

RFP 2024-1004
Supplemental Emergency Transportation Services
ATTACHMENT A: SCOPE OF WORK



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

Cincinnati Metropolitan Housing Authority (hereafter “CMHA”) is seeking proposals from qualified, licensed independent Contractor(s) with demonstrated professional competence and experience to provide transportation services by private owned carriers for both intrastate and interstate travel. Note that interstate travel will be limited to adjoining states only. From time to time, CMHA requires transportation services for employees, residents, and/or visitors. For example, transportation services in the past have been required for resident transportation to monthly meetings at the CMHA campus, hotels, property tours for employees or visitors, and transportation between seminars and the CMHA campus.

CMHA shall endeavor to ensure Contractor has a minimum 1 hours notice for each trip request.

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 and the vehicles offered by the Contractor(s).

2.0 EQUIPMENT

2.1 Contractor may be requested to provide charter buses. Charter buses shall be at least equivalent to a 40’ motor coach (may be greater) with a minimum seating capacity of 38 passengers (may be greater).

2.2 Contractor may be requested to provide charter vans. Charter vans should have a minimum seating capacity of 8 passengers (may be greater).

2.3 Contractor may be requested to provide charter cars for one or two persons.

2.4 Vehicles shall not be older than 15 years, without written approval of CMHA. Contractor is to provide a list by license plate number, vehicle identification number (VIN), size (length/width/height), passenger capacity, model year of vehicle, and make. Additionally, identify which vehicles include passenger seat belts. Seat belts are preferred but not required. Seat belts which are originally installed or installed after-market are acceptable. Identify which vehicles and number of vehicles that have seat belts (if any) in your vehicle list requested. Identify which vehicles have handicap accessibility features.

2.5 Contractor is to guarantee that the vehicle(s) is a non-smoking environment and smoke free.

2.6 Typically, service will be confined to Hamilton County, Ohio.

2.7 Typically, cargo will not be required for the service.

2.8 The Contractor must have sufficient fleet to compensate for mechanical breakdowns. Should mechanical breakdowns or accidents prevent continuation of trip with the original equipment, it shall be the Contractor’s responsibility to provide alternate transportation and make every reasonable effort to maintain original schedule. The procedures in place for roadside emergencies may be requested for evaluation

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purposes. The Contractor's failure to provide procedures upon request may result in rejection of offer.

2.9 CMHA reserves the right to inspect and reject all vehicles used in executing this contract. Such inspection may include a review of state required maintenance records, safety equipment, tires, glass, general appearance and cleanliness, and any other area that could affect the safety and comfort of passengers. Material deficiencies shall result in a written cure notice or, at the determination of CMHA, may result in the immediate termination of the contract and/or reduction in the total contract price of up to twenty (20%) of the trip in question.

2.10 The vehicle provided for service on the confirmed date must:

- be well maintained and in good condition (not dented, scratched or damaged);
- be clean, have clean windows, and a clean interior that smells fresh;
- newer vehicles are preferred, but cannot be older than 15 years;
- have the required seating capacity and storage capacity;
- have operable parts and amenities such as heating and air conditioning.

Contractor is to describe their equipment quality standards and describe what remedy/compensation would be provided to CMHA should a vehicle be provided that falls below the required quality standards.

3.0 MAINTENANCE

3.1 The Contractor shall be solely responsible for and shall describe how they will comply with these requirements:

- the maintenance of its vehicle fleet in accordance with federal and state regulations;
- keeping all vehicles clean and sanitary in compliance with public safety and health regulations;
- its drivers keeping the vehicles clean and maintained while on trips

4.0 SERVICE LEVEL REQUIREMENTS

4.1 Contractor is to describe their service level standards, customer service features, their plan to provide customer service, and describe what remedy/compensation would be provided to CMHA should service levels fall below these standards.

4.2 Contractor is to describe customer service training provided for all of their employees and their plan to provide exemplary customer service, and describe what remedy/compensation would be provided to CMHA should exemplary customer service levels fall below these standards.

4.3 Contractor is to describe their customer complaint mitigation and escalation process for service level issues.

4.4 Contractor shall schedule vehicle(s) to arrive early enough to provide for approximately 20 minutes prior to departure time. Boarding and off-loading will take place mainly at CMHA's main campus at 1627 Western Avenue. CMHA will specify the location of boarding and off-loading at time of trip confirmation.

4.5 Barring unforeseen road conditions, vehicles should maintain "on-time" status at all times. Delays in the vehicle operation that are deemed to be the respondent or their

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employees' fault will be considered unacceptable and may be cause for reduction of the charter cost to CMHA and may put Contractor in default.

- 4.6** Passenger capacity and cargo capacity will be specified at the time of request.
- 4.7** It is the Contractor's responsibility to provide service ensuring on-time schedule performance. The Contractor shall make all reasonable efforts to ensure that any delay is as short as possible. Should substitute vehicle equipment be required, it must be equivalent to the required capacity and be able to meet the requirements of the scheduled trip. When and if schedule delays or equipment substitutions are necessary due to mechanical problems of the vehicle, the Contractor shall make every immediate effort to remedy the situation and communicate the remedy to the trip contact person, as well as to CMHA.
- 4.8** Contractor's administrative support staff, drivers and management shall at all times provide exemplary customer service and communicate in a professional manner with respect and courtesy given to all CMHA representatives.
- 4.9** The Contractor:
- Shall provide sufficient numbers and sets of fully qualified and licensed drivers as legally required to perform the work and duties as set forth under the contract;
 - Shall not allow trip interruptions due to driver availability;
 - Shall provide drivers who effectively communicate with the customer and can provide route and schedule assurance through proficiency with following driving directions, map reading and route planning tools currently available such as Global Positioning Satellite (GPS) or similar prior to the commencement of the trip and during the trip;
 - Shall not be dependent upon customers for trip directions and/or navigation;
 - Shall demonstrate exemplary customer service and professional conduct;
 - Shall not demonstrate any unprofessional conduct, use of inappropriate language, intimidating behavior, and/or personal or sexual harassment.
 - Shall not eat, drink, smoke, read (including road maps or trip itineraries), write in log books, wear a headset/listening device, send or receive text messages, or use a cell phone while operating the vehicle except in the event of a bona fide emergency. In all instances, drivers are expected to pull off the road before engaging in such activities.
 - Shall not, under any circumstance, pick up any passengers during the trip that are not part of the CMHA approved travel group.
 - Shall provide drivers who are properly licensed and trained on equipment to be operated. Drivers must be fluent in the English language.
 - Shall ensure drivers have prior knowledge of the trip itinerary and have a route planned. If the vehicle is equipped with an installed radio communication system or GPS or other navigation system, Drivers trained in its safe operation may use such equipment in accordance with company policy. Drivers shall be knowledgeable of preventive measures to keep inclement weather from adversely affecting scheduled trip.

Any unprofessional conduct demonstrated will be reported by CMHA and shall be immediately corrected by Contractor. Such conduct may result in contract default and termination.

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- 4.10** Contractor shall describe their cancellation policy and any cancellation penalties when trips are cancelled by CMHA.
- 4.11** Conversely, CMHA reserves the right to assess the contractor damages should the Contractor fail to provide equal notice of cancellation of equipment and/or trip. The amount of the damages which may be assessed to the contractor shall be equal to the charges to be paid by CMHA for cancellation, plus any costs incurred by CMHA in obtaining an alternate carrier to include the difference in fees.
- 4.12** Contractor shall provide a brief trip report to CMHA within five (5) days of trip or at the time of invoicing, whichever comes first, stating any problems which occurred during the trip. This report should address service issues, vehicle performance, passenger conduct, emergencies (if any), quality or service problems for discussion with CMHA to determine if any remedy is required. The Report shall be provided to the Procurement Officer.

5.0 GENERAL REQUIREMENTS

- 5.1** Contractor(s) shall provide uniforms and ID Badges identifying Contractor for all employees working on CMHA's properties. No employees will be allowed on CMHA's properties out of uniform and without his/her ID badge on his/her person. Contractor(s) must submit a picture of the uniform and a sample of his/her ID badge if requested by CMHA.
- 5.2** Contractor's personnel shall be neat and conduct all work in a professional and efficient manner. If any employee of Contractor is deemed unacceptable by CMHA, Contractor shall immediately replace such personnel with an acceptable substitute to CMHA.
- 5.3** Contractor(s) shall inform CMHA Procurement within two (2) working days of any change in contact information, including but not limited to contact personnel, mailing address, physical address, phone numbers and email addresses.
- 5.4** Fees: Contractor shall be responsible for providing a firm fixed charter rates pricing that includes, but is not limited to, all of the following:
- 5.4.1** Vehicle dispatch services, fuel and oil, scheduled and unscheduled repair and maintenance, all ground services including parking, handling, baggage, cargo, security screening and inspections;
 - 5.4.2** All handling fees, navigation charges, customs, immigration, agriculture, and any related charges, including per-passenger fee, overtime charges, service charges of all types, customs duties on spare parts, and any fines or penalties imposed by government agencies;
 - 5.4.3** All loss and damage claims for passenger injury, baggage and cargo;
 - 5.4.4** All taxes, fees, passenger facility charges, security charges, and all charges normally assessed on a per-passenger basis or based on transportation revenue, which are imposed by any governmental authority, including but not limited to departure taxes, head tax, excise taxes, sales taxes, use or transnational taxes or fees imposed on the sale or use of any goods, services or facilities, including but not limited to federal, state, provincial, and local sales and use taxes, value added-taxes, and service fees;
 - 5.4.5** Arrange and administer the positioning and repositioning of drivers;
 - 5.4.6** Assure security ID for drivers, maintenance/operations personnel, and any other employees of the carrier, at bases of operations and layover points.

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- 5.4.7** Payment of wages of all categories of charter employees shall be responsibility of contractor and therefore considered and built into the Charter Rates.

5.5 CONTRACTOR RESPONSIBILITIES

The Contractor warrants that it will abide by all regulations, standards, and rules of Federal and State government agencies as applied to maintenance and operation of vehicle(s) used for transport. Contractor has at its own expense as a matter of standard business practice, verified that the operating carrier is duly licensed by the governing agencies, and as a result is obligated by law to maintain the vehicle(s) in good order and repair, document and assure that the replacement in or on said vehicle of any and all parts, equipment, appliances, instruments, or accessories which may be worn out, lost, destroyed, confiscated or rendered unfit for use. Contractor's other property, maintenance and repairs shall be properly documented, and in good repair and operating condition.

6.0 Pool of Contractors

- 6.1** 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.
- 6.2** 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.
- 6.3** 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 is 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.

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7.0 Performance Standards

- 7.1 Failure to complete the service within the agreed-upon timeframe which includes arrival and departure times will result in a penalty of a 10% reduction on the invoice unless a contingency exists in which case you must call your CMHA contact and explain.
- 7.2 Failure to treat transported individuals with respect and common courtesy will result in a 20% reduction on the invoice unless a contingency exists in which case you must call your CMHA contact and explain.
- 7.3 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.
- 7.4 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.)
- 7.5 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.
- 7.6 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
- 7.7 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)

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7.8 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.

8.0 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.

9.0 Contract Terms

6.1 Contract Term

9.1.1 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.

9.2 **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.

9.2.1 **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.