

Mississippi State University
Request for Proposals (RFP) MSU2026114
Athletic Venue Cleaning Services and Daily Cleaning of Athletic
Facilities

ISSUE DATE: October 30, 2026

ISSUING AGENCY:

Office of Procurement Services
Mississippi State University
610 McArthur Hall, 245 Barr Avenue
Starkville, MS 39762

Sealed Proposals, subject to the conditions made a part hereof, will be received **December 1, 2026 at 2:00 PM in the MSU Office of Procurement Services, same address above**, for furnishing services and potentially, optional services as described herein.

IMPORTANT NOTE: If you are physically mailing your response, indicate firm name, and RFP number on the front of each and every sealed proposal envelope or package.

All inquiries concerning this RFP should be sent via the instructions in Section 4.

Any addendum associated with this RFP will be posted at <http://www.procurement.msstate.edu/procurement/bids/index.php> located under the RFP number. It is the respondent's responsibility to assure that all addenda have been reviewed and if applicable, signed and returned.

1. UNIVERSITY OVERVIEW

Mississippi State University (MSU) is a comprehensive land grant university. The main campus is located adjacent to the community of Starkville in northeast Mississippi, with a remote campus located in Meridian. Additionally, the university operates several remote agricultural experiment stations and has an Extension office located in each of the eighty-two Mississippi counties.

Additional information about MSU can be found at our website www.msstate.edu.

2. INVITATION TO SUBMIT PROPOSAL ON RFP

MSU is requesting proposals from experienced and qualified organizations to provide Athletic Venue Cleaning Services and Daily Cleaning of Athletic Facilities for its Starkville, MS campus. For the purposes of this RFP, Athletic Venues are those structures which house athletic events (see Appendix B). Athletic Facilities are those buildings where athletic offices are located (see Appendix D). The cleaning description and scope of services are in Appendix C. Fees are submitted on Appendix E.

The external cleaning service contractor plays an integral part in the ability of MSU Athletics to provide athletic department staff, coaches, student athletes and patrons a clean, safe and well-maintained facility each day, and to host major sporting events and other external events on the Starkville campus. The Custodial Contractor selected represents MSU and has a vital role in the daily and gameday experience of our customers and staff. Many assignments require the service provider to interact with the University's fans and customers. Assignments vary from removing trash at the completion of an event to performing in-game duties in premium levels of facilities, as well as providing daily and routine cleaning and special project cleaning at all MSU Athletics facilities and contest venues. The MSU Athletic Department has the sole authority to determine the level and type of services required in designated areas, and whether services are needed at specific athletic venues and facilities.

The inclusion of an on-site Account Manager is expected to ensure services are met. The MSU Athletic Department will provide a minimal amount of space for this purpose.

Proposers may bid on Option A, all Athletic Venues and Athletic Facilities; Option B, the Leo Seal Jr. Football Complex only; or Option C, all facilities except the Leo Seal Jr. Football Complex. Pricing for each option is submitted on Appendix E. MSU may award by option, to one or more Custodial Contractors.

3. SCOPE OF SERVICES REQUIRED

The following requirements are absolute minimums that a Custodial Contractor must meet. If these requirements are not met, the proposal will be removed from consideration. The Custodial Contractor must provide a detailed description of how each of these requirements will be met by the proposed firm.

In performance of the contract, the Custodial Contractor agrees it will comply with all applicable state, federal and local laws and regulations and all applicable policies and procedures of the University and its governing board, the Board of Trustees of State Institutions of Higher Learning (“IHL”).

MSU reserves the right to add similar items/services or delete items/services specified in the subsequent contract as requirements change during the term of the contract. Prices for items/services to be added to the contract will be mutually agreed to by MSU and the Custodial Contractor. A contract amendment will be issued for each addition or deletion that is approved.

Requirements that refer to events, gamedays, preseason cleaning or external events apply to Options A and C only.

Requirements

- a) The Custodial Contractor must consider the quality of its personnel, the image they project, and the level of services provided. Any personnel operating on campus reflect upon the MSU Athletic Department and the university as a whole. All Custodial Contractor personnel must adhere to all applicable Mississippi State University (MSU) policies and procedures as they relate to their specific duties and presence on campus. MSU policies can be reviewed at <http://www.policies.msstate.edu/>. Personal appearance, conduct, courtesy, knowledge, and proficiency must be ensured for all Custodial Contractor personnel operating on the Mississippi State University campus. All personnel are required to wear proper company uniforms with company logo and carry proper identification at all times.
- b) There must be adequate supervision at each event and during daily services to ensure that all Custodial Contractor personnel are in their designated areas and performing all required duties. Supervisors must be able to supervise staff and assist in providing the service being performed, and must be familiar with key MSU Event Management and Game Operations staff as well as Facility Enhancements staff. Athletic Department staff are listed in the HailState.com staff directory at <https://hailstate.com/staff-directory>.
- c) The Custodial Contractor must provide an on-site Account Manager / Director of Operations, who serves as the Athletic Department’s primary point of contact, together

with a Daily Cleaning Manager and an Event / Stadium Cleaning Manager, each supported by supervisors (see Appendix C, 1.9). A proposal for the Leo Seal Jr. Football Complex only (Option B) is not required to provide an Event / Stadium Cleaning Manager. The Athletic Department may request team member changes at any time. The cost of the management team must be included in the pricing submitted on Appendix E and will not be paid separately.

- d) The Custodial Contractor is responsible to repair or replace, to the satisfaction of the University, any damages to grounds, buildings, vehicles or other property belonging to the University or any of its employees, students or visitors present on campus where such damage is the direct or indirect result of any actions of the Custodial Contractor or its employees.
- e) The proposal shall clearly define the Custodial Contractor's process for ensuring high quality management personnel capable of managing a contract of this magnitude.
- f) The proposal shall clearly define the Custodial Contractor's plans and process for providing services for daily services and regularly scheduled events as well as for providing unscheduled service needs that may arise.
- g) The proposal shall clearly define the Custodial Contractor's process for background checks so as to ensure the safety of MSU staff, faculty, fans, teams, coaches and guests. All of the Custodial Contractor's personnel must have a background examination prior to being assigned to work on MSU's campus. The background examination must be renewed as necessary so that no longer than three years has elapsed since a background examination was last conducted of the employee.
- h) The Custodial Contractor must utilize a quality assurance and quality control system for all daily and event cleaning services and make it available upon request to Athletic Department staff. The Custodial Contractor is expected to utilize the Athletic Department's internal work-request system to respond to reported issues. All areas cleaned will be inspected and approved by an Athletic Department supervisor or designee. Deficiencies must be corrected within the designated timeframe at no additional cost, and payment will be remitted upon completed and approved inspection.
- i) The MSU Athletic Department will furnish all paper products, can liners, hand soap, shampoo and body wash for daily cleaning and events. The MSU Athletic Department will provide and pay for dumpsters and compactors, including their servicing and hauling. The Custodial Contractor must furnish all other supplies, chemicals, equipment, vehicles and personal protective equipment, unless special allowances are

agreed upon with the Athletic Department. Chemicals must be approved for the surfaces being cleaned and safe for use in occupied buildings (see Appendix C, 1.7, 1.11 and 1.12).

- j) The Custodial Contractor must provide a staffing plan and schedule for all cleaning services, including daily services, preseason cleaning and event cleaning, and will collaborate with Athletic Department personnel to ensure staffing levels meet daily and event needs. Daily services must be performed on the schedule in Appendix C for the facilities and frequencies in Appendix D, without disrupting Athletic Department staff, student-athletes or operations. The Custodial Contractor is responsible for providing needed services through holidays and weekends (see Appendix C, 1.5). Day porter services, where required, are included in the daily cleaning price. Daily services will be invoiced monthly, separately from preseason, event and external event services.
- k) The Custodial Contractor must comply with the key and ID card controls in Appendix C, 1.10, and secure each facility following service. No one associated with the Custodial Contractor shall enter restricted areas without permission of the MSU Athletic Department. All personnel must be trained in safe cleaning practices, including bloodborne pathogen and biohazard procedures; Safety Data Sheets must be available at each facility; and incidents must be reported promptly to the Athletic Department.
- l) Services must be completed within the designated timeframes set by the MSU Athletic Department and set out for each venue in Appendix C, Section 3. Event services will begin at a predetermined time following the conclusion of the event. Patrons in premium areas are allowed occupancy for a time period following the event, and service for occupied areas will not begin until the area is vacant; work can begin in public areas and as premium areas are individually vacated. Urgent same-day requests, such as spills, restroom issues, biohazards and leaks, must be addressed within the timeframe designated by the Athletic Department.
- m) If multiple events are played at the same facility on the same day (e.g., two games played back-to-back), full post-event services will generally only be needed following the completion of the last event. MSU Athletic Department staff will determine what, if any, services need to be performed prior to the end of the last event. The Custodial Contractor will be paid on a prorated basis: the second game is priced at 50% of the per-game price, so the two-game day totals 1.5x the per-game price (see Appendix E). During postseason play, services may be requested between each game.
- n) Event dates and game times will be communicated to the Custodial Contractor by the Athletic Department point of contact. Game times are subject to change. It is the

responsibility of the Custodial Contractor to confirm all game times the day prior to the event.

- o) Periodic services, such as carpet extraction, floor care, window cleaning and high dusting, must be performed at the frequencies set out in Appendices C and D. Periodic services are included in the daily cleaning price, and no additional payment will be made for them.
- p) External Events. The MSU Athletic Department receives numerous facility requests to host external events. The Custodial Contractor may be asked to provide services for any event in the form of pre-event, during-event and post-event services. The scope of work will generally be in line with those already detailed for specific venues, but exact needs will be determined by the event host in coordination with Athletic Department personnel. The Custodial Contractor will invoice for these events and extra services at an hourly rate or a per-event negotiated rate, depending on the type of event and services requested (see Appendix E). The use of additional “host supplied” (parents, participants, etc.) services will be deterred whenever possible. Annually the Athletic Department is requested to provide venues for several dozen external events ranging from non-MSU athletic events to private weddings.

Insurance

The awarded Custodial Contractor, as an independent contractor, shall provide proof of Comprehensive General Liability insurance, Workers’ Compensation insurance and Commercial Auto Liability insurance. The Custodial Contractor shall provide a Certificate of Coverage mailed to the Board of Trustees of State Institutions of Higher Learning, Office of Insurance & Risk Management, 3825 Ridgewood Road, Suite 429, Jackson, MS 39211 and MSU ten working days prior to start of services. The Certificate of Coverage should, at a minimum, contain the name of the carrier, effective and expiration dates of coverage, a description of the covered perils, amount of coverage by peril, the name and mailing address of the insurance company, and the name and mailing address of the insurance agent.

The Certificate of Coverage must name the Board of Trustees of State Institutions of Higher Learning and MSU as an additional insured. The Comprehensive General Liability coverage and the Commercial Auto Liability coverage shall be a minimum amount of One Million Dollars (\$1,000,000) per occurrence and Two Million Dollars (\$2,000,000), or equivalent, annual aggregate through an insurance company with a Best rating of A- or higher and a financial size Class X or higher approved by the Mississippi Department of Insurance.

References

MSU desires to do business with a Custodial Contractor that has a proven track record in similar services. The proposer shall provide a list of three references where similar services were provided for an organization of a size comparable to or greater than MSU. MSU will contact these references to determine the quality of services rendered; such information will be considered in the evaluation of the proposal. The list must include contact person and telephone number.

4. INQUIRIES ABOUT RFP

Prospective respondents may make written inquiries concerning this request for proposal to obtain clarification of requirements. **Questions should be submitted either via a Word document or plainly typed in the email itself.** Responses to these inquiries may be made by addendum to the Request for Proposal (RFP). Please send your inquiries to Jennifer Mayfield via email at jmayfield@procurement.msstate.edu. **All inquiries must be in writing no matter how minor they seem.**

All inquiries should be marked “URGENT INQUIRY. MSU RFP **MSU2026114**”

5. ADMINISTRATIVE INFORMATION

a) Issuing Office

This RFP is issued by the following office:

Office of Procurement Services
Mississippi State University
Mississippi State, MS 39762

b) Schedule of Critical Dates

The following dates are for planning purposes only unless otherwise stated in this RFP progress towards their completion is at the sole discretion of the university.

RFP Posted	October 30, 2026
Questions from Vendors Due	November 9, 2026
MSU Q&A Response Due	November 16, 2026
Proposal Submission Deadline – 2:00 p.m.	December 1, 2026
Award Date (Estimated)	January 1, 2027

6. PROPOSAL CONTENTS

This is a two-step RFP process. The technical proposals and the cost proposals are to be submitted in separate sealed envelopes. Indicate firm name, RFP# and word “Technical Proposal” on the front of the sealed technical proposal envelope or package. Indicate the firm name, RFP# and the word “Cost Proposal” on the front of the sealed proposal envelope or package.

At a minimum, the following items should be included in the contents of the Technical Proposal:

- Cover letter, indicating the scope of the proposal. The letter should include an overview of the services being offered. The letter should include a statement of exceptions to any of the terms and conditions outlined in this RFP. (Cover letter should be no more than 3 pages in length.)
- Corporate Structure and Credentials
 - Number of years of experience
 - Staffing levels and support proposed
 - Examples of similar previous work.
- Operations and Ability to Perform
 - Provide operation plan. This should include, but not be limited to, acknowledgement and agreement with all requirements as well as explanations, where applicable, of the intended plan to achieve the requirements.
 - Describe how services will be provided to MSU.
- Staffing and Management: staffing plan and schedule for daily, preseason and event cleaning; management team structure, including the on-site Account Manager, Daily Cleaning Manager and Event / Stadium Cleaning Manager; and quality assurance and quality control system.

At a minimum, the following items should be included in the contents of the Cost Proposal:

- All fees as shown on Appendix E
- Annual price escalator, stated as a percentage on Appendix E

7. DISCUSSIONS/EVALUATION CRITERIA/AWARD PROCESS

MSU reserves the right to conduct discussions with any or all respondents, or to make an award of a contract without such discussions based only on evaluation of the written proposals. MSU reserves the right to contact and interview anyone connected with any past or present projects with which the respondent has been associated. MSU likewise reserves the right to designate a review committee to evaluate the proposals according to the criteria set forth under this section. MSU may make a written determination showing the basis upon which the award was made and such determination shall be included in the procurement file.

MSU reserves the right to award this contract in whole or in part depending on what is in the best interest of MSU with MSU being the sole judge thereof.

The evaluation factors set forth in this section are described as follows:

- The Vendor's ability to deliver services as described in the RFP
- Competitive fees
- Availability and access to support
- Vendor's experience with similar size facilities (judged against the facilities in the option bid)
- Compliance with applicable State and Federal laws and regulations
- The committee may invite finalists for interviews and/or presentations

Failure to attend a requested interview presentation before the committee may result in a proposal not being considered.

Upon award of contract(s), successful respondent(s) will be asked to provide a transition plan and timeline and obtain MSU's input and concurrence before moving forward.

Proposals will be scored based on the following weights (100 points total):

- Corporate Structure/Years of Experience/References – 20 pts
- Operation Plan/Ease of Use/Services Offered (including staffing plan, management team, quality assurance and quality control, and daily event service plans)– 50 pts
- Fees – 30 pts.

8. PROPOSAL SUBMISSION

Responses Submitted Electronically in Bully Buy:

If you did not receive an invitation to reply in Bully Buy, contact the person on page one and request an invite.

Technical Proposal: Proposal must be submitted in PDF format and state “Technical Proposal” in the title of the document. This document must be separate from the cost proposal or the response may be considered non-responsive.

Cost Proposal: Cost proposal must be submitted in PDF format and state “Cost Proposal” in the title of the document. This document must be separate from the technical proposal or the response may be considered non-responsive.

Responses Submitted Physically:

Proposals shall be submitted in two packages (envelopes or boxes) as set forth in Section 7. Please make sure that the RFP number is clearly visible on the outside of the package.

Technical Proposal – One (1) original and one (1) electronic copy (of the complete technical proposal in one pdf file on a flash drive) of parts 7(b)(i) (Cover Letter), 7(b)(ii) (Corporate Structure and Credentials), and 7(b)(iii) (Operations and Ability to Perform) should be sealed in a package with “Technical Proposal” in the lower left-hand corner. Each submitted package should be a complete copy.

Cost Proposal – One (1) original and one (1) electronic copy (of the complete cost proposal in one pdf file on a flash drive). Should be sealed in a package with “Cost Proposal” in the lower left-hand corner. Each submitted package should be a complete copy.

The proposal package must be received on or before the date/time listed on Page 1. It is the responsibility of the respondent to ensure that the proposal package arrives at Mississippi State University on time. The proposal package should be delivered or sent by mail to the address listed on Page 1.

Your response must include the signature page included in this RFP (See Appendix A) and contain the signature of an authorized representative of the respondent’s organization. The signature on the “Original” signature page can be electronic.

MSU reserves the right to reject any or all proposals and to waive informalities and minor irregularities in proposals received and to accept any portion of a proposal or all items bid if deemed in the best interest of the University to do so.

Proposals received after the stated due date and time will be returned unopened. RFP submissions via facsimile or email are not acceptable. Responses will only be valid if mailed and received by the due date/time or if submitted through an approved electronic system.

9. PCI COMPLIANCE ISSUES (NOT APPLICABLE FOR THIS RFP)

The vendor must provide a PCI compliant processing environment using one of the approved options below. If the vendor is unable to fully adhere to one of these options, the proposal will be removed from consideration.

- **Option 1** – Integrate with MSU’s existing third-party solution (NelNet Business Solutions – Commerce Manager), because all hardware, software and back-end processing have been vetted and credit/debit card payments are automatically posted to Banner.
- **Option 2** – Use alternative third-party solution. Use a different MSU Merchant ID but same bank account.
 - Work with members of MSU’s PCI Council and third-party PCI Compliance consultant to review business needs and proposed solution.
 - Ensure card transactions processed by university personnel are performed using a PCI-validated point to point encrypted (P2PE) solution. The solution must be listed on the PCI council’s website (<https://www.pcisecuritystandards.org>), must not be expired, and devices to be used with the solution must have a PIN transaction security (PTS) expiration date at least 3 years past the date of installation.
 - Obtain the following solution information
 - Attestation of compliance (AoC) from all parties involved in handling or that affect the security of cardholder data.
 - Verify that all devices have a current PTS certification and have an expiration date at least 3 years past the installation date of the solution.
 - Obtain a data flow diagram showing where payment card data will be introduced to the proposed solution and all steps/hops it will take until payment information is delivered to the merchant processing bank. This will determine all the service providers that must provide an AoC.
 - Require specific reporting requirements and interfaces to support Banner integration and automatic posting of credit/debit card payments to the ERP. The exact file layout will be provided upon request.
- **Option 3** – Use alternative third-party solution. Use vendor’s Merchant ID.
 - Work with members of MSU’s PCI Council and third-party PCI Compliance consultant to review the solution.
 - Ensure card transactions processed by university personnel are performed using a PCI-validated point to point encrypted (P2PE) solution. The solution must be listed on the PCI council’s website (<https://www.pcisecuritystandards.org>), must not be expired, and devices to be used with the solution must have a PIN

transaction security (PTS) expiration date at least 3 years past the date of installation.

- Obtain the following solution information
- Attestation of compliance (AoC) from all parties involved in handling or that affect the security of cardholder data.
- Verify that all devices have a current PTS certification and have an expiration date at least 3 years past the installation date of the solution.
- Obtain a data flow diagram showing where payment card data will be introduced to the proposed solution and all steps/hops it will take until payment information is delivered to the merchant processing bank. This will determine all the service providers that must provide an AoC.
- Payments due MSU will be remitted on a predetermined basis, net of all applicable fees and merchant discounts. Banner integration not required.

10. TWO-PHASE, BEST AND FINAL OFFER

If the initial proposals do not provide MSU with a clear and convincing solution, or if MSU feels it is appropriate to offer the potential providers an opportunity to submit revised proposals, MSU reserves the right to use a two-phase approach and/or invite Best and Final Offers (BAFO). Based on the information obtained through the proposal submittals (Phase-One), MSU may choose a specific business model, and potential providers may be asked to submit revised proposals based upon that specific model.

The evaluation committee may develop, for distribution to the top-ranked firms, refined written terms with specific information on what is being requested as a result of information obtained through initial RFP submittal process. Proposers may be asked to reduce cost or provide additional clarification to specific sections of the RFP. Selected proposers are not required to submit a BAFO and may submit a written response notifying the solicitation evaluation committee that their response remains as originally submitted.

11. TERM OF CONTRACT

It is MSU's intention to enter into a three (3) year contract, estimated to begin January 22, 2027 with the option to renew for two additional one (1) year terms. Proposers must include an annual price escalator, stated as a percentage on Appendix E, to be applied at the start of each contract year after the first year. MSU will provide written notice of its acceptance of each option to renew at least six (6) months prior to the end of the then-current term.

MSU reserves the right to terminate this agreement with thirty (30) days-notice, by the Director of Contract Administration via certified mail to the address listed on the signature page of this RFP (See Appendix A) if any of the terms of the proposal and/or contract are violated.

In the event the contractor fails to carry out and comply with any of the conditions and agreements to be performed under the specifications, MSU will notify the contractor, in writing, of such failure or default. In the event the necessary corrective action has not been completed within a ten (10) day period, the contractor must submit, in writing, why such corrective action has not been performed. The University reserves the right to determine whether or not such noncompliance may be construed as a failure of performance of the contractor.

Termination of contract by contractor without cause can only occur with at least one-hundred and twenty (120) days-notice prior to the proposed termination of the contract.

In the event MSU employs attorneys or incurs other expenses it considers necessary to protect or enforce its rights under this contract, the contractor agrees to pay the attorney's fees and expenses so incurred by MSU.

12. ACCEPTANCE TIME

Proposal shall be valid for one-hundred and eighty (180) days following the proposal due date.

13. RFP CANCELLATION

This RFP in no manner obligates MSU to the eventual purchase of any services described, implied or which may be proposed until confirmed by a written contract. Progress towards this end is solely at the discretion of MSU and may be terminated without penalty or obligations at any time prior to the signing of a contract. MSU reserves the right to cancel this RFP at any time, for any reason, and to reject any or all proposals or any parts thereof.

14. INDEPENDENT CONTRACTOR CLAUSE

The contractor shall acknowledge that an independent contractor relationship is established and that the employees of the contractor are not, nor shall they be deemed employees of MSU and that employees of MSU are not, nor shall they be deemed employees of the contractor.

15. DISCLOSURE OF PROPOSAL CONTENTS

Proposals will be kept confidential until evaluations and award are completed by MSU. At that time, all proposals and documents pertaining to the proposals will be open to the public, except for material that is clearly marked proprietary or confidential.

IMPORTANT! The offeror/proposer should mark any and all pages of the proposal considered to be proprietary information which may remain confidential in accordance with Mississippi Code Annotated 25-61-9 and 79-23 1 (1972, as amended). Each page of the proposal that the proposer considers trade secrets or confidential commercial or financial information should be

on a different color paper than non-confidential pages and be marked in the upper right-hand corner with the word “CONFIDENTIAL.”

Failure to clearly identify trade secrets or confidential commercial or financial information will result in that information being released subject to a public records request.

16. OTHER CONTRACT REQUIREMENTS

Award Terms: This contract shall be awarded at the discretion of the University based on the capabilities and overall reputation of the Supplier, as well as the cost. Acceptance shall be confirmed by the issuance of a contract from the University.

Standard Contract: The awarded contractor(s) will be expected to enter into a contract that is in substantial compliance with MSU’s standard contract. The technical proposal should include any desired changes to the standard contract. It should also be noted that there are many clauses which the MSU cannot change (see Standard Addendum). Significant changes to the standard contract may be cause for rejection of a proposal. Both documents can be found here: <https://www.contracts.msstate.edu/resources/standard-forms>.

The Procurement Process: The following is a general description of the process by which a firm will be selected to fulfill this Request for Proposal.

- Request for Proposals (RFP) is issued to prospective suppliers.
- A deadline for written questions is set.
- Proposals will be received as set forth in Section 8.
- Unsigned proposals will not be considered.
- All proposals must be received by MSU no later than the date and time specified on the cover sheet of this RFP.
- At that date and time, the package containing the proposals from each responding firm will be opened publicly and the name of each respondent will be announced.
- Proposal evaluation: The University will review each proposal.
- At their option, the evaluators may request oral presentations or discussions for the purpose of clarification or to amplify the materials presented in the proposal
- Respondents are cautioned that this is a request for proposals, not a request to contract, and the MSU reserves the unqualified right to reject any and all proposals when such rejection is deemed to be in the best interest of the University.
- The proposals will be evaluated according to the criteria set forth in Section 7.

APPENDIX A: SIGNATURE PAGE

Provide information requested, affix signature and return this page with your proposal:

Name of Firm: _____

Complete Address: _____

Telephone Number: _____

E-mail Address: _____

Authorized Signature: _____

Printed Name: _____

Title: _____

APPENDIX B: ATHLETIC VENUE SNAPSHOT

Venues – Event Cleaning

Davis Wade Stadium

Item	Detail
Scope of Services	Appendix C, 3.2
Use	Football
Built / Seating	Built 1914; seats ~60,000
Key Spaces	Gridiron Club; State Level Loge; Scoreboard Club; Floyd Wade, Jr. Club; M-Club; South End Zone Loge; Suites: 24 North, 50 East, 2 West
Cleaning	Daily and event
Total / Cleanable SF	530,895 / 456,016
Daily / Event SF	9,384 / 446,632

Section	Total SF	Cleanable SF	Daily SF	Event SF
West (ground, 100, 200, 300)	111,020	84,633	0	84,633
North (ground, main, State Level, Scoreboard)	199,863	168,308	5,932	162,376
East (ground, Floyd Wade Club, suites 1 and 2, Sky Deck)	195,663	181,937	422	181,515
M-Club	9,877	8,350	205	8,145
Turman Fieldhouse	14,472	12,788	2,825	9,963

Dudy Noble Field

Item	Detail
Scope of Services	Appendix C, 3.3
Use	Baseball
Built / Seating	Opened 2019; ~5,000 chairbacks; ~15,000 total attendance
Key Spaces	20 suites; Omaha Club; Triple Crown Club; ~100 Left Field Lounges
Cleaning	Daily and event
Total / Cleanable SF	147,603 / 119,844
Daily / Event SF	16,325 / 103,519

Humphrey Coliseum

Item	Detail
Scope of Services	Appendix C, 3.4
Use	Basketball
Built / Seating	Built 1975; ~10,000 seats
Key Spaces	~33 Olympic sports offices; 3 visiting locker rooms; Legends Club; Courtside Club
Cleaning	Daily and event
Total / Cleanable SF	147,319 / 124,376
Daily / Event SF	24,078 / 100,298

Mize Pavilion

Item	Detail
Scope of Services	Appendix C, 3.4
Use	Basketball practice facility and offices; attached to Humphrey Coliseum
Built / Seating	Added 2011
Key Spaces	Practice courts, offices, weight room, garage
Cleaning	Daily
Total / Cleanable SF	82,400 / 26,971
Daily / Event SF	26,971 / 0

Nusz Park

Item	Detail
Scope of Services	Appendix C, 3.5
Use	Softball
Built / Seating	Built 2016; ~1,000 chairbacks
Key Spaces	Hydrotherapy room, dugout bathrooms, press box, right field deck
Cleaning	Daily and event
Total / Cleanable SF	5,059 / 3,847
Daily / Event SF	371 / 3,476

Softball Indoor Clubhouse

Item	Detail
Scope of Services	Appendix C, 3.5.2
Use	Softball
Built / Seating	2024
Key Spaces	Team locker room, lounge, training room, restrooms, indoor turf area
Cleaning	Daily
Total / Cleanable SF	11,602 / 10,723
Daily / Event SF	10,723 / 0

Rula Tennis Center

Item	Detail
Scope of Services	Appendix C, 3.6
Use	Tennis (indoor)
Built / Seating	250 seats
Key Spaces	Six indoor courts (not cleaned), training area, entrance lobby with elevator
Cleaning	Daily and event
Total / Cleanable SF	48,148 / 9,182
Daily / Event SF	3,908 / 5,274

A.J. Pitts Tennis Center

Item	Detail
Scope of Services	Appendix C, 3.7
Use	Tennis (outdoor)
Built / Seating	600 seats
Key Spaces	Press box, public bathrooms, visiting team locker rooms; courts not cleaned
Cleaning	Daily and event
Total / Cleanable SF	5,968 / 5,595
Daily / Event SF	952 / 4,643

Newell-Grissom Building

Item	Detail
Scope of Services	Appendix C, 3.8
Use	Volleyball
Built / Seating	Arena; ~2,000 seats
Key Spaces	Team and visiting locker rooms, training room, coaches' offices
Cleaning	Daily and event
Total / Cleanable SF	38,966 / 24,787
Daily / Event SF	9,519 / 15,268

Soccer Stadium

Item	Detail
Scope of Services	Appendix C, 3.9
Use	Soccer
Built / Seating	1,000 seats
Key Spaces	Press box, public bathrooms, concession stand
Cleaning	Event
Total / Cleanable SF	2,322 / 1,710
Daily / Event SF	0 / 1,710

Soccer Clubhouse

Item	Detail
Scope of Services	Appendix C, 3.9.2
Use	Soccer
Built / Seating	2016
Key Spaces	Team locker room, lounge, training room, restrooms
Cleaning	Daily
Total / Cleanable SF	3,225 / 2,783
Daily / Event SF	2,783 / 0

Mike Spencer Track

Item	Detail
Scope of Services	Appendix C, 3.10
Use	Track and field
Built / Seating	2,000 seats
Key Spaces	Event bathroom trailers; track surface and infield not cleaned
Cleaning	Event
Total / Cleanable SF	N/A
Daily / Event SF	N/A

Other Buildings – Daily Cleaning

Buildings with no event cleaning. Cleanable area is cleaned daily except as noted.

Building	Total SF	Cleanable SF	Daily SF	Cleaning	Description
Bryan Building	27,136	23,821	23,821	Daily	Athletic administration offices, including the ticket office, lobbies, conference rooms and restrooms.
Leo Seal	79,064	55,415	55,415	Daily; trash-only areas	Football operations complex with team locker room, meeting rooms, nutrition center, recovery and training areas, offices and conference rooms. The locker room, nutrition center (after each meal), entrance lobby and stairway are serviced multiple times daily.
Templeton	35,245	31,447	31,447	Daily; includes periodic: 4,714 SF	Athletic academic center with study rooms, offices, conference room, and grand lobby. Cleaned 9:00 PM to 7:00 AM.
Shira	75,516	38,755	38,755	Daily; includes periodic: 1,288 SF	Olympic Sport training facility with track locker rooms, team lounge, treatment and nutrition areas, auditorium, media production space and offices.
Palmeiro	77,974	1,690	1,690	Daily	Cleanable areas are limited to lobby, offices, restrooms and corridors.
Baseball Coaches Offices	3,893	3,679	3,679	Daily	Baseball coaching offices with conference room, locker room, break room and restrooms.
Total	298,828	154,807	154,807		

APPENDIX C: CLEANING DESCRIPTION AND SCOPE OF SERVICES

GENERAL CONDITIONS AND CLEANING SPECIFICATIONS

- 1.1. The general conditions of these specifications, including amendments and additions thereto, apply to every heading included in these specifications with the same force as though repeated in full under each heading respectively.
- 1.2. Custodial Contractor will provide day-to-day cleaning services, including furnishing personnel, equipment and cleaning supplies.
- 1.3. Appendix D shows the expected APPA Custodial Standards for all areas.
- 1.4. The MSU Athletic Department will provide all paper products, can liners, hand soap, shampoo and body wash for daily cleaning and events.
- 1.5. **Hours of Operation**
 - 1.5.1. The operational tempo of the athletic department is extremely high. The expectation of a clean and orderly facility is also high. The window of opportunity to clean offices and team spaces varies between sports, departments and seasons. It is the desire of the Athletic department to have the majority of the cleaning accomplished when staff are not present. The windows of opportunity for cleaning are listed in Appendix D. The Custodial Contractor shall review the information given in Appendix D and develop a cleaning schedule that will be submitted to the Athletic Department for review and approval. If the Custodial Contractor decides that night cleaning presents the best alternative, day porters will need to be available for spills and emergencies during normal operating hours (8:00am – 5:00pm). Day porter services are included in the daily cleaning price. A heavy cleaning / floor maintenance team will need to be scheduled after 7:00PM. For information purposes only: Campus Custodial is scheduled as follows: Daily cleaning 4:00AM – 1:00PM / Daily portering & special cleaning 12:00PM – 9:00PM / Heavy clean & floor maintenance 8:00PM-5:00AM.
 - 1.5.1.1. All athletes, coaches and staff put in long hours preparing for competition. The work hours for athletics are not a normal schedule. The University has an approved holiday schedule and a normal 5-day work week; however, many times Athletics will have events happening on holidays and weekends. The Custodial Contractor is responsible for providing needed services through holidays and weekends. Team and event schedules will be given to the Custodial Contractor for planning purposes.

1.6. Event Support

- 1.6.1. The MSU Athletic Department receives numerous facility requests to host external events. The Custodial Contractor may be asked to provide services for any event in the form of pre-event, during-event and post-event services. The scope of work will generally be in line with those already detailed for specific venues, but exact needs will be determined by the event host in coordination with Athletic Department personnel. The Custodial Contractor shall invoice for these events and extra services. Type of event and services requested will determine if an hourly rate or a per-event negotiated rate is billed.

1.7. Custodial Supplies and Equipment

- 1.7.1. Custodial Contractor will furnish all cleaning solutions, tools, and equipment required for the cleaning of the athletic facilities as described in this document. This will include all glass cleaners, disinfectants, gloves, custodial carts, vacuum cleaners, mops, brooms, machines, tilt trucks and deep-cleaning equipment.
 - 1.7.1.1. The Custodial Contractor will be given space in each building for the storing of supplies and daily use tools. At least one of the storage spaces will have a mop sink in it. The use of chemical mixing station will be considered if there is a backflow device to keep from contaminating the University water system. The Custodial Contractor shall submit data sheets to the Athletic Department for approval.

1.8. Quality Assurance / Quality Control

- 1.8.1. As defined, Custodial Quality Assurance (QA) is a proactive system of setting standards and processes to prevent cleaning errors, while Quality Control (QC) is the reactive inspection and measurement to detect if those standards are met in the final output, using tools like checklists, photo documentation, and tracking systems to ensure consistent, high-quality service delivery.
- 1.8.2. The Custodial Contractor shall implement a QA/QC program and provide, at the least, monthly statistical reports to the MSU Athletic Department measuring levels and trends of service and client satisfaction.
- 1.8.3. Checklists shall be used to ensure consistency of cleaning and evaluation of cleaning activities. The Custodial Contractor shall make all checklists available to the Athletic Department.
- 1.8.4. It is highly desired that the Custodial Contractor utilize a web-based quality management system and the Athletic Department be given access to the data.

1.8.5. The Athletic Department utilizes a web-based work management system (Maintain-X). The Custodial Contractor will be expected to utilize Maintain-X as part of their management process. Staff within the Athletic Department submit items that need attention (e.g. no toilet paper or paper towels in bathroom XYZ). Those items that are custodial related are assigned to the Custodial Contractor. The system has buttons that are used for the Custodial Contractor to open the request and close the request when completed. Pictures are normally attached to the requests to show the problem. The Athletic Department standard when closing a request is to include a picture that shows the item has been corrected.

1.8.6. Problem Resolution

1.8.6.1. The Custodial Contractor shall remedy any unsatisfactorily performed or missed service(s) that have occurred. Where performance of a task(s) has been deemed by the Athletic Department's management team to have been performed unsatisfactorily, or missed, the Custodial Contractor shall perform such task(s) to a satisfactory completion within twenty-four (24) hours of notice, at no additional charge to the Athletic Department.

1.9. Account Management

1.9.1. The Athletic Department reserves the right to ask for team member changes at any time. The Custodial Contractor shall have an Account Management Team consisting of (but not limited to) the following individuals:

1.9.1.1. Account Manager / Director of Operations

1.9.1.1.1. Daily Cleaning Manager

1.9.1.1.1.1. Supervisors

1.9.1.1.2. Event / Stadium Cleaning Manager

1.9.1.1.2.1. Supervisors

1.10. Keys and Access Cards

1.10.1. The Athletic Department utilizes card and biometric locks. The Custodial Contractor will be responsible for ensuring all employees are registered with Mississippi State University and issued proper identification. The Custodial Contractor will be responsible for paying all fees associated with identification cards. Once ID cards are obtained the Custodial Contractor will establish appointments with the Athletic Department for personnel to be set up with card and biometric access to the needed areas.

1.10.2. Some areas within the Athletic Department require key access. The Athletic Department will issue needed keys to The Custodial Contractor and their personnel.

1.10.2.1. The Custodial Contractor will provide a secure storage container/system for storing keys when not in use.

1.10.3. The Custodial Contractor will be liable for the cost of any replacement keys and access cards, and for the cost of any re-keying or re-programming of locks necessitated by loss of keys and access cards.

1.11. Uniforms and Protective Gear

1.11.1. Custodial Contractor employees must wear identifiable uniforms while on duty or on campus. The Custodial Contractor will submit uniforms to the Athletic Department for approval. Custodial Contractor employees must also wear proper Personal Protective Equipment (PPE) at all times where required.

1.12. Vehicles

1.12.1. All vehicles must always be in new to near-new good operational status and must have company logo. Mississippi State University Athletics reserves the right to approve all vehicles prior to usage on campus. The Custodial Contractor shall park only at locations to be designated by Mississippi State University Parking and Transit. All non-operable vehicles are to be removed from University's campus. All staff and company vehicles must have a parking permit. The Custodial Contractor and all staff will need to contact MSU Parking Services to purchase parking passes or for more information:

MSU Parking Services 412 Lee Boulevard / Roberts Building / PO Box 9568, Mississippi State, MS 39762 / Phone: 662-325-3526

Email: Parkingservices@parkingtransit.msstate.edu

Website: <https://transportation.msstate.edu/parking/permits>

1.13. Personnel Responsibilities

1.13.1. Personnel will be expected to deal with student athletes and athletic department employees in a friendly and courteous manner. Personnel will not engage in inappropriate conduct such as borrowing money, arguing over controversial subjects, conducting outside business, using University equipment or supplies for personal reasons or to satisfy the requirements of this contract, or taking University materials, equipment or supplies, including those belonging to employees, for any reason. Employees will not accept gifts or gratuities from anyone for any reason.

1.14. Specific Services and Frequency

1.14.1. A summary of cleaning requirements and frequency by facility is shown in Appendix D. It's not the intention to mention each and every minor item required. It shall be the responsibility of the Custodial Contractor to be familiar with good housekeeping procedures and practices.

2. DAILY CLEANING

- 2.1. Mississippi State University, a member of NCAA Division I and the SEC Conference, administers one of the strongest intercollegiate athletics programs in the nation with more than 350 varsity student-athletes participating on seven (7) men's and nine (9) women's sports teams.
- 2.2. The Athletic Department requires offices and facilities to be kept clean and comfortable for coaches, staff, student athletes, and guests.
- 2.3. Several of the facilities host a variety of events such as football games, baseball / softball games, track meets, corporate meetings, and other social events on a regular basis. The facilities that host events require custodial services before, during, and after to maintain a first-class state of cleanliness and support a positive guest experience.
- 2.4. Special Considerations or Challenges: Known challenges in maintaining the required level of cleanliness in the facilities include, but are not limited to, the following:
 - 2.4.1. Facilities are geographically spread out on campus.
 - 2.4.1.1. 20+ facilities. (Map Attached)
 - 2.4.2. Parking is a challenge for University employees and visitors. Gameday / Event parking is limited. Parking permits are required for all employees and Custodial Contractor vehicles to park on campus.
 - 2.4.2.1. Contact MSU Parking Services for more information:
412 Lee Boulevard, Roberts Building, PO Box 9568, Mississippi State, MS 39762
Phone: 662-325-3526
Email: Parkingservices@parkingtransit.msstate.edu
Website: transportation.msstate.edu/parking/permits
 - 2.4.3. Gameday parking is a major challenge. Staff parking is designated in remote lots and will require the Custodial Contractor to shuttle personnel.
 - 2.4.4. Some facilities are fully or partially outdoors where staff / visitors are affected by changing weather conditions.
 - 2.4.5. Attendance at athletic Events varies from event to event and year to year.
 - 2.4.6. Some facilities must be cleaned during limited / specific times due to usage of that space. Appendix D shows the windows of cleaning times for each facility and space.
- 2.5. **Scope of Work**
 - 2.5.1. **Task Performance Standards and Definitions**
 - 2.5.1.1. **SWEEPING:** Sweeping is defined as the removal of loose dirt, dust, debris and other foreign material through either manual or

mechanized methods, as appropriate for the location and situation.

2.5.1.1.1. Standard: When properly completed, a swept area will be free of all loose dirt, dust, debris or other foreign material with no build up in corners, crevices, under or around furniture parts. All items moved to remove dirt will be returned to their original location.

2.5.1.2. WET MOPPING: Wet mopping is defined as the removal of built up dirt, soil, liquids or other foreign materials from a floor using a cotton or similar yarn type mop and sufficient neutral detergent and water solution or neutral disinfecting detergent and water solution. This will include rinsing if required or recommended by the detergent manufacturer.

2.5.1.2.1. Standard: When completed a wet mopped floor will be free of all dirt, debris soil, liquids or other foreign material. It will present a uniform appearance free of streaks smudges, heel-marks or any other marks which can be reasonably removed through this cleaning method. (All splash marks/spots on walls and furniture/fixtures must be removed for the proper completion of the wet mopping task.) All items moved to accomplish this task will be returned to their original positions.

2.5.1.3. MACHINE SCRUBBING: Machine scrubbing is defined as the use of a mechanized scrubbing/vacuum machine to accomplish the same result as wet mopping for large areas such as halls, lobbies or similar large areas which would otherwise require extensive labor requirements to complete in a reasonable time period.

2.5.1.3.1. Standard: When properly completed machine scrubbing will be held to the same quality standard as wet mopping.

2.5.1.4. DAMP MOPPING: Damp mopping is defined as the use of a cotton or similar yarn type mop which has been mechanically wrung/squeezed to remove excess solution for the purpose of removing light soil, dirt, liquid or other foreign material from a floor which does not require the complete mopping of the area or the area is not soiled sufficiently to require wet mopping.

2.5.1.4.1. Standard: When properly complete, damp mopping will be held to the same quality standard as wet mopping.

2.5.1.5. SPOT CLEANING: Spot cleaning is defined as the removal of dirt, soil, debris, liquids, stains or other foreign materials from floors,

walls, furniture, fixtures or other areas which can be accomplished by cleaning only the immediately affected area where the requirement of cleaning the whole area would not be necessary. Spot cleaning may be accomplished by any of the methods contained herein and as dictated by the circumstances of the soiling.

2.5.1.5.1. Standard: When properly completed, spot cleaning will remove completely any evidence of the soiling which necessitated the cleaning and return the finish of the item/area affected to its pre-soiled condition without evidence of occurrence or cleaning.

2.5.1.6. STRIPPING: Stripping is defined as the complete (as is practicable) removal of the wax/finish applied to non-carpeted floor. Stripping may be accomplished by either manual or mechanized application of an approved stripping agent.

2.5.1.6.1. Standard: When properly accomplished a stripped floor shall be completely free of all dirt, stains, deposits, wax, finish, water and cleaning solution, and shall be ready for the re-application of sealer and floor finish. All splash evidence on baseboards and furniture/fixtures shall be removed. Removal will be considered complete when 95% of the finish has been removed.

2.5.1.7. SEALING: Sealing is defined as the application of an approved floor sealer prior to the application of the final floor finish according to industry standards and manufacturer recommendations. Application may be by either manual or mechanized methods.

2.5.1.7.1. Standard: When properly sealed in compliance with the manufacturer's recommendation the floor shall present a uniform appearance with all evidence of splashing on baseboards and furniture/fixtures completely removed.

2.5.1.8. WAXING/FINISHING: Waxing/Finishing is defined as the application of an approved non-slip gloss finish to hard surfaced floors such as vinyl, rubber, cork, linoleum, terrazzo, wood, or tile. Application may be by either manual or mechanized methods. This includes buffing the finish.

2.5.1.8.1. Standard: When applied according to the manufacturer's recommendations the finish will present an even high gloss shine. All evidence of

splashing will be removed from baseboards and furniture/fixtures. There will be no evidence of buildup or discoloration. After stripping, sealing and waxing have been completed, all items moved will be returned to their original positions.

2.5.1.9. **SPRAY BUFFING/BURNISHING:** Spray buffing is defined as the application of a wax and water solution to a floor and buffing with a low-speed floor machine. Burnishing is defined as the use of a high-speed burnishing machine to provide high gloss, scuff-free appearance and/or to refurbish the floor after wet or damp mopping.

2.5.1.9.1. Standard: When properly completed a spray buffed/burnished floor shall be held to the same quality as a newly waxed/finished floor.

2.5.1.10. **VACUUMING:** Vacuuming is defined as the mechanical removal of loose dust, dirt, soil, debris and other foreign material from carpeted floors and other items; (examples: couches, chairs, walls, curtains/drapes); which lend themselves to this method of cleaning. Mechanized sweepers that are NOT equipped with an independent vacuum motor and collection bag/bin nor the use of toy brooms will be acceptable means for the cleaning of carpets.

2.5.1.10.1. Standard: When properly vacuumed there shall be no evidence of any dust or dirt or any other loose foreign material. All items moved during this process will be returned to their original positions.

2.5.1.11. **CARPET EXTRACTION:** Extraction is defined as the removal of embedded dirt, soil, grease and stains by injecting approved cleaning agent and/or hot water then extracting all water from the carpeted floor for the purpose of removing embedded soil, dirt, stains or other foreign materials (“When permitted by the manufacturer, hot water extraction shall be the method of choice for all carpet cleaning.”)

2.5.1.11.1. Standard: When properly extracting carpet, the item will be free of any foreign material such as dirt, soil, and stains. The item will be free of any cleaning residue and shall present a clean and uniform appearance. All excess cleaning agents shall be removed from base-boards, walls, and furniture/fixtures. Any items moved during this process will be returned to their original positions.

- 2.5.1.12. **DUSTING:** Dusting is defined as the removal of laden airborne dirt, soil, lint, or other foreign material from furniture, fixtures, ledges, shelves, frames, walls and any other items which may accumulate airborne particles. Normal or low dusting is all levels up to and including seven (7) feet in height. All high dusting will be anything above seven (7) feet high. The Custodial Contractor is responsible for all dusting. If the heights exceed comfortable working height for the Custodial Contractor, the Custodial Contractor is responsible for hiring a subcontractor to perform the cleaning.
- 2.5.1.12.1. **Standard:** When properly dusted, the item will be free of any laden airborne materials, streaks, and smudges. Laden airborne matter will be removed by either mechanical, chemical or manual means except that devices which merely displace or redistribute the matter, such as feather dusters, will not be used, unless treated to attract and hold the matter. All items moved to accomplish this task will be returned to their original position.
- 2.5.1.13. **GLASS/WINDOW CLEANING:** Glass/Window cleaning is defined as the removal of dirt, soil, smudges, fingerprints and other foreign material from glass windows, doors, partitions, or any other items which may consist in whole or part of a glass or similar material including mirrors. All chemicals or solutions used to accomplish this task must be approved by the University Representative. If the heights exceed comfortable working height for the Custodial Contractor, the Custodial Contractor is responsible for hiring a subcontractor to perform the cleaning.
- 2.5.1.13.1. **Standard:** When properly cleaned glass objects will be free of all dirt, soil, smudges, streaks, smears or any other substances which will interfere with the passage or reflectance of light rays as may be applicable to the object. All excess spray/solution must be removed from any surrounding trim or surfaces. Any items moved to accomplish this task must be returned as close as possible to their original positions.
- 2.5.1.14. **TRASH/WASTE REMOVAL:** Trash/Waste removal is defined as the collection and disposal of all materials that have been placed into appropriate containers dedicated for disposal. All boxes removed for disposal must be collapsed before placing in the dumpsters.
- 2.5.1.15. **METAL CLEANING/POLISHING:** Metal cleaning/polishing is

defined as the removal of dirt, soil, fingerprints, smudges, streaks, water marks, scale and other foreign material from metal surfaces and fixtures.

2.5.1.15.1. Standard: When properly cleaned/polished with an approved non-abrasive cleaner/polish, the metal surface will present a clean uniform appearance free from all dirt, soil, marks, smudges, streaks, scale, etc.

2.5.1.16. **DISINFECTING:** Disinfecting is defined as the removal or neutralization of material containing or supporting the growth of bacterial/viral organisms capable of causing infection in humans if untreated, through the application of an approved disinfectant by either manual or mechanical methods. Use of only EPA registered disinfectants will be acceptable to meet this standard.

2.5.1.16.1. Standard: When properly disinfected surfaces shall be as free as possible of material containing living bacteria, viruses, or other contaminants capable of causing infections. Testing may be accomplished by the agency or through an independent testing facility.

2.5.1.17. **WOODWORK CLEANING/POLISHING:** Woodwork cleaning/polishing is defined as the treatment of wood furniture, fixtures, and walls with an approved wood cleaner, oil and/or polish to prevent the aging, cracking, and/or drying of wood items and to remove soil, stains, fingerprints and smudges.

2.5.1.17.1. Standard: When properly cleaned and polished, the wood will exhibit a high uniform sheen free of all dirt, soil, stains, or other foreign material which would detract from a clean and appealing appearance.

2.5.1.18. **DISPENSER SERVICE:** Dispenser service is defined as the checking, and refilling of all towels, toilet tissue, hand soap, shampoo, body wash or any other dispensers which may be identified by the University Representative.

2.5.1.18.1. Standard: When properly serviced dispensers will have an adequate (1 day) supply of dispensed product or will be identified as needing a follow-up check to ensure the dispenser does not remain empty for an extended period. At no time will additional supplies be left for patrons, clients, or employees to install in the dispensers.

2.5.1.19. **CLEANING, GENERAL:** Cleaning in general is defined as the removal of dirt, soil, stains, liquids, trash, refuse and any other foreign material from an item, fixture, or area and may include the

process of disinfecting, if required by the University Representative.

- 2.5.1.19.1. Standard: When properly cleaned, an area, fixture or item will be free of all dirt, soil, stains or other foreign material and will present a clean, safe, healthful, and pleasant appearance.

2.5.2. DUTIES AND TASKS SCHEDULE

2.5.2.1. Entrances, Lobbies & Corridors Daily Cleaning (M-F):

- 2.5.2.1.1. Entranceways (access and egress points) shall be said to include a fifteen (15) foot perimeter on the outer side of said entranceways. The Custodial Contractor shall be responsible for the cleaning of this entire area to include removal of trash, emptying of trash cans, and sweeping daily to ensure the area is maintained in a clean, litter-free manner. Pressure washing to remove gum and other residue to be performed once per quarter. High dusting/web removal should be performed up to a height of 12' at building entryways (interior and exterior).
- 2.5.2.1.2. Clean entrance mats with an upright carpet vacuum or a stiff broom and lobby pan. During inclement weather, clean entrance mats with a tank-type vacuum and damp mop entrance areas to remove tracked-in water and soil.
- 2.5.2.1.3. Empty waste receptacles that are full or nearly full into waste bag. Remove gum, stickers/advertisements from receptacles. Damp wipe soiled waste receptacles. Replace plastic liners as needed. Pack the contents of other receptacles that are not nearly full with a lobby pan or similar tool.
- 2.5.2.1.4. Clean smudges and soil from glass partitions and doors, using glass cleaner in a spray bottle, and clean lint free cloth or paper towel. Clean partitions and door frames to remove smudges and dust. Remove tape/adhesive from glass.
- 2.5.2.1.5. Dust all windowsills, ledges, and furniture tops using treated cloth, dusting mitts, or dust mops with short handle up to a height of 12'.
- 2.5.2.1.6. Spot clean to remove handprints, smudges, and other obvious soil using a cloth or sponge and neutral

detergent solution from a plastic spray bottle, on walls, doors, door facings, door frames, columns, and other building surfaces. Rinse with sponge and clear water and plastic bottle as needed.

- 2.5.2.1.7. Clean water fountains with germicidal detergent or crème cleaner. Wipe off with dry cloth.
- 2.5.2.1.8. Clean fire extinguisher boxes – Remove trash and damp wipe surfaces.
- 2.5.2.1.9. Clean elevator cabs, walls, vacuum carpets or sweep & mop floors. Elevator thresholds should be clean and free of debris.
- 2.5.2.1.10. Wipe baseboards.
- 2.5.2.1.11. Vacuum any carpets or mats and check carpet for spot cleaning, removing spots with only approved carpet spotting solution. Report any spots that cannot be removed readily with spotting kit to university representative so that a deep clean carpet work order can be prepared for prompt attention.
- 2.5.2.1.12. Dust mop floors with a wide, treated dust mop, keeping the dust mop head on the floor at all times. Pick up soil from floor with dustpan.
- 2.5.2.1.13. Remove gum or other sticky soil from floors. With a lightly damp mop or use of an automated scrubber, completely clean floors to remove heavy soil and spills.
- 2.5.2.1.14. Collect and remove any litter.
- 2.5.2.1.15. Straighten chairs, tables and other furnishings to present a clean, organized appearance.

2.5.2.2. Entrances, Lobbies & Corridors Weekly Cleaning:

- 2.5.2.2.1. Clean corners, edges, and behind doors to remove all dust and soil.
- 2.5.2.2.2. Clean vents.
- 2.5.2.2.3. Spot wash walls as needed.
- 2.5.2.2.4. Using a floor machine and buffing pads, spray buff or high speed burnish floors. After buffing, dust mop the floor as necessary.

2.5.2.3. Stairways:

- 2.5.2.3.1. Spot clean to remove handprints, smudges, and other

obvious soil using a cloth or sponge and neutral detergent solution from a plastic spray bottle, on walls, doors, door facings, door frames, columns, and other building surfaces. Rinse with sponge and clear water and plastic bottle as needed.

- 2.5.2.3.2. Dust handrails and any windowsills or ledges. Using a small, treated dust mop, dust mop floor landings, treads, and stair risers to remove soil. Pick up soil and litter at the bottom of the stairs with a dustpan.
- 2.5.2.3.3. Using a damp mop, mop tiled floor landings, stair treads to remove heavy soil from surfaces.
- 2.5.2.3.4. Using a brush, agitate and clean concrete stairs and landings to remove any spots/stains.
- 2.5.2.3.5. Machine polish tiled landings once per week to remove scuff marks.
- 2.5.2.3.6. Vacuum clean carpets and spot clean as necessary.

2.5.2.4. Breakrooms / Kitchens / Lounges (Daily):

- 2.5.2.4.1. Collect and remove any litter.
- 2.5.2.4.2. Empty waste receptacles that are full or nearly full. Damp wipe soiled waste receptacles. Replace plastic liners as needed. Pack the contents of other receptacles with a lobby pan or similar tool.
- 2.5.2.4.3. Remove trash from tables, ledges, and other building and furniture surfaces.
- 2.5.2.4.4. Damp wipe soiled surfaces.
- 2.5.2.4.5. Spot mop floors to remove spills.
- 2.5.2.4.6. Spot vacuum carpeted areas where needed and check carpet for spot cleaning, removing spots with only approved carpet spotting solution. Report any spots that cannot be removed readily with spotting kit to university representative so that a deep clean carpet work order can be prepared for prompt attention.
- 2.5.2.4.7. All sports have team lounges. Custodial Contractor is responsible for wiping down all appliances and sinks.

2.5.2.5. Offices and Conference Rooms (Daily):

- 2.5.2.5.1. Empty waste receptacles which are full or nearly full. Do not reach into receptacles but carefully dump the contents of the receptacle into the waste collection bag. Damp wipe soiled receptacles. Replace plastic

liner when needed. Pack the contents of other receptacles with a lobby pan or similar tool.

- 2.5.2.5.2. Dust clear areas of furniture tops, shelves, windowsills, and ledges. Use treated cloth or dusting mitt. (Dust horizontal surfaces only).
- 2.5.2.5.3. Spot clean glass doors and partitions. Use a soft clean cloth or paper towel with glass cleaner in a spray bottle. Wipe dry as needed.
- 2.5.2.5.4. Clean any sink or other restroom fixture in office in accordance with the restroom cleaning procedure listed in this document.
- 2.5.2.5.5. Dust mop smooth floors with a treated dust mop. Sweep wooden or concrete floors, which are too rough to dust mop.
- 2.5.2.5.6. Using a dampened mop with a mild detergent disinfectant solution, mop all floors (except carpeted floors) to remove soil.
- 2.5.2.5.7. Vacuum clean traffic patterns on carpeted floors four days each week. (Vacuum clean the entire carpeted area one day each week) and check carpet for spot cleaning, removing spots with only approved carpet spotting solution. Report any spots that cannot be removed readily with spotting kit to university representative so that a deep clean carpet work order can be prepared for prompt attention.
- 2.5.2.5.8. Collect and remove any litter.

2.5.2.6. Offices and Conference Rooms (Weekly Cleaning):

- 2.5.2.6.1. Check all ceilings for cobwebs and remove as necessary.
- 2.5.2.6.2. Clean corners, edges, and behind doors to remove all dust.
- 2.5.2.6.3. Damp wipe all doors and door frames.
- 2.5.2.6.4. Polish all push plates and kick plates.
- 2.5.2.6.5. Clean all telephones.
- 2.5.2.6.6. Thoroughly mop all smooth floor surfaces with a mild sanitizing solution.
- 2.5.2.6.7. Using a floor machine and buffing pads, spray buff or high-speed burnish floors. After buffing, dust mop the floor as necessary.

- 2.5.2.6.8. Completely vacuum carpeted areas, moving all furniture, and rearranging as needed.
- 2.5.2.7. **Offices and Conference Rooms (Quarterly Cleaning):**
 - 2.5.2.7.1. Shampoo carpets: Bonnet or Extraction
 - 2.5.2.7.2. Hard surface floors: deep scrub and refinish quarterly to maintain a clean/fresh top-coat appearance. Completely strip and refinish floors once per year.
- 2.5.2.8. **Restrooms / Locker Rooms (Daily):**
 - 2.5.2.8.1. Collect all trash and litter from the floor and other surfaces and place it in a waste receptacle or waste collection bag on the cart. Remove all trash collected to a collection point.
 - 2.5.2.8.2. Empty waste receptacles which are full or nearly full. Pack the contents of other receptacles with a lobby pan or similar tool.
 - 2.5.2.8.3. Re-supply toilet paper, paper towels, and hand soap dispensers, as needed.
 - 2.5.2.8.4. Clean shower areas, removing body oil, and soap film build-up, sanitize all surfaces, and clean all water drains of debris.
 - 2.5.2.8.5. Check all basins and sinks and rinse or wipe clean those which are soiled. Clean all soap dishes. Dust all ledges, vents, partitions, and light fixtures above basins and sinks. Polish all mirrors and brightwork.
 - 2.5.2.8.6. Check all urinals, flush as needed, and clean those which are soiled. Check unoccupied stalls, flush fixtures as needed, clean those which are soiled, check to be sure all plumbing is operational; that there is no stoppages, or leaks. Report any problems to the maintenance department.
 - 2.5.2.8.7. Disinfect all plumbing fixtures, including all shower nozzles and heads, lavatory and shower faucets, basins, bowls, sinks, toilets and urinals, inside and outside, toilet seats to be sanitized on both sides. Clean chrome as needed.
 - 2.5.2.8.8. Spot clean all walls, and doors. Remove graffiti. Damp wipe and clean all soiled partitions and stall doors with disinfectant.
 - 2.5.2.8.9. Sweep and clean wet or heavily soiled floor areas with

a mop and germicidal detergent solution, and sanitize floors with germicidal disinfectant cleaner.

2.5.2.9. Restrooms / Locker Rooms (Weekly Cleaning):

- 2.5.2.9.1. Clean all corners, edges, and behind doors to remove dust and soil.
- 2.5.2.9.2. Polish push plates and kick plates.
- 2.5.2.9.3. Damp wipe all vertical surfaces with a mild sanitizing disinfectant.

2.5.2.10. Restrooms / Locker Rooms (Quarterly Cleaning):

- 2.5.2.10.1. Machine scrub restroom floors with a mild sanitizing disinfectant, ensuring that all grout lines are completely clean of all soils/stains.

2.5.3. FLOOR SERVICE

This section describes the frequencies for floor services to be performed unless a specific frequency is elsewhere.

Vinyl entrance lobby floors and corridors will also be stripped, re-waxed, four coats burned in, twice per year or as needed.

2.5.3.1. Floor Refinishing

- 2.5.3.1.1. All floors are to be vacuumed, swept, or dust mopped daily, except as noted in carpet requirements.
- 2.5.3.1.2. All corridor floors are to be spot cleaned daily, and top scrubbed every two weeks.
- 2.5.3.1.3. Vinyl, and asphalt tile floor, other than corridor floor are to be buffed twice per month, stripped and re-waxed twice per year or as needed to maintain a clean, polished appearance.
- 2.5.3.1.4. Concrete floors are to be scrubbed at least monthly or as needed.

2.5.3.2. Carpet Shampooing and Extraction

- 2.5.3.2.1. First impression, heavy traffic and main walkways quarterly.
- 2.5.3.2.2. Office space extraction once a year or as needed.

2.5.4. MISCELLANEOUS

2.5.4.1. Venetian Blinds (horizontal and vertical)

- 2.5.4.1.1. Dust Venetian blinds quarterly or as needed.

2.5.4.2. Upholstered Furniture

2.5.4.2.1. Upholstered furniture should be vacuumed/brushed weekly and spot cleaned once per year or as required.

2.5.4.3. Windows

2.5.4.3.1. Interior windows are to be cleaned completely with a window mitt/squeegee with frames/sills wiped down once a year.

2.5.5. SPECIAL INSTRUCTIONS

- 2.5.5.1. Do not use any University equipment, office machines or supplies other than custodial.
- 2.5.5.2. Do not remove any material, equipment, supplies, office machines, books, papers or furniture from any location without a work order except that material in wastepaper basket or that which is clearly marked "TRASH".
- 2.5.5.3. Report any broken furniture, missing or burned-out lamps or broken glass to the university representative.
- 2.5.5.4. All trash containers will be always kept in a clean and sanitary condition.
- 2.5.5.5. The use of deodorant blocks will not be allowed.
- 2.5.5.6. Foreign matter e.g., chewing gum, tar, skid marks, etc., will be removed from concrete, tile and carpeted areas when noted.
- 2.5.5.7. Scheduled work force will be expected to move furniture and equipment from time to time when major cleaning is being done.
- 2.5.5.8. Report to the Athletic Facilities Department about any graffiti found in restrooms, walls or any surface of buildings named in this contract.

2.6. **CLEANING ACTIVITY SPECIFICATIONS** These specifications are given as a general guideline to establish a minimum quality of service for each cleaning activity.

2.6.1. GENERAL CLEANING

2.6.1.1. TRASH COLLECTION

2.6.1.1.1. Bag and place in designated areas, leaving area neat and free of trash. Trash containers are to be lined with black bags. All boxes must be collapsed prior to placement in bins.

2.6.1.2. HARD SURFACE FLOORS

2.6.1.2.1. Sweep using soft hair brooms sprayed with a non-oily sweeping compound. Sweeping shall leave the

surfaces uniformly clean of all dust and surface dirt including corners and places inaccessible to the broom. Surface accumulation of hardened dirt that cannot be loosened with the broom shall be loosened sufficiently to permit removal by sweeping.

- 2.6.1.2.2. Dust Mop using floor mops treated with a non-oily floor mop dressing. Dust mopping shall leave the surfaces uniformly clean of all dust and surface dirt including corners and places inaccessible to the mop. Surface accumulation of hardened dirt that cannot be loosened with a mop shall be loosened sufficiently to permit removal by dust mopping.
- 2.6.1.2.3. Damp Mop using a clean mop and/or via use of automated scrubbing equipment and neutral detergent. Dust mop floor immediately prior to damp mopping to remove loose dirt and dust. Damp mopping shall leave the floor clean and free from streaks, stains, and film. Scrub heavily soiled areas as needed with mop or other scrubbing equipment and strong cleaning solution to remove all heavy soil, stains, and traffic marks. There shall be no splashes left on walls, baseboards, furniture and other adjacent surfaces, and floor shall be left damp, not wet. If strong cleaning solution is used, the floor shall be rinsed with clean water.
- 2.6.1.2.4. Spray Buff and/or high-speed burnish finished floors using a floor polishing machine and buffing compound compatible with wax on floor. Floors shall be damp mopped immediately prior to spray buffing. Spray buff/burnish until floor is dry and glossy and free of scuff marks. Dust mop floor after buffing to remove all loose waxy residue.
- 2.6.1.2.5. Strip & Refinish (vinyl tile floor & terrazzo): Remove all old wax and stubborn soils and stains using a rotary machine, automatic scrubber, or other equipment, and liquid stripping solution. Strip areas in corners, baseboards, and other areas inaccessible to equipment by hand or other methods as necessary, and all stripping solution shall be completely removed via wet/dry vacuum or automatic scrubber. Stripped floors should be completely rinsed free of residue and visually inspected to ensure 100% of previous

seal/finish has been removed, repeating the above if necessary. The floor shall be left clean, dry, free of stripping solution and ready for new finish. Apply wax using a new mop or other equipment according to manufacturers' instructions, applying at least four coats of wax. Wax shall be applied evenly and shall cover the entire floor surface. Waxed surfaces should be burnished with a high-speed buffer 72 hours after application.

2.6.1.2.6. Seal (cement, ceramic tile, quarry tile floors) using a new mop and concrete floor sealer. Apply a minimum of two coats of sealers, according to manufacturer's directions. Floors must be totally clean and dry immediately prior to sealing.

2.6.1.2.7. Scrub & Disinfect: Scrub floor using a clean mop or other cleaning equipment and germicidal cleaner leaving floor completely clean, disinfected, and free of streaks, stains, mildew, odor and film. Exchange mopping solution frequently to ensure solution is clear and does not contribute to re-soiling. Sweep or dust mop prior to scrubbing to remove loose dirt and dust. Also, wipe base with a clean cloth or sponge and germicidal cleaner.

2.6.1.3. **CARPETED FLOORS**

2.6.1.3.1. Vacuum carpeted floors using a vacuum cleaner which incorporates brushing or beating action and/or carries the Carpet & Rug Institute (CRI) Seal of Approval. Carpets shall be left clean of all dust, and loose and imbedded dirt for their full depth. If necessary, spot clean using a dry cleaner or spot remover to leave the carpet clean of spots and stains.

2.6.1.3.2. Clean carpeted floors using a water extraction method safe for all carpets and assist in quick drying with use of carpet blowers. Immediately prior to cleaning, vacuum, spot clean, and pre-treat heavily soiled areas. If necessary, corners and areas not accessible to machines shall be cleaned by hand. Furniture shall be moved prior to cleaning and shall be moved back into place after the carpet is cleaned, placing all furniture on moisture barriers if carpet is damp. Care shall be taken when moving desks, large tables, filing cabinets,

credenzas, shelving units, etc.

2.6.1.4. WALLS AND DOORS

- 2.6.1.4.1. Dust walls, moldings, door frames, and the tops of doors using a clean cloth treated with a non-oily dressing to leave surfaces free of dust, loose dirt, and webs.
- 2.6.1.4.2. Spot Clean walls using a clean cloth or sponge and neutral detergent solution to leave walls free of marks, stains, and streaks.
- 2.6.1.4.3. Scrub and Disinfect walls, including incidental hardware, vertical grills and louvers, using a clean cloth or sponge and germicidal cleaner leaving walls and surfaces completely clean, disinfected, and free of streaks, stains, mildew, odor and film.

2.6.1.5. FIXTURES AND FURNITURE

- 2.6.1.5.1. Empty Trash and bag, and place in dumpsters.
- 2.6.1.5.2. Replace Trash Liners with liners compatible with trash can size.
- 2.6.1.5.3. Wash Trash Cans using a neutral detergent solution, (germicidal cleaner for restroom trash cans), leaving the trashcan clean and free of odor.
- 2.6.1.5.4. Clean & Disinfect Water Fountains: Clean metal type fountains using a germicidal cleaner and polish sides of fountain with a clean cloth, leaving the water fountain clean using a germicidal cleaner and dry with a clean cloth. If necessary, porcelain type fountains shall be scoured with abrasive cleaner to remove mineral deposits. Metal fountains shall be cleaned and polished with appropriate stainless-steel cleaner.
- 2.6.1.5.5. Dust & Clean Light Fixtures using a clean dry cloth, or water and a neutral detergent if necessary, leaving surfaces clean of all dust, insects, and other foreign matter.
- 2.6.1.5.6. Dust Furniture , including shelves, windowsills, and other surfaces, using a cloth treated with a non-oily dressing to remove all dust, loose dirt, and webs. Dust only those surfaces which are cleaned of papers and other possessions of the occupants.
- 2.6.1.5.7. Clean Furniture by damp wiping vinyl, plastic, or

leather furniture, and vacuuming cloth furniture to remove all loose dirt, lint, and dust.

- 2.6.1.5.8. Dust Blinds using a cloth treated with a non-oily dressing to remove all dust, loose dirt, and webs.
- 2.6.1.5.9. Clean Hardware using a clean cloth dampened with a neutral cleaner. Wipe dry and polish metal surfaces.
- 2.6.1.5.10. Clean Vertical Grilles and Louvers by dusting using finger duster or cloth treated with a non-oily dressing, or vacuum to remove all dust, loose dirt, lint and webs. If necessary, clean with a clean cloth or sponge dampened with a neutral cleaner, wipe dry, and polish metal surfaces.
- 2.6.1.5.11. Clean Ceiling Grilles and Louvers by dusting using finger duster or cloth treated with a non-oily dressing, or vacuum to remove all dust, loose dirt, lint and webs. If necessary, clean with a clean cloth or sponge dampened with a neutral cleaner, wipe dry, and polish metal surfaces.
- 2.6.1.5.12. Clean Rug Type Mats by vacuuming or sweeping to leave mat clean of all loose dirt and soil.
- 2.6.1.5.13. Scrub Rug Type and Fixed Building Mats with cleaning solutions and scrubbing machine to leave mat completely clean of embedded soil.
- 2.6.1.5.14. Clean Handrails and Accessories using a clean cloth dampened with neutral cleaner. Wipe dry and polish metal surfaces.

2.6.1.6. RESTROOM FIXTURES AND ACCESSORIES

- 2.6.1.6.1. Clean & Disinfect Toilet Fixtures including toilet bowls, urinals, sinks, etc. using a clean cloth, brush or sponge and a germicidal cleaner. (Do not use same cloth or sponge for toilet bowls and urinals for any other surfaces). Thoroughly scrub all surfaces, including outside of fixtures, pipes, fittings, wall and floor in the immediate area of fixture, leaving surfaces clean and disinfected, and free from streaks, stains, mildew, odor, mineral deposits, and film. Wipe dry with a clean cloth after scrubbing.
- 2.6.1.6.2. Clean & Disinfect Toilet Accessories including dispensers, disposals, shelves, mirrors, partitions, etc. using clean cloth or sponge dampened with a

germicidal cleaner, leaving accessories clean and disinfected, and free from streaks, stains, mildew, odor and film. Empty sanitary napkin disposals prior to cleaning. Wipe all surfaces dry with a clean cloth and polish metal surfaces.

- 2.6.1.6.3. Replace Toilet Supplies as necessary to keep supplies from running out, including toilet paper, paper towels, hand soap, and urinal blocks.

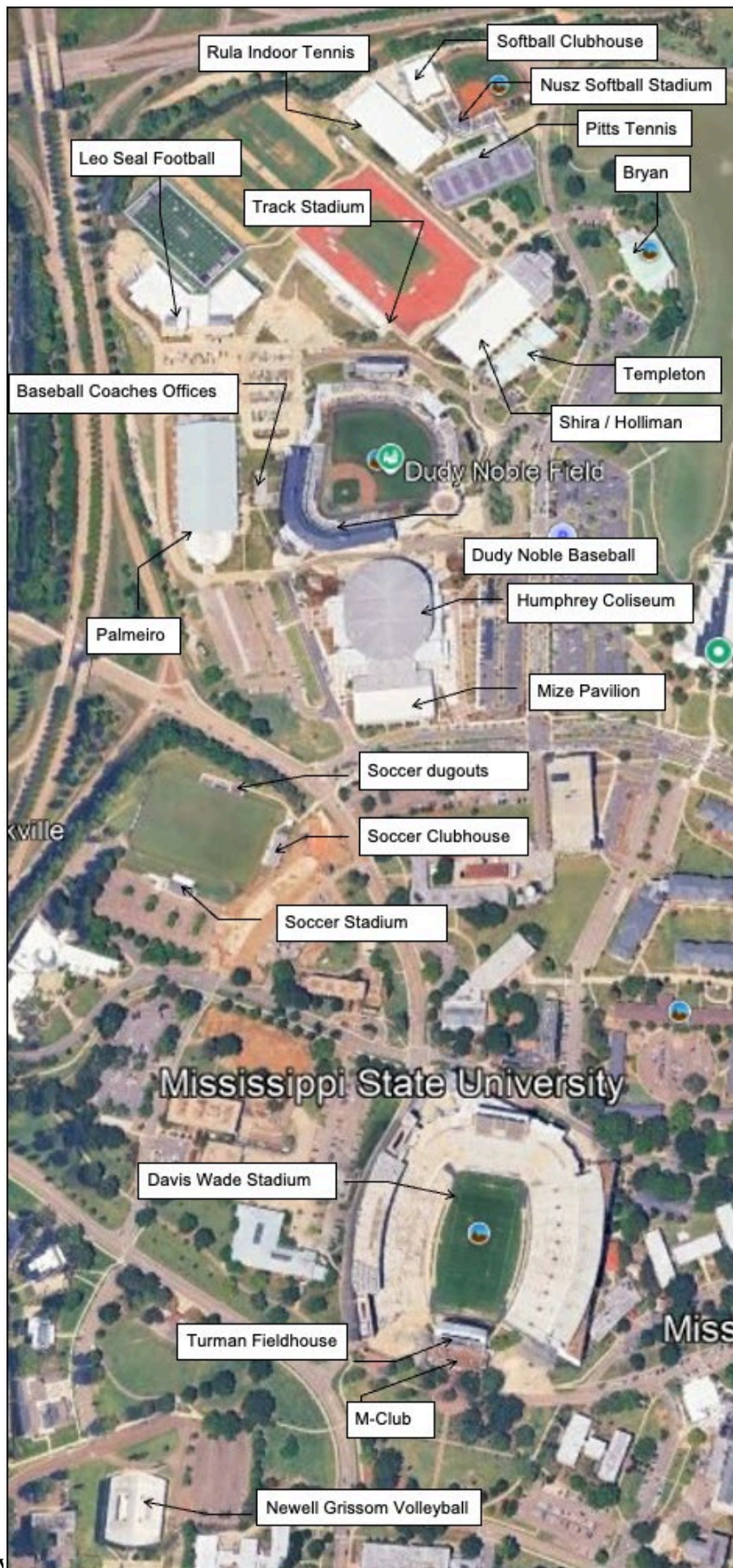
2.6.1.7. **GLASS**

- 2.6.1.7.1. Clean Door Glass, both sides, and wipe dry, leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign material shall be cleaned from sashes, sills, jambs, and mullions.
- 2.6.1.7.2. Clean Entrance Door and/or Hallway Door Glass and wipe dry, leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign materials shall be cleaned from sashes, sills, jambs, and mullions.
- 2.6.1.7.3. Clean Interior Windows and wipe dry, leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign material shall be cleaned from sashes, sills, jambs, and mullions.

2.6.1.8. **EXTERIOR**

- 2.6.1.8.1. Remove Dirt etc. when necessary, using tools and appropriate chemicals as needed to keep building entrance areas and sidewalks clean.
- 2.6.1.8.2. Clean Building & Entrance Area to 15' outside of entrance door by sweeping concrete surfaces, removing trash, leaves, grass and other litter.
- 2.6.1.8.3. Clean Exterior of Glass Entrance Area and wipe dry, leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign material shall be cleaned from sashes, sills, jambs, and mullions. Area includes all glass adjacent to the entrance doors.

- 2.6.1.9. If the window heights or dusting/cleaning heights exceed comfortable working height for the Custodial Contractor, the Custodial Contractor is responsible for hiring a subcontractor to perform the needed task. The Custodial Contractor is responsible for all window cleaning and dusting/cleaning.



3. STADIUMS / VENUES

- 3.1. The intent of this section is to set forth the requirements and expectations of the Custodial Contractor to perform preseason and during season cleaning of all athletic sporting venues. The last post-game cleaning of each season shall leave the venue clean, with trash removed and food service and restroom areas cleaned, ready for the off season.

3.2. DAVIS WADE STADIUM

- 3.2.1. Davis Wade Stadium is the second oldest on-campus college football stadium in the United States. Built in 1914, it currently seats more than 60,000. The majority of the stadium is not used during the off season; however, there are premium spaces, food preparation spaces and offices that must be cleaned all year. Spaces that require daily and/or interim cleaning are detailed in Appendix D. The Custodial Contractor is responsible for determining the appropriate cleaning method. A plan is required for each phase listed below (Preseason, Gameday Cleaning and Post-Game Cleaning). Each plan shall include, at a minimum, schedule, phasing, quality control and checklists. It is the intent of the owner to have all areas of the stadium cleaned prior to the season opening weekend and ready for fans. The requirements below are intended to clarify requirements for specific areas, but the entire stadium is expected to be cleaned.

3.2.2. PRESEASON CLEANING

3.2.2.1. Seating Bowl

- 3.2.2.1.1. A thorough preseason cleaning of the entire stadium seating bowl shall be completed, including blowing, sweeping, and mopping of all seating areas, aisles, stairs, landings, and associated surfaces.
- 3.2.2.1.2. All seating bowl areas shall be free of visible trash, dirt, dust, cobwebs, and accumulated debris. All debris must be collected and properly disposed of, rather than relocated to adjacent areas.
- 3.2.2.1.3. All preseason seating bowl cleaning must be completed no later than three (3) weeks prior to the first home football game. Upon completion, the Custodial Contractor shall coordinate and participate in a full stadium walk-through with Athletics Administration to verify cleaning standards have been

met and identify any deficiencies requiring corrective action.

3.2.2.2. Bathroom Cleaning & Stocking

- 3.2.2.2.1. All bathrooms will be deep cleaned and stocked with paper products and hand soap.
- 3.2.2.2.2. Deep cleaning will include the cleaning of fixtures, counters, windows, ledges, partitions, walls and floors. Ceiling fans, light fixtures, HVAC duct will be dusted/cleaned.
- 3.2.2.2.3. Bathrooms with open ceiling structure will be dusted to the deck above to remove dust/dirt buildup and spider webs.
- 3.2.2.2.4. Once cleaning and stocking is complete, all bathrooms will be locked.

3.2.2.3. Concourse Cleaning

- 3.2.2.3.1. All concourse signage will be dusted and cleaned.

3.2.2.4. Elevator Cleaning

- 3.2.2.4.1. All elevator interiors will be thoroughly cleaned.
- 3.2.2.4.2. All walls will be wiped down and polished.
- 3.2.2.4.3. All doors, interior and exterior at each landing, will be cleaned and polished.
- 3.2.2.4.4. All thresholds, interior and exterior at each landing will be cleaned and polished.
- 3.2.2.4.5. All elevator lobbies will be cleaned; floors, walls, windows, ceilings.

3.2.2.5. Handrails

- 3.2.2.5.1. All handrails will be cleaned and wiped down.

3.2.2.6. Garbage Cans & Tilt Trucks

- 3.2.2.6.1. All garbage cans and tilt trucks will be washed and sanitized.

3.2.3. Sky Deck

- 3.2.3.1. Sky Deck is the only non-premium seating with indoor concessions and eating area.
 - 3.2.3.1.1. All interior windows and ledges will be cleaned.
 - 3.2.3.1.2. Bathrooms will be cleaned and stocked.
 - 3.2.3.1.3. All counters and ledges will be cleaned.

- 3.2.3.1.4. VCT flooring will be stripped, waxed and polished.
- 3.2.3.1.5. Sealed concrete floors will be cleaned, waxed and polished.
- 3.2.3.1.6. All lights and HVAC registers will be cleaned/wiped down.
- 3.2.3.1.7. All upper areas dusted and spiderwebs removed.
- 3.2.3.1.8. Elevator lobbies will be cleaned.

3.2.4. **First Aid Rooms**

- 3.2.4.1. There are multiple first aid rooms throughout the stadium. They are located in premium and non-premium areas.
 - 3.2.4.1.1. All rooms will be cleaned and stocked.

3.2.5. **Premium Areas**

- 3.2.5.1. As shown in Appendix D, all suites are required to have a monthly cleaning accomplished during the off season. This monthly cleaning will keep the suites at APPA Level 2 during the off season. During season, the required cleaning level will be APPA Level 1. Preseason cleaning will involve deep cleaning each suite to bring it up to the APPA Level 1.
- 3.2.5.2. Bathrooms, hallways and common areas are also required to have monthly cleaning during the off season. All areas will be deep cleaned to bring them up to the APPA Level 1.
- 3.2.5.3. **West Side Balconies**
 - 3.2.5.3.1. All handrails and drink rails will be cleaned and polished.
- 3.2.5.4. **Gridiron**
 - 3.2.5.4.1. All windows, interior and exterior, will be cleaned.
 - 3.2.5.4.2. Bathrooms will be cleaned and stocked.
 - 3.2.5.4.3. All counters and ledges will be cleaned.
 - 3.2.5.4.4. All carpet will be cleaned.
 - 3.2.5.4.5. All lights and HVAC registers will be cleaned/wiped down.
 - 3.2.5.4.6. All upper areas dusted and spiderwebs removed.
- 3.2.5.5. **Recruiting Lounge**
 - 3.2.5.5.1. All windows, interior and exterior, will be cleaned.
 - 3.2.5.5.2. Bathrooms will be cleaned and stocked.
 - 3.2.5.5.3. All counters and ledges will be cleaned.

- 3.2.5.5.4. All carpet will be cleaned.
- 3.2.5.5.5. All lights and HVAC registers will be cleaned/wiped down.
- 3.2.5.5.6. All upper areas dusted and spiderwebs removed.
- 3.2.5.6. **Team Locker Room**
 - 3.2.5.6.1. Bathrooms will be cleaned and stocked.
 - 3.2.5.6.2. All counters and ledges will be cleaned.
 - 3.2.5.6.3. All carpet will be cleaned.
 - 3.2.5.6.4. All lights and HVAC registers will be cleaned/wiped down.
 - 3.2.5.6.5. All upper areas dusted and spiderwebs removed.
 - 3.2.5.6.6. Coaches' locker Room and Training Room will be cleaned.
- 3.2.5.7. **Secondary Coaches' Locker Room**
 - 3.2.5.7.1. Bathrooms will be cleaned and stocked.
 - 3.2.5.7.2. All counters and ledges will be cleaned.
 - 3.2.5.7.3. All carpet will be cleaned.
 - 3.2.5.7.4. All lights and HVAC registers will be cleaned/wiped down.
 - 3.2.5.7.5. All upper areas dusted and spiderwebs removed.
- 3.2.5.8. **G-Lobby**
 - 3.2.5.8.1. Bathrooms will be cleaned and stocked.
 - 3.2.5.8.2. All counters and ledges will be cleaned.
 - 3.2.5.8.3. All terrazzo floors will be stripped, waxed and polished. Floors will be stripped to bare/raw material and brought back to an even color throughout the hallway/lobby.
 - 3.2.5.8.4. All lights and HVAC registers will be cleaned/wiped down.
 - 3.2.5.8.5. All upper areas dusted and spiderwebs removed.
 - 3.2.5.8.6. All windows, interior and exterior, will be cleaned.
- 3.2.5.9. **State Level**
 - 3.2.5.9.1. Carpet will be cleaned throughout common spaces and suites
 - 3.2.5.9.2. Wood floors will be cleaned and polished.

- 3.2.5.9.3. Bathrooms will be cleaned and stocked.
- 3.2.5.9.4. All counters and ledges will be cleaned.
- 3.2.5.9.5. All lights and HVAC registers will be cleaned/wiped down.
- 3.2.5.9.6. All upper areas dusted and spiderwebs removed.
- 3.2.5.9.7. All interior windows/glass will be cleaned. This included suite windows.
- 3.2.5.9.8. All suite exterior windows/glass will be cleaned.
 - 3.2.5.9.8.1. If the window heights exceed comfortable working height for the Custodial Contractor, the Custodial Contractor is responsible for hiring a subcontractor to perform the cleaning.
- 3.2.5.9.9. All exterior windows/glass and ledges along the Loge Seating will be cleaned.
- 3.2.5.9.10. Exterior Loge Boxes will be thoroughly wiped and cleaned.

3.2.5.10. **Scoreboard Club**

- 3.2.5.10.1. Concrete floors will be cleaned and polished.
- 3.2.5.10.2. Bathrooms will be cleaned and stocked.
- 3.2.5.10.3. All counters and ledges will be cleaned.
- 3.2.5.10.4. All lights and HVAC registers will be cleaned/wiped down.
- 3.2.5.10.5. All upper areas dusted and spiderwebs removed.
- 3.2.5.10.6. All interior windows/glass will be cleaned.
- 3.2.5.10.7. All exterior windows/glass and ledges along exterior exits will be cleaned.
- 3.2.5.10.8. Exterior plazas drink rails will be cleaned and polished.

3.2.5.11. **Floyd Wade Club**

- 3.2.5.11.1. Carpet will be cleaned throughout.
- 3.2.5.11.2. Elevator lobby floors will be cleaned and polished.
- 3.2.5.11.3. Bathrooms will be cleaned and stocked.
- 3.2.5.11.4. All counters and ledges will be cleaned.
- 3.2.5.11.5. All lights and HVAC registers will be cleaned/wiped down.

- 3.2.5.11.6. All upper areas dusted and spiderwebs removed.
- 3.2.5.11.7. All interior windows/glass will be cleaned.
- 3.2.5.11.8. All suite exterior windows/glass will be cleaned by MSU.

3.2.5.12. East Suites (S1 & S2)

- 3.2.5.12.1. Carpet will be cleaned throughout hallways and suites.
- 3.2.5.12.2. Elevator lobby floors will be cleaned and polished.
- 3.2.5.12.3. Bathrooms will be cleaned and stocked.
- 3.2.5.12.4. All counters and ledges will be cleaned.
- 3.2.5.12.5. All lights and HVAC registers will be cleaned/wiped down.
- 3.2.5.12.6. All upper areas dusted and spiderwebs removed.
- 3.2.5.12.7. All interior windows/glass will be cleaned. This includes suite windows.
- 3.2.5.12.8. Suite exterior windows/glass will be cleaned by MSU.

3.2.5.13. South Loge

- 3.2.5.13.1. These are portable units that will be installed a few weeks prior to season. They will need to be wiped down and cleaned prior to opening day.
- 3.2.5.13.2. Club area for South Loge patrons is located within Turman.
 - 3.2.5.13.2.1. Carpet will be cleaned throughout.
 - 3.2.5.13.2.2. Bathrooms will be cleaned and stocked.
 - 3.2.5.13.2.3. All counters and ledges will be cleaned.
 - 3.2.5.13.2.4. All lights and HVAC registers will be cleaned/wiped down.
 - 3.2.5.13.2.5. All upper areas dusted and spiderwebs removed.
 - 3.2.5.13.2.6. All interior windows/glass will be cleaned.
 - 3.2.5.13.2.7. All exterior windows/glass and ledges along will be cleaned by MSU.
- 3.2.5.13.3. Pouring Room / Locker Room for South Loge patrons is located within Turman
 - 3.2.5.13.3.1. Floor will be cleaned.
 - 3.2.5.13.3.2. Bathroom will be cleaned and stocked.

- 3.2.5.13.3.3. All counters and ledges will be cleaned.
- 3.2.5.13.3.4. All lights and HVAC registers will be cleaned/wiped down.
- 3.2.5.13.3.5. All upper areas will be dusted and spiderwebs removed.

3.2.5.14. M-Club

- 3.2.5.14.1. Carpet will be cleaned throughout.
- 3.2.5.14.2. Elevator lobby floors will be cleaned and polished.
- 3.2.5.14.3. Stairs will be cleaned and handrails wiped down.
- 3.2.5.14.4. Bathrooms will be cleaned and stocked.
- 3.2.5.14.5. All counters and ledges will be cleaned.
- 3.2.5.14.6. All lights and HVAC registers will be cleaned/wiped down.
- 3.2.5.14.7. All upper areas dusted and spiderwebs removed.
- 3.2.5.14.8. All interior windows/glass will be cleaned.
- 3.2.5.14.9. All exterior windows/glass and ledges along the field side of the club will be cleaned by MSU.

3.2.5.15. Press Box

- 3.2.5.15.1. Carpet will be cleaned throughout.
- 3.2.5.15.2. Bathrooms will be cleaned and stocked.
- 3.2.5.15.3. All counters and ledges will be cleaned.
- 3.2.5.15.4. All lights and HVAC registers will be cleaned/wiped down.
- 3.2.5.15.5. All upper areas dusted and spiderwebs removed.
- 3.2.5.15.6. All interior windows/glass will be cleaned.
- 3.2.5.15.7. All exterior windows/glass and ledges along the field side of the Press Box will be cleaned by MSU.

3.2.5.16. Corporate Suite (100 West)

- 3.2.5.16.1. Carpet will be cleaned throughout.
- 3.2.5.16.2. Vinyl floors will be stripped, waxed and buffed.
- 3.2.5.16.3. Bathrooms will be cleaned and stocked.
- 3.2.5.16.4. All counters and ledges will be cleaned.
- 3.2.5.16.5. All lights and HVAC registers will be cleaned/wiped down.
- 3.2.5.16.6. All upper areas dusted and spiderwebs removed.

- 3.2.5.16.7. All outdoor seating to be cleaned.
- 3.2.5.16.8. All interior windows/glass will be cleaned.
- 3.2.5.16.9. All exterior windows/glass and ledges along the field side of the club will be cleaned.
 - 3.2.5.16.9.1. If the window heights exceed comfortable working height for the Custodial Contractor, the Custodial Contractor is responsible for hiring a subcontractor to perform the cleaning.

3.2.5.17. Interior and Exterior Stairs

- 3.2.5.17.1. The Grand Staircase on the northeast corner of the stadium (behind the Gate G elevator lobby) will be deep cleaned. This will include the cleaning of windows, window ledges, stairs and handrails.
- 3.2.5.17.2. All stairs throughout the facility will be cleaned. All ledges will be cleaned and handrails wiped down.

3.2.5.18. Chairback Stadium Seating

- 3.2.5.18.1. All chairback seating will be thoroughly cleaned.

3.2.6. GAMEDAY CLEANING / SERVICE

- 3.2.6.1. Custodial Contractor will have the right amount of personnel present at the right time to handle the pre-game, during game and post-game activities.
- 3.2.6.2. Gridiron, State Level, Scoreboard, Floyd Wade, South Loge and M-Club all have buffet lines set up and are very crowded on gameday. The Custodial Contractor must provide enough personnel to keep up with trash, food and debris on the floor, clearing and wiping tables and chairs and keeping bathrooms clean and fully stocked.
- 3.2.6.3. S1, S2, State Level Suites and Corporate Suite do not require servicing within the suite once the game starts. The Custodial Contractor will need to provide sufficient personnel on each level to take care of problems and to ensure the corridor and elevator lobbies are kept clean.
- 3.2.6.4. **Week before Gameday**
 - 3.2.6.4.1. Custodial Contractor will ensure all parts of the stadium are ready for our fans to have an outstanding gameday experience.

- 3.2.6.4.2. The stadium will be cleaned and ready by end-of-day on Tuesday following gameday.
 - 3.2.6.4.2.1. On weeks where there are no home games, the stadium will still be ready by end-of-day on the Tuesday following gameday.
 - 3.2.6.4.2.2. Custodial Contractor will make the needed just-in-time cleaning and touchup no later than end-of-day Thursday before gameday.
- 3.2.6.4.3. Custodial Contractor will wash/blow/sweep/clean all concourses (lower west, lower east, west 100, west 200, west 300 and north) on Thursday before gameday to ensure they are clean and ready.
- 3.2.6.4.4. Custodial Contractor will ensure all trash carts are clean and ready for the next game. Dirty, smelly trash carts will not be allowed.
- 3.2.6.5. **Friday – Day before gameday**
 - 3.2.6.5.1. Suite servicing will take place between 4:00PM and 8:00PM
 - 3.2.6.5.2. This includes. S1, S2, Floyd Wade, Gridiron, State Level, Scoreboard Level, South Loge and Balconies.
 - 3.2.6.5.3. Custodial Contractor will be responsible for collecting trash and making sure premium space is clean and ready for gameday.
- 3.2.6.6. **Saturday – Gameday**
 - 3.2.6.6.1. The following timing schedule is given to show the pre-game activity within the stadium. Custodial Contractor will ensure there are sufficient personnel present to take care of the activities taking place.
 - 3.2.6.6.2. All times are shown below are hours and minutes before kickoff.
 - 3.2.6.6.2.1. 6:15 – Guest Services personnel arrive
 - 3.2.6.6.2.2. 6:00 – F&B & Facilities personnel arrive
 - 3.2.6.6.2.3. 5:15 – Football Training and Equipment personnel arrive
 - 3.2.6.6.2.4. 4:00 – All concourse bathrooms unlocked

- 3.2.6.6.2.5. 3:00 – Press box opens
- 3.2.6.6.2.6. 2:30 – M-Club gate opens
- 3.2.6.6.2.7. 2:00 – All gates open
- 3.2.6.6.3. Custodial Contractor will ensure all areas are ready at least 1 hour prior to gates opening.
- 3.2.6.6.4. Custodial Contractor will ensure all areas are staffed appropriately to handle the expected number of fans. Premium space square footage is given in Appendix D.
- 3.2.6.6.5. Trash compactors are used at the stadium. The Custodial Contractor is responsible for operating the compactors on gameday and ensuring the area is kept clean.
- 3.2.6.6.6. Custodial Contractor is responsible for keeping concourses clear of trash during the game and ensuring all garbage cans are serviced throughout the game. Overflowing garbage cans are not acceptable.
 - 3.2.6.6.6.1. This includes all trash from concessionaire.
- 3.2.6.6.7. Custodial Contractor is responsible for servicing garbage cans outside each entrance gate. The queuing / security screening and ticket scanning areas at each entrance have garbage cans will need to be serviced until the areas are broken down at the end of the first quarter.
- 3.2.6.6.8. Custodial Contractor will provide personnel that will respond to clean up spills, vomit, blood, etc... throughout the game.
- 3.2.6.6.9. Premium spaces are expected to be kept clean during the duration of the game. Common spaces where food is served will be monitored and floors kept swept and tidy.
- 3.2.6.6.10. All bathrooms will be kept clean and stocked.
- 3.2.6.6.11. Visiting team and Home team locker rooms are expected to be cleaned and ready no later than 4 hours before game time. Both locker rooms should be tended to at times during the game as directed by gameday athletic department staff.

- 3.2.6.6.12. Custodial Contractor is expected to tend to any standing water throughout stadium – in seating area, concourse, or other areas.

3.2.6.7. Saturday – Post-Game

- 3.2.6.7.1. Custodial Contractor will start post-game cleaning as soon as possible.
- 3.2.6.7.2. Premium space patrons are permitted to stay for 1 hour after the end of the game.
- 3.2.6.7.3. All trash in premium spaces will be removed NLT 8 hours after the end of the game. All trash will be placed in the compactors and dumpsters.
- 3.2.6.7.4. All stadium concourses and exterior seating will have trash collected (picked) and placed in the compactors NLT 12 hours after the end of the game.
- 3.2.6.7.5. All concourses and exterior seating will be blown/swept/washed NLT end of day Tuesday after the game.
- 3.2.6.7.6. All bathrooms will be cleaned and re-stocked NLT end of day Tuesday after the game.
- 3.2.6.7.7. The expectation is that all areas of the stadium will be returned to the same level of cleanliness that was achieved before the first game of the season between each game. Our fan experience is paramount, and it starts with a stadium that is clean.

3.3. DUDY NOBLE STADIUM

3.3.1. Dudy Noble / Polk Dement Stadium is considered to be the best college baseball facility in the United States. It has been called the “Carnegie Hall of College Baseball”. Built in 2019, it has 5,000 chairback stadium seats on two levels, 20 private suites that seat approximately 400 fans, 2 premium clubs (Omaha Club – 550 fans, Triple Crown Club – 350 fans), grassed berms on both first base and third base sides and standing drink rails throughout the stadium. The outfield area has ~100 lounge spaces with the main concourse used for standing room only tickets. Dudy Noble has hosted crowds of approximately 15,000. The lower level of the stadium houses team spaces (pitching lab, hitting lab, team lounge, locker room, training room, showers, coaches’ locker room, laundry and team meeting room. Spaces that require daily and/or interim cleaning are detailed in Appendix D. The Custodial Contractor is responsible for determining the appropriate cleaning method. A plan is required for each phase listed below (Preseason, Gameday Cleaning and Post-Game Cleaning). Each plan shall include, at a minimum, schedule, phasing, quality control and checklists. It is the intent of the owner to have all areas of the stadium cleaned prior to the season opening weekend and ready for fans. The requirements below are intended to clarify requirements for specific areas, but the entire stadium is expected to be cleaned.

3.3.2. PRESEASON CLEANING

3.3.2.1. Seating Bowl

- 3.3.2.1.1. A thorough preseason cleaning of the entire stadium seating bowl shall be completed, including blowing, sweeping, and mopping of all seating areas, aisles, stairs, landings, and associated surfaces.
- 3.3.2.1.2. All seating bowl areas shall be free of visible trash, dirt, dust, cobwebs, and accumulated debris. All debris must be collected and properly disposed of, rather than relocated to adjacent areas.
- 3.3.2.1.3. All preseason seating bowl cleaning must be completed no later than two (2) weeks prior to the first home game. Upon completion, the Custodial Contractor shall coordinate and participate in a full stadium walk-through with Athletics Administration to verify cleaning standards have been met and identify any deficiencies requiring corrective action.

3.3.2.2. Bathroom Cleaning & Stocking

- 3.3.2.2.1. All bathrooms will be deep cleaned and stocked with paper products and hand soap.

- 3.3.2.2.2. Deep cleaning will include the cleaning of fixtures, counters, windows, ledges, partitions, walls and floors. Ceiling fans, light fixtures, HVAC duct will be dusted/cleaned.
- 3.3.2.2.3. Bathrooms with open ceiling structure will be dusted to the deck above to remove dust/dirt buildup and spider webs.
- 3.3.2.2.4. Once cleaning and stocking is complete, all bathrooms will be locked.
- 3.3.2.3. **Concourse Cleaning**
 - 3.3.2.3.1. All concourse signage will be dusted and cleaned.
 - 3.3.2.3.2. All steel structure and railings will be cleaned and wiped down.
- 3.3.2.4. **Elevator Cleaning**
 - 3.3.2.4.1. All elevator interiors will be thoroughly cleaned.
 - 3.3.2.4.2. All walls will be wiped down and polished.
 - 3.3.2.4.3. All doors, interior and exterior at each landing, will be cleaned and polished.
 - 3.3.2.4.4. All thresholds, interior and exterior at each landing will be cleaned and polished.
 - 3.3.2.4.5. All elevator lobbies will be cleaned; floors, walls, windows, ceilings.
- 3.3.2.5. **Handrails**
 - 3.3.2.5.1. All handrails will be cleaned and wiped down.
- 3.3.2.6. **Garbage Cans & Tilt Trucks**
 - 3.3.2.6.1. All garbage cans and tilt trucks will be washed and sanitized.
- 3.3.2.7. **First Aid Rooms**
 - 3.3.2.7.1. All rooms will be cleaned and stocked.
- 3.3.2.8. **Premium Areas**
 - 3.3.2.8.1. As shown in Appendix D, all suites are required to have a monthly cleaning accomplished during the off season. This monthly cleaning will keep the suites at APPA Level 2 during the off season. During season, the required cleaning level will be APPA Level 1. Preseason cleaning will involve deep cleaning each suite to bring it up to the APPA Level 1.

- 3.3.2.8.2. Bathrooms, hallways and common areas are also required to have monthly cleaning during the off season. All areas will be deep cleaned to bring them up to the APPA Level 1.
- 3.3.2.8.3. All exterior suite seating will be pressure washed and cleaned.
- 3.3.2.8.4. All handrails and drink rails will be cleaned and polished.
- 3.3.2.8.5. **Triple Crown Club**
 - 3.3.2.8.5.1. Bathrooms will be cleaned and stocked.
 - 3.3.2.8.5.2. All counters and ledges will be cleaned.
 - 3.3.2.8.5.3. All floors will be cleaned.
 - 3.3.2.8.5.4. All lights and HVAC registers will be cleaned/wiped down.
 - 3.3.2.8.5.5. All upper areas dusted and spiderwebs removed.
- 3.3.2.8.6. **Omaha Club**
 - 3.3.2.8.6.1. All windows, interior and exterior, will be cleaned.
 - 3.3.2.8.6.2. All counters and ledges will be cleaned.
 - 3.3.2.8.6.3. All floors will be cleaned.
 - 3.3.2.8.6.4. All lights and HVAC registers will be cleaned/wiped down.
 - 3.3.2.8.6.5. All upper areas dusted and spiderwebs removed.
- 3.3.2.8.7. **View Level Suites**
 - 3.3.2.8.7.1. Carpet will be cleaned throughout suites.
 - 3.3.2.8.7.2. Bathrooms will be cleaned and stocked.
 - 3.3.2.8.7.3. All counters and ledges will be cleaned.
 - 3.3.2.8.7.4. All lights and HVAC registers will be cleaned/wiped down.
 - 3.3.2.8.7.5. All upper areas dusted and spiderwebs removed.
 - 3.3.2.8.7.6. All interior windows/glass will be cleaned. This includes suite windows.

- 3.3.2.8.7.7. Suite exterior windows/glass will be cleaned.
 - 3.3.2.8.7.8. If the window heights exceed comfortable working height for the Custodial Contractor, the Custodial Contractor is responsible for hiring a subcontractor to perform the cleaning.
 - 3.3.2.8.8. **Left Field Lounges**
 - 3.3.2.8.8.1. All loose and visible trash to be disposed of.
- 3.3.2.9. **Press Box**
 - 3.3.2.9.1. Floors will be cleaned throughout.
 - 3.3.2.9.2. Family bathrooms will be cleaned and stocked.
 - 3.3.2.9.3. All counters and ledges will be cleaned.
 - 3.3.2.9.4. All lights and HVAC registers will be cleaned/wiped down.
 - 3.3.2.9.5. All upper areas dusted and spiderwebs removed.
 - 3.3.2.9.6. All interior windows/glass will be cleaned.
 - 3.3.2.9.7. All exterior windows/glass and ledges along the field side of the Press Box will be cleaned.
 - 3.3.2.9.8. If the window heights exceed comfortable working height for the Custodial Contractor, the Custodial Contractor is responsible for hiring a subcontractor to perform the cleaning.

3.3.3. GAMEDAY CLEANING / SERVICE

- 3.3.3.1. Custodial Contractor will have the right amount of personnel present at the right time to handle the pre-game, during game and post-game activities.
- 3.3.3.2. Triple Crown and Omaha Clubs have buffet lines set up and are very crowded on gameday. The Custodial Contractor must provide enough personnel to keep up with trash, food and debris on the floor, clearing and wiping tables and chairs and keeping bathrooms clean and fully stocked.
- 3.3.3.3. View Level Suites do not require servicing within the suite once the game starts. The Custodial Contractor will need to provide a couple of personnel to take care of problems and to ensure the corridor and elevator lobbies are kept clean.

3.3.3.4. Before Gameday

- 3.3.3.4.1. Custodial Contractor will ensure all parts of the stadium are ready for our fans to have an outstanding gameday experience.
- 3.3.3.4.2. The majority of the schedule will have Tuesday, Friday, Saturday and Sunday games. There are some exceptions to this schedule that include Thursday games. The Custodial Contractor will be supplied with schedules for planning.
- 3.3.3.4.3. The stadium will be cleaned and ready by end-of-day prior to each gameday.
- 3.3.3.4.4. Custodial Contractor will ensure all trash carts are clean and ready for the next game. Dirty, smelly trash carts will not be allowed.

3.3.3.5. Gameday

- 3.3.3.5.1. Midweek games are normally on Tuesday. Weekend series will be Friday through Sunday (some exceptions may be Thursday through Saturday).
- 3.3.3.5.2. Outfield and premium servicing will take place three hours before first pitch (there is no servicing for Sunday games). Length of servicing time is 1 hour.
- 3.3.3.5.3. Gates open 90 minutes before first pitch.
- 3.3.3.5.4. Custodial Contractor will ensure all areas are ready 4 hours prior to gates opening.
- 3.3.3.5.5. Custodial Contractor will ensure all areas are staffed appropriately to handle the expected number of fans. Premium space square footage is given in Appendix D.
- 3.3.3.5.6. Custodial Contractor is responsible for keeping concourses clear of trash during the game and ensuring all garbage cans are serviced throughout the game. Overflowing garbage cans are not acceptable.
 - 3.3.3.5.6.1. This includes all trash from concessionaire.
- 3.3.3.5.7. Custodial Contractor is responsible for servicing garbage cans outside each entrance gate. The queuing / security screening and ticket scanning areas at each entrance have garbage cans that will need to be serviced until the areas are broken down.

- 3.3.3.5.8. Custodial Contractor will provide personnel that will respond to clean up spills, vomit, blood, etc... throughout the game.
 - 3.3.3.5.8.1. Premium spaces are expected to be kept clean during the duration of the game. Common spaces where food is served will be monitored and floors kept swept and tidy.
- 3.3.3.5.9. All bathrooms will be kept clean and stocked.
- 3.3.3.5.10. Custodial Contractor is expected to tend to any standing water throughout stadium – in seating area, concourse, or other areas.
- 3.3.3.6. **Post-Game**
 - 3.3.3.6.1. Custodial Contractor will start post-game cleaning as soon as possible.
 - 3.3.3.6.2. Premium space patrons are allowed to stay for 1 hour after the end of the game.
 - 3.3.3.6.3. All trash in premium spaces will be removed immediately after the end of the game.
 - 3.3.3.6.3.1. Custodial Contractor will go through outfield lounges and pick up trash. All areas will be blown or swept as appropriate.
 - 3.3.3.6.4. All stadium concourses and exterior seating will have trash collected (picked) and placed in open top dumpsters.
 - 3.3.3.6.5. All concourses and exterior seating will be blown/swept/washed prior to the next game.
 - 3.3.3.6.6. All bathrooms will be cleaned and re-stocked.
 - 3.3.3.6.7. All home, visiting team, and coaches/staff locker rooms to be cleaned.
 - 3.3.3.6.8. The expectation is that all areas of the stadium will be returned to the same level of cleanliness that was achieved before the first game of the season between each game. Our fan experience is paramount, and it starts with a stadium that is clean.
 - 3.3.3.6.8.1. During weekend back-to-back games the Custodial Contractor may spot mop spills and problem areas within the

chairback seating. A deeper cleaning may be needed between the weekday game and the weekend series.

- 3.3.3.6.8.2. If there is a situation where back-to-back games are played within the same day, the stadium is not expected to be tended to between games. Trash cans will be emptied, and a full pick of the seating bowl will be performed. Bathrooms will be serviced.

3.4. HUMPHREY COLISEUM / MIZE PAVILION

- 3.4.1. Humphrey Coliseum, built in 1975 is home to Mississippi State Men's and Women's Basketball. The venue seats approximately 10,000 fans on gameday. The Mize Pavilion was added in 2011, and it houses practice courts for both basketball teams along with coaches' offices, a weight room and a parking garage on the ground floor. The north side of the Coliseum houses offices for our Olympic Sports (approximately 33 offices), Men's and Women's Locker Rooms, Coaches' Locker Room, Officials Locker Room, Visiting Team Locker Rooms (3) and Basketball Training Room. The Coliseum has two Premium spaces. The Legends Club is located just off the main concourse and services approximately 600 fans. The Courtside Club is located just inside the north ground level entrance and it services approximately 100 fans.
- 3.4.2. The Coliseum is also used for other activities and events. Concerts, Graduation, Science Fairs, Job Fairs, etc. ... The Custodial Contractor may be used to service these extra events. The cost of cleaning for each of these events will be negotiated per event.

3.4.3. PRESEASON CLEANING

3.4.3.1. Entry Corridors and Vestibules

- 3.4.3.1.1. Thoroughly clean all entry corridors, vestibules, and entryways, including sweeping, mopping, and machine scrubbing of all floor surfaces.
- 3.4.3.1.2. Clean all entry doors, frames, handles, push plates, and other high-touch surfaces, removing dirt, fingerprints, and visible residue.
- 3.4.3.1.3. Clean all walls, baseboards, corners, thresholds, and ledges to remove dust, dirt, cobwebs, scuff marks, and debris.
- 3.4.3.1.4. Thoroughly clean all entrance floor mats and recessed mat systems, including removal of accumulated debris beneath mats.
- 3.4.3.1.5. Clean all interior and exterior windows, glass doors, frames, sills, and tracks. Glass surfaces shall be free of visible dirt, fingerprints, smudges, water spots, and streaks, including elevated and hard-to-reach areas.
- 3.4.3.1.6. All areas shall be free of visible trash, dust, dirt, stains, and debris upon completion.
- 3.4.3.1.7. All preseason cleaning must be completed no later than two (2) weeks prior to the first home event and

include a facility walk-through with Athletics Administration to verify completion and identify any deficiencies.

3.4.3.2. Seating Bowl

- 3.4.3.2.1. A thorough preseason cleaning of the entire stadium seating bowl shall be completed, including sweeping and mopping of all seating areas, aisles, stairs, landings, and associated surfaces.
- 3.4.3.2.2. All seating bowl areas shall be free of visible trash, dirt, dust, cobwebs, and accumulated debris. All debris must be collected and properly disposed of, rather than relocated to adjacent areas.
- 3.4.3.2.3. All seats are to be wiped and cleaned thoroughly.
- 3.4.3.2.4. All preseason seating bowl cleaning must be completed no later than two (2) weeks prior to the first home game. Upon completion, the Custodial Contractor shall coordinate and participate in a full stadium walk-through with Athletics Administration to verify cleaning standards have been met and identify any deficiencies requiring corrective action.

3.4.3.3. Bathroom Cleaning & Stocking

- 3.4.3.3.1. All bathrooms will be deep cleaned and stocked with paper products and hand soap.
- 3.4.3.3.2. Deep cleaning will include the cleaning of fixtures, counters, windows, ledges, partitions, walls and floors. Ceiling fans, light fixtures, HVAC duct will be dusted/cleaned.
- 3.4.3.3.3. Bathrooms with open ceiling structure will be dusted to the deck above to remove dust/dirt buildup and spider webs.

3.4.3.4. Concourse Cleaning

- 3.4.3.4.1. Concourse will be cleaned and maintained in accordance with the flooring manufacturer's recommendation.
- 3.4.3.4.2. All sticky residue (gum, candy, etc.) shall be removed as soon as noticed.

3.4.3.5. Elevator Cleaning

- 3.4.3.5.1. All elevator interiors will be thoroughly cleaned.

- 3.4.3.5.2. All walls will be wiped down and polished.
- 3.4.3.5.3. All doors, interior and exterior at each landing, will be cleaned and polished.
- 3.4.3.5.4. All thresholds, interior and exterior at each landing will be cleaned and polished.
- 3.4.3.5.5. All elevator lobbies will be cleaned; floors, walls, windows, ceilings.
- 3.4.3.6. **Handrails**
 - 3.4.3.6.1. All handrails will be cleaned and wiped down.
- 3.4.3.7. **Garbage Cans & Tilt Trucks**
 - 3.4.3.7.1. All garbage cans and tilt trucks will be washed and sanitized.
- 3.4.3.8. **First Aid Rooms**
 - 3.4.3.8.1. All rooms will be cleaned and stocked.
- 3.4.3.9. **Premium Areas**
 - 3.4.3.9.1. The two premium areas are expected to be cleaned and maintained at APPA 1.
 - 3.4.3.9.2. All seating will be cleaned and wiped down.
 - 3.4.3.9.3. All handrails and drink rails will be cleaned and polished.
 - 3.4.3.9.4. **Legends Club**
 - 3.4.3.9.4.1. Bathrooms will be cleaned and stocked.
 - 3.4.3.9.4.2. All counters and ledges will be cleaned.
 - 3.4.3.9.4.3. All floors will be cleaned / vacuumed.
 - 3.4.3.9.4.4. All lights and HVAC registers will be cleaned/wiped down.
 - 3.4.3.9.4.5. All upper areas dusted and spiderwebs removed.
 - 3.4.3.9.5. **Courtside Club**
 - 3.4.3.9.5.1. All glass, interior and exterior, will be cleaned.
 - 3.4.3.9.5.2. All counters and ledges will be cleaned.
 - 3.4.3.9.5.3. All floors will be cleaned.
 - 3.4.3.9.5.4. All lights and HVAC registers will be cleaned/wiped down.

- 3.4.3.9.5.5. All upper areas dusted and spiderwebs removed.

3.4.4. GAMEDAY CLEANING / SERVICE

- 3.4.4.1. Custodial Contractor will have the right amount of personnel present at the right time to handle the pre-game, during game and post-game activities.
- 3.4.4.2. The Legends and Courtside Clubs have buffet lines set up and are very crowded on gameday. The Custodial Contractor must provide enough personnel to keep up with trash, food and debris on the floor, clearing and wiping tables and chairs and keeping bathrooms clean and fully stocked.
- 3.4.4.3. **Before Gameday**
 - 3.4.4.3.1. Custodial Contractor will ensure all parts of the stadium are ready for fans to have an outstanding gameday experience.
 - 3.4.4.3.2. Games are played throughout the week and on weekends. With both men's and women's teams, it is likely that there will be back-to-back days/nights. The stadium will be cleaned and ready 4 hours before gates open.
 - 3.4.4.3.3. Unless games are played on consecutive days, the expectation is the Coliseum will be clean and ready no later than the end of day on the day after the game.
 - 3.4.4.3.4. Custodial Contractor will ensure all trash carts are clean and ready for the next game. Dirty, smelly trash carts will not be allowed.
- 3.4.4.4. **Gameday**
 - 3.4.4.4.1. Custodial Contractor will ensure all areas are ready 4 hours prior to gates opening.
 - 3.4.4.4.2. Custodial Contractor will ensure all areas are staffed appropriately to handle the expected number of fans. Premium space square footage is given in Appendix D.
 - 3.4.4.4.3. Custodial Contractor is responsible for keeping concourses clear of trash during the game and ensuring all garbage cans are serviced throughout the game. Overflowing garbage cans are not acceptable.
 - 3.4.4.4.3.1. This includes all trash from concessionaire.

- 3.4.4.4.4. Custodial Contractor is responsible for servicing garbage cans outside each entrance gate. The queuing / security screening and ticket scanning areas at each entrance have garbage cans that will need to be serviced until the areas are broken down.
- 3.4.4.4.5. Custodial Contractor will provide personnel that will respond to clean up spills, vomit, blood, etc... throughout the game.
 - 3.4.4.4.5.1. Premium spaces are expected to be kept clean during the duration of the game. Common spaces where food is served will be monitored and floors kept swept and tidy.
 - 3.4.4.4.5.2. All bathrooms will be kept clean and stocked.

3.4.4.5. **Post-Game**

- 3.4.4.5.1. Custodial Contractor will start post-game cleaning as soon as possible.
- 3.4.4.5.2. All seating areas will be picked and cleaned.
- 3.4.4.5.3. All concourse flooring will be cleaned and buffed.
- 3.4.4.5.4. All trash in premium spaces will be removed immediately after the end of the game.
- 3.4.4.5.5. All bathrooms will be cleaned and re-stocked.
- 3.4.4.5.6. All home, visiting team, and coaches/staff locker rooms to be cleaned.
- 3.4.4.5.7. The expectation is that all areas of the stadium will be returned to the same level of cleanliness that was achieved before the first game of the season between each game. Our fan experience is paramount, and it starts with a stadium that is clean.

3.5. NUSZ SOFTBALL STADIUM

- 3.5.1. Nusz Park is the home of Mississippi State Women's Softball. Built in 2016, it seats approximately 1,000 fans in chairback seating. The area beyond the right field fence has a deck along the backside of the fence with drink rails. The majority of the stadium is not used during the off season; however there is a hydrotherapy room underneath the stadium that is used daily and bathrooms in both dugouts that are used when the team practices.
- 3.5.2. Softball Indoor clubhouse was built in 2024 and includes over 10,000 square feet of daily cleaned spaces including team lounge, team locker room, team meeting room, restrooms and showers, athletic training room, and indoor turf training facility.

3.5.3. PRESEASON CLEANING

3.5.3.1. Seating Area

- 3.5.3.1.1. A thorough preseason cleaning of the entire stadium seating bowl shall be completed, including blowing, sweeping, and mopping of all seating areas, aisles, stairs, landings, and associated surfaces.
- 3.5.3.1.2. All seating bowl areas shall be free of visible trash, dirt, dust, cobwebs, and accumulated debris. All debris must be collected and properly disposed of, rather than relocated to adjacent areas.
- 3.5.3.1.3. All preseason seating bowl cleaning must be completed no later than two (2) weeks prior to the first home game. Upon completion, the Custodial Contractor shall coordinate and participate in a full stadium walk-through with Athletics Administration to verify cleaning standards have been met and identify any deficiencies requiring corrective action.

3.5.3.2. Bathroom Cleaning & Stocking

- 3.5.3.2.1.1. All bathrooms will be deep cleaned and stocked with paper products and hand soap.
- 3.5.3.2.1.2. Deep cleaning will include the cleaning of fixtures, counters, windows, ledges, partitions, walls and floors. Ceiling fans, light fixtures, HVAC duct will be dusted/cleaned.
- 3.5.3.2.1.3. Bathrooms with open ceiling structure will be dusted to the deck above to

remove dust/dirt buildup and spider webs.

- 3.5.3.2.1.4. Once cleaning and stocking is complete, all bathrooms will be locked.

3.5.3.3. **Concourse Cleaning**

- 3.5.3.3.1. All concourse signage will be dusted and cleaned.
- 3.5.3.3.2. All structure and railings will be cleaned and wiped down.

3.5.3.4. **Elevator Cleaning**

- 3.5.3.4.1. All elevator interiors will be thoroughly cleaned.
- 3.5.3.4.2. All walls will be wiped down and polished.
- 3.5.3.4.3. All doors, interior and exterior at each landing, will be cleaned and polished.
- 3.5.3.4.4. All thresholds, interior and exterior at each landing will be cleaned and polished.
- 3.5.3.4.5. Elevator lobbies will be cleaned; floors, walls, windows, ceilings.

3.5.3.5. **Handrails**

- 3.5.3.5.1. All handrails will be cleaned and wiped down.

3.5.3.6. **Garbage Cans & Tilt Trucks**

- 3.5.3.6.1. All garbage cans and tilt trucks will be washed and sanitized.

3.5.3.7. **First Aid Rooms**

- 3.5.3.7.1. All rooms will be cleaned and stocked.

3.5.3.8. **Press Box**

- 3.5.3.8.1. Floors will be cleaned throughout.
- 3.5.3.8.2. Bathroom will be cleaned and stocked.
- 3.5.3.8.3. All counters and ledges will be cleaned.
- 3.5.3.8.4. All lights and HVAC registers will be cleaned/wiped down.
- 3.5.3.8.5. All upper areas dusted and spiderwebs removed.
- 3.5.3.8.6. All interior windows/glass will be cleaned.
- 3.5.3.8.7. All exterior windows/glass and ledges along the field side of the Press Box will be cleaned.

- 3.5.3.8.8. If the window heights exceed comfortable working height for the Custodial Contractor, the Custodial Contractor is responsible for hiring a subcontractor to perform the cleaning.

3.5.4. GAMEDAY CLEANING / SERVICE

- 3.5.4.1. Custodial Contractor will have the right amount of personnel present at the right time to handle the pre-game, during game and post-game activities.
- 3.5.4.2. **Before Gameday**
 - 3.5.4.2.1. Custodial Contractor will ensure all parts of the stadium are ready for fans to have an outstanding gameday experience.
 - 3.5.4.2.2. The Custodial Contractor will be supplied with schedules for planning. There are approximately 30 home games.
 - 3.5.4.2.3. The stadium will be cleaned and ready by end-of-day prior to each gameday.
 - 3.5.4.2.4. Custodial Contractor will ensure all trash carts are clean and ready for the next game. Dirty, smelly trash carts will not be allowed.
- 3.5.4.3. **Gameday**
 - 3.5.4.3.1. The stadium will be ready no later than 4 hours before first pitch.
 - 3.5.4.3.2. Custodial Contractor will ensure all areas are staffed appropriately to handle the expected number of fans.
 - 3.5.4.3.3. Custodial Contractor is responsible for keeping concourses clear of trash during the game and ensuring all garbage cans are serviced throughout the game. Overflowing garbage cans are not acceptable.
 - 3.5.4.3.3.1. This includes all trash from concessionaire.
 - 3.5.4.3.4. Custodial Contractor is responsible for servicing garbage cans outside each entrance gate. The queuing / security screening and ticket scanning areas at each entrance have garbage cans that will need to be serviced until the areas are broken down.
 - 3.5.4.3.5. Custodial Contractor will provide personnel that will respond to clean up spills, vomit, blood, etc... throughout the game.

3.5.4.3.5.1. All bathrooms will be kept clean and stocked.

3.5.4.4. Post-Game

3.5.4.4.1. Custodial Contractor will start post-game cleaning as soon as possible.

3.5.4.4.2. All trash will be removed immediately after the end of the game.

3.5.4.4.2.1. Custodial Contractor will go through outfield area and pick up trash. All areas will be blown or swept as appropriate.

3.5.4.4.3. All stadium concourses and exterior seating will have trash collected (picked) and placed in open top dumpsters.

3.5.4.4.4. All concourses and exterior seating will be blown/swept/washed prior to the next game.

3.5.4.4.5. All bathrooms will be cleaned and re-stocked.

3.5.4.4.6. All home, visiting team, and coaches/staff locker rooms to be cleaned.

3.5.4.4.7. The expectation is that all areas of the stadium will be returned to the same level of cleanliness that was achieved before the first game of the season between each game. Our fan experience is paramount, and it starts with a stadium that is clean.

3.5.4.4.7.1. During weekend back-to-back games the Custodial Contractor may spot mop spills and problem areas within the chairback seating. A deeper cleaning may be needed between the weekday game and the weekend series.

3.5.4.4.7.2. If there is a situation where back-to-back games are played within the same day, the stadium is not expected to be cleaned between games. Trash cans will be emptied, and noticeable trash will be picked up. Bathrooms will be serviced.

3.6. RULA INDOOR TENNIS

- 3.6.1. Rula Indoor Tennis is the indoor home for Mississippi State Men's and Women's Tennis. The facility houses 6 indoor courts and has spectator space on the upper floor. The facility has bathrooms, a training area, and entrance lobby with stairs and elevator.
- 3.6.2. The Custodial Contractor is NOT responsible for cleaning or maintaining the tennis courts.

3.6.3. PRESEASON CLEANING

3.6.3.1. Seating Area

- 3.6.3.1.1. A thorough preseason cleaning of the entire stadium seating area shall be completed, including blowing, sweeping, and mopping of all seating areas, aisles, stairs, landings, and associated surfaces.
- 3.6.3.1.2. All seating area shall be free of visible trash, dirt, dust, cobwebs, and accumulated debris. All debris must be collected and properly disposed of, rather than relocated to adjacent areas.
- 3.6.3.1.3. All preseason seating area cleaning must be completed no later than two (2) weeks prior to the first home game. Upon completion, the Custodial Contractor shall coordinate and participate in a full stadium walk-through with Athletics Administration to verify cleaning standards have been met and identify any deficiencies requiring corrective action.

3.6.3.2. Bathroom Cleaning & Stocking

- 3.6.3.2.1. All bathrooms will be deep cleaned and stocked with paper products and hand soap.
- 3.6.3.2.2. Deep cleaning will include the cleaning of fixtures, counters, windows, ledges, partitions, walls and floors. Ceiling fans, light fixtures, HVAC duct will be dusted/cleaned.
- 3.6.3.2.3. Bathrooms with open ceiling structure will be dusted to the deck above to remove dust/dirt buildup and spider webs.
- 3.6.3.2.4. Once cleaning and stocking is complete, all bathrooms will be locked.

3.6.3.3. Elevator & Stair Cleaning

- 3.6.3.3.1. All elevator interiors will be thoroughly cleaned.

- 3.6.3.3.2. All walls will be wiped down and polished.
- 3.6.3.3.3. All doors, interior and exterior at each landing, will be cleaned and polished.
- 3.6.3.3.4. All thresholds, interior and exterior at each landing will be cleaned and polished.
- 3.6.3.3.5. All elevator lobbies will be cleaned; floors, walls, windows, ceilings.
- 3.6.3.3.6. All staircases will be cleaned, dusted and wiped down.

3.6.3.4. Handrails

- 3.6.3.4.1. All handrails will be cleaned and wiped down.

3.6.3.5. Garbage Cans & Tilt Trucks

- 3.6.3.5.1. All garbage cans and tilt trucks will be washed and sanitized.

3.6.4. GAMEDAY CLEANING / SERVICE

- 3.6.4.1. Custodial Contractor will have the right amount of personnel present at the right time to handle the pre-game, during game and post-game activities.

3.6.4.2. Before Gameday

- 3.6.4.2.1. Custodial Contractor will ensure all parts of the stadium are ready for fans to have an outstanding gameday experience.
- 3.6.4.2.2. The Custodial Contractor will be supplied with schedules for planning.
- 3.6.4.2.3. The stadium will be cleaned and ready by end-of-day prior to each gameday.
- 3.6.4.2.4. Custodial Contractor will ensure all trash carts are clean and ready for the next game. Dirty, smelly trash carts will not be allowed.

3.6.4.3. Gameday

- 3.6.4.3.1. The stadium will be ready no later than 4 hours before first match.
- 3.6.4.3.2. Custodial Contractor will ensure all areas are staffed appropriately to handle the expected number of fans.
- 3.6.4.3.3. Custodial Contractor is responsible for keeping concourses clear of trash during the game and ensuring all garbage cans are serviced throughout the game. Overflowing garbage cans are not acceptable.

- 3.6.4.3.4. Custodial Contractor is responsible for servicing garbage cans outside each entrance gate. The queuing / security screening and ticket scanning areas at each entrance have garbage cans that will need to be serviced until the areas are broken down.
- 3.6.4.3.5. Custodial Contractor will provide personnel that will respond to clean up spills, vomit, blood, etc... throughout the game.
 - 3.6.4.3.5.1. All bathrooms will be kept clean and stocked.

3.6.4.4. Post-Game

- 3.6.4.4.1. Custodial Contractor will start post-game cleaning as soon as possible.
- 3.6.4.4.2. All trash will be removed immediately after the end of the game.
- 3.6.4.4.3. All concourses swept/cleaned prior to the next game.
- 3.6.4.4.4. All bathrooms will be cleaned and re-stocked.
- 3.6.4.4.5. All home, visiting team, and coaches/staff locker rooms to be cleaned.
- 3.6.4.4.6. The expectation is that all areas of the stadium will be returned to the same level of cleanliness that was achieved before the first game of the season between each event. Our fan experience is paramount, and it starts with a stadium that is clean.

3.7. PITTS TENNIS FACILITY

- 3.7.1. Pitts Tennis Facility is the outdoor tennis facility for Mississippi State Men's and Women's Tennis teams. The facility consists of bleacher seating, press box, public bathrooms and visiting team locker rooms.
- 3.7.2. The Custodial Contractor is NOT responsible for cleaning or maintaining the tennis courts.

3.7.3. PRESEASON CLEANING

3.7.3.1. Seating Area

- 3.7.3.1.1. A thorough preseason cleaning of the entire stadium seating area shall be completed, including blowing, sweeping, and mopping of all seating areas, aisles, stairs, landings, and associated surfaces.
- 3.7.3.1.2. All seating area shall be free of visible trash, dirt, dust, cobwebs, and accumulated debris. All debris must be collected and properly disposed of, rather than relocated to adjacent areas.
- 3.7.3.1.3. All preseason seating area cleaning must be completed no later than two (2) weeks prior to the first home game. Upon completion, the Custodial Contractor shall coordinate and participate in a full stadium walk-through with Athletics Administration to verify cleaning standards have been met and identify any deficiencies requiring corrective action.

3.7.3.2. Bathroom Cleaning & Stocking

- 3.7.3.2.1. All bathrooms will be deep cleaned and stocked with paper products and hand soap.
- 3.7.3.2.2. Deep cleaning will include the cleaning of fixtures, counters, windows, ledges, partitions, walls and floors. Ceiling fans, light fixtures, HVAC duct will be dusted/cleaned.
- 3.7.3.2.3. Bathrooms with open ceiling structure will be dusted to the deck above to remove dust/dirt buildup and spider webs.
- 3.7.3.2.4. Once cleaning and stocking is complete, all bathrooms will be locked.

3.7.3.3. Concourse Cleaning

- 3.7.3.3.1. All concourse signage will be dusted and cleaned.
- 3.7.3.3.2. All ledges and walls will be pressure washed.

- 3.7.3.3.3. All floors will be pressure washed.
- 3.7.3.3.4. All steel structure and railings will be cleaned and wiped down.

3.7.3.4. Elevator Cleaning

- 3.7.3.4.1. All elevator interiors will be thoroughly cleaned.
- 3.7.3.4.2. All walls will be wiped down and polished.
- 3.7.3.4.3. All doors, interior and exterior at each landing, will be cleaned and polished.
- 3.7.3.4.4. All thresholds, interior and exterior at each landing will be cleaned and polished.
- 3.7.3.4.5. All elevator lobbies will be cleaned; floors, walls, windows, ceilings.

3.7.3.5. Handrails

- 3.7.3.5.1. All handrails will be cleaned and wiped down.

3.7.3.6. Garbage Cans & Tilt Trucks

- 3.7.3.6.1. All garbage cans and tilt trucks will be washed and sanitized.

3.7.3.7. Press Box

- 3.7.3.7.1. Floors will be cleaned throughout.
- 3.7.3.7.2. All counters and ledges will be cleaned.
- 3.7.3.7.3. All lights and HVAC registers will be cleaned/wiped down.
- 3.7.3.7.4. All upper areas dusted and spiderwebs removed.
- 3.7.3.7.5. All interior windows/glass will be cleaned.
- 3.7.3.7.6. All exterior windows/glass and ledges along the field side of the Press Box will be cleaned.
- 3.7.3.7.7. If the window heights exceed comfortable working height for the Custodial Contractor, the Custodial Contractor is responsible for hiring a subcontractor to perform the cleaning.

3.7.4. GAMEDAY CLEANING / SERVICE

- 3.7.4.1. Custodial Contractor will have the right amount of personnel present at the right time to handle the pre-game, during game and post-game activities.

3.7.4.2. Before Gameday

- 3.7.4.2.1. Custodial Contractor will ensure all parts of the stadium are ready for our fans to have an outstanding gameday experience.
- 3.7.4.2.2. The stadium will be cleaned and ready by end-of-day prior to each gameday.
- 3.7.4.2.3. Custodial Contractor will ensure all trash carts are clean and ready for the next game. Dirty, smelly trash carts will not be allowed.

3.7.4.3. Gameday

- 3.7.4.3.1. Custodial Contractor will ensure all areas are ready 4 hours prior to gates opening.
- 3.7.4.3.2. Custodial Contractor will ensure all areas are staffed appropriately to handle the expected number of fans.
- 3.7.4.3.3. Custodial Contractor is responsible for keeping concourses clear of trash during the game and ensuring all garbage cans are serviced throughout the game. Overflowing garbage cans are not acceptable.
- 3.7.4.3.4. Custodial Contractor is responsible for servicing garbage cans outside each entrance gate. The queuing / security screening and ticket scanning areas at each entrance have garbage cans that will need to be serviced until the areas are broken down.
- 3.7.4.3.5. Custodial Contractor will provide personnel that will respond to clean up spills, vomit, blood, etc... throughout the game.
 - 3.7.4.3.5.1. All bathrooms will be kept clean and stocked.

3.7.4.4. Post-Game

- 3.7.4.4.1. Custodial Contractor will start post-game cleaning as soon as possible.
- 3.7.4.4.2. All trash will be removed immediately after the end of the game.
- 3.7.4.4.3. All concourses and exterior seating will be blown/swept/washed prior to the next game.
- 3.7.4.4.4. All bathrooms will be cleaned and re-stocked.
- 3.7.4.4.5. All home, visiting team, and coaches/staff locker rooms to be cleaned.

- 3.7.4.4.6. The expectation is that all areas of the stadium will be returned to the same level of cleanliness that was achieved before the first game of the season between each event. Our fan experience is paramount, and it starts with a stadium that is clean.

3.8. NEWELL GRISSOM VOLLEYBALL FACILITY

3.8.1. Newell Grissom is the home of Mississippi State Women's Volleyball. The facility is an arena that seats approximately 2,000 fans. The facility houses the team locker room, training room, visiting team locker room and coaches' offices.

3.8.2. PRESEASON CLEANING

3.8.2.1. Seating Area

- 3.8.2.1.1. A thorough preseason cleaning of the entire stadium seating area shall be completed, including blowing, sweeping, and mopping of all seating areas, aisles, stairs, landings, and associated surfaces.
- 3.8.2.1.2. All seating area shall be free of visible trash, dirt, dust, cobwebs, and accumulated debris. All debris must be collected and properly disposed of, rather than relocated to adjacent areas.
- 3.8.2.1.3. All preseason seating area cleaning must be completed no later than two (2) weeks prior to the first home game. Upon completion, the Custodial Contractor shall coordinate and participate in a full stadium walk-through with Athletics Administration to verify cleaning standards have been met and identify any deficiencies requiring corrective action.

3.8.2.2. Bathroom Cleaning & Stocking

- 3.8.2.2.1. All bathrooms will be deep cleaned and stocked with paper products and hand soap.
- 3.8.2.2.2. Deep cleaning will include the cleaning of fixtures, counters, windows, ledges, partitions, walls and floors. Ceiling fans, light fixtures, HVAC duct will be dusted/cleaned.
- 3.8.2.2.3. Bathrooms with open ceiling structure will be dusted to the deck above to remove dust/dirt buildup and spider webs.
- 3.8.2.2.4. Once cleaning and stocking is complete, all bathrooms will be locked.

3.8.2.3. Concourse Cleaning

- 3.8.2.3.1. All concourse signage will be dusted and cleaned.
- 3.8.2.3.2. All ledges and walls will be cleaned.
- 3.8.2.3.3. All floors will be cleaned.

3.8.2.3.4. All steel structure and railings will be cleaned and wiped down.

3.8.2.4. **Handrails**

3.8.2.4.1. All handrails will be cleaned and wiped down.

3.8.2.5. **Garbage Cans & Tilt Trucks**

3.8.2.5.1. All garbage cans and tilt trucks will be washed and sanitized.

3.8.3. GAMEDAY CLEANING / SERVICE

3.8.3.1. Custodial Contractor will have the right amount of personnel present at the right time to handle the pre-game, during game and post-game activities.

3.8.3.2. **Before Gameday**

3.8.3.2.1. Custodial Contractor will ensure all parts of the stadium are ready for our fans to have an outstanding gameday experience.

3.8.3.2.2. The stadium will be cleaned and ready by end-of-day prior to each gameday.

3.8.3.2.3. Custodial Contractor will ensure all trash carts are clean and ready for the next game. Dirty, smelly trash carts will not be allowed.

3.8.3.3. **Gameday**

3.8.3.3.1. Custodial Contractor will ensure all areas are ready 4 hours prior to gates opening.

3.8.3.3.2. Custodial Contractor will ensure all areas are staffed appropriately to handle the expected number of fans.

3.8.3.3.3. Custodial Contractor is responsible for keeping concourses clear of trash during the game and ensuring all garbage cans are serviced throughout the game. Overflowing garbage cans are not acceptable.

3.8.3.3.4. Custodial Contractor is responsible for servicing garbage cans outside each entrance gate. The queuing / security screening and ticket scanning areas at each entrance have garbage cans that will need to be serviced until the areas are broken down.

3.8.3.3.5. Custodial Contractor will provide personnel that will respond to clean up spills, vomit, blood, etc... throughout the game.

3.8.3.3.5.1. All bathrooms will be kept clean and stocked.

3.8.3.4. Post-Game

- 3.8.3.4.1. Custodial Contractor will start post-game cleaning as soon as possible.
- 3.8.3.4.2. All trash will be removed immediately after the end of the game.
- 3.8.3.4.3. All concourses will be cleaned prior to the next game.
- 3.8.3.4.4. All bathrooms will be cleaned and re-stocked.
- 3.8.3.4.5. All home, visiting team, and coaches/staff locker rooms to be cleaned.
- 3.8.3.4.6. The expectation is that all areas of the stadium will be returned to the same level of cleanliness that was achieved before the first game of the season between each game. Our fan experience is paramount, and it starts with a stadium that is clean.

3.9. SOCCER STADIUM

- 3.9.1. The Soccer Stadium is home to Mississippi State Women's Soccer. The facility consists of permanent bleachers, portable bleachers in the endzone and seating along the grassed berm. The facility also has a press box, public bathrooms and a concession stand.
- 3.9.2. Soccer clubhouse was built in 2016 and includes over 2,500 square feet of daily cleaned spaces including team lounge, team locker room, team meeting room, restrooms and showers, and athletic training room.

3.9.3. PRESEASON CLEANING

3.9.3.1. Seating Area

- 3.9.3.1.1. A thorough preseason cleaning of the entire stadium seating area shall be completed, including blowing, sweeping, and mopping of all seating areas, aisles, stairs, landings, and associated surfaces.
- 3.9.3.1.2. All seating area shall be free of visible trash, dirt, dust, cobwebs, and accumulated debris. All debris must be collected and properly disposed of, rather than relocated to adjacent areas.
- 3.9.3.1.3. All preseason seating area cleaning must be completed no later than two (2) weeks prior to the first home game. Upon completion, the Custodial Contractor shall coordinate and participate in a full stadium walk-through with Athletics Administration to verify cleaning standards have been met and identify any deficiencies requiring corrective action.

3.9.3.2. Bathroom Cleaning & Stocking

- 3.9.3.2.1. All bathrooms will be deep cleaned and stocked with paper products and hand soap.
- 3.9.3.2.2. Deep cleaning will include the cleaning of fixtures, counters, windows, ledges, partitions, walls and floors. Ceiling fans, light fixtures, HVAC duct will be dusted/cleaned.
- 3.9.3.2.3. Bathrooms with open ceiling structure will be dusted to the deck above to remove dust/dirt buildup and spider webs.
- 3.9.3.2.4. Once cleaning and stocking is complete, all bathrooms will be locked.

3.9.3.3. Handrails

3.9.3.3.1. All handrails will be cleaned and wiped down.

3.9.3.4. Garbage Cans & Tilt Trucks

3.9.3.4.1. All garbage cans and tilt trucks will be washed and sanitized.

3.9.3.5. Press Box

3.9.3.5.1. Floors will be cleaned throughout.

3.9.3.5.2. All counters and ledges will be cleaned.

3.9.3.5.3. All lights and HVAC registers will be cleaned/wiped down.

3.9.3.5.4. All upper areas dusted and spiderwebs removed.

3.9.3.5.5. All interior windows/glass will be cleaned.

3.9.3.5.6. All exterior windows/glass and ledges along the field side of the Press Box will be cleaned.

3.9.3.5.7. If the window heights exceed comfortable working height for the Custodial Contractor, the Custodial Contractor is responsible for hiring a subcontractor to perform the cleaning.

3.9.4. GAMEDAY CLEANING / SERVICE

3.9.4.1. Custodial Contractor will have the right amount of personnel present at the right time to handle the pre-game, during game and post-game activities.

3.9.4.2. Before Gameday

3.9.4.2.1. Custodial Contractor will ensure all parts of the stadium are ready for fans to have an outstanding gameday experience.

3.9.4.2.2. The stadium will be cleaned and ready by end-of-day prior to each gameday.

3.9.4.2.3. Custodial Contractor will ensure all trash carts are clean and ready for the next game. Dirty, smelly trash carts will not be allowed.

3.9.4.3. Gameday

3.9.4.3.1. Custodial Contractor will ensure all areas are ready 4 hours prior to gates opening.

3.9.4.3.2. Custodial Contractor will ensure all areas are staffed appropriately to handle the expected number of fans.

- 3.9.4.3.3. Custodial Contractor is responsible for keeping concourses clear of trash during the game and ensuring all garbage cans are serviced throughout the game. Overflowing garbage cans are not acceptable.
 - 3.9.4.3.3.1. This includes all trash from concessionaire.
- 3.9.4.3.4. Custodial Contractor is responsible for servicing garbage cans outside each entrance gate. The queuing / security screening and ticket scanning areas at each entrance have garbage cans that will need to be serviced until the areas are broken down.
- 3.9.4.3.5. Custodial Contractor will provide personnel that will respond to clean up spills, vomit, blood, etc... throughout the game.
- 3.9.4.3.6. All bathrooms will be kept clean and stocked.
- 3.9.4.4. **Post-Game**
 - 3.9.4.4.1. Custodial Contractor will start post-game cleaning as soon as possible.
 - 3.9.4.4.2. All trash will be removed immediately after the end of the game.
 - 3.9.4.4.2.1. Custodial Contractor will go through berm and endzone seating and remove all trash and clean bleachers as appropriate.
 - 3.9.4.4.3. All concourses and exterior seating will be blown/swept/washed prior to the next game.
 - 3.9.4.4.4. All bathrooms will be cleaned and re-stocked.
 - 3.9.4.4.5. Both team dugouts to be cleaned & all trash removed.
 - 3.9.4.4.6. All home, visiting team, and coaches/staff locker rooms to be cleaned.
 - 3.9.4.4.7. The expectation is that all areas of the stadium will be returned to the same level of cleanliness that was achieved before the first game of the season between each game. Our fan experience is paramount, and it starts with a stadium that is clean.

3.10. SPENCER TRACK STADIUM

- 3.10.1. Spencer Track is home to the Mississippi State Men's and Women's Track teams. The track facility consist of bleacher seating along one side of the track. There is also an overhang area along the back of Shira that serves as part of the track during meets. There are no built-in bathrooms. Bathroom trailers are brought in for track meets and are the responsibility of the Custodial Contractor to clean.
- 3.10.2. The Custodial Contractor is NOT responsible for cleaning or maintaining the track surface or track infield area.

3.10.3. PRESEASON CLEANING

3.10.3.1. Seating Area

- 3.10.3.1.1. A thorough preseason cleaning of the entire stadium seating area shall be completed, including blowing, sweeping, and mopping of all seating areas, aisles, stairs, landings, and associated surfaces.
- 3.10.3.1.2. All seating area shall be free of visible trash, dirt, dust, cobwebs, and accumulated debris. All debris must be collected and properly disposed of, rather than relocated to adjacent areas.
- 3.10.3.1.3. All preseason seating area cleaning must be completed no later than two (2) weeks prior to the first home game. Upon completion, the Custodial Contractor shall coordinate and participate in a full stadium walk-through with Athletics Administration to verify cleaning standards have been met and identify any deficiencies requiring corrective action.

3.10.3.2. Bathroom Cleaning & Stocking

- 3.10.3.2.1. All bathrooms will be deep cleaned and stocked with paper products and hand soap.
- 3.10.3.2.2. Deep cleaning will include the cleaning of fixtures, counters, windows, ledges, partitions, walls and floors. Ceiling fans, light fixtures, HVAC duct will be dusted/cleaned.
- 3.10.3.2.3. Bathrooms with open ceiling structure will be dusted to the deck above to remove dust/dirt buildup and spider webs.
- 3.10.3.2.4. Once cleaning and stocking is complete, all bathrooms will be locked.

3.10.3.3. Handrails

3.10.3.3.1. All handrails will be cleaned and wiped down.

3.10.3.4. Garbage Cans & Tilt Trucks

3.10.3.4.1. All garbage cans and tilt trucks will be washed and sanitized.

3.10.4. GAMEDAY CLEANING / SERVICE

3.10.4.1. Custodial Contractor will have the right amount of personnel present at the right time to handle the pre-game, during game and post-game activities.

3.10.4.2. Before Gameday

3.10.4.2.1. Custodial Contractor will ensure all parts of the stadium are ready for fans to have an outstanding gameday experience.

3.10.4.2.2. The stadium will be cleaned and ready by end-of-day prior to each gameday.

3.10.4.2.3. Custodial Contractor will ensure all trash carts are clean and ready for the next game. Dirty, smelly trash carts will not be allowed.

3.10.4.3. Gameday

3.10.4.3.1. Custodial Contractor will ensure all areas are ready 4 hours prior to gates opening.

3.10.4.3.2. Custodial Contractor will ensure all areas are staffed appropriately to handle the expected number of fans.

3.10.4.3.3. Custodial Contractor is responsible for keeping all areas clear of trash during the meet and ensuring all garbage cans are serviced throughout the meet. Overflowing garbage cans are not acceptable.

3.10.4.3.4. Custodial Contractor is responsible for servicing garbage cans outside each entrance gate.

3.10.4.3.5. Custodial Contractor will provide personnel that will respond to clean up spills, vomit, blood, etc... throughout the game.

3.10.4.3.5.1. All bathrooms will be kept clean and stocked.

3.10.4.4. Post-Game

3.10.4.4.1. Custodial Contractor will start post-game cleaning as soon as possible.

- 3.10.4.4.2. All trash will be removed immediately after the end of the game.
- 3.10.4.4.3. All concourses and exterior seating will be blown/swept/washed prior to the next game.
- 3.10.4.4.4. All bathrooms will be cleaned and re-stocked.
- 3.10.4.4.5. The expectation is that all areas of the stadium will be returned to the same level of cleanliness that was achieved before the first game of the season between each event. Our fan experience is paramount, and it starts with a stadium that is clean.

APPENDIX D: FACILITY DETAILS AND REQUIRED SERVICES

See separate Excel sheet

APPENDIX E: COST WORKSHEET

See separate Excel sheet