguarding all Authority property provided for Contractor use. At the close of each workday, CMHA 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 CMHA are not lost or misplaced and are not used by unauthorized persons. No keys issued to the Contractor by CMHA shall be duplicated. If the Contractor loses the

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keys to the lock, CMHA will replace the lock and bill the Contractor for the cost to replace the locks.

- 2.15** 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. 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 CMHA's discretion.
- 2.16** At no time shall a contractor allow anyone (prospective tenant, neighbor, etc.) other than an employee of CMHA into a building or area.
- 2.17** Materials and Supplies – The Contractor must provide materials, equipment and labor necessary to perform all of the required services under this RFP and any resulting contract.

3.0 PERFORMANCE STANDARDS

- 3.1** Contractor(s) shall arrive at the location ready to commence work. For Contractors that have the ability to provide emergency services, 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
- 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** Creating an unsafe work environment is unacceptable. Fail to secure the area to prevent injury will be result in at \$50 deduction
- 3.5** Failure to properly install glass windows such as omitting insulation, poor flashing adherence, gaps, drafts or difficulty opening/closing door or windows will result in a \$25 deduction per incident.

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- 3.6** 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)

- 3.7** For each time the Contractor violates any of the clauses in this QSP, the Contractor’s fee may be reduced 10% for that service.
- 3.8** 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:

<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.

4.0 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.



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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.

5.0 Contract Terms

6.1 Contract Term

5.1.1 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.

5.2 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.

5.2.1 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: \$80,000 annually. CMHA reserves the right to adjust these amounts, if in its best interest to do so, prior to contract approval.