



Embassy of Sweden

09-03 2026
UM2026/06749/ADDI

Addis Ababa

Appendix 4- Maintenance Reference General
Maintenance Services 2026

1. INTRODUCTION

This Maintenance Reference Document outlines the technical requirements, procedures, and security protocols for the provision of Technical Caretaker Services, Preventive Maintenance Services, and Emergency Call-Out Services for the Embassy of Sweden's staff residences, Chancellery, and Ambassador's Residence in Addis Ababa. The Contractor shall perform all tasks in compliance with the Embassy's security protocols, ensuring minimal disruption, high-quality service, and adherence to safety and environmental standards.

2. SCOPE OF SERVICES

The contractor shall demonstrate the capability, competence, and resources necessary to deliver professional electrical system services. The contractor must be able to provide the following services and expertise, including but not limited to.

The Contractor shall provide maintenance services for the following:

- Electrical systems work
- Water and Drainage systems, plumbing systems work (water supply, drainage, fixtures, septic tank, etc.).
- General building maintenance (paintings, doors, windows, locks, minor repairs, etc.).
- Emergency Call-Out Services 24/7: Rapid response to urgent issues within one (1) to two (2) hours of a request.

The Contractor shall follow these detailed procedures for each system, ensuring compliance with Embassy security protocols.

2.1 Electrical Systems

This should include but not limited:

- Ensuring the proper functionality of all electrical outlets, switches, and circuit breakers, with immediate corrective action or replacement when faults are identified.
- Inspecting wiring for any signs of fraying, damage, or exposed conductors, and implementing appropriate measures to maintain system integrity and safety.
- Demonstrating full knowledge and correct application of GFCI (Ground Fault Circuit Interrupter) requirements in all wet or moisture-prone areas, including kitchens, bathrooms, and laundry rooms.
- Preventing circuit overloads through appropriate load management and ensuring that certified professional inspections of the electrical system are conducted every 3–5 years.
- Maintaining major electrical appliances through required cleaning and servicing, including refrigerator coil cleaning, oven component checks, washer and dryer vent clearing, and dishwasher filter maintenance.
- Maintaining garage door systems by lubricating springs, tracks, and mechanical components, and verifying the proper operation of safety features such as auto-reverse mechanisms.

Corrective Maintenance:

- Replace faulty components bulbs, sockets, breakers with approved parts agreed ----% margin.
- For replacements exceeding 10,000 ETB, obtain prior written approval from the Embassy.

2.2 Plumbing Systems

- Inspecting pipes, faucets, and fixtures for leaks, corrosion, or drips, and performing corrective actions such as tightening connections or replacing washers when required.
- Replacing bathroom equipment and fixtures as needed to maintain functionality and compliance with standards.
- Maintaining or installing water tanks, water storage systems, and pump systems as operational needs arise.
- Installing, servicing, and repairing boilers in accordance with safety and performance requirements.
- Testing sump pumps (where applicable) and cleaning septic systems or drains to prevent blockages, backups, or system failures.
- Replacing toilet flappers, seals, and other wear-prone components as part of routine upkeep.

Corrective Maintenance:

- Repair or replace leaking pipes, faulty valves, or damaged fixtures.
- For replacements exceeding 10,000 ETB, obtain prior written approval from the Embassy.

2.3 General Building Maintenance:

This should include but not limited:

- Inspecting and cleaning the roof for damage, leaks, missing shingles, or debris buildup, and performing repairs or replacements as required.
- Cleaning gutters and downspouts to prevent water overflow and foundation damage, checking for clogs, and ensuring proper drainage.
- Power-washing exterior surfaces, decks, and patios to remove dirt, mildew, or algae, and applying sealants to wood or concrete surfaces as needed.
- Cleaning and inspecting attics for insulation integrity, ventilation performance, pest activity, or signs of leaks, ensuring proper airflow to prevent mold growth.
- Performing general indoor and outdoor painting to maintain appearance and protect surfaces from wear and weather exposure.
- Installing new flooring, ceramics, tiles, or similar materials when required to maintain safety and aesthetic standards.

2.4 Emergency Call-Out Services

Response Time:

- Respond within one (1) to two (2) hours of an emergency call from the Embassy or tenants.

Procedure:

- Assess the issue onsite and provide a preliminary report to the designated Embassy contact person, outlining the problem, probable cause, and recommended next steps.
- Perform immediate repairs using available spare parts when feasible, ensuring that essential systems are restored to safe and functional conditions without delay.
- For major repairs requiring materials or parts exceeding **10,000 ETB**, obtain formal approval from the Embassy before proceeding with procurement or further work.

Reporting:

- Submit an emergency service report within 2 days of the call-out, detailing the issue, actions taken, and costs incurred including time worked and transportation.

2.5 Preventive Maintenance (June and December)

The contractor shall perform scheduled preventive maintenance twice annually, covering the following tasks:

- Inspect all electrical panels, circuit breakers, and wiring for signs of wear, overheating, corrosion, or other damage that may compromise safety or performance.
- Test the functionality of power outlets, and switches to ensure consistent and reliable operation.
- Clean, tighten, and secure electrical connections to prevent arcing, faults, or performance degradation.
- Verify that grounding systems meet safety and compliance standards, ensuring proper protection against electrical faults.
- Inspecting water supply lines, valves, and fixtures for leaks, corrosion, or deterioration.
- Testing drainage systems to identify blockages, slow drainage, or other performance issues.
- Cleaning and descaling faucets, showerheads, and water heaters to ensure optimal flow and efficiency.
- Checking water pressure and confirming that it remains within the required range of 2–4 bar.
- Verifying the functionality and performance of water pumps and storage tanks, where applicable.
- Caulking around sinks and tubs, inspecting any leaks beneath cabinets, cleaning drains, and replacing damaged grout or tiles to maintain hygiene, prevent water intrusion, and ensure long-term structural integrity.
- Checking walls, ceilings, and floors for cracks, water stains, or signs of wear, and performing patching, repainting, or floor refinishing as necessary.
- Inspecting chimneys and fireplaces for creosote buildup, blockages, or structural concerns, and performing annual sweeping if the fireplace is in use.
- Examining siding, brick, or stucco for cracks, peeling paint, mold, or deterioration, and performing repainting, sealing, or repairs as needed.

3. Confidentiality

- 3.1 The Contractor and its personnel shall not disclose any visual, verbal or written information obtained within the Embassy premises or staff residences to third parties. Any information about Embassy staff, operations, routines, layouts is to be considered as confidential even after the expiration of the contract with the Embassy.
- 3.2 Any digital or physical data, blueprints, or schematics shared with or produced by the Contractor are considered classified and shall not be stored, copied, or transmitted.
- 3.3 All maintenance reports and documentation must be submitted by the contractor directly to the Embassy designated contact in a secure manner encrypted email or physical delivery.
- 3.4 Photography or any other type of digital or written documentation inside Embassy premises or staff residences by contracted personnel is prohibited without prior approval by Head of security or delegated Security coordinator.
- 3.5 Devices with a camera, laptops and devices with the possibility of recording, transmitting or receiving signals must have a work-related purpose for being allowed into the Embassy premises and approved in advance by Head of security or delegated Security coordinator.

4. Procedures and conduct

- 4.1 The Contractor shall immediately report any encountered unforeseen safety or security hazards to the Embassy's designated representative.
- 4.2 The Contractor shall immediately report any security incidents, unauthorized entries, or suspicious behavior to the Embassy's designated representative.
- 4.3 In case of a security incident or alarm, contracted personnel must immediately follow instructions from Embassy security staff and evacuate if required.
- 4.4 All spare parts and consumables must be sourced from Embassy-approved suppliers and accompanied by original receipts.
- 4.5 Hazardous materials diesel, refrigerants must be stored and transported in compliance with Embassy guidelines.
- 4.6 Maintenance of UPS and data center equipment must be performed without accessing or compromising sensitive data and under supervision of assigned Embassy staff.
- 4.7 Any software or diagnostic tools used must be pre-approved by the Third secretary or for the specific task appropriate security officer.
- 4.8 Written documentation of any safety incidents, damage, or breaches shall be submitted to the Embassy within 24 hours of occurrence.
- 4.9 The Contractor shall ensure its personnel are compliant with relevant local laws and embassy protocols and replace any individual deemed unfit by the Client within 24 hours.
- 4.10 Personnel are expected to conduct themselves professionally and respectfully, adhering to the Embassy's code of conduct.

5. PERFORMANCE STANDARDS

Quality:

- All work must meet manufacturer specifications and embassy standards.
- Materials, spare parts, and equipment must be new, genuine, and sourced from reputable suppliers.
- Repairs must restore systems to full functionality, verified through post-maintenance testing.

Cleanliness:

- Ensure all work is performed cleanly, with immediate cleanup of spills dust, garbage, oil, diesel. The Contractor shall ensure no spills oil, diesel or debris are left on-site.
- Any spills must be cleaned immediately using appropriate materials absorbent pads for oil.

Timeliness:

- Preventive maintenance must be completed within 1 day per site, unless otherwise agreed.
- Emergency callouts must be resolved within 1 hour or as agreed by the Embassy.
- Delays must be communicated immediately to the Embassy contact.

6. REPORTING REQUIREMENTS

Documentation:

All maintenance activities must be documented in detailed monthly reports, including:

- Date and time of service.
- Description of work performed.
- Object/house number
- Purchased spare parts used and, including the margin % and the warranty/guarantee period
- Original receipt of spare parts including price, date of purchase and supplier's name.
- Reports for emergency call out service must be submitted within 2 days of service completion.

Format:

- Reports must be submitted in English in both hard copy and PDF format via s email or in person.

7. ENVIRONMENTAL AND SAFETY CONSIDERATIONS

Environmental Compliance:

- Dispose of hazardous materials used oil, batteries in accordance with environmental regulations and Embassy guidelines.
- Use eco-friendly consumables where possible biodegradable cleaning agents.

Safety Protocols:

- All personnel must wear appropriate personal protective equipment (PPE) during maintenance.
- Electrical and generator work must follow lockout-tagout (LOTO) procedures to prevent accidents.
- The Contractor must provide a safety plan outlining risk mitigation measures for all maintenance activities.