



QSP 2023-8058;
Carpet Cleaning for Campus
ATTACHMENT A: SCOPE OF WORK

The Cincinnati Metropolitan Housing Authority requires carpet cleaning services for four administrative buildings known as “Campus” at the following locations within the City of Cincinnati:

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

The carpet type is low pile. Services will be requested as needed.

CMHA reserves the right to award the contract to multiple contractors.

1.0 Office Locations

The “Campus” buildings and their offices are noted as follows:

- 1.1** 1088 West Liberty Street
 - Purchasing
 - Legal
 - Leasing
 - Asset Management

- 1.2** 1635 Western Avenue
 - Housing Choice Vouchers (HCV)
 - Finance
 - Information Technology
 - Training Center (CCLC)
 - CMHA Board Room
 - Cafeteria
 - Auditorium

- 1.3** 1627 Western Avenue
 - Executive Offices
 - Human Resources
 - Real Estate Construction and Development

- 1.4** 1044 West Liberty Street
 - Procurement
 - Lock Shop

See Attachment A.1 for floor plans of the buildings on the CMHA campus.

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2.0 Specific Requirements

The following services shall be provided:

- 2.1 Carpets shall be cleaned (steam cleaned and/or shampooed as requested) to present a uniformly clean appearance at all times free from spots, stains, chewing gum, tar, grease, litter, etc. Any tears, rips, burns, or indelible stains shall be reported to the Facilities Supervisor for repairs or replacement. Loose dirt or debris including in corners, expansion joints, and other places inaccessible to the vacuum should be cleaned. Special care shall be paid to lobbies, entrances, main corridors, conference rooms and public reception areas.
- 2.2 **Vacuuming** - Carpets shall be vacuumed before cleaning. Close attention shall be paid to corners, edges, and areas that are inaccessible to the machine. Appropriate hand tools shall be employed to assure that these areas are properly cleaned. Care shall be exercised to prevent hitting or otherwise damaging walls, baseboards, or furnishings with the vacuum or attachments.
- 2.3 **Spot Cleaning**- Carpets shall be spot cleaned as necessary to remove gum, tar, grease, spills, spots, stains, etc. A solvent cleaner may be used provided that it is safe and does not cause fading or discoloration. Aerosol chewing gum remover may be used with a putty knife, but careful attention shall be paid to avoid damaging carpet fibers.
- 2.4 Carpets shall be kept free from chewing gum, candy spills, spots, grease, food and beverage stains, water marks, etc. Indelible stains which cannot be removed by spotting and shampooing procedures shall be reported to the Facilities Supervisor.

3.0 General Requirements

- 3.1 Standard CMHA operating hours for all buildings are 8:00 AM – 4:40 PM.
- 3.2 If cleaning after standard operating hours, at closing in all areas unless specifically instructed not to by a CMHA contract administrator or building representative:
 - Turn off lights and equipment.
 - Close and lock windows and doors.
 - Activate the security alarm system.

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4.0 COVID-19 Requirements for Work

Vendors entering CMHA-occupied offices 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.

5.0 Performance Standards

- 5.1** 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
- 5.2** Failure to complete services 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.
- 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 CMHA contact and explain.
- 5.4** 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.
- 5.5** 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
- 5.6** 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:



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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)

5.7 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:

- Respect* *Timely* *Exceptional* *Initiative*
- Excellent* *Quality* *Accurate* *Integrity*
- Value* *Creativity* *Accountability* *Professionalism*

It is the Authority’s intent that the contractor will also adhere to these standards.

5.0 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 the contract with CMHA/TPS, 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.