

**RFP 2024-1016**  
**Flooring Installation and Repair**  
**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 flooring replacement and repair at residential properties. The residential properties are conventional public housing units subsidized by the U.S. Department of Housing and Urban Development (HUD); properties consist of approximately 4,900 units throughout Hamilton County.

## **1.0 Scope of Work**

Contractor(s) shall perform flooring replacement or repair services as needed. For replacement jobs, the work shall include, but shall not necessarily be limited to, the following:

1. The Contractor shall submit seam layouts of all flooring, satisfactory to CMHA, prior to commencing work. The Contractor shall not deviate from the approved seam layout.
2. The contractor shall submit flooring directional layouts of all areas, satisfactory to CMHA, prior to commencing work. The Contractor shall not deviate from the approved flooring directional layout.
3. The Contractor shall carefully inspect all floor surfaces for square, level and condition prior to installing and/or applying the contract materials to ensure the surfaces provided are sufficient and satisfactory to provide a high-quality finished product free from defects. The Contractor is to immediately report any substandard surface to CMHA and not proceed until the defect is corrected in accordance with acceptable standards.
4. It is the intent of this contract that all flooring installations are completed in a neat and workmanlike manner to a high quality of installation with minimal number of seams and joints.
5. The Contractor is to sweep clean and cover all flooring areas immediately after installation.
6. The Contractor shall provide matched transition strips between various finished floor surfaces, including the ceramic levels, VCT, LVT and/or carpet levels and materials where required. The design, material and application of such transition strips are to be to the satisfaction of CMHA.
7. The Contractor shall take extreme care not to damage adjacent surfaces during the installation of flooring. Costs of damage repair and/or replacement caused by the Contractor may, at the discretion of CMHA, be charged back to the Contractor.
8. The Contractor shall confirm the foregoing flooring specifications with CMHA prior to ordering the materials.

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**2.0 GENERAL REQUIREMENTS**

- 2.1 The Contractor must be willing to service the properties during normal business hours.
  - 2.2 Contractor must start work within 24 hours of receiving a Purchase Order.
  - 2.3 While Contractor is completing work in a unit, if Contractor discovers other issues which need replacement and/or repair the Contractor shall notify the Property Manager. 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.
  - 2.4 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 purchase order or for materials and supplies which were available in the CMHA warehouse.
  - 2.5 Contractor(s) shall make all effort to reduce to a minimum any inconvenience to the employees and residents.
  - 2.6 Contractor(s) must provide, at Contractor's own expense, all equipment, labor, tools, etc., necessary to perform all of the required services, under this RFP.
  - 2.7 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.
  - 2.8 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.
  - 2.9 Contractor must return all unused materials that are not available in the CMHA warehouse and purchased by the Contractor specifically for the completion of the purchase order to the Property Manager upon completion of the purchase order.
  - 2.10 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 (if any)
  - 2.11 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.
  - 2.12 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.
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- 2.13** Contractor(s) or authorized Sub-Contractor(s) shall guarantee all installations meet and pass City of Cincinnati or other applicable government entity inspections (if any). 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.
- 2.14** 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.
- 2.14.1** 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.
- 2.15** 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.
- 2.16** 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.
- 2.17** All work performed by the Contractor shall be **under warranty for 6 months** after completion of the work. 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 an 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.
- 2.18** 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.

### **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
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- 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 RFP and any resulting contract. The Authority will furnish all materials unless authorized by Property Manager:

In some instances, the 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 work. 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.

#### **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.
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**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 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.
- 6.2** 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.
- 6.3** 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.
- 6.4** 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.)
- 6.5** 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
- 6.6** 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:

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%



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>30	30%
>60	50%
>90	75%
>120	100% (No payment)

**6.7** 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.

**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



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minimum and maximum contract levels are: (a) GCMA: \$100; (b) NMCA: \$500,000 annually. CMHA reserves the right to adjust these amounts, if in its best interest to do so, prior to contract approval.