

QSP 2024-1817
Garage Door Repair and Installation
ATTACHMENT A: SCOPE OF WORK



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

CMHA is seeking quotes from a pool of qualified, licensed independent Contractor(s) with demonstrated professional competence and experience to provide all labor, equipment, goods, and supplies necessary for providing garage door maintenance, repair and replacement services on an as-needed basis. CMHA reserves the right to create a “pool” of Contractors. The actual number of pool participants chosen will depend on the number of qualified quotes received.

CMHA’s portfolio consists of about 5,000 housing units across Hamilton County. The makes and models of garage doors currently in place by each property may differ from building to building.

Maintenance and services in your proposal may include but not be limited to the following:

- Maintenance and Repair Service (including, but not limited to, broken springs, hinges, cables, opener carriages, and door rollers; bent or misaligned door tracks; electrical components such as motors, light sensors, and electric garage door openers, etc.).
- Replacement (including, but not limited to, broken springs, hinges, cables, opener carriages, and door rollers; bent or misaligned door tracks; electrical components such as motors, light sensors, and electric garage door openers; or entire door and/or door system, etc.)

2.1 GENERAL REQUIREMENTS:

Contractor(s) shall perform garage door services on an as-needed basis at the CMHA property with no exceptions.

- 2.1.1** The contractor must be willing to service the properties during normal business hours which are 8:00 AM – 4:30 PM, Monday – Friday and weekends, if needed.
- 2.1.2** Materials shall be invoiced at Contractor’s MSRP cost less any discount (to be recorded on attached Contractor’s Fee Submission Form). CMHA reserves the right to audit Contractor’s invoices at its sole discretion. Contractor(s) shall make available to CMHA any requested invoice showing the price Contractor(s) paid for the part, within three business days of request or CMHA shall not be obligated to pay for the material/item(s).
- 2.1.3** Contractor(s) shall comply with maintenance, repair and replacement services in accordance with all applicable federal, state and local laws, rules, regulations, ordinances, codes and manufacturer’s instructions, and shall obtain any licenses or permits required under this RFq to do the specified work (if any). Estimates shall include permit charges as a separate line item (if any).
- 2.1.4** Contractor(s) shall commence and end all services on the same workday unless approved by CMHA in advance. Contractor(s) shall make all effort to reduce to a

Garage Door Repair and Installation

minimum any inconvenience to the employees, residents, and other visitors to the CMHA campus.

- 2.1.5** Contractor(s) shall practice acceptable safety precautions so as not to cause harm to any persons or property while performing services under this RFq or any resulting contract. Contractor(s) shall follow industry safety standards, and use only industry approved safety equipment in accordance with the manufacturer's specifications in the performance of all duties.
- 2.1.6** Contractor(s) shall pay all of its employees, including any and all approved Sub-Contractors, at least the legal minimum wages as determined by the United States Department of Labor and the United States Department of Housing and Urban Development and Department of Labor Prevailing Wage. Wage Determinations can be accessed via the Department of Labor website, www.wdol.gov.
- 2.1.7** Contractor(s) must provide, at Contractor's own expense, all equipment, labor, materials, supplies, tools, etc., necessary to perform all of the required services, under this RFq and any resulting contract.
- 2.1.8** 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 product be deficient and/or not in accordance with CMHA's Gold Standards.
- 2.1.9** 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 (if any) required by both the State of Ohio and for the City of Cincinnati.
- 2.1.10** Contractor shall perform criminal history checks and drug screening tests on all prospective employees performing work under this RFq or coming onto a CMHA property and any resulting contract and provide summaries of the results to the Authority if requested. For the purposes of this section, the term "employees" includes contractor. Prospective employees whose criminal background check discloses a misdemeanor or felony involving crimes of moral turpitude, sexual offenses or harm to persons or property shall not be employed to perform work under this RFq or any resulting contract. Contractor is required to perform drug screening of all employees and to ensure acceptable test results. Criminal history and drug screening checks will be completed at the sole expense of the contractor. Any employee of the Contractor suspected of being under the influence of drugs and or alcohol will be reported to the Authority's Compliance and Safety Operations Department and/or other local law enforcement. If the employee is determined to be under the influence of drugs or alcohol in any form or manner, or believed by proper authority to be dealing in illicit sale of alcohol or drugs they will be removed and shall not be allowed to return to any job site on the Authority's property. The Contractor's contract may be suspended and/or terminated should such a situation occur or if the Contractor fails to submit results pursuant to this section.

QSP 2024-1817
Garage Door Repair and Installation



- 2.1.10.1** Local union drug testing cards are acceptable as long as the strictest of the requirements of this RFq and local union requirements are met. However, the Contractor remains responsible for monitoring that drug testing is being completed and ensuring acceptable results.
- 2.1.11** Contractor(s) shall provide uniforms identifying Contractor for all employees working on CMHA's properties. No employees will be allowed on CMHA's properties out of uniform. Contractor(s) must submit a picture of the uniform if requested by CMHA.
- 2.1.12** 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.
- 2.1.13** 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. 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.
- 2.1.14** Upon completion of the work, Contractor(s) shall clean up the area where the work was performed and Contractor(s) shall remove any debris generated by the repairs from CMHA premises. At no time, will Contractor(s) discard debris into any CMHA refuse container.
- 2.1.15** Contractor will ask CMHA representative at the time of replacement whether it wishes to retain salvage rights on any replaced equipment. If the replaced equipment is of no value to CMHA, it will be the responsibility of the Contractor(s) to dispose of the equipment.
- 2.1.16** Contractor(s) shall clearly mark all work areas that might reasonably be expected to endanger the health and safety of staff, residents, visitors, or any other persons. Contractor(s) will provide such signs, markers and barricades as required to identify all work areas and minimize inherent dangers.
- 2.1.17** 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.
- 2.1.18** Contractor(s) or authorized Sub-Contractor(s) shall guarantee all installations to meet and pass City of Cincinnati or other applicable government entity inspections. Should a garage door installation or repair made by Contractor(s) or authorized Sub-

Garage Door Repair and Installation

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.

- 2.1.19** Contractor(s) shall acquire all permits to complete requested work (if any).
- 2.1.20** Contractor(s) shall only invoice CMHA for the time spent on the property. CMHA shall not pay for time spent in route or traveling to acquire parts/supplies.
- 2.1.20.1** 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.
- 2.1.21** Invoices shall show arrival and departure times to and from the property of all Contractors and employees responding for service.
- 2.1.22** 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.
- 2.1.23** CMHA shall not be responsible for trip charges and/or service charges. CMHA shall not pay for trip charges or hourly charges if Contractor delivers wrong unit or repair part/material for installation and needs to leave the property to get the correct unit or repair part/material and come back.
- 2.1.24** Contractor(s) shall provide a minimum one (1) year warranty on all materials and labor provided as a result of this RFq and resulting contract.
- 2.1.25** Contractor(s) shall provide estimates for repairs when requested. If CMHA deems such quote to be unreasonable CMHA reserves the right to request quotes from other Contractor(s) for such service. Estimates shall be provided within forty-eight (48) hours.
- 2.1.26** Contractors are required to contact the Property Manager within 12-24 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. Contractor must have Property Manager sign-off accepting the work before leaving the property.
- 2.1.27** Contractor shall have a general idea of the scope of work prior to commencement in order to minimize downtime. Also, items needed for possible replacement shall be confirmed prior to delivery to avoid downtime.
- 2.1.28 Photographs: Contractors will be required to submit before and after, time- and date-stamped photographs of completed work.** Photographs will be emailed to the Property Manager (or the assigned alternate) immediately upon completion of work.

QSP 2024-1817
Garage Door Repair and Installation



3.0 Performance Standards

- 3.1** 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
- 3.2** 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.
- 3.3** 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.)
- 3.4** 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.
- 3.5** 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.
- 3.6** 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.
- 3.7** 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.
- 3.8** 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
- 3.9** 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:

QSP 2024-1817
Garage Door Repair and Installation

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)

3.10 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.

4.0 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:

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|------------------|-------------------|-----------------------|------------------------|
| <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.

5.0 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.