CONTRACT DOCUMENTS
BOONE COUNTY, MISSOURI
Addition to the Juvenile Justice Center
BID NO: 59-16SEP03

## **ADDENDUM #1**

This addendum is issued in accordance with the Instructions to Bidders and is hereby incorporated into and made a part of the Contract Documents. Bidders are reminded that receipt of this addendum should be acknowledged and submitted with bidder's *Response Form*.

Specifications for the above noted Request for Bid and the work covered thereby are herein modified as follows, and except as set forth herein, otherwise remain unchanged and in full force and effect:

### **BID DOCUMENTS:**

ADD to bid the attached clarifications and/or modifications to be made in the plans and project manual for the above referenced bid.

PLEASE NOTE: This does not change the bid opening date. Bids are due at the Boone County Purchasing Office, Johnson Building, 601 E. Walnut, Room 208, Columbia, Missouri, 65201-7731, no later than 9:15 a.m., Tuesday, September 23, 2003.

The bid is scheduled to be opened after 9:30 a.m., Tuesday, September 23, 2003 by the Boone County Commission, Commission Chambers, 801 E. Walnut Columbia, MO 65201.

Marlene Ridgway

BIDDER has examined copy of Addendum #1 to Bid Number 59-16SEP03 – Addition to the Juvenile Justice Center, receipt of which is hereby acknowledged:

Company Name:	
Address:	
Phone Number:	Fax Number:
Authorized Representative Signature:	Date:

## ADDENDUM NO. ONE

Addition and Renovations to Juvenile Justice Center 5665 Roger I. Wilson Memorial Dr. Columbia, MO 65202 Bid Number 59-16SEP03

Bidders are hereby informed of the following clarifications and/or modifications to be made in the plans and project manual for the above referenced project.

- 1. Project Manual, Section 1.05—Supplementary General and Special Conditions, Item D.11.

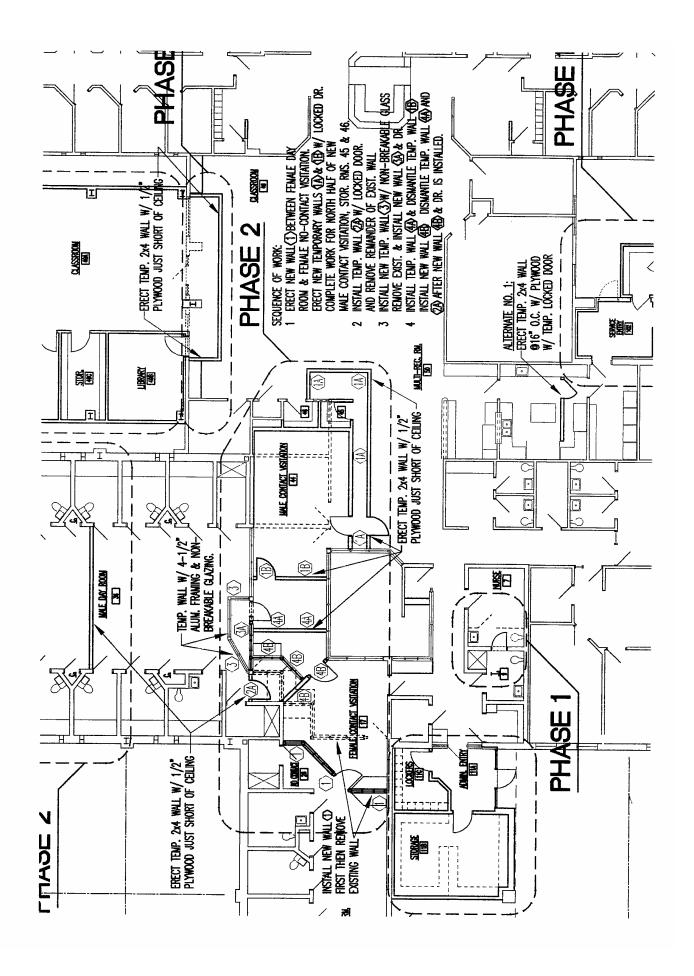
  Add: "The Contractor shall pay for all required permits and fees necessary to complete the project. (Boone Co. Planning and Development Dept. has reviewed and is ready to approve the building permit. Cost of the building permit is \$1,286.77). In addition, Land Disturbance Permits are required by State Law. Prior to starting work contact the Missouri Department of Natural Resources (DNR). Regional Office 210 Hoover Rd., P.O. Box 176, Jefferson City, Missouri 65102-0176. Telephone: 573/751-2729 or Fax: 573/751-0014 for permit requirements.
- Project Manual, Section 5.06 Pre-Engineered Structures, Item A.1.a.
   Add: "Varco-Pruden Co. is approved for the pre-engineered building system."
- Project Manual, Section 5.06 Pre-Engineered Structures, Item B.7.b.1).
   Clarification: "Alliance Seam 24 Panel and Varco-Pruden SSR metal standing seam roof panels are approved."
- 4. Project Manual, Section 9.09.
  Add: "Missing section attached."
- 5. Project Manual, Section 11.01 Scope of Equipment, Section 11.03 Equipment Items, Section 11.04 Walk-in Refrigerator/Freezer, Kitchen Plan A/A10 and Equip. Schedule Sheet A10. Clarification: "All kitchen equipment shall be furnished and installed by Kitchen Equipment Supplier. Contractor shall provide all necessary rough-ins for kitchen equipment."
- Drawings, Site Plan A/C1, Sheet C1.
   Clarification: "Asphalt paving shall be 2" minimum compacted thickness over 6" compacted granular base."
- 7. Drawings, Detention Fencing H/C1, Sheet C1.
  Clarification: "Fencing contractors shall visit the facility, verify and match the existing detention fence and match the post-constructions modifications."
- Drawings, Phasing Plan B/LS1, Sheet LS1.

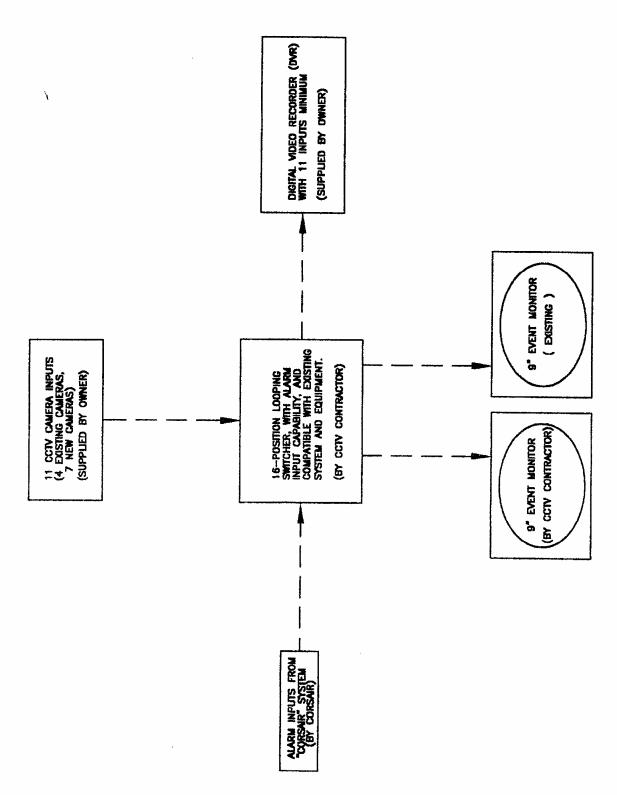
Clarification: "Refer attached revised Phasing Plan showing temporary walls."

- 9. Drawings, Elevations C/A2 & E/A2, Room Finish Schedule Sheet A3 and Wall Section D/A6.
  Substitution: "Install 16 gauge stainless steel countertops instead of plastic laminate countertops in Female Day Room No. 18 (secure side) and Male No Contact Room No. 28 (secure side)."
- 10. Drawings, Hardware Schedule, Sheet A7.
  - Clarifications: a. "Install Best cylinder No. 1E-7-4-S2-RP3-606 w/ Yale type cam" instead of Best cylinder No. 1E-7-4-S2-RP2-606 w/ Yale type cam.
    - b. "Doors No. 34C, 34F, 34I, 34L, 34O & 34R Install one Folger Adams No. 2 US4 pull on exterior side of door."
- 11. Drawings, Door and Frame Schedule, Sheet A7.
  - Clarifications: a. "Door No. 13A shall be Elevation 'D' instead of Elevation 'B'."
    - b. "Door No. 34A shall be Hollow Metal instead of Hollow Metal/Glass."
    - c. "Doors No. 34C, 34F, 34I, 34L, 34O & 34R shall be Elevation 'E' instead of Elevation 'H'."
    - d. "Door No. 34T shall be Elevation 'F' instead of Elevation 'A' and shall be Hollow Metal instead of Hollow Metal/Glass."
    - e. "Door No. 34T shall be Hardware Group 'A' instead of Hardware Group 'F'
    - f. "Door No. 42 shall be Elevation 'F' instead of Elevation 'C' and shall be Hollow Metal instead of Hollow Metal/Glass."
    - g. "Relocate existing Psychology Office (unmarked) door to new
       Psychology Office Door No. 47A and install new hardware as per Group
       H. Repaint existing door."
    - h. "Storage No. 46 (unmarked door opening) install new Hollow Metal Door type 'F' and install new hardware as per Group H in the existing hollow metal frame."
    - i. "Relocate existing hollow metal/glass door (unmarked) from Storage Room No. 46 to Door No. 47A new hollow metal frame in Library #49B and install new hardware as per Group H. Repaint existing door."
- 12. Drawing MEP2: Plumbing Fixture Schedule- Items SH & SHV are changed as follows:
  - a. SH shall be Acorn #1741FA series Penal Pak Wall Shower, with soap dish, single temperature Air-Control valve with thermostatic control, penal shower head. Thermostatic valve to be located behind front access panel.
  - b. SHV is included with the above item SH.
- 13. Drawing P2: The new CW lines are marked as both 2" and 1 ½". The lines are to be 1 ½", not 2".
- 14. Drawing P2: The location of the hot water return loop connection to the existing line is actually approximately 15' further east than shown. The existing hot water return main is located approximately over the existing control room.
- 15. Drawing M1: At new Admin. Entry (Room 11A), the thermostat for the ductless HVAC unit is to be located in the Control booth, not in the Admin. Entry as shown.
- 16. Drawing M1: In the new Kitchen Service Entryway (Room 102), Base bid, replace note #12 on the HVAC unit with note #14, and add note #15 near the door.
- 17. Drawing E1: Alternate #1: The added outlets in the existing kitchen storage room will be from circuits in panel P5, for the relocated reach-in refrigerators.
- 18. Drawing E4: (Refer to drawing A2 for door number references, and drawing A1 for

- original door locations)
  a. Doors #26 and #42 (in the Male Contact Visitation area) are relocated doors and hardware.
- Doors #17 and #42 (in the Male Contact Visitation and the Female Contact Visitation area) use control diagram #94B450.

  Door #47 (in the Classroom Area) use control diagram #94B454. b.
- 19. Drawing E4: Add the attached drawing E4a "CCTV Riser Diagram" to the sheet.





DRAWING E4a: CCTV RISER DIAGRAM

## SECTION 9.09 WALL AND FLOOR COATING SYSTEMS

#### A. GENERAL

- h Scope:
  - a. Coating systems for detention shower walls.
  - h Coating systems for detention shower concrete floors.

#### **RELATED SECTIONS** 2

- a. ASTM D 16 - Terminology Relating to Paint, Varnish, Lacquer, and Related Products.
- b. ASTM D 4263 - Indicating Moisture in Concrete by the Plastic Sheet Method.
- ASTM F 1869 Measuring Moisture Vapor Emission Rate of Concrete Subfloor Using Anhydrous C.
- International Concrete Repair Institute (ICRI) Guideline No. 03732 Selecting and Specifying d. Concrete Surface Preparation for Sealers, Coatings, and Polymer Overlays.
- SSPC-SP 1 Solvent Cleaning. e.
- SSPC-SP 6/NACE 3 Commercial Blast Cleaning. f.
- SSPC-SP 13/NACE 6 Surface Preparation of Concrete. g.

#### 3. **DEFINITIONS**

- Definitions of Painting Terms: ASTM D 16, unless otherwise specified. а
- Dry Film Thickness (DFT): Thickness of a coat of paint in fully cured state measured in mils (1/1000 b. inch).

#### 4 SUBMITTALS

- a. Product Data: Submit manufacturer's product data for each coating, including generic description, complete technical data, surface preparation, and application instructions.
- b. Color Samples: Submit manufacturer's color samples showing full range of standard colors.
- C. Manufacturer's Quality Assurance: Submit manufacturer's certification that coatings comply with specified requirements and are suitable for intended application.
- d. Applicator's Quality Assurance: Submit list of a minimum of 5 completed projects of similar size and complexity to this Work. Include for each project:
  - Project name and location.
  - Name of owner. 2)
  - 3) Name of contractor.
  - 4) Name of architect.
  - 5) Name of coating manufacturer.
  - 6) Approximate area of coatings applied.
  - Date of completion.
- Warranty: Submit manufacturer's standard warranty. e.

#### QUALITY ASSURANCE 5.

- Manufacturer's Qualifications: a
  - Specialize in manufacture of coatings with a minimum of 10 years successful experience.
  - Able to demonstrate successful performance on comparable projects. 2)
  - Single Source Responsibility: Coatings and coating application accessories shall be 3) products of a single manufacturer.
- b. Applicator's Qualifications:
  - Experienced in application of specified coatings for a minimum of 5 years on projects of similar size and complexity to this Work.
  - 2) Applicator's Personnel: Employ persons trained for application of specified coatings.
- Mock-Ups: Prepare 4 foot x 4 foot mock-up for each coating system specified using same materials, tools, equipment, and procedures intended for actual surface preparation and application. Obtain Architect's approval of mock-ups. Retain mock-ups to establish intended standards by which coating

### systems will be judged.

#### DELIVERY, STORAGE AND HANDLING 6

- Delivery: Deliver materials to site in manufacturer's original, unopened containers and packaging, a. with labels clearly identifying:
  - Coating or material name. Manufacturer. 1)
  - 2)
  - 3) Color name and number.
  - 4) Batch or lot number.
  - 5) Date of manufacture
  - Mixing and thinning instructions. 6)
- Storage: b.
  - 1) Store materials in a clean dry area and within temperature range in accordance with manufacturer's instructions.
  - 2) Keep containers sealed until ready for use.
  - 3) Do not use materials beyond manufacturer's shelf life limits.
- Handling: Protect materials during handling and application to prevent damage or contamination.

#### **ENVIRONMENTAL REQUIREMENTS** 7.

- Weather:
  - 1) Air and Surface Temperatures: Prepare surfaces and apply and cure coatings within air and surface temperature range in accordance with manufacturer's instructions.
  - Surface Temperature: Minimum of 5 degrees F (3 degrees C) above dew point.
  - Relative Humidity: Prepare surfaces and apply and cure coatings within relative humidity 3) range in accordance with manufacturer's instructions.
  - 4) Precipitation: Do not prepare surfaces or apply coatings in rain, snow, fog, or mist.
  - Wind: Do not spray coatings if wind velocity is above manufacturer's limit.
- Ventilation: Provide ventilation during coating evaporation stage in confined or enclosed areas in b. accordance with manufacturer's instructions.
- **Dust and Contaminants:** C.
  - Schedule coating work to avoid excessive dust and airborne contaminants. 1)
  - 2) Protect work areas from excessive dust and airborne contaminants during coating application and curing.

#### C. **PRODUCTS**

- Manufacturer shall be Tnemec Company Incorporated, 6800 Corporate Drive, Kansas City, Missouri 64120-1. 1372 or pre-bid approved equal. Toll Free (800) 863-6321. Phone (816) 483-3400. Fax (816) 483-3969.
- Coating Systems For Concrete Masonry Units Interior 2
  - a. Shower Room Walls:
    - System Type: High Build Epoxy.
    - 2) Surface Preparation: SSPC-SP 13/NACE 6. Clean and dry. 3)
      - Primer: Series 201 Epoxoprime. DFT 6.0 to 8.0 mils.
    - 4) Intermediate Coat: Series 270 Stranlok. DFT 25.0 to 40.0 mils, applied in 2 passes.
    - 5) Finish Coat: Series 280 Tneme-Glaze. DFT 6.0 to 8.0 mils.
    - 6) Total DFT: 37.0 to 56.0 mils plus filler.
    - 7) Finish Color: As selected by Architect from manufacturer's standard colors.
  - Laminate Systems For Shower Room Concrete Floors: b.
    - System Type: Epoxy Laminate.
    - Surface Preparation: Shot Blast or Mech. Abrade<sup>(4)</sup> (CSP 4-6). Primer: Series 201 Epoxoprime<sup>(2)</sup>. DFT 6.0 to 8.0 Mils. 2) 3)

    - 4) Intermediate Coat: Series 221 Lami-Tread<sup>[7]</sup>, (double broadcast or slurry/broadcast) DFT
    - 5) Finish Coat: Series 280 Tneme-Glaze. DFT 8.0 to 12.0 Mils.
    - 6)
    - Total DFT: 1/8 inch system (125 Mils).
      Intermediate and Finish Colors: As selected by Architect from manufacturer's standard colors.
  - ACCESSORIES C.
    - Coating Application Accessories required for application of specified coatings in 1) accordance with manufacturer's instructions, including thinners.
- C. EXECUTION

## 1. EXAMINATION

Examine areas and conditions under which coating systems are to be applied. Notify Architect of
areas or conditions not acceptable. Do not begin surface preparation or application until unacceptable
areas or conditions have been corrected.

### 2. PROTECTION OF SURFACES NOT SCHEDULED TO BE COATED

- Protect surrounding areas and surfaces not scheduled to be coated from damage during surface preparation and application of coatings.
- b. Immediately remove coatings that fall on surrounding areas and surfaces not scheduled to be coated.

## 3. SURFACE PREPARATION OF CONCRETE AND MASONRY

- a. Prepare concrete and masonry surfaces in accordance with manufacturer's instructions, SSPC-SP 13/NACE 6, and ICRI 03732.
- b. Ensure surfaces are clean, dry, and free of oil, grease, dirt, dust, and other contaminants.
- c. Test concrete for moisture in accordance with ASTM D 4263 and F 1869.
- d. Allow concrete and mortar to cure for a minimum of 28 days before coating.
- e. Level protrusions and mortar spatter.

### 4. APPLICATION

- a. Apply coatings in accordance with manufacturer's instructions.
- Mix and thin coatings, including multi-component materials, in accordance with manufacturer's instructions.
- c. Keep containers closed when not in use to avoid contamination.
- d. Do not use mixed coatings beyond pot life limits.
- Use application equipment, tools, pressure settings, and techniques in accordance with manufacturer's instructions.
- f. Uniformly apply coatings at spreading rate required to achieve specified DFT.
- g. Apply coatings to be free of film characteristics or defects that would adversely affect performance or appearance of coating systems.
- Stripe paint with brush critical locations on steel such as welds, corners, and edges using specified primer.

## 5. REPAIR

- Materials and Surfaces Not Scheduled To Be Coated: Repair or replace damaged materials and surfaces not scheduled to be coated.
- Damaged Coatings: Touch-up or repair damaged coatings. Touch-up of minor damage shall be acceptable where result is not visibly different from adjacent surfaces. Recoat entire surface where touch-up result is visibly different, either in sheen, texture, or color.
- Coating Defects: Repair in accordance with manufacturer's instructions coatings that exhibit film characteristics or defects that would adversely affect performance or appearance of coating systems.

## 6. CLEANING

Remove temporary coverings and protection of surrounding areas and surfaces.

## 7. PROTECTION OF COATING SYSTEMS

Protect surfaces of coating systems from damage during construction.

## 8. WARRANTY PERIOD

 Repair deficiencies in coating systems within the one year warranty period as determined by Architect in accordance with manufacturers instructions.



DONALD C. MITZEL A.I.A. PRES. • STUART S. SCROGGS A.I.A. V.P. •

September 15, 2003

## **PRE-BID MEETING MINUTES**

Addition and Renovations to Juvenile Justice Center 5665 Roger I. Wilson Memorial Dr. Columbia, MO 65202 Bid Number 59-16SEP03

OWNER:

**Boone County Commission** 

Boone County Government Building, Suite 245

801 E. Walnut Street Columbia, MO 65201

A. Attending the 9/10/03 Pre-Bid Meeting were:

	<u>NAME</u>	COMPANY	PHONE #	<u>FAX #</u>	<u>E-Mail</u>
1.	KirK Kippley	Supt., Juvenile Justice Ctr.	886-4450	886-4461	Kirk_Kippley@osca.state.mo.us
2.	Don Roddy	Juvenile Justice Ctr. Maint.	886-4450	886-4461	
3.	Robert Perry	Dir., B.C. Court Services	886-4060	886-4070	Robert_Perry@osca.state.mo.us
4.	David Mink	Dir. B.C. Public Work	449-8515	449-1602	dmink@boonecountymo.org
5.	Ken Roberts	B.C. Facilities Maintenance	886-4401	884-4402	kroberts@boonecountymo.org
6.	Melinda Bobbitt	Purchasing Dir., B.C.	573-886-4392	573-886-4390	, ,
7.	Don Mitzel	Mitzel + Scroggs Architects	573-449-0951	573-449-0921	dmitzel@mitzel-arch.com
8.	Stuart Scroggs	Mitzel + Scroggs Architects	573-449-0951	573-449-0921	sscroggs@mitzel-arch.com
9.	Craig Simon	PCE	442-1113	875-4478	
10.	Adam Garnett	Prost Builders	573-635-0211	573-634-2442	
11.	Jeremy Marshall	PCE	442-1113	875-4478	
12.	Larry D. Cox	Christensen Construction	814-3308	814-0403	
13.	Lindsey Kemna	All-State Consultants	875-8799	875-8850	<b>)</b>
14.	Chris Hentges	Sircal	573-893-5977	573-893-5509	* 4
15.	Lance Leighton	Five Oaks Association	573-682-1314		
16.	Brett Dudenhoeffer	JCI	573-635-2711		
17.	Bob Schwartze	J. Louis Crum	443-2488	443-3469	
18.	Mike Murray	McAfee Construction	474-4397	474-0160	
19.	Mike Hemme	Coil Construction	874-1444	443-3039	
20.	Alan Thuenemann	Corsair Construction	618-654-8322	618-654-4403	
21.	Brent Winingear	Coastal Electric	875-2200	443-8059	
22.	Mark Crawford	Crawford Construction	875-1250	874-8656	

- Bids must be received no later than 9:15 a.m. CDT, Tuesday, September 23, 2003 at the Boone County Purchasing Office in the Boone County Johnson Building, Room 209, 601 E. Walnut St., Columbia MO 65201. Bids will be publicly opened and read aloud at 9:30 p.m. CDT, Tuesday, September 23, 2003 in the Boone County Commission Chambers, Roger E. Wilson Government Center, 801 E. Walnut St., Columbia MO 65201.
- C. Bidding Packages must include the following:
  - Bid Response form with copies of all Addenda signed by the contractor and attached to the Bid Response form.
  - 2. Statement of Bidders Qualifications.
  - 3. Form of Non-Collusive Affidavit.
  - 4. Bid Bond.
  - 5. Instructions to Bidders form and a detailed letter IF the bidder wishes to make any exceptions to the construction documents.
- D. The Owners' representatives for this project shall be

- A/E Consultants: Mitzel + Scroggs Architects representative is Stuart Scroggs. All-State Consultant's representative (structural engineering) is David Weber. Timberlake Engineering's representative (mechanical-electrical engineering) is Mark Timberlake.
- County on-site facility representatives: Kirk Kippley, JJC Superintendent and Don Roddy, JJC Maintenance.
- 3. County representatives: Karen Miller, Southern Boone County Commissioner, Robert Perry, Director of Boone County Court Services, David Mink, Director of Boone County Public Works and Ken Roberts, Manager of Boone County Facilities Maintenance.
- 4. Distribution of Bidding Documents: Melinda Bobbitt & Marlene Ridgway, Boone County Purchasing Department.
- 5. Preparation of Construction Agreement between the Owner and the Contractor: John Patton, Attorney for Boone County.
- E. The project is publicly bid and Prevailing Wage Rates Order No. 10 are required (enclosed in the specification).
- F. Completion time is 300 consecutive calendar days from dated notice to proceed.
- G. Liquidated damages of \$100.00 per day ARE a part of this contract.
- H. There is one additive alternate:
  - Alternative No. 1: Furnish all labor and material to install enclosed Pantry/Storage/Walk-in Refrigerator Freezer/Kitchen Service Entry as shown on the drawings.
- I. Unit Price: Furnish and install rock excavation per cubic yard.
- J. The project is exempt from sales taxes. Please refer the Sales/Use Tax Exemption, page 15 of 23 of the General Project Requirements.
- K. No bids shall be withdrawn for a period of 60 days.
- L. Refer to the Insurance Requirements as per General Requirements, page 11 of 23.
- M. The apparent low bidder will be requested to submit a Subcontractor List within 24 hours after the bid opening.
- N. Plans are available from Boone Co. Purchasing, Second Floor, Boone Co. Johnson Building, 601 E. Walnut St., Columbia MO at a non-refundable cost of \$25.00 per set.
- One Sole Source Vendor has been approved for the project, Corsair Controls Inc. They will furnish and install materials under Section 16744 Security Automation work. Each electrical contractor shall include the sole source bid from Corsair Controls. Alan Thuenemann, President of Corsair, provided a brief description of the existing security system and system expansion.
- P. Equipment furnished by the Owner and install by the Contractor:
  Detention Tables (4), Security Cameras and Metal Shelving, Lockers.
- Q. Request for material substitutions must be received in writing by end of Tuesday, September 16, 2003 for inclusion on the final addendum.
- R. Contractors and bidders may access the 'showmeboone.com' website, click on Purchasing Dept., click on Current Bids, click on JJC Addition planholders list and find the complete updated bidders list for the project.
- S. Boone County Planning Department has approved the plans for a building permit. The cost of

# T. Phasing:

- 1. Contractors shall refer Sheet LS1 for the Phasing Plan.
- Phase 1 work includes the Boys Detention wing addition, Classroom addition, Secure Entry Vestibule/Lockers/Storage and Walk-in Cooler/Service Entry Vestibule.
- 3. Phase 2 work includes the interior No Contact Visitation renovation, removal of wall between existing and new Boys Detention Dayrooms and removal of wall between existing Classroom and New Classroom.
- 4. The Juvenile Justice Center must stay in continuous operation during the project.
- Contractors shall pay for and include all costs for concrete testing as specified by Section 3.03.A.15.
- V. Contractors shall obtain metal Type 'D' fascia panels and metal Type 'M' wall panels to match the existing colors from MBCI.
- W. The original Sioux City Chelsea Ironspot brick is still available and in production.
- Contractors shall pay particular attention to matching the detention finish hardware as specified in the construction documents.
- Y. The existing pre-engineered structural building system is CECO. A copy of the complete CECO steel erection drawings will be furnished to the successful contractor. Contractors may bid alternate pre-engineered structural building systems and metal standing seam roofing on a pre-bid approval basis.
- Sprinkler contractors may pay for a black line copy at Triangle Blueprints of the sprinkler shop drawings for the existing sprinkler system.
- AA. Original building subcontractor list: Paving-Louis Frech Paving Co., Fencing-Alcam Fencing, Sedalia (out of business), Excavating-Lonnie Nichols Excavating, Reinforcing-Builder Rebar, Springfield MO, Concrete-Central Concrete, Concrete Flatwork-Adair Constr., Woolridge MO, Masonry-Dean Hathman Masonry, Structural Steel-Ahrens Steel & Welding Supplies, Cabinets-Designer Kitchens & Baths, Jail Detention Equipment-Pauly Jail Building, St. Louis MO, Glass & Glazing-Columbia Glass & Mirror, Drywall & Ceilings-Braun Plastering Co., Jefferson City MO, Flooring-Jim Allen Floors, Jefferson City MO, Painting-Bob Gerau Painting, Lockers-Royal Equipment Co., Kansas City MO, Pre-engineered Building System-CECO, Mt. Pleasant IA, Plumbing-Midstate Plumbing, Jefferson City MO (out of business), HVAC-Hulett Heating & AC, Fire Protection-Central MO Plumbing Co. and Electric-MME Inc.
- BB. Contractors may tour the building after this meeting by calling Kirk Kippley at 886-4450 to schedule a visit. Contractors will not be allowed to tour the facility unless a visit is scheduled in advance. All contractors must register at the front desk and be accompanied by a JJC representative. If Contractors wish to view the JJC exterior, they should still check in with the front desk.