Mississippi State University
Request for Proposals (RFP) MSU2026114
Athletic Venue Cleaning

Questions and Answers

November 19, 2026

See below, all questions asked during the site visit or received separately. Use these answers to respond accordingly.

1. What is the average attendance for events at each location?

   Answer: Annual average attendance data can be found at hailstate.com. Attendance figures fluctuate by sport & venue and proposers should base planning on the facility capacities in Appendix B.

2. What is the report time for porters at each location?

   Answer: Day porter coverage is described in Appendix C, Section 1.5: when cleaning is performed at night, day porters are available during normal operating hours (8:00 a.m. to 5:00 p.m.). Event staff report time should be set in order to allow vendor to meet listed expectations with venue prep times as listed in Appendix C, Section 3.

3. How many hours after each event will the team have to complete their clean before lights go out and or facility is secured and closed?

   Answer: Completion deadlines are set for each venue in Appendix C, Section 3. MSU athletics will provide appropriate facility access to allow custodial contractor to execute post event cleaning services as required by contract. This will include access to facility lighting controls and keys.

4. Could you list which facilities require porters during games and events and the number of porters required for each?

   Answer: All event venues are expected to have custodial staff on-site before, during, and after events to execute cleaning services as required by the contract. Proposers must describe their proposed staffing, including porters, in the Technical Proposal (Section 3 Requirements and Section 6). Day porter services are included in the daily cleaning price.

5. On Appendix D's Legend for the Leo Seal Complex, it states twice daily, 3 meal services each, do you want it cleaned 2x day or after each meal service for 3x?

   Answer: Appendix D room-level codes govern. Spaces coded “Twice Daily” are cleaned two times each day. Spaces coded “3 Meal Services Each Day” are cleaned after each of the three meal services. Spaces coded “Frequently Maintained” are serviced repeatedly through the day as needed.

6. Just for clarification, this contract is not responsible for any food safe cleaning requirements/certifications inside a full-service kitchen throughout any building that has a meal room or nutrition/refreshment area?

   Answer: The scope of this contract is the cleaning described in Appendix C for the rooms and frequencies in Appendix D. Food preparation, kitchen equipment operation and food-safety certification are not part of this contract.

7. What are the required completion deadlines for post-game cleaning by sport & venue?

   Answer: Completion deadlines are stated for each venue in Appendix C, Section 3. In summary: Davis Wade Stadium is ready by end of day Tuesday following gameday, with trash deadlines of 8 hours (premium spaces) and 12 hours (concourses and exterior seating) after the game; Humphrey Coliseum is ready 4 hours before gates open and cleaned by the end of the day after the game unless games are on consecutive days; for other venues, areas are cleaned and ready before the next game or by end of day before each gameday, as stated in each venue’s Gameday section.

8. How should day Porter coverage and periodic floor work be allocated among the three pricing options?

   Answer: Day porter services and periodic floor work are included in the daily cleaning price for each facility, regardless of the option bid (Option A, B or C). Neither is priced separately on Appendix E.

9. Does MSU anticipate that the successful contractor will offer employment opportunities to qualified existing custodial personnel, or may the contractor independently develop its staffing and recruitment program?

   Answer: MSU does not require or prohibit the hiring of existing custodial personnel. The Custodial Contractor may develop its own staffing and recruitment program and is responsible for its personnel, including background checks (Section 3, Requirements).

10. Are there on-site laundry facilities that the contractor will have access to?

    Answer: Laundry facilities are not provided for the Custodial Contractor’s use.

11. With the anticipated contract effective date of January 22, 2027, will MSU provide access to the facilities before commencement for operational assessments, equipment delivery, employee onboarding, and initial training?

    Answer: Access before the contract effective date, including for onboarding, ID card and biometric registration (Appendix C, Section 1.10), equipment delivery and training, will be coordinated with the Athletic Department after award.

12. Can MSU identify which athletic buildings require regularly scheduled cleaning on weekends and University holidays, as opposed to coverage driven by scheduled athletic activities or specific service requests?

    Answer: Appendix C, Section 1.5 requires the Custodial Contractor to provide needed services through holidays and weekends. Appendix D identifies the Leo Seal Jr. Football Complex as cleaned 7 days a week. Other facility service days and event-driven weekend work are as stated in Appendices C and D.

13. Can MSU provide the actual number of athletic events conducted during the previous two to three years, organized by venue, including postseason games, tournaments, and non-athletic events?

    Answer: Appendix E lists the average number of games per season for each sport and is the basis for pricing. MSU is not providing additional historical event counts. Event dates and schedules will be supplied to the Custodial Contractor for planning (Appendix C, Section 3). If additional information is needed, previous season schedules can be found at hailstate.com

14. For cleaning services outside the defined recurring and event scope (i.e. additional pressure washing, emergency restoration, or specialized floor treatments), will MSU authorize and compensate those services separately through an approved work request or negotiated rate?

    Answer: Services outside the scope of Appendices C and D may be requested in writing by the Athletic Department. Payment is at the hourly rate for additional services on Appendix E or a rate agreed in writing, and added by contract amendment as described in Section 3 of the RFP. Services must be authorized in advance. As mentioned on the site visit, all pressure washing throughout all facilities will be handled by MSU Athletics and is NOT part of this RFP.

15. Are there any MSU-owned custodial machines, waste-handling equipment, or other cleaning assets that will be made available to the successful contractor, or should bidders assume that all necessary equipment must be independently furnished?

    Answer: Bidders should assume all equipment is furnished by the Custodial Contractor (Section 3 Requirements; Appendix C, Section 1.7). MSU provides storage space in each building, with at least one mop sink, and provides dumpsters and compactors.

16. What was the total spend with custodial contractor over the past 12 months for contracted daily cleaning and events?

    Answer: We do not provide that information

17. Are you able to provide the last contract award amount or the completed Appendix E and final contract pricing schedule?

    Answer: No.

18. Are you able to provide a picture of the sign in sheet taken upon arrival for the contract tour?

    Answer: See attached.

19. Will all athletics department buildings that specify daily cleaning need 7 days per week all year, or seasonally?

    Answer: Service days are shown by facility in Appendix D, and Appendix C, Section 1.5 requires services through holidays and weekends. See also the answer to the question on weekend service. Additionally, MSU will work with custodial vendor to communicate any seasonal cleaning needs, and building services that exceed the traditional 5-day work week.

20. What is the ideal staffing model they envision (# supers, cleaners, porters)?

    Answer: Proposers must submit their own staffing plan and management structure based on written expectations of the bid (Account Manager, Daily Cleaning Manager, Event / Stadium Cleaning Manager and supervisors) and as required in Section 3 Requirements and Appendix C, Section 1.9.

21. Maintain-X: Who can have access – management only or employees as well?

    Answer: Management only.

22. Maintain-X: Are there any user account costs associated?

    Answer: Yes, but expenses are not the responsibility of the proposer. Maintain-X is provided by the Athletic Department.

23. Maintain-X: What format is reporting exported in? Excel, PDF?

    Answer: Maintain-X reports are provided via an app based system with a work request that specifies room location, issue, and allows for in-app messaging and completion.

24. Will custodial staff be allowed to park on campus?

    Answer: Yes. Parking permits are required for all Custodial Contractor employees and vehicles to park on campus. Gameday and event parking is limited, and staff parking is designated in remote lots that require the Custodial Contractor to shuttle personnel (Appendix C, Section 2). Contact MSU Parking Services at 662-325-3526 or Parkingservices@parkingtransit.msstate.edu.

25. What are the annual pass costs?

    Answer: Permit fees are set by MSU Parking Services and are published at transportation.msstate.edu/parking/permits. Contact Parking Services at 662-325-3526 for current rates.

26. Are passes transferrable between vehicles and personnel via the parking portal?

    Answer: Questions on transferring permits between vehicles or personnel should be directed to MSU Parking Services at 662-325-3526 or through transportation.msstate.edu/parking/permits.

27. Please provide the current contract-year prices for all venues and facilities that are part of this RFP.

    Answer: See question 17

28. Section 3.2.2, Davis Wade Stadium and Dudy Noble Stadium Preseason Cleaning, Seating Bowls, both service specifications state that “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.” Is any pressure washing required at these stadiums during the preseason cleaning? Is there any pressure washing post-game?

    Answer: Pressure washing is handled by MSU Athletics and is not the responsibility of the custodial contractor. If pressure washing services are requested, MSU Athletics will work with custodial contractor for additional services and pricing.

29. Floor care frequencies. Section 2.5.2.7.2 calls for annual stripping and refinishing of office hard floors, while Section 2.5.3 calls for twice-yearly stripping of vinyl floors. Section 2.5.2.7.1 calls for quarterly office carpet shampooing, while Section 2.5.3.2.2 calls for annual office carpet extraction. Which frequencies govern?

    Answer: Where a specific frequency is stated for a room type, it governs over the general floor service frequencies in Section 2.5.3. For offices and conference rooms, Section 2.5.2.7 applies: quarterly carpet shampooing and quarterly deep scrub and refinish of hard floors, with a complete strip and refinish once per year. Section 2.5.3 applies to other floors, including stripping of vinyl entrance lobby and corridor floors twice per year.

30. Budget. Please share the current annual budget, or current contract value, for the services in this RFP.

    Answer: We do not provide budget or current contract information.

31. Current staffing. In our experience with athletic facilities, we know that usage and foot traffic can vary tremendously throughout the year. Please provide current staffing levels at each facility, including the number of employees, shifts and hours for daily cleaning, day porters, supervision and event staff, and any information regarding whether there are changes to regular staffing throughout the year.

    Answer: Current staffing levels, shifts and hours are not provided. Proposers determine their own staffing and describe it in the Technical Proposal. Appendices C and D state the service requirements, frequencies and cleaning windows by facility.

32. Day porter coverage. Section 1.5 requires day porters from 8:00 AM to 5:00 PM when cleaning is performed at night. Does MSU expect porter coverage at every facility, or may porters be assigned to roam among facilities? Should day porter costs be included in each facility's monthly price on Appendix E, or may they be shown separately?

    Answer: Porter coverage at each facility is as proposed by the Custodial Contractor to meet Appendix C, Section 1.5. Day portering staff should be staffed to roam between buildings, with an emphasis on buildings with higher daily foot traffic, meal service, etc. Day porter costs are included in each facility's price on Appendix E and may not be shown separately.

33. Current wages. To support accurate staffing and cost modeling, including consideration for employment of existing personnel, please provide current pay rates or wage ranges by position.

    Answer: See question 17.

34. Vehicles. Please describe the number and types of vehicles currently used to support these services. Please also state any requirements or expectations for vehicle type (e.g., golf carts, vans, utility vehicles), fuel source (gas or electric) and the number of vehicles needed.

    Answer: Appendix C, Section 1 requires vehicles to be in new or near-new operating condition, to display the company logo and to be approved by the Athletic Department before use on campus. MSU does not specify the number, type or fuel source of vehicles. Proposers should propose what is needed to meet the service requirements.

35. Off-season premium cleaning. The RFP requires monthly off-season cleaning of all Davis Wade and Dudy Noble suites and premium areas. However, Appendix D codes only 37,239 SF of Davis Wade North Ground as “Jan–July: monthly,” and Appendix E has no line for this work. Which spaces receive monthly off-season cleaning, and on which Appendix E line should it be priced?

    Answer: Appendix D should be referenced for all cleaning frequencies by space. Monthly off-season cleaning is included in the daily price for each facility. It is not priced separately.

36. APPA level for premium areas. The RFP requires APPA Level 1 in Davis Wade and Dudy Noble premium areas during the season, but Appendix D codes all of those spaces, including every suite, at APPA Level 2. Which level governs?

    Answer: Appendix D should be referenced for all cleaning levels by space.

37. Weekend service. Appendix D states that Leo Seal is cleaned 7 days a week. Is weekend service also required at the other daily facilities (e.g., Bryan, Templeton, Shira, Mize and the clubhouses)? If so, how often and at what level?

    Answer: See question 19. Daily cleaning should be based on 5 days a week with MSU Athletics providing communication to contractor when additional cleaning services are needed, on holidays and weekends.

38. Background checks and onboarding costs. What scope and lookback period must the required background checks cover? Are they run through the contractor’s own vendor at its own cost, or through an MSU-designated vendor (and if so, at what cost per check)?

    Answer: Section 3 Requirements state that all personnel must have a background examination before working on MSU’s campus, renewed so that no more than three years elapse between examinations. The Custodial Contractor selects its vendor and pays all costs.

39. Parking / permit costs: Please also confirm the per-employee cost of MSU ID cards and biometric enrollment, the cost of staff parking permits, and whether these requirements apply to gameday and event-only staff.

    Answer: The Custodial Contractor pays all fees associated with ID cards (Appendix C, Section 1.10). Registration applies to all employees working at MSU facilities. Parking permit fees are published by MSU Parking Services at transportation.msstate.edu/parking/permits.

40. Please confirm cost of parking passes and if parking passes can be transferred to different employees in the event of call offs or turnover?

    Answer: See the answers on parking permits above, 24-26. Permit costs and transfer rules are set by MSU Parking Services (662-325-3526; transportation.msstate.edu/parking/permits).

41. Floor types. Can MSU provide floor-type square footage (carpet, VCT, terrazzo, sealed concrete, wood, rubber/sport flooring) by room or building? Appendix D lists APPA level, frequency and cleaning window but no floor finishes, and periodic floor care is included in the daily price.

    Answer: Floor-type square footage by room is not provided. Appendix C identifies floor types and the required care for each building, and the site visit was provided for proposers to review conditions.

42. MSU equipment. Please provide a list of any MSU-owned custodial equipment that will be available for the contractor's use, such as autoscrubbers, burnishers, carpet extractors, pressure washers, lifts, carts or vehicles. Please include its condition and who is responsible for maintenance or replacement.

    Answer: See the answer to the question 15 on MSU-owned equipment. Unless otherwise stated, the Custodial Contractor furnishes all equipment and is responsible for its maintenance and replacement.

43. In-house staff. Do MSU Campus Custodial or other MSU in-house staff currently perform any cleaning, portering, event or floor-care work in the facilities covered by this RFP? If so, please identify the facilities, tasks and frequencies they cover today, and state whether those responsibilities will continue or transfer to the contractor under the new contract.

    Answer: No. Custodial contractor is expected to perform requested cleaning services in all spaces and facilities listed in the bid.

44. Subcontracting eligibility: Does the solicitation permit a prime contractor to subcontract some or all cleaning services? Is University approval required for each subcontractor?

    Answer: Subcontracting is permitted only as stated in the RFP and Appendix C (for example, specialty work above comfortable working height). Explicit approval is not required, however, contractor should communicate intent to utilize subcontractors.

45. Smaller work packages: May a business bid on an individual facility or limited portion of the work, or must the bidder submit for an entire stated option?

    Answer: Proposers may bid on Option A (all facilities), Option B (Leo Seal Jr. Football Complex only) or Option C (all facilities except Leo Seal Jr. Football Complex). Bids for other individual facilities or portions of the work are not accepted.

46. Prime-contractor connections: Is a bidders' or planholders' list available, or is there an approved way to share our capabilities with prospective prime contractors?

    Answer: The site visit sign-in sheet is attached.

47. Staffing and coverage: What are the minimum staffing, on-site supervision, backup coverage, and response-time expectations for each option or facility?

    Answer: MSU does not prescribe minimum staffing. Proposers describe supervision and backup coverage in the Technical Proposal. Appendix C, 1.9 lists expected account management.

48. Work hours and frequencies: Can you confirm cleaning frequencies, required shifts, event-day coverage, and any areas requiring multiple daily services?

    Answer: Frequencies, cleaning windows and areas requiring multiple daily services are in Appendix D. Event-day coverage and completion deadlines are in Appendix C, Section 3.

49. Insurance and qualifications: Which insurance limits, bonds (if any), experience requirements, and background checks apply to subcontractors versus prime bidders?

    Answer: Insurance requirements are stated in the RFP (Insurance).

50. Supplies and equipment: Would the contractor furnish chemicals, consumables, machinery, and equipment, or are any provided by the University?

    Answer: The Custodial Contractor furnishes chemicals, equipment and vehicles. MSU furnishes paper products, can liners, hand soap, shampoo and body wash, and provides dumpsters and compactors (Section 3 Requirements; Appendix C, Section 1.4).

51. Proposal pathway: If subcontracting is allowed, does our company need to register in Bully Buy or submit any separate documentation to Mississippi State University?

    Answer: Subcontractors will fall under prime custodial contractor, including any payment, insurance, and employment requirements.