

ON-SITE FACILITY TOUR

Athletic Custodial Services

RFP No. 686347

Monday, August 20, 2018

9:30 AM – 11:00 AM CST

Questions and Answers

Q: What days will services be needed.

A: Weekly, Monday – Friday.

Q: Will you supply all chemicals and consumables?

A: Yes

Q: What brand of chemicals will be used?

A: Kleene Solutions H2O2

Q: Will service be provided year-round?

A: Yes

Q: Are there any days that would not require service due to shut-down?

A: Yes, there are a few days around Christmas and New Years as well as typical holidays. You may reference the University Holiday schedule for more information.

Q: Does this bid require stripping, waxing, and carpet cleaning?

A: Please provide pricing in your proposal on an as needed basis for all facilities within the scope of this bid.

Q: Will you need service during Christmas break?

A: Yes, would not be everyday, but we would have to workout some times. The break period would be too long to go without any cleaning services in some of the areas.

General Statement: We use a disinfecting foam (QUAT?) on the locker room showers. THIS IS VERY IMPORTANT TO KEEP THE STUDENT-ATHLETES HEALTHY.

Q: Do the locker need to be cleaned and dusted?

A: Yes, as needed. Do not clean if full of personal belongings. The Director of Ops for each program will organize a time for a full cleaning approximately twice a year.

Q: Same on (locker room) floors?

A: Yes, as needed. The track teams do not have a real offseason. The track facility is used more than any other area in Athletics.

Q: How often would the track locker rooms need to be cleaned?

A: Weekly, after 5pm, M-F. Track trains often in the mornings. Would be doing trash pull and cleaning carpets.

Q: What if something needs to be cleaned (vomit, spill, etc) during the day?

A: We would handle that internally if needed.

Q: Does a window company clean the (track facility) glass?

A: Yes, but would expect the winning bidder to spot clean hand prints, etc and dusk the ledges.

Q: Does anything need to be cleaned outside (of the track facility)?

A: No.

Q: Would the winning bidder be provided an office space onsite?

A: Negotiable

Q: Would we clean the (track) press box as needed?

A: Yes

Q: Would the winning bidder be provided passes for sporting event access?

A: No

General Need: Please provide amended square footage for all areas within the scope.

Q: Are there 2 sets of stairs, 1 elevator (in the track facility)?

A: Yes

Q: How does parking work?

A: After 5pm, every lot outside of the Red Reserved spots, is open parking. If you need to be on-site before 5pm, you would need to get a parking pass.

Q: Would the winning bidder be responsible for taking trash to the dumpster/compactor?

A: Yes. For Track and Jones Center would all go in the compactor located at the Jones Center. For the Ticket Office/Foundation, all trash would need to go to the dumpster behind Tyson Indoor. Also, we do recycle. We have 2 cardboard compactors at Bud Walton Arena and the Football Stadium. The Bud Walton loading dock is the most accessible of the two.

Q: Could (the winning bidder) leave a vehicle onsite?

A: That is something we should be able to accommodate if needed.

Q: Do you currently handle (the track facility) inhouse or outsource?

A: We outsource the lower part and handle the offices and upstairs in house.

General Statement: Chartwells will take care of the cleaning in the Nutrition Center portion of the Jones Student Athlete Success Center.

General Statement: There are two custodial closets (at the Jones Center).

Q: What would be the cleaning schedule (for the Jones Center)?

A: The schedule fluctuates. The ideal situation would be to arrive around 6pm and be done by 11:30pm. The building is highly trafficked in the evening for tutors sessions, but offices should become open around 5pm. Tutor rooms typically to not free up until 10pm when the building closes.

Q: How would we access the buildings?

A: All buildings on are FOBs. We control the access and can monitor usage.

Q: Do we need to clean the whiteboards (in the Jones Center)?

A: No.

Q: Would high dusting be required?

A: Monthly and as needed. Whatever can be reached with a 20-25 ft pole.

Q: What type of flooring is at the Hangar?

A: Epoxy

Q: How often does the Hangar floor need to be cleaned?

A: Annually.

Q: Are there sleeping quarters at the Hangar?

A: No

Q: How large is the Hangar?

A: Provide with amended sq footage document.

Q: Is there a custodial closet at the Hangar?

A: Yes

Q: What work would be required at the North End Zone?

A: There will be two office levels on the top two floors, which would be cleaned as outlined in the bid documentation. The two club levels would need to be spot cleaned weekly, outside of the 6 home games per year, which are not covered in the scope of this bid.

Q: Will we need to clean the parking lots?

A: No.

Q: What is your (the Athletic Department's) definition of "as needed"?

A: Spot check for crumbs, dust, marks, etc and we sure to take care of if clearly noticeable.

Q: How does the University pay?

A: Typically an invoice is paid within 30 days of the invoice date. A University Purchase Order will be provided to the winning bidder.

Additional Question Received post tour:

Q: I have taken a look at the newly posted Addendum. There are expectations to clean standing areas. The cleaning specifications for standing areas are not in the SOW. Would you be able to provide this?

A: Can we get clarification on what she is asking for? If she is asking about the seating bowl, there are no expectations for the winning company to cover cleaning of the seating areas.