

RFP 2024-1003;
Supplemental Hotel and Lodging Services
ATTACHMENT A: SCOPE OF WORK



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

The Cincinnati Metropolitan Housing Authority and its instrumentality Touchstone Property Services (hereafter “CMHA”) is seeking proposals from one or more qualified, licensed and insured vendors to provide temporary and/or extended stay residential housing for CMHA/Touchstone residents.

1.1 Technical Requirements:

- 1.1.1** Housing will be located within close proximity of Hamilton County, Ohio.
- 1.1.2** The Daily Rate is to be all-inclusive reimbursement for all costs including but not limited to hotel taxes and fees with the required services. Please note that CMHA is a tax-exempt organization for sales taxes but Touchstone Property Services is not. See Section 20.4 of the attached General Terms and Conditions for the taxable properties.
- 1.1.3** Rate shall include heat, electricity, hot water, trash removal, domestic water and sewer.
- 1.1.4** The room should include separate living and sleeping area;
- 1.1.5** The room should kitchen which should include refrigerator and stove;
- 1.1.6** The temporary residential shelter shall include but not be limited to beds, restrooms, baths, and related furnishings.
- 1.1.7** The contractor will provide personal hygiene items such as soap and shampoo.
- 1.1.8** The contractor will provide personal linens (towels and bed sheets)
- 1.1.9** If there are any issues involving residents, the contractor shall notify CMHA within 24 hours.
- 1.1.10** The facility shall be equipped with operational air conditioning/heating systems.
- 1.1.11** The facility shall be kept clean free of dirt, grime, mold, or other hazardous substances and damages which noticeably detract from the overall appearance at all times.
- 1.1.12** The facility shall be equipped with first aid kit, fire extinguisher fully charged and non-expired, fire/carbon alarms, and evacuation plan in case of emergency.
- 1.1.13** The facility shall have windows and doors that can be opened and closed in accordance with manufacturer standards and local laws.
- 1.1.14** Parking shall be available.
- 1.1.15** CMHA may monitor the service provided. CMHA shall have the right to inspect the facility.
- 1.1.16** Properties must meet all applicable local, state and federal codes, statutes, laws and regulations.
- 1.1.17** The facility must provide CMHA’s Property Management Administrative Assistant with a copy of any bills by 12:00 PM each Monday. A name, phone number and email address will be provided.

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- 1.2** Additional amenities: The selected vendor(s) shall state if the facility provides:
- 1.2.1** Proximity to mass transit may be required for some residents. Please provide information on the access and distance to mass transit.
 - 1.2.2** Availability of dining or grocery facilities should be provided, including whether any meals are included in the all-inclusive rate and the proximity to both dining and grocery facilities.
- 1.3** Staff Visit
Hotels awarded a contract will allow Authority staff to visit the hotel to view the rooms/amenities if requested.

2.0 Pool of Contractors

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.

- 2.1** 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.
- 2.2** 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 Performance Standards

- 3.1** Hotel fees may be reduced 10% for any service not meeting these requirements.
- 3.2** Hotel fees may be reduced by 15% for failure to provide a clean and sanitary hotel room for our guest(s).
- 3.3** Hotel fees may be reduced by 10% for improper billing or to provide copies of the bills by due date.
- 3.4** Contractor will ensure ability to perform all services awarded. A Contractor claiming inability to perform a service due to insufficient staffing is not acceptable.



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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.

- 3.5** 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 Property Manager for services.)
- 3.6** 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
- 3.7** 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)

- 3.8** 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.

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4 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.

5 Contract Terms

5.1 Contract Term

5.1.1 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.

5.2 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.

5.2.1 **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: \$90,000. CMHA reserves the right to adjust these amounts, if in its best interest to do so, prior to contract approval.