

**RFP 2023-1020;**  
**SNOW REMOVAL SERVICES FOR ASSET MANAGEMENT**  
**ATTACHMENT A: SCOPE OF WORK**



**1.0 SCOPE OF WORK**

CMHA is seeking proposals from independent contractors with demonstrated professional competence and experience to provide snow removal and/or salting and surface treatment of parking lots and other designated areas for various locations within Hamilton County, Ohio. The Contractor(s) shall provide all materials, labor, equipment and all other items required to satisfy the Authority's need for timely and professional snow and ice removal services as described herein. This request seeks pricing based on performed service per location on a per-service basis. Refer to the attached Fee Submission Form for identification of areas to be serviced. Salting and surface treatment services may be included with snow removal or may be a separate operation.

The Contractor(s) selected by the Authority will be required to follow the Authority policies as specified in this request, the Performance Based Contract and subsequent purchase orders. Additionally, the Authority reserves the right to remove properties as necessary (and will contact the vendor if such a need arises).

CMHA has applied to convert the remainder of its housing stock to U. S. Department of Housing and Urban Development's (HUD) Rental Assistance Demonstration (RAD) Program which will require transferring select properties to Touchstone Property Services (an instrumentality under CMHA) at various times during the course of any awarded contracts. Any awarded contractor will be notified before this occurs to sign a change order transferring that property to Touchstone Property Services. This will not affect the services or pricing under the contract (except to make it taxable and to email the invoice to the TPS accounting office).

*CMHA reserves the right to award the contract to multiple Offerors.*

**2.1 GENERAL REQUIREMENTS**

**2.1.1** The contractor shall be responsible for visiting each site to review the scope of work, including reviewing the grounds layout and any potential hazards that may affect the plowing services (e.g., parking blocks, curbs, manhole covers, etc.).

**2.1.1.1** It shall be the responsibility of the contractor to operate the equipment in a safe and efficient manner; accordingly, any damage that may occur to any of the contractor's equipment in the performance of these services shall be the sole responsibility of the contractor and not that of the Authority.

**2.1.1.2** The contractor shall be liable for any damage done to any Authority property, resident-owned property, utility, etc., whether intentional or accidental.

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- 2.1.1.3 If the contractor becomes involved in an accident with a vehicle or pedestrian or if property damage occurs, they must notify the Property Manager immediately.
- 2.1.1.4 The contractor must repair all damage for which he/she is liable as determined by the Authority. Repairs shall be completed within two weeks.
- 2.1.1.5 Damages that cause a safety hazard must have temporary repairs made immediately and permanent repairs made within 48 hours unless authorized otherwise.
- 2.1.1.6 If repairs are not completed in a satisfactory and timely manner, the Authority will have the right to make the necessary repairs and recover the cost from the contractor.
- 2.1.2 Unless otherwise instructed by the designated Authority contact person, **the contractor shall begin snow removal:**
  - 2.1.2.1 after three inches or more of snow has accumulated; and/or
  - 2.1.2.2 when snow/ice build-up has become hazardous by causing slick conditions; and/or
  - 2.1.2.3 whenever, at the Authority's discretion, the Authority deems otherwise necessary (the Authority reserves the right to limit the frequency of snow removal at each site even if it contradicts other areas of this contract).
  - 2.1.2.4 Further, the Authority reserves the right to limit the amount of plowing at each site for any reason, including as occupancy may dictate.
  - 2.1.2.5 It is required that the contractor complete snow removal and salting/surface treatment of the locations specified within 3 hours of notification.
  - 2.1.2.6 In the event of back-to-back runs, the contractor must obtain authorization before starting the second run.
  - 2.1.2.7 Pre-treating is permitted without prior approval by Authority staff when a snow event of two inches or more is predicted, during threats of severe ice accumulation on roadways and sidewalks, and/or as requested by property management staff.
- 2.1.3 Remove snow/ice from drives, parking areas, and sidewalks to the entry door(s) in such a manner that they are made safe and operable to vehicles and pedestrians at all times. Entire sidewalk(s) must be free of

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snow and ice. Contractor must take special care as to not pile salted snow or spread salt/surface treatment on landscaping or on grassy areas.

- 2.1.3.1** In the event of overnight precipitation ending prior to 2:00 A.M. all driveways, parking areas, sidewalks and steps are to be cleared by 6:00 A.M.
- 2.1.3.2** In the event of overnight precipitation starting after or continuing after 2:00 A.M. all driveways, parking areas, sidewalks and steps are to be cleared by 7:00 A.M. Extenuating circumstances including but not limited to continuing precipitation may be discussed with the Property Manager.
- 2.1.3.3** During any event, contractor should be aware of tenants with special needs who may need to navigate at any time.
- 2.1.3.4** Contractor(s) will work for the Authority to maintain snow removal and surface treatment during the duration of any amount of precipitation and every 3 hours during an active snow event of 3 or more inches.
- 2.1.3.5** Additional snow removal services may be requested by CMHA with additional accumulations throughout the business day. The contractor must be able to respond to these additional requests within a 2-hour timeframe.
- 2.1.3.6** Shovel and clean out areas around all parked cars (as needed or requested by management).
- 2.1.4** Surface treat drives, parking areas and walks to the entry door at all sites. Walks includes public sidewalks in front and around the building.
  - 2.1.4.1** Contractor to supply additional buckets of surface treatment at each site as deemed necessary by the Authority for the use of melting icy walkways in between plowings.
  - 2.1.4.2** Surface treatment for sidewalks means Ice Melt or equal environmentally safe, concrete-friendly ice melting solution or granule capable of melting ice even at extremely low temperatures. CMHA reserves the right to request a change in product if in the best interests of CMHA.
  - 2.1.4.3** All materials must be applied per manufacturer's directions. Material selection and manufacture directions must be provided when requested.

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- 2.1.4.4 Salt and surface treatment should be increased or decreased based on pavement surface temperature and air temperature.
- 2.1.5 The contractor shall pile snow on Authority property in a manner as to not block streets, drives, sidewalks, parking areas, vehicles, mailboxes, fire hydrants, dumpsters, or any utility access. Further, do not pile snow on landscaping or in a manner that would impede the drainage of melting snow or rain run-off, or the piling of additional snow from future plowing.

  - 2.1.5.1 The contractor is responsible for locating fire lanes, handicap ramp entrances, handicap parking, curb cuts, parking lot drains and plant material. Snow shall not be stored in these areas. The storage of snow from a heavy snow should be, if possible, stored in the vicinity to an open drain or on the low side of the parking lot to reduce freezing run off.
  - 2.1.5.2 Parking spaces should be cleared to the curb and snow pushed in such a way to minimize the use of parking spaces for snow storage.
  - 2.1.5.3 Snow plow angle should be used in a way to prevent parked vehicles from being blocked by snow.
  - 2.1.5.4 Parking lots occupied by vehicles during a snow storm shall have parking lot throughways and driveways cleared to allow for egress of vehicles. All empty parking spots are to be cleared while on site.
  - 2.1.5.5 In the event of a snow fall during regular business hours, driving lanes will be plowed & salted as is necessary at regular 3-hour intervals throughout the day.
  - 2.1.5.6 The contractor is responsible for identifying sites with parking bumpers and to use caution while removing snow near them to prevent damage.
- 2.1.6 **Photographs: Contractors will be required to submit before and after, time- and date-stamped photographs of all cleaned sidewalks assigned to contractor.** Photographs should include clear views of all sections of the sidewalk cleaned as well as a clear view of the house number or building on the residence parallel to and adjacent to the cleaned sidewalk. Photographs will be emailed to the Property Manager (or the assigned alternate) immediately upon completion of work to verify snow and ice services performed.

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- 2.1.7 The contractor is responsible for the removal of snow from excessive snow accumulation that cannot be piled on Authority property; and such snow shall be taken to an appropriate and legal site for dumping.
- 2.1.8 **Call backs due to improper service or inadequate material usage will be the sole financial responsibility of the Contractor and not billable to the Authority.**
- 2.1.9 **Report to the Property Manager or Maintenance Supervisor immediately:**
  - 2.1.9.1 When arriving on site.
  - 2.1.9.2 If equipment breaks down and will cause a delay in service.
  - 2.1.9.3 If any Facility cannot be plowed and the reason why.
    - If Contractor cannot perform expected services in a timely manner as required, the Authority reserves the right to call another vendor.
  - 2.1.9.4 If any damages or incidents occur while on the property.
  - 2.1.9.5 At the completion of service for approval.
  - 2.1.9.6 The Authority sites wherein the contractor will perform these services are listed within the attached Fee Submission Sheet.

**2.2 CONTRACTOR REQUIREMENTS**

- 2.2.1 Contractor shall be responsible to supply all snow removal equipment, all salt/ surface treatment spreading equipment, all salt/surface treatment to be used at sites, all fuel, all maintenance to said equipment, and the means of removing excess snow that cannot be piled on Authority property. Contractor shall also be responsible for all appropriate vehicle licensing and motor vehicle insurance.
- 2.2.2 **Snow removal services are considered by HUD to be a maintenance labor service requiring a minimum hourly wage rate. Contractor must pay all maintenance laborers under any awarded contract not less than the rate contained in the wage determination included in Attachment C-General Terms and Conditions.**
- 2.2.3 The Authority will not be responsible for any fees from or incurred by the contractor, including but not limited to licensing fees from any governmental body, disposal fees, bid fees, etc.
- 2.2.4 The Contractor shall be available for contact on a twenty-four (24) hour day, seven (7) day a week basis, including holidays. Snow removal personnel and equipment shall be at contracted sites for snow removal within three (3) hours after notification by the Authority.
- 2.2.5 The contractor must also provide multiple phone numbers with contact personnel which can be reached when equipment and/or personnel are called to work. Telephones must be answered twenty-four hours per day.



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- 2.2.6 Contractor’s plow trucks shall be identified with the name of the contractor’s business on both sides of the truck.
- 2.2.7 The contractor must supply a fully qualified, licensed and responsible driver for all equipment. The contractor must supply the name(s) of the driver(s) for each vehicle upon request.
- 2.2.8 The Authority reserves the right to reject and disqualify any driver with a history of poor performance or a driver that exhibits behavior which the Authority believes will result or has resulted in unacceptable performance. The contractor will be immediately notified and shall make a replacement driver available within two (2) hours

**3.0 Performance Standards**

- 3.1 Failure to comply with all the requirements of the scope of work (Section 2.0 of this RFP) may result in a reduction of the Contractor’s fee by 10% for that service.
- 3.2 Failure to complete services within the agreed-upon timeframe will result in a penalty of \$25 per service in which the service is not completed unless a contingency exists in which case you must call your CMHA contact and explain.
- 3.3 Contractor will ensure ability to perform all services awarded under all contracts awarded by CMHA and/or TPS. 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.
- 3.4 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.)
- 3.5 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.
- 3.6 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
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<30	0%
>30	30%
>60	50%
>90	75%
>120	100% (No payment)

**3.7** 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.

**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.

**5.0 Contract Terms**

**5.1 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 two 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



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minimum and maximum contract levels are: (a) GCMA: \$100; (b) NMCA: \$150,000 annually. CMHA reserves the right to adjust these amounts, if in its best interest to do so, prior to contract approval.