



GENERAL INFORMATION

CITY OF ALLEN, TEXAS  
BIDS WILL BE ACCEPTED IN THE OFFICE OF THE PURCHASING MANAGER

**REQUEST FOR PROPOSAL**

**2018-8-94**  
**HOUSEKEEPING SERVICES FOR THE**  
**ALLEN EVENT CENTER**

PROPOSALS ARE DUE TO THE  
PURCHASING DIVISION PRIOR TO:

**SEPTEMBER 20, 2018 @ 2:00 P.M.**

**ELECTRONIC RESPONSES ARE RECOMMENDED**

NO LATE BIDS WILL BE ACCEPTED  
FACSIMILE OR E-MAILED BIDS WILL NOT BE ACCEPTED

PROPOSAL PACKAGES  
MAY BE DELIVERED OR MAILED TO:

**CITY OF ALLEN PURCHASING DIVISION**  
**305 CENTURY PARKWAY**  
**ALLEN, TX 75013**

FOR ADDITIONAL INFORMATION CONCERNING THIS PROPOSAL PLEASE CONTACT:

Mindy Gallegos, Contract Administrator 214-509-4631

**SECTION III - SPECIFICATIONS AND REQUIREMENTS**  
**HOUSEKEEPING SERVICES FOR THE ALLEN EVENT CENTER - RFP # 2018-8-94**

**PURPOSE:** The intent of this proposal is to secure a qualified contractor to provide Housekeeping Services for the Allen Event Center located at 200 E. Stacy Rd, Allen, TX 75002.

**DURATION OF AGREEMENT**

The contract period shall be for a period of one year. The City reserves the right to extend the contract period for two additional one-year periods, with said options to be exercised solely at the City's discretion.

**SCOPE OF SERVICES**

The ultimate responsibility for the successful contractor is to provide custodial/housekeeping services for the Allen Event Center. The Allen Event Center Arena in its capacity is an 115,000-square foot facility. Such service shall encompass the adequate labor and supervision for the performance of the projected work assigned to crew scheduling, per the specifications listed herein. The cleaning supplies and materials will be furnished by the Allen Event Center. The awarded Contractor shall provide the equipment. The Allen Event Center Housekeeping Services has an *estimated* annual expenditure not-to-exceed \$350,000.

The awarded contractor will keep the Allen Event Center, a 24/7 facility, clean and in orderly condition by mopping, sweeping, vacuuming and performing other housekeeping duties related to the arena seating bowl and floor, concourse offices, south garage, Allen Community Ice Rink and common interior and exterior areas.

The contractor is to provide facilities that are uniformly clean, hygienic and attractive, which will reflect favorably upon the Allen Event Center and the Contractor. Variances in event requirements, user traffic, building renovation work, weather conditions and other uncontrollable and unpredictable factors will determine the actual requirements to maintain Allen Event Center standards.

The City of Allen reserves the right to add or delete services as well as adjust the number of staff as requirements change during the course of the contract. The City of Allen and the successful Contractor will mutually agree upon the pricing for services to be added to /deleted from during the contract. The number of staff ordered will vary depending on the event requirements and at the discretion of Allen Event Center Management.

**ALLEN EVENT CENTER HOUSEKEEPING STAFF NEEDED WILL BE DIVIDED INTO FOUR CREWS:**

1. **Day Crew** Mon – Fri (Crew # 1) will consist of the following:
  - a. Working Supervisor (1 person)
  - b. Allen Event Center (AEC) Cleaning Crew (2 people, 3 people including supervisor, from 7am – 4pm)
  - c. Allen Community Ice Rink (ACIR) (estimated at 1 person each shift, shifts from 4:30am – 8:30am and 6:00pm – 10:00pm)
2. **Event Crew** \*Varies by event (Crew #2) will consist the of following:
  - a. Working Supervisor (1 Person)
  - b. General Event Cleaning Crew (Quantity determined per event needs)
  - c. Premium Level and Suites Crew
3. **Post Event Crew** \*Varies by event (Crew #3) will consist of the following:
  - a. Post Event Crew Working Supervisor (1 person)
  - b. General Cleaning Crew (Quantity determined per event needs)
  - c. Restroom Cleaning Crew (Quantity determined per event needs)
4. **Post Event Suite Cleaning Crew** \*Varies by event (Crew #4) will consist of the following:
  - a. Suite Cleaning Lead (1 Person)
  - b. Suite Cleaners (Quantity determined per event needs)

\*Varies by event - depending on the event type/capacity, the City reserves the right to request a crew comparable to event requirements. A Schedule/Event Calendar will be made available after the RFP has been awarded.

## **SPECIFICATIONS**

### **ALL CREW REQUIREMENTS AND PROCEDURES**

Sign in sheets shall be completed on a daily basis at the beginning of shift, on meal breaks and end of shift. It is the responsibility of every employee to fulfill this requirement once the shift is completed. A copy of the sign in sheet will be given to the designated AEC representative for record keeping.

### **UNIFORM REQUIREMENTS**

All employees are required to wear black pants. No Denim Material. Employees must wear a black belt with a standard size belt buckle. Black Shirt or Company Logoed Shirt (short or long sleeve), black or dark safety shoes or black tennis shoes. Oversized earrings for females are not allowed. Males are to remove or cover up earrings. No body piercings are allowed. Tattoos are not to be visible to the public.

### **UNAUTHORIZED PERSONNEL**

At no time shall contractor or employees allow any unauthorized personnel into the Event Center facilities. Contractor and employee personnel shall not allow family members, friends, etc. to be on the grounds or parking lot of the building during working hours, other than pick-up or drop-off of employee.

### **EMERGENCY CONTACTS**

The contractor shall provide an emergency telephone number where he or she can be reached during and after operating hours.

### **NO SMOKING POLICY**

Smoking is NOT allowed in the City of Allen Event Center at any time.

### **KEY DEPOSIT**

The contractor shall be responsible for any lost keys, card keys and any inherent damages (i.e. re-keying of whole facility). This cost shall be withheld from payment(s). The decision to re-key the whole facility is solely that of the City of Allen. Upon completion of contract, final payment shall be withheld until all issued keys and issued identification badges are returned to the City's authorized representative.

### **ENERGY CONSERVATION**

The contractor shall practice energy conservation and turn off lights in unoccupied areas, except where centrally controlled, and shall keep windows and doors closed.

### **SAFETY AND HEALTH**

All work shall comply with applicable Federal, State, and City safety, health and OSHA requirements.

### **SECURITY**

At no time is the contractor to de-activate or activate any alarm systems upon entering the Allen Event Center. The contractor shall report any alarms that are set-off to the Allen Event Center Operations Manager or authorized representative. Upon completion of shift, the contractor shall unlock or re-lock doors per schedule instruction given by Event Center staff. Failure to comply with AEC standard security operating procedures will be considered a breach of the contract terms and conditions.

### **EMPLOYEE IDENTIFICATION AND BUILDING ACCESS**

In accordance to the uniform requirements, all employees shall wear uniforms that bear company name/logo. Uniforms shall not be exceptionally dirty, stained, or torn. Identification badges shall be furnished by the contractor and worn by all contractors' employees while on the Allen Event Center premises. The badge shall have the employee's picture, name and signature.

Access within the building shall be directed by the AEC Assistant General Manager or authorized representative. For any reason a contractor needs to leave the premises during his/her assigned work hours, they shall notify the Event Center Event Specialist or authorized representative before departure.

Contractor will be supplied with a list containing point of contacts and corresponding phone numbers to contact in case of an emergency. Access to designated restricted areas is forbidden to contractors employees. Areas to be restricted will be designated by the authorized Allen Event Center representative.

### **SLIP RESISTANCE**

The contractor shall verify that all floor finishes, seals, spray buff solutions and other such chemicals applied to non-carpeted floors provide adequate protection against slippery floors. Any observed instance of slippery or slick floors shall be corrected immediately upon discovery.

### **EQUIPMENT AND SUPPLIES**

Adequate equipment and housekeeping supplies shall be stored and locked in specified housekeeping areas and shall be returned to the source clean and in an orderly fashion. Designated AEC staff will have keys to these areas should supplies need replenishment.

### **CLEANING ACTIVITY SPECIFICATIONS**

These specifications are given as a general guideline to establish a minimum quality of service for each cleaning activity. The cleaning activities are defined in the designated Crew Standard Operating Procedures, which outlines the general areas where services are required.

- a. All trash and debris shall be removed and deposited in the dumpster and/or compactor.
- b. All trash receptacles shall be emptied according to need. All receptacles shall be relined with clean plastic liners. The Allen Event Center Event Coordinator shall be notified when a trash receptacle needs repair or replacement. Receptacles shall be kept clean and odor free. Trash and debris shall not be allowed to accumulate in hallways or overflow receptacles. Dumpster and compactor sites shall be kept clean and orderly. Trash shall not be allowed to blow around grounds. Spills resulting from collection process shall be promptly cleaned.
- c. All ashtrays and Urns shall be emptied on a schedule consistent with the frequencies given. Urns containing sand or other extinguishing material shall have such material replaced when soiled or wet. Ashtrays shall be wiped clean both inside and out and be free from dirt, ashes, spots, food and beverage soils and debris.
- d. All trash and debris left in corridors or near trash receptacles and obviously intended as trash shall be collected and removed to the designated dumpster/collection site.
- e. Trash receptacles shall be thoroughly cleaned and disinfected, such cleaning to include any rigid liners within receptacles. Care shall be taken to thoroughly dry metal parts to prevent rust. Receptacles shall be free from dirt, food, or beverage spills and odors.

### **RESTROOM CLEANING/SERVICING**

Restrooms shall be cleaned with proper dilutions of germicidal cleaning products to control disease-causing organisms and to prevent odors. Service frequency shall be determined by usage and often enough to maintain adequate level of supplies and hygienic conditions of restrooms.

- a. Fixtures including toilet bowls, hand basins and urinals shall be cleaned according to schedule and/or need. Special care shall be paid to floor and wall mounting brackets and sealants so as not to allow accumulation of dirt, urine and other soils. Fixtures shall present a clean shining appearance free from dust, spots, stains, rust, mildew, soap residues, mineral deposits, organic material, etc. Wall and floor brackets and other fixture junctures shall be free of accumulation of dirt and urine.
- b. Stall partitions and partitions between urinals shall be cleaned according to schedule and/or need. Graffiti shall be scrubbed or wiped off as soon after detection as possible. Graffiti that cannot be removed by normal cleaning procedures shall be reported immediately to the Allen Event Center Operations Manager. Stall and urinal partitions shall present a clean appearance free from water streaks, stains, soil, or other unsightly omissions and free from dust on top edges.

- c Mirrors, chrome and other metal trim shall be cleaned and polished according to schedule and/or need. Included shall be metal supply dispenser, door pushes, metal light switches. Abrasive cleaners shall not be used. Mirrors, chrome, and other metal trim shall be free from water marks, streaks, soil, stains, graffiti, and other omissions and shall present a high shine.
- d According to the crew schedule, tile floors, stalls, etc. in restrooms shall be cleaned of all scale, mineral deposits and soap residues with an appropriate chemical cleaning solution. Extreme care shall be exercised to avoid damaging fixtures, metal pipes, chrome, etc. Tile floors, walls and shower stall shall be cleaned of all scale, mineral deposits and soap residues and shall be thoroughly rinsed and dried to present a uniformly clean appearance.
- e Grouting and sealants shall be cleaned according to schedule and/or need with an appropriate chemical cleaning agent. Care shall be exercised to prevent damage to tile and any loose or broken grouting shall be reported to the Allen Event Center Operation Manager. Grout and other sealants shall be scrubbed clean and present a uniformly clean and hygienic appearance.
- f Ceramic tile floors and walls shall be thoroughly scrubbed with a heavy duty disinfectant/detergent solution. Extreme care shall be exercised to avoid excessive flooding of area. Ceramic tile floors and walls shall be thoroughly cleaned, rinsed and dried to present a uniformly clean appearance.
- g Restrooms shall be serviced according to schedule and as frequently as necessary to assure sufficiency of supplies and hygienic condition. Hand towels, soap, toilet issues, toilet seat covers, sanitary napkins, and deodorant air fresheners shall be stocked in appropriate dispensers in quantities adequate to ensure sufficiency between cleaning and servicing.

## **FLOOR MAINTENANCE**

- a. Floors shall be swept or dust mopped according to the schedule and/or need to present a clean and orderly appearance at all times. Sweeping compounds shall not be used on finished floors but may be used on garage floors. Floors shall present a clean and orderly appearance with no loose dirt or debris in evidence including in corners, expansion joints, and other places accessible to the broom or dust mop. Upon need and/or request a floor scrubber may be utilized to clean the floor. Floor mats shall be removed and cleaned at least once per week.
- b. Surface accumulations of chewing gum, tar, hardened dirt and other soilage that cannot be removed by other means such as mopping, sweeping, dust mopping, shall be scraped and then removed. Care shall be taken to avoid damage to floor finish. All gum, tar, and other soils shall be removed as soon as they are discovered.
- c. According to the schedule and as needed, spills, spots and stains shall be damp mopped then towel dried to assure a uniformly clean appearance. Spilled materials such as alcohol or other chemicals may result in stains that penetrate floor finishes. In these instances, floors shall receive a light coat of finish to repair the damage and present a uniform appearance. Spills, spots, and stains shall be mopped then towel dried to assure a uniformly clean appearance.
- d. Floors shall be damp or wet mopped according to the schedule to maintain a uniformly clean appearance. Care shall be taken to avoid splashing walls, baseboards, furnishings, etc. Disks of cardboard or plastic shall be placed under or around furniture legs to prevent rust stains. Mopped floors shall be free from streaks, spots, stains, smears, mop strands and other unsightly appearance.
- e. This procedure shall be employed according to crew schedule to remove accumulations of dirt, finish, discoloration, stains, and rust spots from finished floors. Flooding of floors with stripping solution or rinse water shall be avoided at all times. Extreme caution shall be

exercised to prevent splashing of walls, baseboards or furnishings. Any furnishings moved in order to accomplish the procedure shall be replaced to proper position when work is completed. Also, floors shall be re-waxed according to schedule with a sealer containing a slip resistant floor finish. Floors shall be clean and free from scuff marks, stains, rust, dirt, gum, tar, old finish, etc. before finish is applied. Coats shall be applied with adequate time for drying allowed between coats. DRY STRIPPING PROCEDURES SHALL NOT BE USED WITHIN THE BUILDING. Floors shall be stripped of layers of soiled finish, heel marks and scuffs, discolorations, and stains. After thorough rinsing, floors shall be ready for application of new or additional finish. Sealer and coats of finish shall be properly applied to floor. Finished or refinished floors shall present a uniform shine and shall not have buildups or finish along edges or in corners. Overlapping finish marks shall not be apparent and all omissions shall be blended in with additional coatings to assure uniformity.

### **CARPET CARE**

Carpets shall be vacuumed, spot cleaned, and on occasion shampooed to remove accumulation of dust, dirt, stains, and soil according to the schedule. Carpets shall present a uniformly clean appearance at all times free from spots, stains, chewing gum, tar, grease, litter, etc. Any tears, rips, burns, or indelible stains shall be reported for repairs or replacement.

- a Carpets shall be vacuumed according to schedule. Close attention shall be paid to corners, edges, and areas that are inaccessible to the machine. Appropriate hand tools shall be employed to assure that these areas are properly cleaned. Care shall be exercised to prevent hitting or otherwise damaging walls, baseboards, or furnishings with the vacuum or attachments. Bags shall be emptied or cleaned regularly. Walk-off mats shall also be vacuumed and any furniture moved or replaced. Vacuumed carpets shall present a uniformly clean appearance both in open spaces and in inaccessible areas under and around furnishings, in corners and along edges. Carpets shall be free from lint; debris strings, loose carpet strands, and the pile shall stand erect.
- b Carpet shall be spot cleaned as necessary to remove gum, tar, grease, spills, spots, stains, etc. a solvent cleaner may be used provided that it is safe and does not cause fading or discoloration. Aerosol chewing gum remover may be used with a putty knife, but careful attention shall be paid to avoid damaging carpet fibers. Carpets shall be kept free from chewing gum, candy spills, spots, grease, food and beverage stains, water marks, etc. Indelible stains that cannot be removed by spotting and shampooing procedures shall be reported. Water leaks or beverage spills shall be cleaned up as soon as they are discovered. Gum and tar shall be removed as soon as they are discovered.
- c This procedure shall be employed according to crew schedule to ensure a clean and uniform appearance and to prolong the life of the carpeting. This is complete carpet cleaning and involves the use of whatever method is suitable that will thoroughly clean carpet. Care shall be taken to avoid damaging carpet fibers irrespective of the method of carpet cleaning employed. Carpets that have been cleaned shall present a uniformly clean appearance with no evidence of surface soil or spotting, the pile shall stand erect and the color shall be bright.

### **HORIZONTAL SURFACE AND HIGH HORIZONTAL SURFACE CLEANING**

The cleaning of horizontal surfaces shall be interpreted to mean cleaning of those surfaces and objects that are not high enough to require the use of a ladder and that comprise the furnishings and structures of the facility including, but not limited to, office furniture (desks, chairs, tables, file cabinets), counter tops, ledges, rails, display cases and the tops of those cases, computers, electronics, telephones, etc. NOTE: Unless requested, objects (books, papers, files, etc.) on horizontal surfaces should not be moved to accomplish cleaning. High horizontal cleaning includes those areas that must be reached by a ladder or special, long reach cleaning device.

- a Spot cleaning procedure is a form of policing areas for dirt, smudges, smears, graffiti, fingerprints, spills, splashes, etc. It shall be accomplished according to crew schedule and as a matter of good housekeeping practice, on a continuing basis. Surfaces which have been spot cleaned shall be free from smudges, fingerprints, dirt, splashes, graffiti, smears, spills, etc. and shall present a uniformly clean appearance.
- b Dusting shall be accomplished according to crew schedule. Care shall be exercised to avoid damaging painted or wooden surfaces and "lighting" of the cleaned areas. Appropriate cleaning agents shall be used and shall be tested in inconspicuous areas before general use. Appropriate cleaning agents, polishes, cloths, etc. shall be used according to the type and composition of the structure or object. Any items or furnishings moved during the procedure shall be replaced to the proper position. Care shall be taken to keep dust dispersion to a minimum. Dusted surfaces shall be free from dust, lint, paper shreds, grime, cobwebs, hair and other unsightly omissions. If treated dust cloths are used, there shall be no oil streaks left on the surface.
- c Damp wiping or washing to horizontal surfaces shall be accomplished according to the schedule. Appropriate cleaning agents shall be used according to the type and composition of the structure or object. Any items or furnishings moved during the procedure shall be replaced to the proper position. Care shall be taken to avoid damage to wood or painted surfaces. Surfaces that have been damp wiped shall be free from dirt, streaks, spots, stains, cobwebs, smudges, fingerprints, smears etc. and shall present a uniformly clean appearance. Water marks or spots shall be wiped clean and dry.

#### **VERTICAL SURFACE CLEANING AND HIGH CLEANING**

The cleaning of vertical surfaces shall be interpreted to mean those surfaces not high enough to require the use of a ladder that comprise the furnishings and structure of the facility and shall include, but not limited to walls, doors, gates, baseboards, table and desk legs and sides, sides of file cabinets, frames, pictures, wall hangings, maps, signs, ventilation louvers, etc. High cleaning surfaces are those vertical surfaces that will require the use of a ladder or special long reach cleaning device.

- a. Spot Cleaning
- b. Dusting
- c. Damp Wiping
- d. Wall scrubbing procedure shall be accomplished according to schedule. Appropriate cleaning agents shall be employed according to the type and composition of the wall. Disinfectant agents shall be used on restroom walls. Walls shall be totally cleaned and well rinsed and shall be totally cleaned and well rinsed and shall be free from graffiti, dirt, splashes, soap residues, fingerprints, etc. and shall present a uniformly clean appearance. Manual or machine scrubbing may be employed, but in either case, flooding of floors is to be avoided at all times. Floors and floor finish shall be protected during the procedure.
- e. Baseboards shall be cleaned according to schedule and after all stripping, scrubbing, and refinishing procedures as necessary. Baseboards shall be free from splashes, dirt, cobwebs, finish buildups, streaks, crevice accumulation of dirt, etc.

#### **HIGH DUSTING/CLEANING**

High surfaces shall be interpreted to mean those surfaces and objects high enough to require the use of a ladder which comprise the structure and furnishing of the facility and shall include, but are not limited to wall/ceiling junctures, light fixtures, ventilation louvers, overhead signs, sills, ledges, etc. High surfaces and objects shall be free from dirt, lint, cobwebs, grease, grime, streaks, spots, stains, insects, etc. and shall present an overall clean appearance.

- a. Ventilation louvers, grills, panels, etc. shall be cleaned according to schedule by damp wiping, dusting, washing, or vacuuming as appropriate and with appropriate cleaning agents. Cleaned vents, grill, etc., shall be free from dirt, accumulated dust, cobwebs and shall present an overall clean appearance.
- b. Removable light filters (egg crates, diffusers, etc.) shall be taken down, cleaned and replaced according to schedule using appropriate cleaning agents. Care shall be taken to prevent cracking or breaking these somewhat delicate structures.

#### **DRINKING FOUNTAIN CLEANING/DISINFECTING**

Drinking fountains shall be cleaned according to crew schedule. All surfaces shall be cleaned with and appropriate disinfectant/detergent solution, wiped thoroughly dry and polished. All trash and debris (gum wrappers, cigarette butts, etc.) shall be removed. Plumbing problems shall be reported to the maintenance staff for corrective action. Drinking fountains shall be free from trash and debris (gum wrappers, cigarette butts, etc.), dirt, fingerprints, smudges, streaks, spots and stains. Wall areas around the fountains shall be free from water spots and streaks.

#### **CLEANING VENETIAN BLINDS**

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

#### **ELEVATOR/STAIRWAY CLEANING**

Elevators and stairways shall be cleaned according to crew schedule. Areas will include all elevators in the City of Allen Event Center as well as all elevators in the parking garage. Cleaned elevator and stairway present a uniformly clean appearance.

- a. Risers and thresholds shall be cleaned according to the crew schedule. Attention shall be paid to inaccessible areas such as corners and edges and appropriate tools shall be employed to clean these areas. All gum, tar, grease, and other soils shall be removed. Risers and thresholds shall be free from trash, both in open areas and inaccessible areas such as corners and along edges. If finish is used on stairway risers, there shall not be buildup of finish or accumulations of dirt in layers of finish.
- b. Handrails of elevators and stairways shall be cleaned. Hand rails shall be free from fingerprints, dirt and smears.

#### **EMERGENCY HOUSEKEEPING SERVICES**

Emergency services may include, but are not limited to cleaning up spills, leaks, floods, sickness, animal wastes, breakage, etc. In the event an emergency situation is of such magnitude that regularly scheduled tasks cannot be accomplished, the Allen Event Center Assistant General Manager shall be informed. Emergency services shall be judged according to the nature of the procedure (i.e. separate standards apply to each function) and on the responsiveness to the situation.

#### **FREQUENCY OF CLEANING SERVICES**

The City shall be the sole judge of quality and required frequency of the services provided. The facility shall be staffed to maintain optimum conditions of cleanliness. Schedules are determined by event requirements of the Allen Event Center. This may include various shifts, days and hours including holiday seasons. If the level of cleaning at any time shall be considered to be unacceptable to the AEC, the Contractor will be required to increase staff or take whatever measures are required. As needed in all areas, contractual employees shall respond to emergency housekeeping services, special job assignment, maintain housekeeping storage areas in an orderly condition and in compliance with City of Allen fire, health and building regulations. As directed, place signs, posters, etc. at designated locations and remove them when complete and return space to normal appearance.

### **CONTRACTOR PERSONNEL AND PRE-EMPLOYMENT SCREENING**

All personnel shall receive close and continuing first-line supervision by the contractor. Contractual employees shall be fully trained and skilled in safe and proper housekeeping techniques. The contractor shall provide sufficient documentation to demonstrate adequate training has been provided. **The contractor shall obtain criminal background checks on all contract personnel at the start of this contract or upon employment, and at least once per year thereafter.** The contractor shall inform the City of Allen Event Center Assistant General Manager, by certified mail, of any criminal convictions of any type for contract personnel within five (5) days of obtaining the information.

**Contractor shall supply the Allen Event Center Assistant General Manager or authorized personnel with a current list of all employees that will perform work at the facility. Repeated use of employees not on the current list may be grounds for termination of the contract. Each of these employees shall have had criminal background checks before employee begins work.**

The contractor must be able to provide the City of Allen with the full legal name, social security number and legal address of employees working in the City facility, upon request. **In addition to the required background check, the City of Allen requires all new employees' paperwork be approved through City Operation Management prior to starting employment with the Allen Event Center. Contractor must have his/her application, background check and dated verification from the Social Security Administration verifying their legal social security number.**

## **Day Crew Standard Operation Procedures Allen Event Center**

### **Day Crew (Crew # 1)**

- *Day Supervisor*
- *AEC General Cleaning Crew*
- *ACIR General Cleaning*

### **Day Crew Report Time**

AEC Day Crew arrives at 7:00AM Mon – Fri.

ACIR is a split shift from 4:30am – 8:30am and from 6:00pm – 10:00pm 7 days per week.

### **Day Crew Cleaning Standards**

In accordance with the Allen Event Center housekeeping specifications, the Day Crew will perform housekeeping for the following:

- AEC Administrative Offices and kitchenette
- AEC 1<sup>st</sup> floor Offices
- All Tenet Offices and kitchenette
- All Restrooms spot cleaned and restocked as needed
- Concourse floors kept free of debris, accumulation of dust and free of all sticky spots
- Three quarter full trashcans are emptied and re-lined
- All glass door and decorative glass cleaned of all finger prints, tape and debris
- Walls, doorways, stairwells are maintained
- Suites spot cleaned as needed
- Press box to be vacuumed, glass cleaned, surfaces wiped clean, and trash removed as needed.
- Camera Perches to be swept and trash removed on a daily basis.
- Press Box to be swept and trash removed on a daily basis.
- General cleaning is maintained
- Vacuum and straighten entrance mats daily
- All Elevator doors, keypads and thresholds cleaned and inside of elevator vacuumed daily
- Trash and Debris collected on exterior grounds and parking structures around facility.
- South Parking Garage trashcans (all levels). Spot sweep large debris/trash on ground (before 9am)
- Mechanical Rooms as requested
- Event preparations in various areas as necessary

### **Day Crew Reporting and Inspection Requirements**

Day Supervisor is responsible for completing a checklist and staffing reports. They are also responsible for inspecting all areas to ensure all cleaning standards have been met, as well as meet with designated AEC staff to discuss any issues.

### **Equipment/Supplies Used:**

Keys, radio, sign-in sheets, checklists, floor scrubber, housekeeping cart, trash gondolas, wet floor signs, mop buckets, access to water, mop heads, mop handles, angled brooms, shop towels, can liners, spray bottles, chemical labels, window cleaner, general purpose cleaner, restroom disinfectant, graffiti remover, gum remover, floor scrapers, razor blades, dust mops, window squeegees, floor squeegees, latex rubber gloves and other equipment and supplies as needed.

**Job Definition and Responsibility: *Day Supervisor******Day Crew******Crew #1***

Day Supervisor shall oversee Operations for the Day Crew. Must have all employees that are working to sign in and out and submit sign in sheet and end of sheet. Check in designated building staff for project direction.

The Day Supervisor ensures all tasks associated with the overall cleaning of all areas of the building have been completed and that all employees are working efficiently and effectively. The Day Supervisor will maintain communication with Allen Event Center Event Specialist, adhere to the building cleaning procedures and comply with Allen Event Center instruction. He / She will perform all necessary duties to ensure the efficient use of contractor personnel to maintain the general and specific cleanliness of the facility.

The Day Supervisor is expected to consistently walk the facility to maintain a presence with staff and to ensure completion of assignments. Day Supervisor will also maintain record of where employees are stationed and what has been completed. Must be able to provide "Show Estimates" when asked. All radio calls are to be responded to a consistent manner. Shall have regular interaction with AEC staff.

**Oversight of Areas of Responsibilities including but not limited to:**

AEC Administrative Offices, AEC Administrative Kitchenette, Conference Room, Tenant Offices, Tenant Office Kitchenette, All Restrooms, All Locker Rooms, Tenet Lounge Area, Operations Office, Guest Services Office, Event Specialist Office, Maintenance Office, Police Office, Command Center Office, Compactor Area and steps, Elevator (1, 2, and 3), Box Office, All entrances to the facility, Community Rink, Ground Adjacent to Facility, South Parking Garage.

**Equipment Used:**

Keys, radio, sign-in sheets, checklists, floor scrubber, housekeeping cart, trash gondolas, wet floor signs, mop buckets, access to water, mop heads, mop handles, angled brooms, shop towels, can liners, spray bottles, chemical labels, window cleaner, general purpose cleaner, restroom disinfectant, graffiti remover, gum remover, floor scrapers, razor blades, dust mops, window squeegees, floor squeegees, latex rubber gloves and other equipment and supplies as needed.

**Job Definition and Responsibility: *General Cleaning Crew***  
***Day Crew***  
***Crew #1***

In accordance to the housekeeping specifications, the General Cleaning Crew will maintain overall appearance of the facility and will consistently and satisfactorily complete the following tasks:

- Vacuum
- Trash removal and replace liners. Maintain clean trashcans
- Sweep
- Dust
- Clean surfaces, glass and doors
- Remove gum
- Remedy sticky spots and cleaning/buffing of floors in all areas of the facility
- Ensure all restrooms are clean and maintained, stocked with paper products and soap
- Ensure all dispensers are functioning correctly and replace batteries when needed
- Empty and wipe trashcans and replace with can liners
- Clean drinking fountains
- Clean elevators
- Clean and removal of trash and debris in press box area
- Clean and removal of trash in camera perches
- Clean window blinds
- Clean stairwells
- Clean South parking garage
- Maintain a supply of clean towels

General Cleaning Crew will also assist in the event of inclement weather with snow removal and applying ice melt.

**Areas of Responsibilities:**

AEC Administrative Offices, AEC Administrative Kitchenette, Conference Room, Tenant Offices, Tenant Office Kitchenette, Tenet Lounge Area, Press Box, Camera Perches, Suites, All Restrooms, All Locker Rooms, Operations Office, Guest Services Office, Event Specialist Office, Maintenance Office, Police Office, Command Center Office, Compactor Area and steps, Elevator (1, 2, and 3), Box Office, All entrances to the facility, Community Rink, Ground Adjacent to Facility, South Parking Garage.

**Equipment Used:**

Keys, radio, sign-in sheets, checklists, floor scrubber, housekeeping cart, trash gondolas, wet floor signs, mop buckets, access to water, mop heads, mop handles, angled brooms, shop towels, can liners, spray bottles, chemical labels, window cleaner, general purpose cleaner, restroom disinfectant, graffiti remover, gum remover, floor scrapers, razor blades, dust mops, window squeegees, floor squeegees, latex rubber gloves and other equipment and supplies as needed.

## **Event Crew – Crew #2**

**Employee Estimated Staff Requirement: All staffing numbers will be *EVENT DRIVEN***

- *Event Crew Supervisor*
- *Concourse/Restroom/Bowl Seating Area/Trash/Grounds Crew*
- *Event Premium Level Crew*

### **Event Crew Report Time**

Contractual Employees must report on time per staffing request. Should the contractual employee not report within 15 minutes of requested start time, AEC reserves the right to replace the employee. Supervisors will arrive 1½ hour prior to door time. General Staff 1 hour prior to door time.

### **Event Crew Cleaning Standards**

In accordance to the Allen Event Center housekeeping specifications, the Event Crew will perform housekeeping services for the following:

- Timely response to requests to clean spills in all areas of the facility.
- Concourse floors maintained, kept free of debris and spot cleaned with towel for any spills.
- ¾ full trashcans emptied and re-lined with trash removed to compactor and any associated spills or leaks cleaned immediately.
- Suites are spot cleaned, swept and ¾ full trashcans emptied and re-lined.
- Walls, doorways, stairwells are maintained.
- Consistent and frequent restroom spot checks and cleaned as needed, paper and soap products maintained.
- A general high level of cleanliness is maintained.
- Event preparations are made as necessary.

### **Event Crew Reporting and Inspection Requirements**

Event Supervisor is responsible for completing a checklist and staffing reports. Responsible for inspecting concourses and restrooms to ensure all cleaning standards have been met. Meet with designated AEC contact to discuss any issues.

### **Equipment Used:**

Keys, radio, sign-in sheets, checklists, housekeeping cart, trash gondolas, wet floor signs, mop buckets, access to water, mop heads, mop handles, angled brooms, shop towels, can liners, spray bottles, chemical labels, window cleaner, general purpose cleaner, restroom disinfectant, graffiti remover, gum remover, floor scrapers, razor blades, dust mops, floor squeegees, latex rubber gloves and other equipment and supplies as needed.

**Job Definition and Responsibility: *Event Supervisor***  
***Event Crew***  
***Crew #2***

The Event Supervisor ensures the satisfactory completion of all tasks regarding the overall cleaning of the building and that all employees are working efficiently and effectively to clean the facility. It is also the Event Supervisor's responsibility to check with designated AEC staff member for event direction.

Event Supervisor is responsible for completing checklists and staffing reports. Sign in sheets must be completed on a daily basis to include beginning of shift time, meal breaks and end of shift time. It is the responsibility of every contractual employee to fulfill this requirement once shift is completed. A copy of the sign-in sheet will be given to the designated AEC staff member for their records. Event Supervisor is responsible for inspecting concourses, restrooms, arena seating area, stairwells, suites, and parking lots and grounds adjacent to the Allen Event Center to ensure all cleaning standards have been met. The Event Supervisor shall adhere to facility policies, standards and contractual obligations. This position will instruct and train staff on daily cleaning practices as well as detailing the facility.

The Event Supervisor is expected to consistently walk the facility to maintain a presence with staff and to ensure completion of assignments. The Event Supervisor must also maintain a record of where contractual employees are stationed and what has been completed.

All radio calls are responded to in an efficient manner.

Event Supervisor will comply with and ensure contracted staff adheres to Allen Event Center, OSHA regulations and Texas Law.

**Oversight Responsibilities for, but not limited to, the following areas:**

Elevator (#1, #2 and #3), Box Office, all entrances to the Allen Event Center, concourses, seating areas, suites, restrooms, parking lots and grounds around the Allen Event Center, and overall appearance of the facility. Confirm all restrooms are clean and stocked with paper and soap products, empty and wipe trashcans. Replace trash can liners.

**Equipment Used:**

Keys, radio, sign-in sheets, project list, housekeeping cart, trash gondolas, wet floor signs, mop buckets, access to water, mop heads, mop handles, angled brooms, shop towels, can liners, spray bottles, chemical labels, window cleaner, general purpose cleaner, restroom disinfectant, graffiti remover, gum remover, floor scrapers, razor blades, dust mops, window squeegees, floor squeegees, latex rubber gloves, wet floor signs, mop buckets, access to water, mop heads, mop handles, angled brooms, shop towels, can liners, spray bottles and other equipment and supplies as needed.

**Job Definition and Responsibility: General Cleaning Crew**  
**Event Crew**  
**Crew #2**

In accordance with the housekeeping specifications, the General Cleaning Crew will maintain overall appearance of the facility and will consistently and satisfactorily complete the following tasks:

- Have cleaning equipment with them at all times and respond quickly to any area of the facility when a spill is reported.
- Consistently monitor all concourse, restroom, and outside trashcans. Remove trash liner when can is  $\frac{3}{4}$  full and replace with a clean liner.
- Ensure all restrooms are maintained, stocked, cleaned and free of debris to include toilets, urinals, sinks, faucets, stall dividers, walls, and floors. All bio-hazard clean-up done with protective equipment.
- Ensure all the outsides and lids of trashcans are free of food or beverage spills and other debris.
- Maintain a clean environment in the areas of the Bowl Seating, Arena Floor and Concourse.
- Clean surfaces, glass and doors
- Litter collection in grounds and parking lots around the facility.
- Wipe down smoking poles, empty smoking poles once a week
- Report any damages and completed inspections sheets to Post Event Supervisor.

General Cleaning Crew will also assist in the event of inclement weather with snow removal and applying ice melt.

**Crew**

All Staffing is subject to change daily and all is based on show requirements.

**Area of Responsibilities:**

Elevator (#1, #2 and #3), box office, all entrances to the Allen Event Center, concourses, seating areas, suites, restrooms, parking lots, grounds around the Allen Event Center, and overall appearance of the facility.

**Equipment Used:**

Keys, radio, sign-in sheets, project list, housekeeping cart, trash gondolas, wet floor signs, mop buckets, access to water, mop heads, mop handles, angled brooms, shop towels, can liners, spray bottles, chemical labels, window cleaner, general purpose cleaner, restroom disinfectant, graffiti remover, gum remover, floor scrapers, razor blades, dust mops, window squeegees, floor squeegees, latex rubber gloves, wet floor signs, mop buckets, access to water, mop heads, mop handles, angled brooms, shop towels, can liners, spray bottles and other equipment and supplies as needed.

**Job Definition and Responsibility: *Premium Level Crew***  
**Event Crew**  
**Crew #2**

In accordance with the housekeeping specifications, the Premium Level Crew will maintain overall appearance of the Premium Level and will consistently and satisfactorily complete the following tasks:

- Empty trash, sweep carpet, clean glass and wipe down all surfaces in Press Box with a clean cloth
- Clean door and shelving in refrigerator in Press Box
- Consistently monitor all premium level and restroom trashcans. Remove trash liners when can is  $\frac{3}{4}$  full and replace with a clean liner.
- Ensure all restrooms are maintained, stocked, cleaned and free of debris to include toilets, urinals, sinks, faucets, stall dividers, walls, and floors. All bio-hazard clean-up done with protective equipment.
- Maintain cleanliness in all hallway, walkway and loge areas.
- Clean and remove trash and debris from loge area tabletops and tables at Jamison Lounge
- Consistently monitor suites to ensure general cleanliness. When a suite is in need of attention or trash removal, perform duties in an unobtrusive and efficient manner causing as little disruption to the suite holder as possible.
- Maintain cleanliness of couch and chair seating areas in the premium level to include tabletops
- Clean glass at the premium level of the rotunda.

**Crew**

All Staffing is subject to change daily and all is based on show requirements.

**Area of Responsibilities:**

Elevator (#1, #2 and #3), hallways, walkways, loge area, loge seating, suites, Jamison lounge area, Jamison Lounge tabletops and chairs, premium level restrooms.

**Equipment Used:**

Keys, radio, sign-in sheets, project list, housekeeping cart, trash gondolas, wet floor signs, mop buckets, access to water, mop heads, mop handles, angled brooms, shop towels, can liners, spray bottles, chemical labels, window cleaner, general purpose cleaner, restroom disinfectant, graffiti remover, gum remover, floor scrapers, razor blades, dust mops, window squeegees, floor squeegees, latex rubber gloves, wet floor signs, mop buckets, access to water, mop heads, mop handles, angled brooms, shop towels, can liners, spray bottles and other equipment and supplies as needed.

**Post Event Crew Standard Operation Procedures  
Allen Event Center**

**Post Event Crew  
Crew #3**

**Employee Estimated Staff Requirement: All staffing numbers will be *EVENT DRIVEN***

- *Post Event Supervisor*
- *Concourse/Restrooms/Inner Bowl Seating Area/General Trash/Grounds/Garage Crew*
- *Suites Lead*
- *Suites Crew*

**Post Event Crew Report Time**

Contractual Employees must report on time per staffing request. Should the contractual employee not report within 15 minutes of requested start time, the City reserves the right to replace the employee. Employees report time is based on-event end times

Post Event Supervisor ½ hours prior shift time, General Staff at scheduled time

**Uniform Requirements:**

All employees are required to wear non offensive material. Full length pants, no holes or frayed pants. Jeans are acceptable. Company logoed Tee Shirts are acceptable in any color. Closed toed safety shoes, work boots or tennis shoes are mandatory. Open toe shoes are not to be worn. No oversize earrings for female. Earrings on males are must be removed or covered up. No visible body piercing.

**Post Event Crew Cleaning Standards**

In accordance to the City of Allen Event Center housekeeping specifications, the Post Event Crew will perform housekeeping maintenance to the following and not limited to:

- Arena floor and seating – Trash and debris collected, areas swept and mopped. Particular attention to be given to ensuring no sticky spots or areas remain on any floor surface including stairwells.
- Concourse floors swept and mopped. A floor scrubber machine may be utilized.
- ¾ full interior and exterior trashcans are emptied and re-lined. Trashcans lids and sides must be wiped clean.
- All glass and walls surfaces are to be free of finger prints, streaks, tape and debris.
- All restrooms cleaned and free of debris to include toilets, urinals, sinks, faucets, stall dividers, walls, and floors. All paper products and soap to be restocked. All bio-hazard clean-up done with protective equipment.
- Premium level corridors vacuumed and trash removed.
- Suites
- Press box trash removed, vacuumed and all surfaces wiped clean
- Camera Perches trash removed, swept and all surfaces wiped clean
- Trash and debris collected on exterior grounds and parking structures around facility.

**Event Crew Reporting and Inspection Requirements**

Event Supervisor is responsible for completing checklists and staffing reports. Responsible for inspecting concourses and restrooms to ensure all cleaning standards have been met. Meet with designated AEC contact to discuss any issues.

**Equipment Used:**

Keys, radio, sign-in sheets, checklists, housekeeping cart, trash gondolas, wet floor signs, mop buckets, access to water, mop heads, mop handles, angled brooms, shop towels, can liners, spray bottles, chemical labels, window cleaner, general purpose cleaner, and other equipment and supplies as needed.

**Job Definition and Responsibility: *Post Event Supervisor***  
***Post Event Crew***  
***Crew #3***

The Post Event Supervisor ensures all tasks in regarding the overall cleaning of the building has been completed and that all employees are working efficiently and effectively to detail the facility. In addition, the Post Event Supervisor is responsible for completing checklists, staff reports, check in with building operation staff for event direction, and walk through inspection of the concourses and restrooms to ensure all cleaning standards have been met. Instructs and trains staff on daily cleaning practices as well as following facility policy, standards, and contractual obligation.

The Post Event Supervisor shall direct post event crew to fulfill assigned responsibilities, complete sign-in sheet on a daily basis including beginning shift time, meal breaks and end of shift time. Sign-in sheets will be given to the designated AEC representative for record keeping. The Post Event Supervisor is expected to consistently walk the facility to maintain a presence with staff and to ensure completion of assignments. Post Event Supervisor will also maintain a record of work performed by contractual employees and respond to radio calls in a timely and professional manner.

**Area of Responsibility:**

Elevators (#1, #2, #3), box office, floors on levels of the building, press box, camera perches, suites, all entrance areas of the building, dust, clean glass, removal of gum, ensure no sticky floors and surfaces, ensure all restrooms are clean and stocked with paper products and soap. Empty and wipe trashcans and replace trash can liners, grounds adjacent and parking areas adjacent to facility.

**Equipment Use:**

Keys, radio, sign-in sheets, project list, floor scrubber, housekeeping cart, walk behind, trash gondolas, "wet floor" signs, mop buckets, access to water, mop heads, mop handles, angled brooms, shop towels, can liners, spray bottles, chemical labels, window cleaner, general purpose cleaner, restroom disinfectant, graffiti remover, gum remover, floor scrapers, razor blades, dust mops, window squeegees, floor squeegees, and latex rubber gloves, etc. Additional cleaning agents and equipment may be used if necessary.

**Job Definition and Responsibility: General Cleaning Crew**  
**Post Event Crew**  
**Crew #3**

In accordance with the housekeeping specifications, the Post Event general Cleaning Crew will restore and maintain the overall appearance of the facility and will consistently and satisfactorily complete the following tasks:

- Arena floor and seating – Trash and debris collected and removed to dumpster/compactor, all areas swept and mopped. Particular attention to be given to ensuring no sticky spots or areas remain on any floor surface including stairwells.
- Concourse floors swept and mopped. A floor scrubber machine may be utilized.
- $\frac{3}{4}$  full interior and exterior trashcans are emptied and re-lined. Trashcans lids and sides must be wiped clean.
- All glass and walls surfaces are to be free of fingerprints, streaks, tape and debris.
- All restrooms cleaned and free of debris to include toilets, urinals, sinks, faucets, stall dividers, walls, and floors. All paper products and soap to be restocked. All bio-hazard clean-up done with protective equipment.
- Premium level corridors vacuumed and trash removed.
- Press box trash removed, vacuumed and all surfaces wiped clean
- Camera Perches trash removed, swept and all surfaces wiped clean
- Trash and debris collected on exterior grounds and parking structures around facility.

Post Event Crew will provide housekeeping services in all areas listed above.  
Report any damages and completed inspections sheets to Post Event Supervisor.

**Crew**

All staffing is subject to event requirements

**Area of Responsibility:**

Elevator #1, #2 and #3, Box Office, all entrances entering building, South VIP, Rotunda, North Rotunda, North entrance, backdoor, all restrooms, family restrooms, staff locker rooms, stairwells, Press Box, back of house and north, south and Rotunda door entrances.

**Equipment Used:**

Keys, radio, sign-in sheets, checklists, floor scrubber, housekeeping cart, trash gondolas, wet floor signs, mop buckets, access to water, mop heads, mop handles, angled brooms, shop towels, can liners, spray bottles, chemical labels, window cleaner, general purpose cleaner, restroom disinfectant, graffiti remover, gum remover, floor scrapers, razor blades, dust mops, window squeegees, floor squeegees, latex rubber gloves and other equipment and supplies as needed.

**Job Definition and Responsibility: *Post Event Suites Lead***  
***Post Event Crew***  
***Crew #4***

The Post Event Suites Lead ensures all tasks in regarding the overall cleaning of the Suites have been completed and that all employees are working efficiently and effectively to detail each suite. In addition, the Post Event Suite Lead is responsible for completing checklists, staff reports, check in Post Event Supervisor and with AEC staff for direction, and perform a walk-through inspection of the suites to ensure all cleaning standards have been met. Instructs and trains staff on daily cleaning practices as well as following facility policy, standards, and contractual obligation.

The Post Event Suite Lead shall direct post event suite crew to fulfill assigned responsibilities. The Post Event Suite Lead is expected to assist in the cleaning and detailing of the suites alongside the crew as well as supervise work in the suites to maintain a presence with staff and to ensure completion of assignments. Post Event Suite Lead will also maintain a record of work performed by contractual employees and respond to radio calls in a timely and professional manner.

**Area of Responsibility:**  
All Suites (#201 through #229)

**Equipment Use:**  
Keys, radio, sign-in sheets, project list, floor scrubber, housekeeping cart, walk behind, trash gondolas, "wet floor" signs, mop buckets, access to water, mop heads, mop handles, angled brooms, shop towels, can liners, spray bottles, chemical labels, window cleaner, general purpose cleaner, restroom disinfectant, graffiti remover, gum remover, floor scrapers, razor blades, dust mops, window squeegees, floor squeegees, and latex rubber gloves, etc. Additional cleaning agents and equipment may be used if necessary.

**Job Definition and Responsibility: Suites Crew**  
**Post Event Crew**  
**Crew #4**

The purpose of this crew will be to maintain superior housekeeping services to the Allen Event Center suites. The Suites Crew will consist of the proper staffing per the staff request sheet.

In accordance with the housekeeping specifications, the Post Event Suites Crew will restore and maintain the overall appearance of the suites and will consistently and satisfactorily complete the following tasks:

- Clean and dust suite name placard
- Clean front and back rear surfaces of door and door handle
- Vacuum all suite floor surfaces including under fixed seats and under and behind furniture
- Remove cushions of couch(es) and chair(s) and vacuum surfaces. Replace cushions.
- Wipe clean all suite furniture.
- Clean all tabletops and counter tops.
- Clean refrigerator
- Clean and polish sink and faucet
- Ensure chaffers are clean and organized
- Spot clean carpets and remove any sticky residue
- Ensure all trash is removed from drawers and closets
- All glass surfaces cleaned and free of fingerprints and streaks
- Televisions are dusted and clean and remotes are clean, present and placed according to layout
- Ensure all literature and signage is in good condition and placed according to layout.
- After cleaning is complete, door is closed and secured
- Report any damages and completed inspections sheets to Post Event Supervisor.

**Crew**

All staffing is subject to event requirements

**Area of Responsibility:**

All Suites (#201 through #229)

**Equipment Use:**

Keys, radio, sign-in sheets, checklists, floor scrubber, housekeeping cart, trash gondolas, wet floor signs, mop buckets, access to water, mop heads, mop handles, angled brooms, shop towels, can liners, spray bottles, chemical labels, window cleaner, general purpose cleaner, restroom disinfectant, graffiti remover, gum remover, floor scrapers, razor blades, dust mops, window squeegees, floor squeegees, latex rubber gloves and other equipment and supplies as needed.

### ADDITIONAL INFORMATION-Q&A:

1. Is over time billed to the City?

**ANSWER:** Assuming overtime is accrued at +40 hours per week and not +8 hours per day, I do not want to incur overtime. The vendor should schedule staff accordingly.

2. How soon typically will the contractor receive a booking or schedule for Special Events?

**ANSWER:** Calendar and schedule provided as soon as possible, typically a month in advance. Vendor should be flexible and responsive to scheduling changes “on the fly” as determined by the nature of live events.

3. It seems to that an Account Working Manager will be required for this Venue, is that billable?

**ANSWER:** I would like a working supervisor on site to supervise the crews and act as a point person for communication with the venue representative, as outlined in the RFP. If the vendor determines an Account Manager is needed, I would consider that position a function of administration, and not directly billable to the client (AEC).

4. Can you provide a map of the Allen Event Center?

**ANSWER:** Yes, see below:

**Concourse and Back of House**

