



SPECIAL TECHNICAL INSTRUCTIONS SHEET

Cleaning Contract for the Spanish Embassy in Oslo

1 PURPOSE AND SCOPE

The present Special Technical Instructions Sheet (STIS) aims to define the technical conditions for contracting the cleaning service for the Chancellery of the Consulate of Spain in Oslo and the Residence of the Ambassador in Oslo.

2 CLEANING SERVICES

2.1 Description of the buildings and construction features

a. Chancellery of the Consulate of Spain in Oslo:

- Address: Halvdan Svartes Gate n° 13, 0244, Oslo
- Aprox. Building size: 1186 sq. meters, divided in: basement, two floors, and attic.
- Building plan: 2 halls; 24 offices; 7 bathrooms, 1 kitchen, 1 multi-purpose room, 5 rooms (warehouse / library / machines / cifra), corridors.

b. Residence of the Ambassador:

- Address: en Huk Aveny, 4, 0287, Oslo
- Aprox. Building size 1076 sq. meters, divided in: a main building with 2 floors, basement and under cover (960 sq. meters). An attached house with 2 floors and basement (116 sq meters). Total property area, including the garden: 2,400 sq. meters.

2.2 Duties

- **Wood Floor Cleaning:** All building wood floors shall be cleaned using the appropriate method and products. Floors shall be damp mopped, when dirt cannot be swept or dusted, and spots shall be removed
- **Floor Waxing and Buffing:** All building hard surface floors, including marble, wood, and ceramic tile, shall be maintain using an approved low alkaline, non-injurious detergent for floor maintenance. Floors shall be damp mopped, when dirt cannot be swept or dusted, and spots shall be removed. Thereafter, the company will apply an Underwriters Laboratory approved floor finish to enhance floor luster that is non-staining and provides a high degree of slip prevention. The frequency of the waxing shall be determined by the amount of wear caused by weather conditions. The floors and traffic areas shall be waxed and buffed so as to maintain a uniform high shine appearance throughout the entire building. Stripping and Machine Scrubbing shall be performed as frequently as necessary, depending on the need to remove dirt-embedded finishes, stains, spillage, and/or build-up
- **Vacuuming-Carpeted Floors and Mats and Carpet Spot Cleaning:** All common area and high traffic carpeted floors shall be vacuumed. All mats inside entrance shall be vacuumed. Spot cleaning of carpets and mats shall be done using accepted commercial methods to remove spots which safely respond to these procedures. Spots that cannot be removed by these methods shall be reported to the Owner/Agent representative
- **Dusting:**
 - o All furniture, file cabinets, shelves, partitions, desks and horizontal surfaces which can be reached while standing on the floor shall be dusted with a chemically treated cloth. All obstructed furniture and areas should be dust around the areas permitted. Thorough dusting of unobstructed surfaces shall be accomplished
 - o Ornamental work





- Fixtures, fire boxes, extinguisher
 - Picture frames: only with duster and following instructions, without touching the surface of the painting.
- **Wastepaper:** Wastepaper shall be emptied. Trash generated by normal daily office routine shall be emptied into trash containers and emptied into trash room. Waste baskets are to have plastic liners installed and changed as needed by contractor. Trash should be put in the trash location area.
- **Glass door, Lobby Entrance Doors:** All glass doors and lobby entrance doors shall be spot cleaned and washed, fingerprints removed.
- **Phones:** All desk phones shall be cleaned and disinfected.
- **Walls & Vertical Surfaces:** Spot clean walls to remove finger prints, smudges, etc. Lobby walls up to 7 feet high shall be dusted and washed as needed to keep them free from finger marks, smudges, etc. Dust vertical surfaces, walls and woodwork up to 7 feet high
- **Windows:** All interior windows must be cleaned at least once a year.
- **Maintaining the grounds in front of the building clean of trash and debris**
- Restrooms:
 - All mirrors, fixtures and dispensers shall be washed and/or polished.
 - Hand basins and hardware shall be washed, disinfected and polished.
 - Urinals and hardware shall be washed, disinfected and polished.
 - Toilet seats shall be washed and disinfected.
 - Toilet bowls and hardware shall be washed, disinfected and polished.
 - Walls and partitions shall be free of handprints and dust.
 - Floors shall be damp mopped with disinfectant.
 - Hand soap, towels, tissues, seat covers, and other expendable items shall be replenished. These expendable items shall be furnished by Contractor.
 - Toilet bowl brush and bowl cleaner shall be used on toilet bowls, and care shall be given to clean flush holes under rim of bowl and passage drain.
 - All bathroom floor drains are to be cleaned and deodorant installed in floor drains.
 - Collect all trash and replace liners.
 - Spot clean walls, as necessary.
- **Kitchen and Lunch Areas:** The kitchen must always be maintained clean with a general cleaning of all common needs that are specified in the following descriptions and any other need that appears with the daily use of the area.
 - Clean counter tops, table tops, chairs.
 - Clean kitchen appliances and cabinet, outside and inside.
 - Clean sink and any left-over dishes and put everything back in the cabinets.
 - Wipe clean chairs, stools and tables.
 - Wastepaper shall be emptied. Trash generated by daily normal use shall be emptied into trash containers and emptied into trash room.
 - Clean walls and tiled up to 7 feet high.
 - Dust all light fixtures and dispensers.
- **Stairways and Landings:** All stairways and landings shall be vacuumed as needed. Railings, ledges and equipment shall be dusted.
- **Public Areas:** It will be necessary to clean this public area, paying special attention to maintaining it clean of trash, dust and any other dirt.
- **Fabric-Type Furniture:** All fabric-type furniture must be vacuumed.
- **Mechanical Duties:** Maintaining the grounds in the inside and outside of the building (front, back sides- inside and outside fences), for trash and debris.
- **Laundry and ironing:** these duties only apply to the residence building.

2.3 Employees

These employees are required to: have previous experience, being able to speak and understand Spanish and have accredited trust of former employers.

2





The time labor needed at the Spanish Diplomatic Representation:

a. For the Chancellery of the Consulate of Spain in Oslo:

- 1 cleaner for three hours a day from Monday to Friday (the distribution of the working time might vary).

b. For the Residence of the Ambassador:

- An estimate/average of 120 hours of cleaning a month.

All the duties will performance accordantly with a work schedule that the Spanish Diplomatic Representation will provide.

2.4 Supplies, materials and equipment specifications

All supplies, materials and equipment will be provided by the contractor.

On-site **materials and supplies** will be of top quality, commercial grade and of the design and type customarily used by the industry for the size and type of surfaces present at the Spanish Diplomatic Representation. Manufacturers' instructions will be followed in all instances. All floor care products will meet industry and local specification standards as regards suitability for surfaces and slip resistance.

The on-site **equipment** that employees will be using, will be the right quality and of enough quantity to be able to cover the needs that the building has, as per with the surface characteristics and square footage.

The contractor will not have to provide toilet and hand paper, hand soap, washing powder, softener and dishwasher detergent, as it will be provided by the Spanish Embassy.

3 INTERNAL RULES AT THE REPRESENTATION

- All workers at the building shall be employees of the Company, which has to comply with the Norwegian labour legislation and obligations.
- Employees of Contractor shall have proper identification and appropriate uniforms during hours of employment. All Contractors' employees shall be properly trained to coincide with duties and responsibilities.
- All employees will be under the direction of a trained supervisor.
- Contractor agrees to complete confidentiality, signing a specific document which will be provided by the Spanish Diplomatic Representation. Pictures, videos or recordings are strictly prohibited inside the premises of the Embassy.
- Employees of Contractor shall not disturb papers on desks, open drawers or cabinets, use telephones, televisions, radios, or drink or gamble while on duty. They shall report any open safes and cabinets to the officer escorting them.
- The Spanish Diplomatic Representation may request that any employee who is incompetent, careless, insubordinate, or otherwise objectionable, or whose continued employment is contrary to a consistent and good relationship, be transferred out of the building.
- The Area Manager/Supervisor must inform the person in charge at the Spanish Diplomatic Representation of any problem or happening during the day, facilitating and maintaining a continuous communication, promoting a better use of building's facilities.
- An Area Manager/Supervisor from the Cleaning Company will be assigned to communicate and report any unsuspected event to the Spanish Diplomatic Representation's Officer in duty.

3





- The Area Manager/Supervisor and the operations manager will be always be reachable by the Officer in duty in case of emergencies.
- Adequate securable space shall be provided to the Contractor for the storage of cleaning materials and equipment.
- Contractor shall be responsible for proven loss or damage caused by its employees and for the conduct of its employees.
- Employees of Contractor shall check windows, turn off all lights, and secure all doors when night cleaning is completed.
- Immediate communication to Spanish Diplomatic Representation's supervisor is required when unable to resolve a problem.

4 PERSONNEL SPECIFICATIONS

The Company awarded with the contract must, among others, count with the following crew:

4.1 Area Manager/Supervisor

- Authority and Responsibility:

The Area Manager will be the primary point-of-contact between the Contractor and the Spanish Diplomatic Representation. He/she will coordinate, monitor, and evaluate performance. This person is not to be replaced without previous notification and agreement between the Contractor and the Spanish Diplomatic Representation.

This individual must supervise, guide, schedule, train, inspect and correct respective Supervisors. The Area Manager will be responsible for the timely performance of all work schedule plans and ensuing inspections. A primary responsibility is the maintenance of all work and inspection schedules for immediate examination by the Spanish Diplomatic Representation. He/she is responsible for the quality and the full accomplishment of all services detailed in this Special Technical Instructions Sheet.

The Area Manager will have full authority to purchase all supplies and materials for this building in both routine and emergency situations. It will also be his/her responsibility to ensure that sufficient supplies and materials are always available to the productive work force. The Cleaning Company must maintain a minimum one month of supplies at all times if space and rate of consumption permit. Reordering and deliveries will be limited to once per month.

This individual will also supervise, guide, schedule, train, inspect and correct respective workers; ensure adequate supplies and equipment for each employee and area of service; monitor attendance, punctuality and performance of employees and make sure that they are uniformed and properly identified with badges. He/she must also ensure proper cleaning methods, techniques and quality results to the facility. He/she must be present at all times at the Spanish Diplomatic Representation during the work hours of his/her employees.

- Communications:

The Area Manager shall maintain direct and open communication with the Spanish Diplomatic Representation's Designated Representative.

Proposed by the Minister-Counselor
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