



**QSP 2023-8014;
Towing Services
ATTACHMENT A: SCOPE OF WORK**

1.0 VEHICLE ENFORCEMENT TOWING SERVICES

Cincinnati Metropolitan Housing Authority (CMHA) hereby solicits and requests quotes from qualified, licensed independent Contractor(s) with demonstrated professional competence and experience to provide all labor, equipment, tools, and supplies necessary to provide vehicle enforcement towing services on an as-needed basis. This request for price quotation is not an offer to buy and should not be assumed as such.

The Contractor(s) selected by CMHA will be required to follow CMHA policies as specified in this QSP, the Performance Based Contract and subsequent work orders.

CMHA intends to select one Contractor to provide services on an as-needed basis, although CMHA reserves the right to create a “pool” of Contractor(s). The actual number of pool participants chosen will depend on the number of qualified quotes received.

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

Contractor(s) will provide towing services for CMHA’s offices or from any of the residential locations in Hamilton County. There are approximately 1,104 high-rise units, 1,644 family development units, and 1,413 scattered sites totaling slightly over 4,100 units for Asset Management.

2.1 Minimum Contractor Qualifications

Contractor selected shall be an established company with not less than five (5) years in business and five (5) years of experience in providing vehicle enforcement towing services similar to the requirements identified herein.

2.1.1 Contractor’s personnel shall conduct all work in a professional manner, even when dealing with residents, staff or other callers in high stress situations.

2.1.2 The Contractor receiving an award may be required to attend meetings in Cincinnati with Property Management, at no additional cost to CMHA.

2.2 Types of Services

The selected Contractors shall at a minimum provide the services listed below ***only when initiated or requested by CMHA***. Contractors must be willing to respond to requests within 1 hour for emergencies and 2 hours of notification for non-emergencies or as agreed upon by CMHA. All charges shall be the responsibility of the vehicle’s owner or his authorized agent:

QSP 2023-8014; Towing Services



- 2.2.1** Towing of abandoned and junk vehicles.
- 2.2.2** Towing of improperly parked vehicles.
- 2.2.3** Towing of illegally parked vehicles (e.g., in handicapped spaces and fire lanes).
- 2.2.4** Notification to the registered owner of the location & cost to recover the vehicle when a vehicle is towed as required by State law, regulation and/or City of Cincinnati Ordinance and regulations.
- 2.2.5** Storage of towed vehicles, except Authority-owned vehicles.
- 2.2.6** Towing of Authority vehicles. (Must be towed to an Authority-specified location only.)
- 2.2.7** Selected Contractors must supply and install signs at their assigned properties that are compliant with State and local regulations at the various properties/locations in accordance with all state and local requirements.
 - 2.2.7.1** Signs at a minimum shall include any required regulatory language, the name of the towing service, address and phone number, and address of the storage facility. The phone must be answered 24 hours per day, 7 days per week.
 - 2.2.7.2** If additional signs over and above the minimum required by law or regulation are requested CMHA will pay for the additional signs. Price will include installation.
- 2.2.8** At a minimum someone must be available to release any towed vehicle between the hours of 6:00 a.m. and Midnight daily including holidays.
- 2.2.9** Proposers must state their basic towing fees and storage fees on the fee page. Failure to provide the fees shall disqualify the proposal.
- 2.2.10** Storage fees shall only be assessed after the vehicle has been stored at the storage facility for greater than 24 hours.
- 2.2.11** Provide a written inspection report and pictures to the property manager or other Authority agent requesting the tow no more than the next business day. The inspection report may be a standardized form but must be manually signed by the tow driver and include his legibly printed name and TDLR license number, date and time of the tow. A copy must be left prior to the driver leaving the property. If the tow occurs during non-business hours,

QSP 2023-8014; Towing Services



the inspection report and photos shall be sent electronically no later than the next business day.

2.3 Required Equipment

The contractor is responsible for providing the following items and all other ancillary equipment necessary to provide for the specified services:

- 2.3.1** Light, Medium and/or Heavy duty wreckers required to remove the unwanted vehicles.
- 2.3.2** Dollies or other mechanisms for removing disabled or non-rolling vehicles.
- 2.3.3** Storage facilities owned, leased, rented or subcontracted.
- 2.3.4** Digital cameras and software required to provide pictures of the vehicles removed along with an inspection report prior to towing the vehicle from CMHA property to the agent requesting the tow. Contractor shall take at least four pictures (Front, driver's side, rear, and passenger side) which provide enough clarity to make a reasonable determination of the state of the exterior of the vehicle.
- 2.3.5** Any other equipment required to conduct the towing services including but not limited to tape measures, flashlights, chains, office supplies, flares, etc.

2.4 Licensing & Certification

Contractor shall hold all necessary licenses and permits required by the City of Cincinnati or other regulatory agencies having authority in the jurisdiction where the towing services are to be performed. All operators must be certified and/or licensed in accordance with local, state, and federal requirements. Copies of the permits, certifications, and/or licenses shall be provided on award of a contract.

2.5 Quality Standard:

Contractor shall provide towing services that meet or exceed acceptable industry standards and in all cases meet or exceed the requirements of HUD and CMHA and not damage or harm any vehicle or property during the rendering of the towing services and comply with any local, state, and/or federal requirements.

2.6 Volume

CMHA does not guarantee any minimum or maximum amount of vehicles to be removed from its properties. Previous volumes have been between 100 and 140 vehicles per year.

QSP 2023-8014; Towing Services



2.7 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. Per Section 2.4 of the General Terms and Conditions, three warnings (Notices) will result in vendor termination.

2.8 Performance Standards

2.8.1 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.

2.8.2 Service fees will be reduced 10% for any service not meeting these requirements.

2.8.3 The Contractor shall be obligated to pay CMHA the sum of twenty-five and no/100 dollars (\$25.00) per day for each day that the Contractor fails to submit the reports in accordance with the QSP.

2.8.4 CMHA may waive a fee reduction at their discretion after discussing extenuating circumstances with the Contractor. Such waiver shall be in writing at the time of the service.

2.8.5 If Contractor charges any fees in excess of those listed below or those authorized by local, state, or federal law, the Contract shall be terminated immediately.

2.8.6 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% |



**QSP 2023-8014;
Towing Services**

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|------|-------------------|
| >60 | 50% |
| >90 | 75% |
| >120 | 100% (No payment) |

2.8.7 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.

3.0 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.