

REQUEST FOR QUALIFICATIONS# 2027-002
Piano Tuning, Maintenance & Repair Services
RESPONSE ADDENDUM #1
September 4, 2026

QUESTIONS

1. How many total pianos are there between the USM Portland & Gorham campuses?

ANSWER: 35 total pianos.

- 1 - Osher Lifelong Learning Institute, Portland (OLLI)
- 29 - Osher School of Music, Portland
- 5 - Osher School of Music, Gorham

2. What is the breakdown of those pianos by brand?

ANSWER:

- OLLI - 1 Nordiska Baby Grand Piano
- Osher School of Music, Portland - 8 Boston Upright, 1 Knabe Grand, 1 Restored Steinway Grand, and 19 Steinway Grand
- Osher School of Music, Gorham: 1 Bosendorfer Grand, 1 Mason Grand, 2 Yamaha Grand, and 1 Steinway Grand

3. How often is each piano expected to be tuned per year or per semester?

ANSWER:

- OLLI - 2 to 3 times a year.
- Osher School of Music – This varies between pianos and use cases, but on average we have about 250 per year. Concert pianos and teaching studio pianos are generally tuned 12 times per year (6 times per semester). Other practice and faculty studio pianos vary between 6 to 8 times per year (3 to 4 times per semester).

4. What day/time constraints exist for scheduling tunings and service (i.e. classes, lessons, etc.)?

ANSWER:

- OLLI - It varies based on room availability; however generally Monday – Friday, between 7:00 am - 8:30 am and 4:00 pm – 8:00 pm is open.
- Osher School of Music - To minimize disruption to scheduled student practice, applied lessons, and classes, tuning needs to happen early in the morning, generally between 6 am – 11 am is best. The technician would need to work closely with the Director of Operations to come up with a plan/schedule for which pianos to tune and when.

5. How many events per year may require tunings outside of normal business day hours?

ANSWER:

- OLLI – Possibly 2 events.
- Osher School of Music - This is still relatively unknown to us, as our external rental program is just getting off the ground at the Crewe Center.

6. Is there a way for students and/or faculty to report problems with the pianos to the technician?

ANSWER:

- OLLI – Not for OLLI. Issues are reported to the Program Coordinator, who would coordinate with the technician.
- Osher School of Music – Currently, issues are reported to the Director of Operations, who could coordinate with the technician. In the future, we would like to explore an automated system, such as a Google Form.