

RFP 2024-1005
Code Violation Repairs and Pest Control
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 Code Violation Repairs. The residential properties are conventional public housing units subsidized by the U.S. Department of Housing and Urban Development (HUD); properties consist of approximately 963 high-rise units, 1,875 family development units, and 1,175 scattered sites totaling 4,013 units throughout Hamilton County.

This scope may be added to with routine services needed.

ATTENTION

ALL WORK MUST BE COMPLETED IN ACCORDANCE WITH LOCAL BUILDING AND HEALTH DEPARTMENT CODES WHICH INCLUDES BUT IS NOT LIMITED TO THE CITY OF CINCINNATI AND NATIONAL/STATE STANDARDS WHERE LICENSURE IS REQUIRED. THE FOLLOWING CITY CODES MUST BE APPLIED TO INVOICES FOR WORK PERFORMED UNDER ANY RESULTANT CONTRACT (IF APPLICABLE):

CBC Section 1117-43.2

All Electrical installation, wire, apparatus, and appliances for furnishing light, heat, power, or for other purposes which are deemed to be hazards as defined in 1117-43.4 shall be corrected as set forth in section 1117-43.5.2 through 1117-43.5.7 CBC. Inclusive or discontinued as set forth in Section 1117-43.6 CBC

CBC SECTION 1117-45 General Maintenance and repairs:

All residential building, and all part thereof, together with the premises on which they are located, shall be kept in good repair and free from unsafe, unclean, and unsanitary conditions, so that all parts thereof shall function properly and provide approved conditions of safety and sanitary habitability.

CBC SECTION 1117-59 Railing

All residential buildings, and all parts thereof, together with the premises on which they are located, shall be kept in good repair, and free from unsafe, unclean and unsanitary conditions, so that all parts thereof shall function provide and provide approved conditions of safety habitability.

CBC SECTION 1117-45.2 Supplied fixtures and equipment:

Every plumbing installation, gutter and down spout, equipment, or utility shall be so constructed or installed that it will function safely, and shall be maintained in satisfactory working condition.

CBC SECTION 1117-49 Maintenance of interior walls, floors and ceilings:

All walls, ceiling, floors and woodwork of any room or hall shall be free of large holes, large crack, loose, flaky, peeling and unclean or unsanitary conditions.

RFP 2024-1005
Code Violation Repairs and Pest Control



Contractor should be able to find the information regarding these codes on City of Cincinnati web site, contacting permitting entities, contacting the governing city or municipality, CAGIS or eztrak.

1.0 GENERAL REQUIREMENTS

Contractor(s) shall perform emergency maintenance services which may include, but are not limited to general routine handy-man repairs, plumbing, electrical work, carpentry, HVAC, general cabinetry, pest control, and painting. Emergency Maintenance Services includes any “hands-on” service with the ability to conduct full inspections of the property and completed work. Administrative services like “office work” 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 and after hours if requested.

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 experienced employees who can provide a variety of services with an emphasis on construction and building repairs 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 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 along with pictures 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

Code Violation Repairs and Pest Control

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.

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: Permit must be turned into the Property Manager at the completion of the job.

1.3

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

1.3.2 License reprimand, probation, suspension, or revocation dates.

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

1.5 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.

1.6 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.

1.7 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.

1.8 Contractor must replace items in each unit with same type/brand or better than currently exists (i.e., mini blinds, floor tile, faucet, etc.).

1.9 Any appliances (e.g., stoves, refrigerators, etc.) that are identified as needing to be replaced must be reported to the Property Manager. The

Code Violation Repairs and Pest Control

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 location designated by the Property Manager for proper disposal in accordance with CMHA policies. Under no circumstances may a contractor salvage any appliance or its parts.

- 1.10 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).
- 1.11 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.
- 1.12 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.
- 1.13 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.
- 1.14 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.
- 1.15 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.
 - 1.15.1 Where union agreements require that technicians be paid from

RFP 2024-1005
Code Violation Repairs and Pest Control

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.

- 1.16** 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.
- 1.17** Incident/work orders are to be uploaded into Vendor Cafe by the 7am the following day.
- 1.18** 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.
- 1.19** 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.
- 1.20** 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 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.
- 1.21** 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.
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RFP 2024-1005
Code Violation Repairs and Pest Control



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 be 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 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 through its warehouse. Those maintenance materials may include

RFP 2024-1005

Code Violation Repairs and Pest Control

(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 measurements are required or consultation is needed to determine best approach to a repair.)

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.

Pest Control Chemicals must be the following or approved substitute:

- Suspend SC is a liquid that is mixed into the B&G with water. Runs between one and two percent. (Low odor)
 - Exciter IGR, this is a insect growth regulator, this chemical make the insect sterile stop growth pattern. (Low Odor)
 - Clear Zone is an aerosol this is a repellent (Loud odor to this chemical used more as a flushing agent.)
 - Transport, this is mixed with water in the B&G (Safe for the resident small smell) (Low Odor)
 - Conrac Blox rodenticide Placed in safety boxes, in burrows in inaccessible areas, no Odor)
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Code Violation Repairs and Pest Control



- Advion Roach and Ant bait, in syringe bait is placed in inaccessible locations)
- D-Force aerosol, (flushing insecticide loud odors)
- Zenprox Low odor and non-repellant)
- Cy-kick (Loud odor flushing chemicals) good kill fast.

This is a list of insecticide and Rodenticide in use now at CMHA., If a licensed PCO would like to introduce another EPA Regulated chemical the chemical must be turned into so the agency can authorize the use.

5.0 Pool of Contractors

- 5.1** 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.
- 5.2** 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.
- 5.3** 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 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.

6.0 Performance Standards

- 6.1** Failure to comply with all the requirements of the scope of work may result in a reduction of the Contractor’s fee by 10% for that service.
- 6.2** Failure to complete all emergency services assigned within 24 hours will result in a penalty of \$25 per day in which the service is not completed.

Code Violation Repairs and Pest Control

- 6.3 Failure to complete repairs 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.
- 6.4 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.
- 6.5 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.
- 6.6 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.)
- 6.7 Failure to ensure that incident/work orders are completed in their entirety and uploaded to Vendor Café no later than 7:00 AM the next day after completion of the work order will result in a penalty of \$25 per incident/work order.
- 6.8 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.
- 6.9 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
- 6.10 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)

RFP 2024-1005
Code Violation Repairs and Pest Control



6.11 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.

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 Contract Terms

8.1 Contract Term

8.1.1 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.

8.2 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.

8.2.1 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: \$250,000 annually. CMHA reserves the right to adjust these amounts, if in its best interest to do so, prior to contract approval.