

RFP 2023-7002;
HVAC Maintenance and Repair Services for Campus
ATTACHMENT A: SCOPE OF WORK

1.0 REQUEST FOR QUOTATIONS

CMHA or the “Authority” is soliciting requests for quotes from qualified contractors (Offeror) to provide HVAC maintenance and repair services for the CMHA Campus. This request for price quotation is not an offer to buy and should not be assumed as such.

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

CMHA is seeking quotes from qualified, licensed independent Contractor(s) with demonstrated professional competence and experience to provide all labor, equipment, goods, and supplies necessary to provide HVAC Maintenance and Repair Services on an as-needed basis for the campus. The CMHA campus consists of four buildings located in Cincinnati at:

- 1088 West Liberty Street
- 1635 Western Avenue
- 1627 Western Avenue
- 1044 West Liberty Street

See Attachment K for floor plans of the four buildings. A representative Equipment List is provided as Attachment L. (The list is not all-inclusive.)

CMHA intends to select one Contractor to provide HVAC Services on an as-needed basis to the campus, 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.

2.1 Quarterly Preventative Maintenance

Contractor will regularly inspect all equipment providing at least one detailed inspection four times during its operating seasons, and on each inspection perform all services required (including lubricating the bearings, checking oil level, checking belts, checking refrigerant charge, and other related services such as those listed below.)

The annual maintenance required should be according to the equipment manufacturer’s established standards. CMHA will provide access to all equipment included in this contract.

Spring/Summer

- Clean or replace filters
- Clean condenser and evaporator coils
- Clean drain lines for proper flow and clear clogs
- Clear drain pans of any standing water to avoid overflows
- Replace worn pulleys and belts
- Inspect ducts for mold, dust, and debris
- Observe humidity levels
- Check refrigerant charge and for leaks
- Test thermostats and controls to make sure temperatures and timer functions are correctly set
- Change batteries

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- Check electrical system and connections
- Check fan motor
- Check blowers and blades for proper airflow
- Lubricate motors bearings and moving parts
- Inspect cabinet for leaks and check cabinet door for secure closure
- Check for debris around outside unit

Fall/Winter

- Replace filters on heating equipment
- Inspect ignition burner assembly
- Examine heat exchanger or heating elements
- Study flue system and ensure secure attachment to the furnace
- Inspect for gas leaks with gas furnaces
- Assess gas pressure
- Check pulleys and belts
- Clear drain lines and pans
- Check electrical connections
- Lubricate motors, bearings and other moving parts
- Check thermostats and controls
- Check fan and blower operations and adjust as needed
- Inspect heat pump
- Examine duct work and vents

2.2 General Requirements

2.2.1 Contractor(s) shall perform HVAC maintenance and repair services on an as-needed basis at the CMHA campus with no exceptions.

2.2.1.1 The contractor must be willing to service the properties during normal business hours. Contractor(s) shall commence and end all services on the same workday unless approved by CMHA in advance. Contractor(s) shall make all effort to reduce to a minimum any inconvenience to the employees, residents, and other visitors to the CMHA campus.

2.2.1.2 Contractor(s) shall conduct all non-emergency work during normal working hours unless deemed by CMHA to be disruptive to the normal operations of the organization or an emergency.

2.2.1.3 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. 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.

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- 2.2.1.4** Parts shall be invoiced at Contractor's list price less a discount as annotated on Contractor's Fee Submission Form.
- 2.2.2** Contractor(s) shall comply with and perform all HVAC maintenance and repair services in accordance with all applicable federal, state and local laws, rules, regulations, ordinances, codes and manufacturer's instructions, and shall obtain any licenses or permits required under this RFP to do the specified work. Estimates shall include permit charges as a separate line item. The Contractor(s) must disclose:
- 2.2.2.1** Complaints with the City of Cincinnati, the State of Ohio, and any other governing body and their resolution.
- 2.2.2.2** HVAC license law or board rules violations and citations or administrative penalties.
- 2.2.2.3** License reprimand, probation, suspension, or revocation dates.
- 2.2.3** Contractor(s) shall practice acceptable safety precautions so as not to cause harm to any persons or property while performing services under this RFP 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.
- 2.2.4** CMHA reserves the right, if in its best interest to do so, to request a change in products (i.e. brand or type of product) used by the contractor should the produce be deficient and/or not in accordance with CMHA's Gold Standards.
- 2.2.5** Contractor(s) shall only utilize licensed, trained and experienced employees to perform the work required on CMHA properties. Contractor and its employees are required to have the relevant licenses required by both the State of Ohio and for the City of Cincinnati.
- 2.2.6** CMHA shall retain salvage rights on any replaced equipment. However, if the replaced equipment is of no value to CMHA, it will be the responsibility of the Contractor(s) to dispose of the equipment.
- 2.2.7** If a HVAC system will be out of service for more than four (4) hours due to the non-availability of a part or extended time needed for repair, the Contractor shall immediately call the CMHA representative who assigned the work and inform him/her of the situation and estimated time of completion and make recommendations to restore service temporarily so as to minimize impact to the staff and/or residents and other visitors.
- 2.2.8** Contractor(s) shall clearly mark all work areas that might reasonably be expected to endanger the health and safety of staff, residents, visitors, or any other persons. Contractor(s) will provide such signs, markers and

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barricades as required to identify all work areas and minimize inherent dangers.

2.2.9 Contractor(s) shall maintain vehicles that are used to respond to calls for service well stocked with commonly used HVAC supplies and equipment so as to eliminate delays and/or interruption of service.

2.2.10 Contractor(s) or authorized Sub-Contractor(s) shall guarantee all installations to meet and pass City of Cincinnati or other applicable government entity inspections including any required permits. Should a HVAC installation or repair made by Contractor(s) or authorized Sub-Contractor(s) not pass inspection, Contractor(s) shall make all repairs necessary to ensure the installation or repair passes inspection at no additional cost to CMHA.

2.2.11 Contractor(s) shall only invoice CMHA for the time spent on the property. CMHA shall not pay for time spent in route or traveling to acquire parts/supplies, this includes hourly charges if Contractor delivers wrong unit for installation and needs to leave the property to get the correct unit and come back.

2.2.11.1 Invoices shall show arrival and departure times to and from the property of all Contractors and employees responding for service.

2.2.12 Contractor(s) shall provide a minimum of a one (1) year warranty on all parts and labor provided as a result of this RFP and resulting contract.

2.2.13 Contractor(s) shall provide proper equipment. CMHA will not pay extra man hours when labor saving devices are readily available; for example, using a shovel when a backhoe is customarily used for the service to efficiently and effectively provide HVAC maintenance and repair services.

2.2.14 Contractor(s) shall provide estimates for repairs when requested. If CMHA deems such quote to be unreasonable CMHA reserves the right to request quotes from other Contractor(s) for such service. Estimates shall be provided within forty-eight (48) hours.

2.1.15 Contractor must have Facilities Supervisor sign-off accepting the work before leaving the property. If the Facilities Supervisor is unavailable, Contractors are required to contact the Facilities Supervisor within 12-24 hours of performing the service for final inspection. Failure to notify the Facilities Supervisor as required may result in delay of payments and/or termination.

2.1.16 Contractor shall have a general idea of the scope of work prior to commencement in order to minimize HVAC downtime. Also, items



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needed for possible replacement such as compressors and chillers shall be confirmed prior to delivery to avoid HVAC downtime.

2.1.17 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>

The Contractor should follow these standards.

3.0 COVID-19 REQUIREMENTS FOR ON-SITE 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.

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 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 urgent services. (For all other requests, up to 2 days is allowable). 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
- 4.2** Failure to complete repairs properly and in accordance with industry standard will result in at \$50 penalty per incident in addition to either returning to properly complete the repairs or reducing the fees by the cost to have another contractor complete the repairs properly.
- 4.3** 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 CMHA contact and explain.



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- 4.4** 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.
- 4.5** In the event of a schedule conflict, vendors will service CMHA and/or 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 Facilities Supervisor for services.)
- 4.6** 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.
- 4.7** 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.
- 4.8** 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
- 4.9** 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%
>60	50%
>90	75%
>120	100% (No payment)

- 4.10** 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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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.

6.0 Contract Terms

6.1 Contract Term

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.

- 6.1.1** 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.
- 6.1.1.2** 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: \$90,000. CMHA reserves the right to adjust these amounts, if in its best interest to do so, prior to contract approval.