

**QSP 2023-8014;
Generator Services**



ATTACHMENT A: SCOPE OF WORK

1.0 GENERATOR SERVICES

The purpose of this solicitation is for the Contractor to provide generator services. The Contractor shall furnish the personnel, material, and/or services and otherwise do all things necessary for or incidental to the performance of the work.

A current list of generators is included in Attachment B, Fee Submission Form. Properties/generators may be added and/or deleted.

Contractor agrees to provide labor, test equipment and/or replacement parts to perform planned maintenance on equipment owned and/or operated by CMHA. In performing its planned maintenance program, Contractor shall make scheduled visits consisting of the services outlined below.

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

2.1 Monthly/On-Call Service – monthly service or as needed. Service will include the following:

- refuel the generator
- check the generator monthly to ensure proper operation

2.2 Periodic Service – two (2) services per year. Services provided in each maintenance trip will include the following:

- inspect air cleaner
- test antifreeze and adjust
- check coolant level
- inspect belts and hoses as required
- check engine heater operation
- check generator set for fuel, oil, coolant leaks
- check air intakes and outlets
- check transfer tank operation
- drain exhaust line
- inspect silencer
- check battery charger operation and charge rate
- check battery electrolyte levels and specific gravity
- clean battery terminals as necessary
- check generator output voltage and adjust as necessary
- emergency system operation without load transfer
- frequency check/governor adjustment, as required
- check transfer switch and accessory operation
- check engine alternator charge rates
- check engine and generator gauge and indicator operation
- check generator set controller operation, including shutdown functions

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- perform engine checks per manufacturer's recommendations.

2.3 Annual Maintenance – one (1) service per year. Services provided in annual maintenance trip will include items listed for Periodic Service and the following:

- lube, oil and filter(s) change
- fuel filter(s) change
- engine tune-up with parts (to include points, condenser, rotor, cap and spark plugs) for gas or gasoline engines (as required)
- 1-hour load-bank test

2.4 Repairs – Contractor may also be requested to perform additional services on an as-needed basis.

2.4.1 In the event that the generator is not functioning or does not respond to testing, the contractor must send a technician to complete any needed repair up to \$2,500 within 2 hours of notification. In the event of a repair above \$2,500, the CMHA designee must be notified within 24 hours of the needed repair.

2.5 Contractor shall schedule all visits with the Property Manager or Maintenance Supervisor 24 hours in advance to ensure access to the property. Contractor shall check in with Property Manager or Maintenance Supervisor (or his/her representative) upon arrival and again on completion of work prior to departing premises. Contractor shall be required to have the Property Manager or Maintenance Supervisor (or his/her representative) sign the service ticket prior to leaving the property. Invoices submitted without a copy of a signed service ticket may not be paid by the Authority.

2.6 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.

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.

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3.0 PERFORMANCE STANDARDS

- 3.1** Contractor(s) shall arrive at the location ready to commence work. Contractor arrival to the location for emergency calls shall be within three hours after notification by CMHA, which may include nights, weekends, and holidays and within three 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 10%. 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 reduction of fees 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** Invoices are to be submitted within two weeks after completion of the service (see *Invoicing* in the General Terms and Conditions). No invoices will be paid until the final reports are submitted. 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)

- 3.5** 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.

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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.