

**RFP 2023-2006;
HCV MAILING SERVICES
ATTACHMENT A: SCOPE OF WORK**



In keeping with its mandate to provide efficient and effective service to the public, CMHA is soliciting proposals from qualified, licensed and insured entities to provide mail handling services.

CMHA sends out daily, approximately 500 to 1000 time-sensitive pre-stuffed size 10 business envelopes, usually weighing approximately two (2) to four (4) ounces each, and a small quantity of flats. Mail must be picked up, metered, and delivered to the U.S. Postal Service preferably on the same day and not later than the next business day.

Each month CMHA sends out approximately:

- 4900 monthly rent statements which require printing from a PDF on paper with a stub that is to be returned, folding, inserting the rent statement and a return envelope (supplied by CMHA), sealing, metering and pre-sorting
- 500-1000 14-day notices which require folding, inserting, metering and pre-sorting
- 800 monthly tenant and 300 monthly landlord payments (mail is tri-folded and sealed) that are to be picked-up, metered, and delivered to the U.S. Post Office
- 1400 weekly A/P checks
- 220 accountability reports which require printing from a PDF (about 40 pages), stapled, and mailed as flats to employees
- 4 Board Books per month ranging from 300-400 pages with a white back cover (hard stock) and a clear plastic cover, white tape binding.
- 1 copy CEO Activity Report, 150-225 pages, color printing, white back cover (hard stock) and a clear plastic cover, white tape binding.

Currently, CMHA maintains an inventory of about 5,000 public housing units and administers approximately 11,450 Tenant-Based Section 8 Vouchers. CMHA currently has approximately 220 employees.

The Authority may award a pool of Contractors to provide these services. The actual number of pool participants chosen will depend on the number of qualified proposals received.

1.0 SCOPE OF WORK

The Cincinnati Metropolitan Housing Authority is seeking consultants to provide the following detailed services:

- 1.1.1** Service Location: Pick-up locations are at the CMHA campus, located at 1627 Western Avenue, 1635 Western Avenue, and 1088 West Liberty Street, Cincinnati, OH 45214.

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1.1.2 General/Technical Specifications:

1.1.2.1 Services: The successful proposer shall, at its expense, pick up daily mail during CMHA's current hours of operation. Monday through Friday 8:00 AM to 4:40 PM.

1.1.2.2 Mail may not be picked up earlier than 3:30 PM. Letters must be sealed, metered postage applied, presorted and delivered to the U.S. Postal Service for inclusion in U.S. Postal Service's last mail delivery for that day or the next business day. It is preferred that mail be postmarked and mailed out the same day, however all mail must be mailed out no later than the next business day.

1.1.2.3 CMHA shall provide window envelopes and inserts. Fold and stuff projects must be picked up and mailed out the same day or no later than the next business day.

1.1.2.4 Successful proposer understands and agrees that there is no advancement of monies for postage. Successful proposer must bill CMHA monthly in arrears for actual metering, sorting, folding and stuffing, and postage fees incurred. Successful proposer will be issued a purchase order upon award of contract.

1.1.2.5 CMHA shall be extended First Class automation rates on envelopes and flats if service is provided by successful proposer.

2.0 Pool of Contractors

1.2 CMHA intends to create a "pool" of Contractors to provide these Services. The Pool will consist of various Contractors which will be available on an as-needed basis to provide the services described in this Scope of Work. The actual number of Pool participants chosen will depend on the number of qualified proposals received.

1.3 Proposers selected to participate in the Pool will be assigned work at the discretion of CMHA based on quality of work, availability, manpower and timeliness and will serve in the Pool for a period of one (1) year with the option, at CMHA's sole discretion, to extend the contract for up to an additional four years for a maximum total of five years. CMHA will attempt to match each assignment to the Pool Participant best suited for a given task. CMHA will also determine the number of assignments any contractor will be assigned at any given time or duration. Selection as a participant of the Pool is not a guaranty of the type or number of tasks for which a participant may be selected. Time is of the essence with regard to Pool Participants' availability for and performance of the assignments.

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- 1.4** If a Pool Participant is selected to perform one or more work assignments, CMHA will formally request the Pool Participant to perform such services by executing a purchase order. The Contractor will be notified by CMHA when services are needed. CMHA will provide the scope of work to the contractor before work is to begin. Once the Contractor is notified, the work will be scheduled with CMHA. The services will be completed as scheduled including completing a punch list and final inspection. The purchase orders may be issued at any time during the term of the Pool Agreement and the assignment of work projects will be made solely at the discretion of CMHA.

3.0 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.

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.

4.0 Performance Standards

- 4.1** Contractor(s) shall ensure that mail is processed, metered and postmarked within 24 business hours of pick up from CMHA. Vendor agrees to deduction of 5% of fees for each day mail is not processed timely per occurrence. CMHA will occasionally test the timely delivery of mail.
- 4.2** Contractor will ensure that its employees have the ability and resources to perform services which will require lifting, carrying and walking. Contractor will be responsible for providing bins, mobile carts for carrying and etc. for its employees to use to carry out contracted services.
- 4.3** 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.
- 4.4** 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.)



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- 4.5 Failure to comply with all of the requirements in the resulting contract and/or the requirements in the purchase order may result in a reduction of the consultant’s fee by 10% for that service
- 4.6 Invoices are to be submitted within two weeks after completion of the service (see *Invoicing* in the General Terms and Conditions). Invoices shall be submitted via VendorCafe after the Purchase Order has been received.
- 4.7 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)

- 4.8 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.

5.0 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.

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6.0 Contract Terms

6.1 Contract Term

6.8.1 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.

6.9 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.

6.9.1 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: \$200,000 annually. CMHA reserves the right to adjust these amounts, if in its best interest to do so, prior to contract approval.