

TECHNICAL SPECIFICATIONS

Cleaning Service at the Spanish Consulate in Edinburgh

1 PURPOSE OF THE SERVICE

The purpose of these specific technical specifications is to define the conditions that must be met for the provision of cleaning services, their frequency, human and material resources, and other characteristics of the service to be provided at the Spanish Consulate in Edinburgh, in order to maintain them in proper hygiene and health conditions.

2 PREMISES AND AREA

The Spanish Consulate in Edinburgh is located at 63 North Castle Street, Edinburgh, EH2 3LJ, United Kingdom. Cleaning works will be carried out in the following spaces and premises, which together have an area of approximately 350 square meters:

- Access to the premises, with an approximate area of 6 m2.
- Offices and common areas, including the archive area, kitchen area, four restrooms, elevator, and stairs.
- Customer service room, with an area of 30 m2.

In addition, the area to be cleaned will include the building's rear courtyard, the adjacent sidewalks, and the portion of the roadway that meets the building's exterior façade.

In any case, all areas, elements, and objects that are part of the zones and areas described, even if not expressly mentioned, will be subject to cleaning. Consequently, the successful bidder will be obligated to carry out all cleaning work ordered by the contract manager, including cleaning windows, walls, carpets, and ceilings.

3 TECHNICAL CHARACTERISTICS OF THE SERVICE

Minimum services to be provided during the term of the contract:

Daily cleaning, five days a week:

- Sweeping and mopping of all floors, pavements, stairs, and landings.
- Sweeping with a mop impregnated with a suitable cleaning product for parquet, stoneware, and, in general, any type of floor that requires sweeping.
- Cleaning and dusting of all furniture, office supplies, computer equipment, switches, sockets, etc.
- Emptying of wastebaskets and basic waste management in accordance with the instructions of the contract manager.
- Cleaning of toilets, sinks, faucets, and tiling. Emptying and washing of wastebaskets.
- Cleaning of the kitchen area and appliances.
- Staircase cleaning
- Cleaning and removing fingerprints and dust from screens, doors, handrails, and banisters
- Disinfection of the customer service area, including service stations, chairs, switches, doors and knobs, screens, visual elements, etc.
- Mechanical vacuuming of carpets and rugs

Weekly cleaning, generally once a week:

- Cleaning baseboards
- Cleaning interior glass and windows

- Removing stains from carpets and armchairs, chairs, or sofas
- Dusting the upper area of tall furniture (cupboards, shelves, etc.)
- Dusting portable fire extinguishers, notice boards, and, in general, anything attached to the walls.
- Patio cleaning.
- Cleaning of decorative elements and paintings, with due care.

Bi-weekly general cleaning:

- Cleaning of signs (exterior and interior)
- Deep cleaning of the kitchen area, including refrigerators, microwaves, and other common elements.

Monthly general cleaning:

- Cleaning of double-glazed windows from the inside.
- General cleaning, including sweeping and scrubbing, of the filing and storage area.

Semi-annual cleaning, twice a year:

- Polishing of waxed floors
- Cleaning of lamps, sconces, and, in general, all types of interior lighting.
- Extraordinary radiator cleaning
- Deep cleaning of extraordinary spaces (server room and ruck) under the supervision of a person designated by the contract manager
- Cleaning of blinds and shades

Annual operations, once a year:

- Dry cleaning of carpets
- Dusting of ceilings and walls
- Cleaning of masts
- Deep cleaning of warehouses and storage rooms.

Snow Removal. In the event of snow, the following services will be provided:

- Early morning snow removal affecting building access points, ensuring they are clear at opening time.
- Daytime maintenance of access points.
- Monitoring of ice patches, preventing their formation and removing them if they occur.
- Application of products to prevent the formation of ice patches.
- Twice a month, clearing of accumulated snow from roofs, gutters, and drains, and any other areas affecting the building structure.
- During snow removal work, a properly marked safety cordon will be established.

On an extraordinary basis and with justification by the contract manager, any other extraordinary actions considered routine during the normal service provision period will be carried out, such as collecting liquids due to breakage, removing broken glass, emptying containers or leaks, etc.

4 HUMAN RESOURCES

The service will be provided by one cleaner with a 20-hour workweek. Cleaning hours will be from 8:30 a.m. to 12:30 p.m., Monday through Friday. These hours may be modified by mutual agreement. The regular employee, or any other person as replacement performing the service, will be contractually bound to the Contracting Party and must meet all legal requirements to perform their duties in accordance with local labour legislation and the agreements applicable to the sector. The salary and all corresponding benefits, as well as social security contributions and any other expenses, charges, or taxes arising from their performance, will be borne by the Contracting Party.

The Contracting Party will be responsible for and will ensure compliance with the provisions relating to occupational risk prevention and occupational health and safety regulated by local legislation.

Any incident arising in the relationship with the personnel of the company providing the service (vacation, illness, leave, and residual absences) must be communicated to the Contracting Party at least one week in advance. The Contracting Party is required to replace the employee so that the service is always provided by the number of people defined in these specifications.

Personnel must be provided with clothing appropriate for their duties. Cleaning service providers must comply with the safety instructions provided by the contract manager, meet appropriate personal safety requirements at the time of hiring, and maintain them throughout the term of the contract. The Contract Manager may require a criminal record certificate from each worker and, where appropriate, authorize or decline access to the Representation Office and the assignment of a worker to the service for security reasons at any time during the term of the contract. The Awardee will replace the unauthorized worker with another person who meets the security requirements.

Due to the nature and conditions of the service, total or partial subcontracting of the cleaning service is prohibited. Upon termination of the contract, under no circumstances may the individuals who performed the work covered by the contract be consolidated as personnel of the contracting entity.

During work stoppages of which the corresponding Official Authority has prior knowledge and which have been legally authorized, and after the head of the Representation has been notified, the awardee company will maintain the essential equipment to provide the minimum services required by law. In the event of non-compliance, the contracting authority, at the request of the contract manager, reserves the right not to pay the successful bidder the proportional portion of the total amount corresponding to the period during which the facilities have not been cleaned, or to terminate the contract for non-compliance.

In the event of absence of cleaning staff without prior notice or failure to complete the agreed full workday, the contracting company undertakes to send another person to replace them on the same day or no later than the following day. The Spanish Representation will subsequently deduct the proportional portion of the work not done or terminate the contract if the absent person is not replaced promptly and effectively.

The Contracting Party will adapt to the Consulate's holiday schedule, even if this involves providing services during local religious or civil holidays, compensating for holidays when the Consulate is closed but which are working days on the local calendar.

5 MATERIALS AND RESOURCES

The service will be provided with equipment, machinery, and consumables provided by the successful bidder. In this regard, the successful bidder undertakes to provide the contract with all necessary material resources for its proper execution, including:

- Vacuum cleaners
- Leaf vacuum cleaners, if necessary
- Floor washing and/or polishing equipment
- Buckets, mops, brooms, and dustpans
- Brushes, cloths, sprayers, and other non-inventory materials
- Items necessary for cleaning glass and windows. In addition, the successful bidder will provide all necessary drugstore products for the cleaning, disinfection, hygiene, and sanitation of all facilities, including:
 - Detergents and disinfectants
 - Window cleaners and specific products for cleaning wood
 - Garbage bags
 - Other necessary products

All products must be authorized for use and application in accordance with local legislation. The materials and products must be free of hazardous substances or those that may pose a risk to the environment. The contractor will be responsible for managing the material, ensuring that it is always in good condition. Any material that has become obsolete, out of service, or inadequate must be replaced in accordance with current local regulations.

6. COORDINATION AND CONTRACT MANAGER

The successful bidder will appoint a representative, and the Spanish representation will have a Contract Manager. Both will be the sole contacts during the execution of the contract and will be available to coordinate the service.

The representative of the successful bidder will routinely supervise the service and report any unforeseen or anomalous situations that arise during the execution of the contract.

The representative of the Spanish representation will conduct periodic reviews to verify compliance with the specifications and additional instructions. In the event of non-compliance, the representative will inform the company's manager for correction. If non-compliance persists, and after written notification to the successful bidder, the contractually stipulated penalties may be applied, including termination of the contract.

The contract will be executed at the contractor's own risk. Repairs to movable or immovable property caused by the contracting company's personnel during the provision of the service will be borne by the contracting company.