

QSP TP23-8019
Relocation for Anderson Sites
ATTACHMENT A: SCOPE OF WORK



1.0 REQUEST FOR QUOTATIONS

Cincinnati Metropolitan Housing Authority (CMHA or the “Authority”) hereby solicits and requests quotes from qualified contractors (Offeror) to provide moving and relocation services. This request for price quotation is not an offer to buy and should not be assumed as such.

CMHA is a metropolitan housing authority organized and existing under Ohio Revised Code §3735.27, et seq., and is governed by the U.S. Housing Act of 1937, as amended, and subject to regulations under Title 2 and Title 24 of the Code of Federal Regulations.

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

TPS is seeking proposals from independent Moving and Relocation Contractors with professional competence, experience and licensing that demonstrate the vendor’s abilities to provide professional relocation and moving services and supplies for the resident relocation program at various locations throughout Hamilton County. Services may include:

- Moving furniture and personal belongings
- Provide packing/unpacking assistance as needed
- Tagging of boxes
- Providing packing supplies
- Providing packing tips and moving guidelines to be distributed to residents

TPS intends to create a “pool” of Contractors to provide Moving and Relocation Services. The Pool will consist of various Contractors which will be available on an as-needed basis to provide moving and/or relocation services. 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 up to twenty-four months (24) months. TPS will attempt to match each assignment to the Pool Participant best suited for a given task. TPS will also determine the number of units 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.

The Contractor will be notified by TPS when a unit is ready for a move or relocation. TPS will provide the scope of work to the contractor before work is to begin. Once the Contractor is notified, the move or relocation will be scheduled with TPS.

TPS seeks a formal response from Contractors as to qualifications and experience to perform assignments within the Scope of Services. Contractors selected by TPS for the Pool will be required to follow TPS policies as specified in this RFq.

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- 2.1 GENERAL REQUIREMENTS:** The work to be performed under this portion of the contract shall include moving and relocation services as determined by TPS.
- 2.1.1 Regulatory Requirements** – Contractor(s) shall comply with all applicable federal, state and local laws, regulations, ordinances and codes and obtain any licenses or permits required to provide services under this RFQ.
- 2.1.2 TPS Contact and Scheduling** – Upon contract execution, the contractor(s) must work with TPS to determine and establish a mutually agreed upon schedule for each move or relocation. This schedule will be adhered to in strict accordance with the requirements of this RFQ. The selected contractor shall provide all required labor, tools, equipment, vehicles, supplies and supervision, necessary to move furnishings, goods and personal effects which may include fragile and perishable items.
- 2.1.2.1** TPS will coordinate all moves and will provide the selected contractor with a minimum of 48 hours’ notice for a required move. However, there may be occasions when less than 48 hour notice is given or an additional move is added due to an emergency. The selected contractor shall be required to commence moves as scheduled.
- 2.1.2.2** TPS must approve in advance, any changes or delays in the schedule.
- 2.1.2.3** TPS will contact the selected contractor via telephone and/or e-mail, and provide the number of move(s) needed and date(s) requested.
- 2.1.2.4** The request will contain the tenant name, current address, bedroom size, move date, and address tenant is moving to (if applicable).
- 2.1.2.5** Moves may not begin prior to 8:00am and must be completed by 7:00PM. All moves must be completed the same day the move began unless approved by TPS.
- 2.1.3** Moves must be performed in accordance with industry standards.
- 2.1.4 Contact Number** - Contractor shall provide a contact number. This phone must be answered by an account coordinator or single point of contact for the moving and relocation service during normal business hours throughout the contract period. Answering services or automated services are acceptable only for after hours or holidays and weekends.

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- 2.1.5 Physical Security** – The 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.
- 2.1.6 Conservation of Utilities** – The Contractor shall practice utility conservation in all TPS facilities. The Contractor shall be responsible for operating under conditions, which preclude the waste of utilities, which shall include:
- 2.1.6.1** Lights shall be used only in areas where and when work is actually being performed.
 - 2.1.6.2** Mechanical equipment controls for heating, ventilation, and air conditioning systems shall not be adjusted by the Contractor or by Contractor employees
 - 2.1.6.3** Water faucets or valves shall be turned off after the required usage has been accomplished.
- 2.1.7 Materials and Supplies** – The Contractor must provide supervision and other items, at Contractor’s own expense, all equipment, labor, moving and packing supplies necessary to perform all of the required services under this RFQ and any resulting contract.
- TPS 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 TPS’s quality standards (“Gold Standards”).
- 2.1.9** In the event that a resident is not prepared to be moved or another issue arises that would prevent the Contractor, at no fault of their own, from providing the requested services, the Contractor may charge a fee which will be quoted by the Contractor on Attachment A-Fee Submittal Form. However, the Contractor must contact the responsible TPS Representative to make the appropriate decision on the matter.

2.2 CONTRACTOR RESPONSIBILITIES:

- 2.2.1** 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.
- 2.2.2** The contractor shall be responsible for any damages caused to tenant’s personal belongings and furniture or the property of TPS.
- 2.2.3** The contractor must show proof of insurance and must outline how residents will be compensated for damages incurred doing the moving process.

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2.2.4 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.

2.3 FLEET - The Contractor’s fleet and equipment inventory shall be able to address varied circumstances to service a contract of this size.

3.0 Performance Standards

3.1 Failure to complete services within the agreed-upon timeframe will result in a penalty of \$50 per day in which the service is not completed unless a contingency exists in which case you must call your TPS contact and explain.

3.2 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.

3.3 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.)

3.4 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

3.5 Invoices are to be submitted within four 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)

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3.6 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 Authorities 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 TPS’s intent that the contractor adheres to them.