

**QSP 2023-8010;  
Junk Removal Services  
ATTACHMENT A: SCOPE OF WORK**

TPS is seeking quotes from a pool of qualified, licensed independent Contractor(s) with demonstrated professional competence and experience to provide all labor, equipment, goods, and supplies necessary for junk removal, and related services and supplies on an as-needed basis. TPS reserves the right to create a “pool” of Contractors. The actual number of pool participants chosen will depend on the number of qualified quotes received.

**1.0 SCOPE OF WORK/TECHNICAL REQUIREMENTS:**

**1.1 Removal of Junk**

- 1.1.1** Contractor shall be capable of removing all manner of large appliance, including but not limited to: refrigerators, ovens, washers/dryers, air conditioning units, etc.
- 1.1.2** Contractor shall perform ‘trash outs’ on residential units in preparation for unit turns. ‘Trash Outs’ will include removal of all debris, furniture, and belongings not considered part of the residential unit (i.e. appliances).
- 1.1.3** Removal of junk or other materials, junked and abandoned vessels, trash, household garbage, rubbish, construction materials, debris, household hazardous waste, metals, and appliances, or any other junk removal services required by TPS, in conformance with the appropriate County, State, and Federal regulations.
- 1.1.4** Contractor shall take photographs of load before leaving work site and attach photographs to invoices to verify load size.

**1.2 Contractor Responsibilities**

- 1.2.1** Contractor(s) shall make all effort to reduce to a minimum any inconvenience to the employees, visitors, and residents.
- 1.2.2** Contractor(s) must provide, at Contractor’s own expense, all equipment, labor, tools, etc., necessary to perform all of the required services, under this QSP.
- 1.2.3** Contractor(s) shall only utilize licensed, trained and experienced employees to perform the work required on TPS 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.
- 1.2.4** Contractor’s personnel shall be neat and conduct all work in a professional and efficient manner.
- 1.2.5** Contractor(s) shall inform TPS Procurement within two (2) working days of any change in contact information, including but not limited to

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contact personnel, mailing address, physical address, phone numbers and email addresses.

**1.2.6** Contractor(s) shall acquire all permits (if applicable) to complete requested work.

**1.2.7** Contractor(s) shall only invoice TPS for the time spent on the property. TPS shall not pay for time spent in route or traveling to acquire parts/supplies.

**1.2.7.1** Where union agreements require that technicians be paid from when they leave home for emergency work, TPS will pay for travel time not to exceed thirty minutes. It is the responsibility of the technician and/or contractor to correctly track and document the time in an accurate invoice to TPS.

**1.2.8** Contractor(s) shall minimize overstaffing for minor jobs. If Contractor is found to be overstaffing for jobs, based upon customary trade practices, TPS reserves the right to only pay for customary trade practices.

**1.2.9** Contractors are required to contact the Property Manager within 12-24 hours of performing the service for final inspection. Failure to notify the Property Manager or their designee as required may result in delay of payments and/or termination.

#### **1.2.10 Security**

**1.2.10.1 Identification** - Contractor shall provide ID badges and uniforms for all employees working on TPS's properties. No employee will be allowed on TPS's properties without his/her ID badge and uniform on his/her person. Contractors must submit to TPS a sample of his/her ID badge prior to signing a contract if requested. Contractor is to report personnel changes to TPS as they occur and prior to the personnel commencing work for TPS.

- If any employee is deemed unacceptable by TPS, the Contractor shall immediately replace such personnel with an acceptable substitute to TPS.
- Belligerent, antagonistic or threatening behavior by Contractor or his/her employees will not be tolerated. If an employee is exhibiting such behavior, that employee shall be replaced immediately as noted above. If the Contractor is exhibiting such behavior, he/she may be given a

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warning or may be terminated depending on the circumstances and the behavior at TPS's discretion.

**1.2.10.2** Contractors will be issued by TPS the appropriate number of keys and/or badges to enter TPS's Properties.

**1.2.10.3** The individual that signs the key/badge submittal form on behalf of the Contractor will be the individual responsible for signing out the keys/badges for issuance.

**1.2.10.4** Contractor shall be responsible for safeguarding all TPS property provided for Contractor use. At the close of each workday, TPS facilities, property and materials shall be inspected and secured. The Contractor shall establish and implement methods of ensuring that not all keys issued to the Contractor by TPS are lost or misplaced and are not used by unauthorized persons. No keys issued to the Contractor by TPS shall be duplicated. If the Contractor loses the keys to the lock, TPS will replace the lock and bill the Contractor for the cost to replace the locks.

**1.2.10.5** Contractor shall use reasonable care to clearly mark all work areas that might be expected to endanger the health and safety of residents, guest or any other persons. Contractor will provide at their own expense such signs, markers and barricades as required to identify all work areas and minimize inherent dangers.

**1.2.10.6** At no time shall a contractor allow anyone (prospective tenant, neighbor, etc.) other than an employee of TPS into a building or area.

**1.2.10.7** All posted driving and speed regulations shall be observed.

**1.2.11 Materials and Supplies** – The Contractor must provide supervision and other items, at Contractor's own expense, all equipment and labor necessary to perform all of the required services under this QSP and any resulting contract, and all supplies needed to perform the work. All material expenses should be included in the quoted price in *Attachment B, Fee Submission Form*.

**1.2.12 Unauthorized Sub-Contracting Prohibited:** The contractor shall not assign any right, nor delegate any duty for the work proposed pursuant to this contract (including, but not limited to, selling or transferring the contract) without the prior written consent of Procurement. Any purported assignment of interest or delegation of duty, without the prior written consent of Procurement shall be void and may result in the cancellation of

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the contract with CMHA, or may result in the full or partial forfeiture of funds paid to the successful proposer as a result of the proposed contract; either as determined by Procurement.

**1.3 COVID-19 REQUIREMENTS FOR ON-SITE WORK**

- 1.3.1** Vendors entering 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 deliver
- 1.3.2** 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.
- 1.3.3** Contractor employees must be approved by the Property Manager prior to being issued a badge (see 1.2.10). A resident may ask for your identification and paperwork as a safeguard to ensure that your employees are TPS contractors and will turn away any contractor not using the appropriate PPE and displaying a badge.

**1.4 POOL OF CONTRACTORS**

TPS intends to create a “pool” of Contractors to provide Junk Removal Services. The Pool will consist of various qualified Contractors which will be available on an as-needed basis to provide junk removal services as outlined in Section 1.0. The actual number of Pool participants chosen will depend on the number of qualified proposals received.

Proposers selected to participate in the Pool will be assigned work at the discretion of TPS 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 TPS’s sole discretion, to extend the contract for up to an additional four years for a maximum total of five years. TPS will determine the number of work orders 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.

If a Pool Participant is selected to perform one or more work orders, TPS will formally request the Pool Participant to perform such work by executing

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the work order and a purchase order. Work orders may be issued at any time during the term of the Contract and the assignment of work orders will be made solely at the discretion of TPS.

**1.5 PERFORMANCE STANDARDS:**

- 1.5.1** The Contractor's fee may be reduced by 15 % for failure to provide photographs of load before leaving work site and attaching photographs to invoices to verify load size.
- 1.5.2** 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 urgent services. (For all other requests, up to 2 days is allowable.) 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
- 1.5.3** 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 TPS contact and explain.
- 1.5.4** Contractor will ensure ability to perform all services awarded by TPS and/or CMHA. 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.
- 1.5.5** 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.)
- 1.5.6** 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.
- 1.5.7** 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.

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- 1.5.8** 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
- 1.5.9** 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 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)

- 1.5.10** 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 and may be considered by TPS 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>

TPS has adopted these standards. It is the TPS’s intent that the contractor will also adhere to these standards.



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

*It shall be clearly understood that all services requested in this QSP are on an “as needed basis” and that the values referred to in response to this QSP in no way constitute a guarantee of the level of effort that may be requested of the successful Offeror(s), or guarantee a certain value.*