

**RFP TP23-1006;  
LOCKSMITH SERVICES  
ATTACHMENT A: SCOPE OF WORK**

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

Touchstone Property Services (TPS) is seeking proposals from qualified and bonded entities with demonstrated professional competence and experience to provide all labor, equipment, goods, and supplies necessary to provide routine and emergency lock Out Response and locksmith services on an as-needed basis for TPS owned properties throughout Hamilton County, Ohio. This request for quotes is not an offer to buy and should not be assumed as such.

TPS intends to create an inventory (or “pool”) of Contractors to provide Routine and Emergency Lock Out Response and Locksmith Services. The Pool will consist of various Contractors which will be available on an as-needed basis to provide services as requested by TPS and the actual number of participants chosen will depend on the number of qualified proposals received. Selection as a participant of the Pool is not a guaranty of the type or amount of assignments for which a participant may be selected. **Pool participants may choose the services they wish to perform by only proposing fees for those services on *Attachment B, Fee Submission Form.***

Proposers selected to participate in the Pool will be assigned work at the discretion of TPS taking into consideration the quality of work, availability, manpower, timelines and other items of importance. Contractor(s) selected will serve in the Pool for a period of one (1) year with the option, at TPS’s sole discretion, to extend the contract for a maximum of (2) additional years. TPS reserves the right to add or delete properties at TPS’s sole discretion.

**1.1 GENERAL REQUIREMENTS:**

Basic Locksmith services shall include but not be limited to repair, installation, removal, re-keying of locks, locking mechanisms and door hardware. Services shall include:

- Repair/replace locks utilizing TPS provided cores and keying system for residential units, offices, and commercial security entry doors
- Provide rekeying, pinning and key cutting services
- Provide TPS with documentation of the key cuts and information needed to maintain the keying system

Basic services to provide Emergency Lock Out Response shall include but not limited to:

- Open the door for the head-of-household in the event of lock out or lock failure

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- Complete a lock change as requested by the Property Manager or Maintenance Supervisor
- Complete a necessary repairs in order to make entry door locks fully functional

**1.2 CONTRACTOR RESPONSIBILITIES:**

- 1.2.1** Contractor is required to maintain a point of contact for service response 24 hours/ seven days a week. Emergency service requests are to be handled on the same day within 2 hours of being called out. Normal service requests are handled within 24 hours during normal business hours of operation (Monday-Friday between 8:00 A.M. – 5:00 PM).
- 1.2.2** Contractor shall perform criminal history checks and drug screening tests on all prospective employees performing work under this QSP or coming onto a TPS property and any resulting contract and provide summaries of the results to TPS if requested. For the purposes of this section, the term “employees” includes contractor. Prospective employees whose criminal background check discloses a misdemeanor or felony involving crimes of moral turpitude, sexual offenses or harm to persons or property shall not be employed to perform work under this RFP or any resulting contract. Contractor is required to perform drug screening of all employees and to ensure acceptable test results. Criminal history and drug screening checks will be completed at the sole expense of the contractor. Any employee of the Contractor suspected of being under the influence of drugs and or alcohol will be reported to Procurement, Property Management and/or other local law enforcement. If the employee is determined to be under the influence of drugs or alcohol in any form or manner, or believed by proper authority to be dealing in illicit sale of alcohol or drugs they will be removed and shall not be allowed to return to any job site on TPS’s property. The Contractor’s contract may be suspended and/or terminated should such a situation occur or if the Contractor fails to submit results pursuant to this section.
- 1.2.3** Contractor(s) shall provide uniforms and ID Badges identifying Contractor for all employees working on TPS’s properties. No employees will be allowed on TPS’s properties out of uniform and without his/her ID badge on his/her person. Contractor(s) must submit a picture of the uniform and a sample of his/her ID badge if requested by TPS.
- 1.2.4** Contractor’s personnel shall be neat and conduct all work in a professional and efficient manner. If any employee of Contractor is deemed unacceptable by TPS, Contractor shall immediately replace such personnel with an acceptable substitute to TPS.

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- 1.2.5** The contractor and its employees shall at all times represent themselves in a courteous and professional manner. All posted driving and speed regulations shall be observed.
- 1.2.6** Contractor(s) shall practice acceptable safety precautions so as not to cause harm to any persons or property while performing services under this QSP or any resulting contract. Contractor(s) shall follow industry safety standards, and use only industry approved safety equipment in accordance with the manufacturer's specifications in the performance of all duties.
- 1.2.7** Contractor(s) shall pay all of its employees, including any and all approved Sub-Contractors, at least the legal minimum wages as determined by the United States Department of Labor and the United States Department of Housing and Urban Development and Department of Labor Prevailing Wage. Wage Determinations can be accessed via the Department of Labor website, [www.wdol.gov](http://www.wdol.gov).
- 1.2.8** 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.

**1.3 Work Site**

- 1.3.1** Upon completion of the work, Contractor(s) shall clean up the area where the work was performed and Contractor(s) shall remove any debris generated by the repairs from TPS premises. At no time, will Contractor(s) discard debris into any TPS refuse container.
- 1.3.2** Contractor(s) shall clearly mark all work areas that might reasonably be expected to endanger the health and safety of residents, guests, or any other persons. Contractor(s) will provide such signs, markers and barricades as required to identify all work areas and minimize inherent dangers.
- 1.3.3** The contractor shall be responsible for notifying TPS immediately of any damages (i.e. fire, container leaking) deemed to be a health or safety hazard whether the damage is caused by the contractor or other means.
- 1.3.4** The contract shall be responsible for notifying TPS staff upon completion of services.

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### **2.0 COVID-19 Requirements for Work**

If applicable, vendors entering TPS-occupied work sites (buildings, properties, etc.) must wear PPE 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.

TPS will issue badges to individual Contractor employees with their picture.

### **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 one (1) hour after notification by TPS, which may include nights, weekends, and holidays and within two (2) hours for all others. Contractor(s) shall call or check-in with the TPS 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 TPS 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 TPS contact and explain.
- 3.3** Failure to ensure that incident/work orders are completed in their entirety and uploaded to Vendor Café no later than 7:00 AM the next day after completion of the work order will result in a penalty of \$25 per incident/work order.
- 3.4** Contractor will ensure ability to perform all services awarded. A Contractor claiming inability to perform a service due to insufficient staffing is not acceptable. If Contractor is unable to do the work for which they submitted a quote/proposal, the Contractor's contract for that work will be cancelled in whole or that part of the contract will be inactivated and no longer considered for award.
- 3.5** In the event of a schedule conflict, vendors will service TPS 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.)
- 3.6** 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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**3.7** 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 TPS after completion of work or receipt by TPS in Yardi (whichever is later)	Performance Deduction from Invoice
<30	0%
>30	30%
>60	50%
>90	75%
>120	100% (No payment)

**3.8** TPS 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.

**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 to procure services from a contractor that shares these standards and can clearly demonstrate what they can bring to this project that no other planner can offer.

The contractor’s proposal and overall presentation will be a direct reflection of their understanding of the Authority’s Gold Performance Standards, i.e. quality, creativity and professionalism that the Authority may expect of the contractor as evaluated in the Gold Performance Standard Evaluation Factor.

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**5.0 CONTRACT TERMS**

**5.1 Contract Term**

**5.1.1** TPS intends to enter into a one-year contract with the option, at TPS'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)** TPS 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 TPS 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: \$20,000 annually. TPS reserves the right to adjust these amounts, if in its best interest to do so, prior to contract approval.