

1. **What's the total cleaning area?**

All areas : Total Square Meters 2346 Sq. Meters

2. **Detailed description of service objects (how many restrooms, office space etc.)?**

Please see in solicitation section 3.0 Locations of Janitorial Services ; pages 12 and 13

3. **Where I can find scope of work and cleaning requirement schedule and time frame?**

Scope of work is in solicitation in section one , also daily, periodic, monthly, quarterly, semi-annual and annual cleaning requirement are described on the same paragraph.

All standard services are to be delivered on regular Embassy working days.

W/o escort between 7:00 a.m. – 14:00 p.m., w/h escort 7:00 a.m. – 12:00 a.m.

4. **What kind of materials (toilet paper, paper towels, bathroom deodorizers and disinfectants etc. ) should price include ?** Material and equipment are described on section 5.0 Materials and equipment and in Attachment 1- Government Furnished Property. Generally speaking contractor should provide all necessary janitorial supplies and equipment except toilet paper, paper towels,, hand washing soap for automatic dispensers and bar soap.

5. **What kind of requirements are for cleaning personel? Any special requirement based to citizenship, education, language or other specific requirements?** All personel should be eligible to work in Estonia. Based to contract language is requirement only for supervisor . The contractor shall designate a representative who shall be responsible for on-site supervision of the Contractor's workforce at all times. This supervisor shall be the local point for the Contractor and shall be the point of contact with U.S. Government personnel. The supervisor shall have sufficient English language skill to be able to communicate with members of the U.S. Government staff. The supervisor shall have supervision as his or her sole function. For daily cleaning workers basic English language skills will be useful and recommended.

6. **How many cleaning persons should work on the site?** It's up of the company- at the moment two cleaning ladies are able to complete daily requirements.

7. **What kind of special works should be included to the price quotation?**

Please see in scope of work types of services , specially quarterly and annual cleaning requirements.

8. **How often those special works are required?** Please see scope of work .

9. **How is organized the access to the Embassy compound for the cleaning personnel?**

The Government will issue identity cards to Contractor personnel, after they are approved. Contractor personnel shall display identity card on the uniform at all times while providing services under this contract.

10. **Is the cleaning person responsible for setting service object under alarm?** No

11. **Does Embassy provide storage space for cleaning materials and equipment of the contractor?** Yes – Embassy will provide storage space and changing room for the contractor's employees
12. **Any especial requirements for the materials and equipment used to perform work in this contract ?** For vacuum cleaners HEPA filters are required and the contractor shall use only environmentally preferable chemical cleaning products and non-chemical products shall contain the feasible amount of recovered materials.
13. **Any other special requirement?** Background check will be done for each employee who will be working under the contract. After award all workers (including backup persons) and supervisor assigned to this project should pass security check for it the following personal data will be required:  
Full Name  
Place and Date of Birth  
Current Address  
Identification number  
Copy of the passport or ID card with signature  
Estonian Police Department Relies form for personal data

The Contractor shall also obtain adequate insurance. The supervisor should have good English language skill. Certain areas require an escort and can only be entered during scheduled times

14. **Should companies submit quotations in Estonian or English?** In English . In addition all official correspondence or possible amendments/modifications will be issued in English.