

**SOL 2024-1819;  
SUPPLEMENTAL WORK ORDER SERVICES  
ATTACHMENT A: SCOPE OF WORK**



CMHA is seeking proposals from qualified, licensed independent Contractor(s) with demonstrated professional competence and experience to provide all labor, equipment, goods, and supplies necessary to provide Supplemental Work Order Services. **(NOTE: IF YOU ALREADY HAVE A WORK ORDERS SERVICES CONTRACT WITH CMHA YOU CAN NOT SUBMIT A PROPOSAL UNDER THIS SOLICITATION.)** The residential properties are conventional public housing units subsidized by the U.S. Department of Housing and Urban Development (HUD); properties consist of approximately 1,617 high- rise units, 1,875 family development units, and 1,221 scattered sites totaling approximately 4,900 units.

**ATTENTION- Hourly rates submitted cannot be less than listed in HUD Form 4750-Maintenance Wage Rate Recommendation. This form is part of Attachment C-Small Purchase General Terms and Conditions and the rates are provided on pages 12-14. To determine the rate, locate the appropriate labor title and add the Basic Wage + Fringe Benefits (for example, a Painter’s minimum acceptable rate would be \$29.58 Basic Wage + \$12.12 Fringe Benefits for a total of \$41.70). Proposals submitted with rates less than those listed on the HUD Form 4750 will be found non-responsive and rejected.**

**1.0 GENERAL REQUIREMENTS**

Contractor(s) shall perform work order services which may include, but are not limited to general routine handy-man repairs, plumbing, electrical work, carpentry, HVAC, general cabinetry, and painting. Work Order Services includes any “hands-on” service. Administrative services like “property management support” or “office work” or “consulting” is not included.

- 1.1 The contractor may check-off the specific service(s) they perform on Attachment B -Fee Submittal Form.
  - 1.1.1 The contractor must be willing to service the properties during normal business hours.
  - 1.1.2 Contractor must start work within 24 hours of receiving a Work Order/Purchase Order. If contractor is already working on a separate work order, contractor must advise Property Manager issuing the new order of the current work.
  - 1.1.3 Contractors which have employees who can provide a variety of services are preferred.
  - 1.1.4 While Contractor is completing a work order in a unit, if Contractor discovers other issues which need repair the Contractor shall request a new work order for the additional services needing to be completed within the unit. In no circumstances will contractor exceed the funding of the Purchase Order. The Property Manager may issue a new Purchase Order if the funding is expected to be exceeded and the Contractor will perform the additional services only after a new Purchase

**SOL 2024-1819;  
SUPPLEMENTAL WORK ORDER SERVICES**



Order is received by the Contractor. Work completed exceeding the purchase order will be considered as unauthorized work and CMHA will not pay the overage.

**1.1.5** Work Orders/Purchase Orders will be property- and service-specific and will be issued through Vendor Cafe. Contractors will not perform services (or charge for services) for any property other than the property listed on the Work Orders/Purchase Orders. Work orders are to be completed in its entirety and must clearly state the work performed. Completed work orders must be submitted to the uploaded into Vendor Cafe by 7am the following day. Door tags are to be left on each door upon entering or leaving the unit.

**1.1.6** All invoices for materials and supplies must be accompanied with proof of purchase (receipt) and submitted with the invoice for the completion of work orders. CMHA shall not be obligated to pay for any materials and supplies without the proof of purchase or for any materials and supplies which were not utilized for the incident/work order or for materials and supplies which were available in the CMHA warehouse. CMHA will not purchase tools for the use of job completion contractors are responsible for their tools.

**1.1.7** Contractors are required to take a picture of the service required before and after the service is completed to ensure contractor disputes can be proven. The date/time feature on the camera must be set and be visible on the pictures. Pictures are to be uploaded into Vendor Café. All pictures taken on the property or within CMHA units are confidential and the property of CMHA. They may not be shared with any person or entity without written CMHA approval of Legal Counsel or Executive Offices.

**1.2** Estimates shall include permit charges as a separate line item. The Contractor(s) must disclose: [Permits must be turned in at the end of the job to the manager of work being performed.

**1.2.1** Complaints with the City of Cincinnati, the State of Ohio, and any other governing body and their resolution.

**1.2.2** License reprimand, probation, suspension, or revocation dates.

**1.3** Contractor(s) shall make all effort to reduce to a minimum any inconvenience to the employees and residents.

**1.4** 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.

**SOL 2024-1819;  
SUPPLEMENTAL WORK ORDER SERVICES**



- 1.5** Upon entering a unit, the Contractor should notify the Property Manager of any need for pest control or existence of a housekeeping issues which will be managed by CMHA.
- 1.6** CMHA 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 CMHA's Gold Standards.
- 1.7** Contractor must replace items in each unit with same type/brand or better than currently exists (i.e., mini blinds, floor tile, faucet, etc.).
- 1.8** Any appliances (e.g., stoves, refrigerators, etc.) that are identified as needing to be replaced must be reported to the Property Manager. The purchase will be the responsibility of CMHA. The contractor may be asked to install and to remove old appliances. All appliances must be returned to the property manager for proper disposal in accordance with CMHA policies.
- 1.9** Contractor must return all unused materials (e.g., paint, silicone, etc.) that are not available in the CMHA warehouse and purchased by the Contractor specifically for the completion of a incident/work order to the Property Manager upon completion of the incident/work order(s).
- 1.10** Contractor(s) shall only utilize licensed, trained and experienced employees to perform the work required on CMHA 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.
- 1.11** Contractor's personnel shall be neat with clean uniforms that have been laundered, are wrinkle-free, stain-free and are in good repair. Each person will be properly groomed, which would also include the smell or aroma of each person. All work must be conducted in a professional and efficient manner. Contractor must wear their CMHA badge while on CMHA properties, or representing CMHA.
- 1.12** 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.

**SOL 2024-1819;  
SUPPLEMENTAL WORK ORDER SERVICES**



- 1.13** Contractor(s) or authorized Sub-Contractor(s) shall guarantee all installations meet and pass City of Cincinnati or other applicable government entity inspections. Should a service or repair made by Contractor(s) or authorized Sub-Contractor(s) not pass inspection, Contractor(s) shall make all repairs necessary to ensure the installation or repair passes inspection at no additional cost to CMHA.
- 1.14** Contractor(s) shall only invoice CMHA for the time spent actively completing incident/work orders. CMHA shall not pay for time spent in route or traveling to acquire parts/supplies or for contractor(s) lunches and/or breaks. **CONTRACTORS SHALL INCLUDE START TIME AND FINISH TIME ON INVOICES.** Contractor(s) will be paid based on the time listed on the invoices/incident/work orders only.
- 1.14.1** Where union agreements require that technicians be paid from when they leave home for emergency work, CMHA 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 CMHA.
- 1.15** Contractor is responsible for ensuring the incident/work orders are completed properly which includes and the time and date of the work is captured on the incident/work order, a clear description of the work performed and the full name of the person completing the work. The name of the company hired for the job.
- 1.16** Incident/work orders are to be uploaded into Vendor Cafe by the 7am the following day.
- 1.17** Contractor(s) shall minimize overstaffing for minor repairs. If Contractor is found to be overstaffing for repairs, based upon customary trade practices, CMHA reserves the right to only pay for customary trade practices.
- 1.18** Contractors are required to contact the Property Manager within 24 to 48 hours of performing the service for final inspection. Failure to notify the Property Manager as required may result in delay of payments and/or termination.
- 1.19** All work performed by the Contractor shall be under warranty for 6 months after completion of a incident/work order. Contractor guarantees that the work performed pursuant to this Request for Proposals shall be free from defects in material, workmanship, and labor for a period of six months from the date of completion of a incident/work order. This
-

**SOL 2024-1819;  
SUPPLEMENTAL WORK ORDER SERVICES**



warranty is limited as follows:

1. To the property only as long as it remains in the possession of Cincinnati Metropolitan Housing Authority.
2. To the work that has not been subject to accident, misuse or abuse.
3. To the work that has not been modified, altered, defaced, or had repairs made or attempted by others.

**1.20** Contractor will respond within a 24-hour period to call backs for warranty work on any unit to make any necessary repairs as deemed by CMHA management.

**2.0 EMERGENCY SERVICES**

Contractor(s) shall arrive at the property location ready to commence work. Contractor arrival to the property location for emergency calls shall be within one (1) hour after notification by CMHA, including nights, weekends, and holidays. 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.

**3.0 PHYSICAL SECURITY**

**3.1** The Authority will issue badges with photos and the appropriate number of keys to the Contractor personnel to enter the Authority's Properties.

**3.2** The contractor that signs the key submittal form on behalf of the Contractor will be the individual responsible for signing out the keys for issuance.

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

**3.4** 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

**SOL 2024-1819;  
SUPPLEMENTAL WORK ORDER SERVICES**



as required to identify all work areas and minimize inherent dangers.

- 3.5** At no time shall a contractor allow anyone (prospective tenant, neighbor, friends, relatives etc.) other than an employee of the Authority into a unit.

**4.0 CONTRACTOR RESPONSIBILITIES**

- 4.1 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. The Authority will furnish all maintenance materials (e.g., paint, flooring, doors, A/C filters, sink stoppers, outlet covers, etc.) with the exception of the following items, unless authorized by Property Manager:

- Drywall
- Drywall compound
- Spackling/Plaster
- Paint brushes, rollers, drop cloths
- Adhesives
- Caulk
- Fasteners
- Door Stops
- Hardware (nails, screws, etc.)
- Cabinetry

To the greatest extent possible, the Property Manager will provide the contractor with a list of materials and supplies needed to complete the incident/work order. In some cases, this will not be possible (e.g., when the Property Manager doesn’t know what supplies/materials are needed.)

In some instances, the maintenance materials furnished by the Authority may be out of stock items and will need to be purchased directly by the contractor in order to complete the allotted time for completion of the units. These expenses must be approved in writing prior to purchase, by the property manager, for the contractor to be reimbursed with proof of receipt. Please note that the Authority is tax exempt and will not pay taxes on any purchases made by the contractor.

- Any remaining materials and supplies provided and/or provided for by the Authority are the property of the Authority and shall be returned to the Property Manager upon completion of the Unit.
-

**SOL 2024-1819;  
SUPPLEMENTAL WORK ORDER SERVICES**



**4.2 Covid-19 Requirements for On-Site Work**

Vendors entering CMHA-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 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 POOL OF CONTRACTORS**

The Authority intends to create a “pool” of Contractors to provide Work Order Services. The Pool will consist of various qualified Contractors which will be available on an as-needed basis to provide complete incident/work order services which may include: general routine handy-man repairs, plumbing, electrical work, carpentry, HVAC, general cabinetry, painting, and other 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 the Authority 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 the Authority’s sole discretion, to extend the contract for up to an additional two years for a maximum total of three years. The Authority will attempt to match each assignment to the Pool Participant best suited for a given task (i.e., when the Authority has a need for minor renovations such as kitchens/baths a contractor with proven experience in renovations may be selected over a contractor that has more experience with painting and little renovation experience). The Authority will also 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.

Pool Participant(s) are not expected to have expertise in all areas in which the Authority may need assistance. Rather, it is intended that the Pool be balanced, consisting of Participants with as broad a range of expertise as possible in particular areas. Pool Participants may be asked to perform some or all of the tasks described in the Scope of Services. 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, the Authority will formally request the Pool Participant to perform such work by executing 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 the Authority.

**SOL 2024-1819;  
SUPPLEMENTAL WORK ORDER SERVICES**



**6.0 PERFORMANCE STANDARDS**

- 6.1** Failure to comply with all the requirements of the scope of work (Section 2.0 of this QSP) may result in a reduction of the Contractor's fee by 10% for that service.
- 6.2** 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 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
- 6.3** In the event of a schedule conflict, vendors will service CMHA 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.)
- 6.4** Contractor will ensure ability to perform all services awarded. A Contractor claiming inability to perform a service due to insufficient staffing is not acceptable. 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.
- 6.5** Failure to ensure that incident/work orders are completed in their entirety and uploaded timely in Vendor Café will result in a penalty of \$25 per incident/work order.
- 6.6** Failure to complete repairs property 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.
- 6.7** In instances where a contractor provides a replacement part/item where a repair would have sufficed, the contractor will return the replacement and make the repair on the item or CMHA will not pay for the replacement part/item.
- 6.8** 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.
- 6.9** 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:



**SOL 2024-1819;  
SUPPLEMENTAL WORK ORDER SERVICES**



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)

**6.10** CMHA may waive the fee reductions at its discretion after discussing extenuating circumstances with the Contractor. Such waiver shall be in writing at the time of the service.

**7.0 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.

**8.0 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.