



QUESTIONS AND ANSWERS

Responses are below in **RED**

Section 2

Is the use of water allowed in the bowl of the Jack Stephens Center Arena? **No. We allow scrub cleaning ONLY.**

Will UA Little Rock fully outsource or subcontract all campus cleaning jobs at any point? **No. We will continue to seek ad hoc services ONLY for as long as is necessary.**

How much notice should a vendor/supplier anticipate for any given request for service? **Generally speaking, 3-4 weeks advanced notice will be provided by the requestor.**

How does UA Little Rock define “surface cleaning” for carpeted areas? **Encapsulation, Whittaker, or Bonnet cleaning types.**

Will UA Little Rock call for specified services or request general quoting with suggested services? **Both, dependent on the caller and area.**

Will UA Little Rock provide storage space for supplier-provided materials/supplies and/or equipment? **There is no such storage space currently designated, but the provision of such is possible dependent upon area/department and need.**

Will UA Little Rock request cleaning of textured or fabric wall coverings/surfaces? **Such specific cleaning requests are not anticipated at this time, but would likely involve dry dusting only with the performance of general cleaning tasks as outlined in the RFP.**

Will UA Little Rock provide floorplans or square footage for service estimation purposes? **Only at the time of service request or estimate clarification. Never publicly.**

Is the Donaghey Student Center tiled throughout? **Mainly, with limited exceptions for low-pile synthetic backed padless carpet, LVT flooring, and Mondo flooring.**

Who will be the direct point of contact for this contract? **Requestors work in various departments around campus. There will be a single representative for each of Facilities Management, the Donaghey Student Center, Athletics, and Student Housing, but other departments will have access to, and may reach out for services under, the contract as established by this RFP process.**

Does the University Village Apartment Complex contain single-bedroom floorplans? **Yes. There are twelve single-bedroom units with very rare turnover rates.**

Is all the carpet in the Student Housing areas padded? **No. Most of the carpet on campus, including Student Housing, is padless, but some newer installations have pad included. These are mainly at the University Village Apartment Complex.**

When was West Residence Hall built? **The West Hall project was completed in July of 2011.**

What sort of timing is anticipated for Student Housing services, generally? Will service be required throughout the year or only periodically? **Typically, the semester-long cleanings will be performed by existing custodial staff employed by the University, but turnover/make-ready and deep clean services will be required at move-out (between semesters), between camps (throughout the Summer), and prior to new student move-in.**

Are the Resident Advisor rooms larger in any housing unit? **The RA units are not larger, but may have a slightly altered floorplan. For instance, RA units in North and South Halls are a 2-bedroom layout proportionally sized to the predominate 4-bedroom units therein.**

Should floors be buffed during cleanings at East Residence Hall? **Yes, at full turnover/make-ready, but not between camps.**

Will all Student Housing units require services within the same window of, for instance, 48 hours? **No. Cleanings will be either staggered, intermittent, or partial-building.**