QUESTIONS & ANSWERS NUMBERS 1 THROUGH 26 FOR JANITORIAL SERVICES FOR THE U.S. EMBASSY OSLO, NORWAY SOLICITATION NO.: 19N06023Q0011

Question #1.

How many people are currently working janitorial services? How many are workers would be required daily?

Answer #1.

Currently there are five employed employees covering janitorial services for the Embassy. It is at the contractor's discretion to evaluate how many employees are require under this contract based on the Scope of Work.

Question #2.

How early can workers start?

Answer #2.

Schedule will be decided upon with the winning contractor. The normal working hours are from 07:00 AM to 16:30 PM. Employees will be expected to sign in and out of the building.

Question #3.

What does it mean by Covered Telecommunications?

Answer #1.

See Section 5 – FAR 52.204-24 Representations regarding Certain Telecommunications and Surveillance Services or Equipment (OCT 2020).

Question #4.

If we are enrolling in SAM and have a problem, are we able to call for questions?

Answer #4.

SAM.gov has available resources online and a helpdesk for any questions regarding the registration process.

Question #5.

What is the expected start date for the job?

Answer #5.

After contract award a Notice to Proceed will be issued and it will establish a start date.

Question #6.

When performing under this contract, are companies expected to provide all materials such as toilet paper?

Answer #6.

Yes. Please see Section 1. - The Schedule – Prices and Period of Performance.

Question #7.

Is there an estimated cost on how much supplies are used on a yearly basis?

Answer #7.

The estimated cost of supplies is between 230,000 – 260,000 NOK per year.

Question #8.

Will embassy employees be working at the time cleaning will be taking place? Will our employees have to wait for desks to be vacant to clean?

Answer #8.

Yes. However, contractor employees do not have to wait for desks to be vacant to clean.

Question #9.

Is window cleaning to be included in the quote?

Answer #9.

Please see Section 1 – The Schedule under Scope of Work Part 1.3.1.6.

Question #10.

Is floor polishing part of the scope of work?

Answer #10.

Yes. Please see Section 1 – The Schedule Part 1.3 Type of Services under 1.3.1. Daily Requirements & 1.3.2.2 Quarterly Requirements.

Question #11.

Are janitorial employees permitted to use the cafeteria area?

Answer #11.

Janitorial employees are permitted and welcome to use the public areas including the cafeteria.

Question #12.

How many employees are working at the embassy?

Answer #12.

We are not permitted to disclose this information.

Question #13.

Does the scope of work include deep cleaning the bathrooms?

Answer #13.

Please see Section 1 – The Schedule Part 1.3 Type of Services under 1.3.1.4 Daily Requirements.

Question #14.

What is expected form the security clearance process? Will the contractor need to provide a police certificate?

Answer #14.

Please see Section 1 – The Schedule Part 4.4. Personnel Security.

Question #15.

How late are employees able to work?

Answer #15.

This will be addressed by the Contracting Officer's Representative (COR) when the contract is awarded.

Question #16.

How many hours a week is the contractors employees expected to work?

Answer #16.

See section 1 The Schedule – 2.0 Management and Supervision Part 2.4. This will be addressed by the Contracting Officer's Representative (COR) when the contract is awarded.

Question #17.

How is garbage disposal managed?

Answer #17.

See Section 1 The Schedule – 1.3 Type of Services 1.3.1.7. Removing trash to designated area as directed by the COR.

Question #18.

Do we have to clean the stains on the wall?

Answer #18.

See Section 1 The Schedule – 1.3 Type of Services - 1.3.1.6. Removing any grease marks or fingerprints from walls, doors, door frames, door handles, radiators, windows and window frames, glass desk protectors, reception booths and partitions.

Question #19.

Is there an industrial washing machine that can be utilized?

Answer #19.

No. The regular washing machine that is on the premises can be used to clean i.e., mops and cloths.

Question #20.

Is it possible to get a printed layout of the embassy?

Answer #20.

No, this is not allowed.

Question #21.

How will we bring in cleaning items?

Answer #21.

Supplies shall be brought in through the service entrance.

Question #22.

Will employees have to go through a screening process when entering? Will they be allowed their mobile devices?

Answer #22.

See Section 1 – The Schedule - 4.4 Personnel Security. All employees must go through a screening process.

Question #23.

Are uniforms required?

Answer #23.

Yes. See Section 1 – The Schedule – 4.2 Standard of Conduct – Uniforms and Personal Equipment.

Question #24.

Is there a locker room or changing room that can be used by employees?

Answer #24.

Yes, there is a dedicated janitorial area for employees.

Question #25.

Do all employees that will be working at the embassy need to be fluent in English?

Answer #25.

Please see Section 3 – Solicitation Provisions A.2. The Project Manager is required to understand written and spoken English.

Question #26.

How frequent will the payments be made?

Answer #26.

Payments shall be paid monthly and within 30 days of invoice submission.