

Questions and Answers
Solicitation S-NL800-09-Q-0010

	Question	Answer
1	If we need to take over the cleaning personal currently employed, could you provide us with information about their salary and the contract, so we can make a proper quotation concerning your personal?	The government does not have access to salary information as the current contract is for a total service price.
2	One the person of you personal will be available the whole day, the day man. Is he/she located at the main location in The Hague, or is he/she also employable at the other location in The Hague?	The government does not have access to this information, as the current contractor is responsible for the management of contractor personal.
3	Paragraph 1.2 A The price in your format section 1, is this meant for one location or can we give a price in this section for all three locations together or do you prefer the three locations separated?	The price for standard services for one year must include standard services for all three locations.
4	Paragraph 1.2 B Could you indicate which room/space is meant for "Additional general cleaning (standard services) before and after official functions"?	There are no specific rooms to which this paragraph pertains. Since this work is required on temporary basis, a task order is issued with the location based on the pricing under Temporary Services Section 1, paragraph 1.2.B
5	Paragraph 1.3.1.5.6 It said that the contractor is responsible for the sanitary supplies. Besides filling all the sanitary facilities in the restrooms, is it you're wish that we offer you a separated quotation for the sanitary facilities? If this is the case could you please give us the information as requested below: - What kind of dispensers? - How many dispensers totally? - What kind of dispensers are there currently places? - Estimation of the amount of people which will use the janitorial spaces? - Each location separately of all together? Or do you wish for a sanitary quotation at a later date?	Section 1, paragraph 3.0 as amended in A002 states the number of dispensers and the estimated amount of usage for each location.
6	Paragraph 1.3.1.5.4 Could you inform us concerning the cleaning of graffiti, if this chore is a regular thing and about how much square meter we can assume?	We cannot make any predictions as to how often graffiti must be cleaned. However, the last time graffiti required cleaning was > 10 years ago.
7	Paragraph 1.3.1.7 Could you give us an average of how many cups and glasses there are to be cleaned daily? And is this per location or for three locations together?	Section 1, paragraph 3.0 as amended in A002 states there are approximately 10 cups/glasses at each location.
8	Paragraph 1.3.2.9 Could you inform us how many microwaves are at each location?	Section 1, paragraph 3.0 as amended in A002 states there are approximately 15 microwaves at all the locations together.
9	Paragraph 1.3.4.6 For the cleaning of the tiles in the kitchens and kitchenette areas, could you estimate how many square meters these areas	Section 1, paragraph 3.0 as amended in A002 states there are approximately 10 square meters of wall tiles in kitchenette areas.

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10	Paragraph 1.3.5.3 In order to estimate how much time is needed for the cleaning of the chandeliers, light fixtures and the individually cleaning of all crystal reflectors, could you inform us how many chandeliers and such there are?	Section 1, paragraph 1.3.5.3 has been deleted in its entirety as amended in A002.
11	Paragraph 1.3.6.5 Could you inform us on which location the black stone surface is and how much square meter is to be cleaned?	Section 1, paragraph 3.0 as amended in A002 states there are approximately 250 square meters of black stone surface at the Chancery location.
12	Paragraph 1.3.7.1.3 - 1.3.7.1.4 In reference with the cleaning of the refrigerators/freezers, kitchens and kitchenettes, could you inform us what size they have and how many are placed on the locations?	Section 1, paragraph 3.0 as amended in A002 states there are approximately 50 residences and each residence has at least one refrigerator. Refrigerators are approximately 73cm x 180cm x 60cm in size.
13	Paragraph 1.3.7.3 How many square meters of draperies are to be cleaned?	Section 1, paragraph 3.0 states there are 50 residents and the average square meters for curtains in each resident is 70.
14	Paragraph 1.3.6.2 - 1.3.7.4 In connection with the high dusting/cleaning and the window washing could you inform us if we need to consider the use of high workers?	Section 1, paragraph 3.0 as amended in A002 states the maximum window height for the Chancery and Consulate buildings. Section 1, paragraph 1.3.6.2 as amended in A002 states that cleaning methods and use of equipment must comply with local law.
15	Paragraph 1.3.6.3 Is it correct that the window cleaning for the locations, Chancery and Amsterdam will be performed both on the inside as on the outside? And at the location CWDEL the window cleaning will be only done at the inside because the location is rented?	Yes, Section 1, paragraph 1.3.6.3 states window cleaning at the Chancery and Consulate includes both exterior and interior windows. The CWDEL location, only the interior of the windows must be cleaned.
16	Is it correct that the Location CWDEL at The Hague will be cleaned twice a week and the other locations five times a week?	The cleaning requirements for the CWDEL are included under standard services in Section 1, paragraph 1.3.1 through 1.36.6 which states there are daily, weekly, monthly, quarterly, semiannual and annual cleaning requirements.