



SPECIAL TECHNICAL INSTRUCTIONS SHEET

Cleaning Services Contract at the Embassy of Spain in Abuja (Nigeria)

1 PURPOSE AND SCOPE

The present Special Technical Instructions Sheet (STIS) aims to define the technical conditions for contracting the cleaning services of the Chancery of the Embassy of Spain in Abuja (Nigeria) (henceforth, the Spanish Diplomatic Representation), located at 8 Bobo Close, Maitama, Abuja 900271, Nigeria.

2 DESCRIPTION OF THE BUILDING AND FIXTURES

- Address: 8 Bobo Close, Maitama, Abuja 900271, Nigeria
- Aprox. Building Size: 355 sq. meters, comprising of:
 - o A security gatehouse
 - o All offices and common areas, including passages, meeting rooms, archive areas, a kitchen, five bathrooms.
 - o Two junk rooms
 - o Client service areas

3 BUILDING CLEANING DUTIES

- **Floor Cleaning, Waxing and Buffing:** All building hard surface floors, including marble and ceramic tiles, shall be cleaned and maintained using an approved low alkaline, non-injurious detergent for floor maintenance. Floors shall be damp-mopped, when dirt cannot be swept or dusted, and all spots shall be removed. Floors and traffic areas shall be waxed and buffed to maintain a uniform high shine appearance throughout the entire building. The frequency of such waxing shall be determined by the amount of wear caused by weather conditions.
- **Dusting:**
 - o All furniture, file cabinets, shelves, partitions, desks and horizontal surfaces reachable while standing on the floor shall be dusted with a chemically treated cloth. All obstructed furniture and spaces around areas with permissible access shall also be dusted.
 - o Ornamental work
 - o Fixtures, fire extinguishers, etc.
 - o Picture frames
- **Wastepaper:** Trash generated from normal daily office work shall be emptied into trash containers. Wastebaskets are to have plastic liners installed and changed by the Contractor as necessary. All trash should be deposited in the trash area.
- **Phones:** All desk phones shall be cleaned and disinfected.
- **Walls & Vertical Surfaces:** Spot clean walls to remove fingerprints, smudges, etc. Dust and wash, as may be needed, all lobby walls up to 7 feet high, to keep them free from finger marks, stains, etc. Dust vertical surfaces, walls and woodwork up to 7 feet high



- **Maintaining the grounds in front of the building clear of trash and debris**
- **Restrooms:**
 - o All mirrors, fixtures and dispensers shall be washed and/or polished.
 - o Hand basins and hardware shall be washed, disinfected and polished.
 - o Urinals and hardware shall be washed, disinfected and polished.
 - o Toilet seats shall be washed and disinfected.
 - o Toilet bowls and hardware shall be washed, disinfected and polished.
 - o Walls and partitions shall be free of handprints and dust.
 - o Floors shall be damp mopped with disinfectant.
 - o Replenish soap, hand towels, sanitizers, tissue paper and other consumables. These items shall be provided by the Spanish Diplomatic Representation
 - o Toilet bowl brush and bowl cleaners shall be used on toilet bowls, and care shall be given to clean flush holes under rims of the bowl and drain.
 - o All bathroom floor drains are to be cleaned and deodorant applied to floor drains.
 - o Collect all trash and replace liners.
 - o Spot clean walls, as may be necessary.
- **Kitchen and Lunch Areas:** Always maintain the kitchen 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.
 - o Clean counter tops, table tops, chairs.
 - o Clean kitchen appliances and cabinet, outside and inside.
 - o Clean sink and any left-over dishes and put everything back in the cabinets.
 - o Wipe clean chairs, stools and tables.
 - o Trashcans must be emptied regularly. Waste generated by daily normal use shall be emptied into trash bins and subsequently into waste containers.
 - o Clean the walls and tiled areas up to 7 feet high.
 - o Dust all light fixtures and dispensers.
 - o Regular cleaning of appliances (microwave oven; fridge...)
- **Public Areas:** It will be necessary to clean all public areas, paying special attention to maintaining them clear of trash, dust and any other dirt.
- **Fabric-Type Furniture:** All fabric-type furniture must be vacuum-cleaned.

4 STAFF SPECIFICATIONS

The Company awarded the cleaning services contract by the Spanish Diplomatic Representation must possess, among others, the following crewmembers:

4.1 Employees

The Company's employees shall have at least 3 years of experience.

The number of employees (and worktime) needed at the Spanish Diplomatic Representation: one (1) cleaner (from 8:00 am – 3:30 pm)

Work schedule shall be from **Mondays and Fridays.**

All duties shall be performed according to a work schedule provided by the Spanish Diplomatic Representation.



5 SUPPLIES, MATERIALS AND EQUIPMENT SPECIFICATIONS

All supplies and materials shall be provided by the Spanish Diplomatic Representation

On-site **materials and supplies** shall 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 shall 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 of the building, as per the characteristics and size of the surface.

6 INTERNAL RULES AT THE REPRESENTATION

- All workers at the building must be employees of the cleaning Company shall possess proper identification and appropriate uniforms during workhours. All Contractors' employees shall be properly trained to meet up with the duties and responsibilities involved.
- All employees must be carefully screened prior to their employment and properly documented in accordance with Nigerian immigration laws.
- All employees shall be at all times under the direction of a representative of the Spanish Diplomatic Representation.
- Contractor agrees to complete and sign a specific confidentiality document, which shall be provided by the Spanish Diplomatic Representation.
- The Contractor's employees shall not tamper with papers on desks, open drawers or cabinets, use the office 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 Cleaning Company shall inform the person in charge at the Spanish Diplomatic Representation of any problem or occurrence during the day, facilitating and maintaining a continuous communication, promoting a better use of the building facilities.
- Adequate, secure 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.

Proposed by the Ambassador of Spain
June 6th, 2023

JUAN IGNACIO SELL SANZ

