

**QSP TP24-1809;
SUPPLEMENTAL JANITORIAL SERVICES
ATTACHMENT A: SCOPE OF WORK**

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

TPS is seeking proposals from qualified entities to meet the following requirements in providing janitorial services to TPS-owned properties throughout Hamilton County, Ohio.

TPS is seeking quotes from qualified, licensed independent Contractor(s) with demonstrated professional competence and experience to provide all labor, equipment, goods, and supplies necessary to provide Janitorial Services for multi-story and single-story buildings.

TPS intends to create a “pool” of Contractor(s) to provide Janitorial Services utilizing various Contractor(s) which will be available on an as-needed basis. The actual number of Pool participants chosen will depend on the number of qualified proposals received.

TPS reserves the right to add or delete properties as needed.

Touchstone Property Services (TPS) is requesting proposals from companies to provide custodial services on an as-needed basis. Although properties may be added and/or deleted, the current list is **with site visit dates and times listed is as follows:**

Property	Site Visit Date/Time
Pinecrest Apartments, 3951 W 8th Street, Cincinnati, Ohio 45205.	2/8/21, 10:00 AM – 11:00 AM
Baldwin Grove - 11111 Springfield Pike, Cincinnati, Ohio 45246.	2/4/24, 10:00 AM – 11:00 AM
Cary Crossing -1413 Compton Road, Cincinnati, Ohio 45231.	2/5/24, 3:00 PM – 3:30 PM
The Evanston - 1820 Rutland Avenue, Cincinnati, Ohio 45207.	2/8/24, 1:30 PM – 2:30 PM
Park Eden - 2610 Park Avenue, Cincinnati, Ohio 45206.	2/6/24, 10:00 AM – 11:00 AM
Reserve at South Martin- 7363 Martin Street, Cincinnati, Ohio 45231.	2/5/24, 3:45 PM – 4:00 PM
West Union Square – 2942 Banning Road, Cincinnati, Ohio 45239.	2/5/24, 9:00 AM- 10:00 AM

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Horizon Hills – 3951 W. Eighth Street, Cincinnati, Ohio 45205.	2/8/24, 10:00 AM – 11:00 AM
San Marco – 1601 Madison Road, Cincinnati, Ohio 45206.	2/8/24, 8:00 AM – 10:00 AM
Riverview - 2538 Hackberry Street, Cincinnati, Ohio 45206	2/8/24, 11:00 AM – 12:00 PM
Marianna Terrace – 1700 Wabash Avenue, Cincinnati, Ohio 45215	2/12/24 through 2/15/24 9:00 AM – 12:00 PM 2:00 PM – 3:30 PM
Bennett Point – 528 E. 12 th Street, Cincinnati, Ohio 45202	2/8/24, 10:00 AM – 11:00 AM

Visiting contractors need to check in at the property office before the site visit time.

Properties scheduled to be transferred from CMHA to TPS in the near future (dates unknown at this time):

Property
Maple Tower – 601 Maple Street, Cincinnati, Ohio 45229.
Beechwood - 330 Forest Avenue, Cincinnati, Ohio 45229

TPS reserves the right to award the contract to multiple Offerors and to add or delete properties as needed.

It shall be clearly understood that services requested in this QSP are on an “as needed basis” and that the dollar values referred to in response to this QSP in no way constitute a guarantee of the level of effort that may be requested of the successful Offeror(s), or guarantee a certain dollar amount.

1.1 SPECIFIC REQUIREMENTS

The following services shall be provided to areas based on the schedule agreed upon by Contractor and TPS based on the Technical and Performance Standards

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as detailed within. Some properties may only require some of the services. Please refer to the attached checklist which includes all required tasks.

1.1.1 Receptacle Emptying and Cleaning - All trash receptacles shall be emptied according to schedule. Empty all trash, including shredders, and line with a new clean bag of the appropriate size to fit the receptacle, remove trash and recyclables to designated pick-up location, empty all recycling materials into containers at designated storage locations.

1.1.1.1 Receptacles shall be kept clean and odor free. Trash and paper shall not be allowed to accumulate in hallways or overflow receptacles. Dumpster sites shall be kept clean and orderly. Trash shall not be allowed to blow around grounds. Spills resulting from collection process shall be promptly cleaned.

1.1.2 Miscellaneous Trash and Paper Collection - All trash and paper left in corridors or near trash receptacles and obviously intended as trash shall be collected and removed to the designated dumpster/ collection site. Any questionable item shall be verified as intended for disposal before it may be disposed.

1.1.2.1 Collect and remove all miscellaneous trash and rubbish at the outside areas, entrances and gazebos of each building to designated pick-up location for disposal.

1.1.3 Receptacle Cleaning and Disinfecting - According to schedule, trash receptacles shall be thoroughly cleaned and disinfected, such cleaning to include any rigid liners within receptacles to be free from dirt, food, or beverage soil and odors. Care shall be taken to thoroughly dry metal parts to prevent rust.

1.1.4 Restroom Cleaning and Servicing - Restrooms shall be cleaned with proper dilutions of disinfectant/detergent cleaning products to control disease-causing organisms and to prevent odors. Servicing shall be accomplished daily to assure adequacy of supplies and hygienic condition of restrooms. Supplies are to be provided by custodial contractor.

1.1.4.1 Fixture Cleaning and Disinfecting - Fixtures including toilet bowls, hand basins and urinals shall be cleaned according to schedule and shall present a clean, shining appearance free from dust, spots, stains, rust, mildew, soap residues, mineral deposits, organic material, etc. Special care shall be paid to floor and wall mounting brackets and sealants so as not to allow accumulations of dirt, urine and other soils. This includes restroom mirrors and chrome fixtures.

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1.1.4.2 Tile De-Scaling - According to the schedule, tile floors, stalls, etc. in restrooms shall be cleaned of all scale, mineral deposits and soap residues with an appropriate chemical cleaning solution and shall be thoroughly rinsed and dried to present a uniformly clean appearance. Extreme care shall be exercised to avoid damaging fixtures, metal pipes, chrome, etc.

1.1.4.3 Grout Cleaning - Grouting and sealants shall be cleaned according to schedule with an appropriate chemical cleaning agent and present a uniformly clean and hygienic appearance. Care shall be exercised to prevent damage to tile and any loose or broken grouting shall be reported to the Facilities Supervisor.

1.1.4.4 Ceramic Tile Floor/Wall Cleaning - Ceramic tile floors and walls shall be thoroughly scrubbed with a heavy duty disinfectant/ detergent solution and thoroughly cleaned, rinsed and dried to present a uniformly clean appearance. Extreme care shall be exercised to avoid excessive flooding of the area.

1.1.4.5 Restroom Servicing - Restrooms shall be serviced according to schedule and as frequently as necessary to assure sufficient supplies and hygienic condition. Extra supplies shall be left with the Facilities Supervisor to assure sufficient supply between cleaning and servicing.

1.1.5 Floor Maintenance- Floors shall be swept or dust mopped according to the schedule to present a clean and orderly appearance at all times. Sweeping compounds shall not be used on finished floors. Floors shall present a clean and orderly appearance with no loose dirt or debris in evidence including in corners, expansion joints, and other places inaccessible to the broom or dust mop. Special care shall be paid to lobbies, entrances, main corridors, conference rooms, public reception areas, and offices.

1.1.5.1 Removing Gum/Tar, Etc. - Surface accumulations of chewing gum, tar, hardened dirt and other soils that cannot be removed by other means such as mopping, sweeping, dust mopping, shall be scraped and then removed as soon as they are discovered. Care shall be taken to avoid damage to floor tiles or finish.

1.1.5.2 Spot Mopping- According to the schedule and as needed, spills, spots and stains shall be damp mopped to assure a uniformly clean appearance. Spilled materials such as alcohol or other chemicals may result in stains which penetrate floor finishes. In these instances, floors shall receive a light coat of finish to repair the damage and present a

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uniform clean appearance. Proper dangerous when wet signs will be displayed by the contractor accordingly.

1.1.5.3 Mopping- Floors shall be damp or wet mopped according to the schedule to maintain a uniformly clean appearance. Care shall be taken to avoid splashing walls, baseboards, furnishings, etc. to keep free from streaks, spots, stains, smears, mop strands and other unsightly appearances. Disks of cardboard or plastic shall be placed under or around furniture legs to prevent rust stains. Mopped floors shall be free from streaks, stains, smears, mop streaks and other unsightly appearance. Proper dangerous when wet signs will be displayed by the contractor accordingly.

1.1.5.4 Spray Buffing- This procedure shall be employed according to the schedule to ensure a high gloss, non-slippery finish on all floors, to repair and refurnish worn areas of finish and to remove heel and scuff marks. Extreme care shall be exercised to prevent hitting or otherwise damaging walls, baseboards, furnishings with the floor machine, replace all furniture. Floors shall have a uniform high shine and be free of streaks, scuff marks, and other unsightly materials.

1.1.5.5 Stripping, Waxing and Refinishing- This procedure shall be employed according to schedule to remove accumulations of dirt, finish, discolorations, stains, and rust spots from finished floors. Flooding of floors with stripping solution or rinse water shall be avoided at all times. Extreme caution shall be exercised to prevent splashing of walls, baseboards or furnishings. After thorough rinsing, floors shall be ready for application of new or additional finish. Sealer and coats of finish shall be properly applied to floor. Finished or refinished floors shall present a uniform shine and shall not have buildups of finish along edges or in corners. Overlapping finish marks shall not be apparent and all omissions shall be blended in with additional coatings to assure uniformity. Any furnishings moved in order to accomplish the procedure shall be replaced to proper position when work is completed. Also, floors shall be re-waxed according to schedule with a sealer and some coats of slip-resisting floor finish. Floors must be clean and free from scuff marks, stains, rust, dirt, gum, tar, old finish, etc. before finish is applied. Coats shall be applied with adequate time for drying allowed between coats.

DRY STRIPPING PROCEDURES SHALL NOT BE USED WITHIN THE BUILDING.

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1.1.6 Carpet Care – Carpets shall be vacuumed, spot cleaned, and shampooed to remove accumulations of dust, dirt, stains, and soil according to the schedule.

1.1.6.1 Vacuuming - Carpets shall be vacuumed according to schedule and shall be free from lint, debris, strings and loose carpet strands and the pile should stand erect. Close attention shall be paid to corners, edges, and areas that are inaccessible to the machine. Appropriate hand tools shall be employed to assure that these areas are properly cleaned. Care shall be exercised to prevent hitting or otherwise damaging walls, baseboards, or furnishings with the vacuum or attachments. Vacuumed carpets shall present a uniformly clean appearance both in open spaces and in inaccessible areas under and around furnishings, in corners and along edges. Bags shall be emptied or cleaned regularly. Walk-off mats shall also be vacuumed and any furniture moved and replaced.

1.1.6.2 Spot Cleaning- Carpets shall be spot cleaned as necessary to remove gum, tar, grease, spills, spots, stains, etc. A solvent cleaner may be used provided that it is safe and does not cause fading or discoloration. Aerosol chewing gum remover may be used with a putty knife, but careful attention shall be paid to avoid damaging carpet fibers.

1.1.7 Horizontal Surface Cleaning- Horizontal surface cleaning shall be interpreted to mean those surfaces and objects not high enough to require the use of a ladder (below 100" or about in height) that comprise the furnishings and structures of the facility including but not limited to office furniture (desks, chairs, tables, file cabinets), counter tops, ledges, rails, display cases and the tops of those cases, typewriters, telephones (including payphones), etc.

1.1.7.1 Spot Cleaning- This procedure is a form of policing areas for dirt, smudges, smears, graffiti, fingerprints, spills, splashes, etc. It shall be accomplished according to schedule and as a matter of good housekeeping practice, on a continuing basis. Surfaces which have been spot cleaned shall be free from smudges, fingerprints, dirt, splashes, graffiti, smears, spills, etc., and shall present a uniformly clean appearance.

1.1.7.2 Dusting- Dusting shall be accomplished according to schedule and surface shall be free from dust, lint, paper shreds, grime, cobwebs, hair and other unsightly omissions. Care shall be exercised to avoid damaging painted or wooden surfaces and "lightening" of the cleaned areas. Appropriate cleaning agents shall be used and shall be tested in inconspicuous areas before general use. Appropriate cleaning agents, polishes, cloths, etc. shall be used according to the type and composition

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of the structure or object and if treated dust cloths are used, there shall be no oil streaks left on the surface. Any items or furnishings moved during the procedure shall be replaced to the proper position. Care shall be taken to keep dust dispersion to a minimum.

1.1.7.3 Damp Wiping- Damp wiping or washing to horizontal surfaces shall be accomplished according to the schedule. Surface that have been damp wiped shall be free from dirt, streaks, spots, stains, cobwebs, smudges, fingerprints, smears, etc. and shall present a uniformly clean appearance. Appropriate cleaning agents shall be used according to the type and composition of the structure or object. Any items or furnishings moved during the procedure shall be replaced to the proper position. Care shall be taken to avoid damage to wood or painted surfaces and water spots shall be wiped clean and dry.

1.1.8 Vertical Surface Cleaning - Vertical surface cleaning shall be interpreted to mean those surfaces not high enough to require the use of a ladder (below 100" or about in height) that comprise the furnishings and structure of the facility and shall include but not be limited to walls, doors, gates, baseboards, table and desk legs and sides, sides of file cabinets, frames, pictures, wall hangings, maps, signs, ventilation louvers, stairwells, etc.

1.1.8.1 Spot Cleaning- This procedure is a form of policing areas for dirt, smudges, smears, graffiti, fingerprints, spills, splashes, etc. It shall be accomplished according to schedule and as a matter of good housekeeping practice, on a continuing basis.

1.1.8.2 Dusting- Dusting shall be accomplished according to schedule and surface shall be free from dust, lint, paper shreds, grime, cobwebs, hair and other unsightly omissions. Care shall be exercised to avoid damaging painted or wooden surfaces and "lightening" of the cleaned areas. Appropriate cleaning agents shall be used and shall be tested in inconspicuous areas before general use. Appropriate cleaning agents, polishes, cloths, etc. shall be used according to the type and composition of the structure or object and if treated dust cloths are used, there shall be no oil streaks left on the surface. Any items or furnishings moved during the procedure shall be replaced to the proper position. Care shall be taken to keep dust dispersion to a minimum.

1.1.8.3 Damp Wiping- Damp wiping or washing to horizontal surfaces shall be accomplished according to the schedule. Surface that have been damp wiped shall be free from dirt, streaks, spots, stains, cobwebs, smudges, fingerprints, smears, etc. and shall present a uniformly clean appearance. Water marks or spots shall be wiped clean and dry.

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Appropriate cleaning agents shall be used according to the type and composition of the structure or object. Any items or furnishings moved during the procedure shall be replaced to the proper position. Care shall be taken to avoid damage to wood or painted surfaces and water spots shall be wiped clean and dry.

1.1.8.4 Wall Scrubbing- This procedure shall be accomplished according to schedule. Appropriate cleaning agents shall be employed according to the type and composition of the wall. Disinfectant agents shall be used on restroom walls.

1.1.8.5 Baseboard Cleaning- Baseboards shall be cleaned according to schedule and after all stripping, scrubbing, and refinishing procedures as necessary. Baseboards shall be free from splashes, dirt, cobwebs, finish buildups, streaks, crevice accumulations of dirt, etc.

1.1.9 Drinking Fountain Cleaning and Disinfecting- Drinking fountains shall be cleaned according to schedule. All surfaces shall be cleaned with an appropriate disinfectant/detergent solution, wiped thoroughly dry and polished. All trash and debris (gum wrappers, cigarette butts, etc.) shall be removed. Plumbing problems shall be reported to the maintenance staff for corrective action.

1.1.9.1 Drinking fountains shall be free from trash and debris (gum wrappers, cigarette butts, etc.), dirt, fingerprints, smudges, streaks, spots and stains. Wall areas around the fountains shall be free from water spots and streaks.

1.1.10 High Dusting/Cleaning- High surfaces shall be interpreted to mean those surfaces and objects high enough to require the use of a ladder (above 100" or about in height) which comprise the structure and furnishing of the facility and shall include but are not limited to wall/ceiling junctures, light fixtures, ventilation louvers, overhead signs, sills, ledges, etc.

1.1.10.1 High surfaces and objects shall be free from dirt lint, cobwebs, grease, grime, streaks, spots, stains, insects, etc. and shall present an overall clean appearance.

1.1.10.2 Vents, Grills, Etc. - Ventilation louvers, grills, panels, etc. shall be cleaned according to schedule by damp wiping, dusting, washing, or vacuuming as appropriate and with appropriate cleaning agents. Cleaned vents, grills, etc. shall be free from dirt, accumulated dust, cobwebs, and shall present an overall clean appearance.

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1.1.10.3 Light Filters- Removable light filters (egg crates, diffusers, etc.) shall be taken down, cleaned, and replaced according to schedule using appropriate cleaning agents. Care shall be taken to prevent cracking or breaking these somewhat delicate structures.

1.1.11 Window and Glass Cleaning- Windows and glass shall be cleaned according to schedule. Cleaning solution used must not be harmful to metal trim, rubber gaskets, or putty holding glass in place. All spills, splashes and drips shall be wiped clean and dry from surrounding walls, floors, and furnishings as soon as possible. Cleaning shall be scheduled and performed as to provide the least inconvenience to building occupants. All cleaning must be done in compliance with safety and other local laws and regulations.

1.1.11.1 Interior/Exterior Window Cleaning- Windows below 110” in height shall be cleaned on the inside according to schedule. It is anticipated that some special equipment may be needed to perform some of the tasks. The Contractor shall provide the needed equipment. Windows shall be free from dirt, grime, smears, fingerprints, smudges, water spots, or streaks film and chemical residues. Metal trim, bases, edges, and frames shall be wiped clean and dry.

- The contractor shall obtain the necessary equipment, supplies, and materials to accomplish the task.
- The contractor shall wash and dry both the inside and outside of windows four times a year. Wash the inside window frames and sills and dust outside window frames and sills. Remove bird and insect nests if found.
- The contractor shall observe all OSHA prescribed safety regulations and practices. All ladders, scaffolding, window anchors, safety belts, as well as other required equipment, shall be OSHA approved.
- Acids shall not be used for cleaning windows/glass.

1.1.11.2 Doors, Partitions, and Display Case Cleaning- All glass doors, partitions, and display cases shall be cleaned according to schedule. Metal trim shall be included in the cleaning process. Glass shall be free from dirt, grime, smears, fingerprints, smudges, water spots or streaks, film and chemical residues. Metal trim, bases, edges, and frames shall be wiped clean and dry.

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1.1.11.3 Venetian Blinds- Venetian blinds are used as a means of blocking or controlling passage of light and sunshine through windows. Blinds shall be cleaned according to schedule by and of the industry-accepted methods, e.g. dusting, damp wiping, vacuuming, hand washing or washing by use of an ultrasonic cleaning machine. Care shall be taken to prevent damages to either the slats or the tapes that support. Cleaned venetian blinds especially the slats and tapes that support them shall be free from dirt, accumulated dust, cobwebs, etc. and shall present an overall clean appearance.

1.1.12 Outdoor Services – Ensure the grounds are free of trash (trash, cigarette butts, etc.) including sidewalks, parking lots, and the gazebo. Contractor is to clean and empty all cigarette butt containers.

1.1.13 Emergency (After Hours) Custodial Services- Emergency services may include but are not limited to cleaning up spills, leaks, floods, sickness, animal wastes, breakage, etc. in the event an emergency situation is of such magnitude that regularly scheduled tasks cannot be accomplished, the Facilities Supervisor shall be so informed. Emergency services shall be judged according to the nature of the procedure (i.e. separate standards apply to each function) and on the responsiveness to the situation.

1.2 COVID-19 Cleaning –The Contractor may elect not to provide a quote for these services if they do not provide them or have the expertise in this area.

1.2.1 Covid19 cleaning includes cleaning and disinfecting of common areas, office spaces and/or units for the Covid19 virus as needed. The Center for Disease Control (CDC) Guidelines are included in Attachment K. Contractor must use only EPA-certified disinfectants that have been determined to kill the Coronavirus (see Attachment L.) This information may be found on the EPA's website at <https://www.epa.gov/coronavirus>.

1.2.2 Contractors electing to quote for this service must clean and disinfect in accordance with the CDC Guidelines (Attachment K) which are updated from time to time. These guidelines include but are not limited to:

1.2.2.1 Disinfecting elevators, hallway and stairwell handrails, doors, door knobs and door frames, vending machines and vending machine areas, laundry rooms and the laundry equipment, outdoor benches and tables, recreation room tables and chairs, vestibules/entrances and their intercoms, mailboxes, etc.

1.2.2.2 Provide a daily summary of work performed and products used.

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1.3 Biohazard Cleaning—The Contractor may elect not to provide a quote for these services if they do not provide them or the expertise in that area.

1.3.1 Biohazard cleaning involves cleaning, sanitizing, and deodorizing areas (including blood, animal or human remains, chemical spills, etc.).

1.3.2 Must be willing to respond to emergencies 24/7 and respond within 1 hour of the call for service.

1.3.3 Contractors must provide their own equipment and cleaning products specifically designated for these types of services.

1.3.4 Must have the capability to properly dispose of all hazardous materials in accordance with the OSHA/EPA and other local, state and federal laws and regulations.

1.3.5 Contractors must provide a summary report of work completed and products used within 48 hours of the work completion. Contractor will report any issues of concern to the Property Manager, such as vandalism.

1.4 General Requirements

1.4.1 Initial Cleaning- All locations shall receive an initial deep cleaning service at the start of the contract and each year thereafter for the life of the contract will receive a deep thorough cleaning and shall be maintained at that level throughout the year. This service must be completed within the first three weeks of the contract commencement date and /or contract renewal date. This service shall include window washing, floor stripping and refinishing, and carpet cleaning. The price of the deep cleaning should be included in the individual building and per month quoted rates. Initial deep cleaning services shall not be counted toward the annual requirements. This will include all locations listed under the pricing schedule individually and as a whole.

1.4.2 Maintain janitor closet/room in an orderly condition and in compliance with County Safety and Fire Regulations.

1.4.3 At closing in all areas: unless specifically instructed not to by a TPS contract administrator or building representative.

- Turn off lights and equipment.
- Close and lock windows and doors.

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- Activate the security alarm system.
- 1.4.4** Current attachments such as soap and towel dispensers will not be changed unless contractor makes full repairs to all walls, etc. that may occur during change out and must be pre-approved in writing by TPS management. Defective or damaged dispensers shall be replaced by the Offeror at the Offeror's expense.
- 1.4.5** All service frequency intervals other than daily shall be identified to the specific day for each building a minimum of two weeks in advance by the selected Offeror and approved by the Property Manager so that appropriate accommodations can be made if needed to allow adequate access to the Offeror to provide a thorough service.
- 1.4.6** Additional services require prior written authorization from TPS and such documentation shall be attached to the billing invoice for approval.
- 1.4.7** Offerors shall provide a comprehensive listing of specifications of products they propose to use and are required to bring a representative sample if selected for an interview. Samples shall be retained by TPS.
- 1.4.8** Trash bags shall be a minimum of 13 microns.
- 1.4.9** TPS may require a checklist verification of services performed to be submitted daily to the Property Manager.
- 1.4.10** Standard TPS operating hours for all buildings are 8:00 AM – 4:40 PM.
- 1.4.11** Offeror shall provide with proposal a detailed cleaning plan for the building which should include proposed hours of service (timeframe i.e. – 4:45 PM – 8:45 PM), number of personnel performing services in the building, hours for each, and total hours allocated.
- 1.4.12** The Offeror is required to provide TPS for each employee of the Offeror, prior to being assigned to TPS if awarded the contract(s), a signed and dated statement indicating that they are familiar with and understand the service frequency and scope (technical and performance) requirements of this QSP. Copies of these statements shall be provided to the Property Manager. It shall be further noted that the personnel described in the proposals shall be available to perform the services described, barring illness, accident, or other unforeseeable events of a similar nature in which cases the Offeror must be able to provide a qualified replacement. All personnel shall be considered to be, at all times, the sole employees of the Offeror under its sole direction, and not employees or agents of TPS.

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Should the personnel be a TPS resident or have any conflicts of interest associated with the TPS, TPS may request that new personnel be assigned to these areas.

1.4.13 Under no circumstances shall TPS security cameras be touched, dusted, or cleaned.

1.4.14 Staff and Work Crews

1.4.14.1 Contractor shall have work crews, qualified by training and experience, to perform the work required. Each crew member shall wear identifiable apparel (i.e. T-Shirts, Uniforms, and Safety Vests) which identify them as a member of a Contractor's workforce while on TPS Property.

1.4.14.2 Contractor's personnel shall be courteous and respectful of TPS staff and residents.

2 COVID-19 Requirements for Work

Vendors entering TPS-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.

TPS will issue badges to individual Contractor employees with their picture.

3 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 TPS, 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 TPS 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 TPS contact to explain to avoid the penalty

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- 3.2 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.
- 3.3 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 TPS contact and explain.
- 3.4 Contractor will ensure ability to perform all services awarded under all contracts awarded by TPS and/or CMHA. 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.
- 3.5 In the event of a schedule conflict, vendors will service 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.)
- 3.6 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:

Number of days to submit invoice to TPS after completion of work or receipt by TPS in Yardi (whichever is later)	Performance Deduction from Invoice
<30	0%
>30	30%
>60	50%

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>90	75%
>120	100% (No payment)

3.10 TPS 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 TPS in the award of future work under this contract and award of future contracts.

4 GOLD PERFORMANCE STANDARDS

In 2012, the Authority implemented its motto “Being an Asset to Hamilton County” in addition to establishing Gold Performance Standards that 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 to procure services from a contractor that shares these standards and can clearly demonstrate what they can bring to this project that no other planner can offer.

The contractor’s proposal and overall presentation will be a direct reflection of their understanding of the Authority’s Gold Performance Standards, i.e. quality, creativity and professionalism that the Authority may expect of the contractor as evaluated in the Gold Performance Standard Evaluation Factor.