



Environment and Spatial Planning  
*Ministry of Housing, Spatial Planning and  
the Environment*

# Criteria for the Sustainable Public Procurement of **Cleaning Services**

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# 1 Introduction

The Dutch government wants to take concrete steps towards a sustainable society, and to set a good example. Each year, government organisations spend more than EUR 50 billion on the purchase of Supplies, Services and Public works. By purchasing sustainably, the government can significantly boost the market for Sustainable Public Products. Governmental authorities have set clear objectives to achieve this: the central government is aiming for 100% Sustainable Public Procurement in 2010, while the municipalities aspire towards 75% in 2010 and 100% in 2015. Provincial governments and water boards have set themselves the target of at least 50% in 2010. 100% Sustainable Public Procurement is understood to mean that all purchases meet the minimum requirements that have been set for the relevant product groups at the time of purchase. More information on this topic is available from the website Sustainable Procurement ([www.agentschapnl.nl/sustainableprocurement](http://www.agentschapnl.nl/sustainableprocurement)).

NL Agency supports government authorities in various ways to help reach these objectives. These include developing criteria for Supplies, Services and Public works procured by these authorities. This document focuses on the criteria for the Cleaning Services product group, the elaboration of the criteria in specification texts and a more detailed assessment of the criteria, as well as a number of points for attention in the pre- and post-procurement stages. Additional background information and considerations regarding the content of the criteria can be found in the criteria document on the website Sustainable Procurement [www.agentschapnl.nl/duurzaaminkopen/criteria](http://www.agentschapnl.nl/duurzaaminkopen/criteria), available in Dutch only.

## 1.1 Definition of the product group

The Cleaning Services product group comprises cleaning activities carried out by a cleaning agency in office buildings. This comprises the use of cleaning agents for daily use and the activities of the cleaning agency. This does not pertain to specialised cleaning or sanitation services (such as window cleaning, sewer sanitation, carpet cleaning, cleaning following disasters, removal of graffiti, etc.).

For the benefit of the contracting authority, a number of CPV codes that might be of relevance to this product group have been included in this document. This selection is by no means exhaustive or complete. The contracting authority retains responsibility for compiling the correct set of CPV codes that matches the relevant tender.

The following CPV codes apply to this product group:

- 90911100-7 Cleaning of facilities
- 90919000-2 Cleaning services for offices, schools and office equipment
- 90919100-3 Cleaning of office equipment
- 90919200-4 Cleaning of offices

## 2 Sustainability in the procurement process

The criteria in this document have been classified in the various steps of the public procurement process. More information about these steps and how to combine them with sustainability can be found in the Sustainable Public Procurement Manual. This manual can be downloaded from the website Sustainable Procurement [www.agentschapnl.nl/sustainableprocurement](http://www.agentschapnl.nl/sustainableprocurement).

### 2.1 Preparatory stage (points for consideration)

Every purchase or call for tender starts with drawing up the inventory of the needs of the internal or external customer. Sustainability can be incorporated into this stage by considering whether the purchase is truly necessary and whether a more sustainable alternative might be available. Specific points for consideration regarding procurement for the Cleaning Services product group are:

Use a cleaning plan to establish the cleaning frequency and the cleaning method for different areas (not every room needs to be cleaned with the same frequency and/or with the same method). This avoids unnecessary cleaning activities (e.g. the unnecessary use of periodic cleaning, such as the wet cleaning of floors). This aspect can be included as a component of your internal environmental management system or it can be outsourced to the cleaning services provider and then be monitored.

### 2.2 Specification stage (criteria)

During the specification stage, the needs of the internal or external customer are translated into a tender document. This stage entails the formulation of:

- Criteria for supplier qualification. These could include grounds for exclusion, suitability requirements, i.e. requirements with regard to suppliers, and, in the case of restricted procedures, any selection criteria, i.e. wishes with regard to suppliers.
- A description of the minimum requirements pertaining to supply, service or task (the Schedule of Requirements).
- Award criteria, i.e. wishes regarding Supplies, Services and Public works. These are only applicable when the tendering process is based on the principle of the Most Economically Advantageous Offer ('Economisch Meest Voordelige Inschrijving' or EMVI).
- The contract stipulating the contract provisions.

More information on the various types of criteria and the various tender options can be found in the Sustainable Public Procurement Manual. Innovation is also included in the award criteria, where relevant. Innovation is oriented towards the development and introduction of new ideas and products.

The criteria in this document have been formulated to support the purchaser in the Sustainable Public Procurement of Cleaning Services. The criteria have been subjected to legal review. However, every procurement and tender process is unique. For that reason, the drafting of a tender document remains the responsibility of the purchaser.

## 2.2.1 Supplier qualifications

No criteria have been formulated for this specific product group with regard to supplier qualification. More information on the possibilities of incorporating sustainability at this stage of the process can be found in the Sustainable Public Procurement Manual.

## 2.2.2 Schedule of requirements

### Minimum requirements

<b>Minimum requirement no. 1</b>	<p>The cleansers used on a daily basis must comply with the following requirements<sup>1</sup>.</p> <ul style="list-style-type: none"><li>• The product must not contain any hazardous or toxic substances or preparations such as alkyl phenoethoxylates (APEOs) and derivatives thereof; ethylenediaminetetra acetic acid (EDTA) and its salts; nitrilotriacetate (NTA); nitromusk compounds and polycyclic musk compounds, such as:<ul style="list-style-type: none"><li>- musk xylene: 5-tert-butyl-2,4,6-trinitro-m-xylene,</li><li>- musk ambrette: 4-tert-butyl-3-methoxy-2,6-dinitrotoluene,</li><li>- moskene: 1,1,3,3,5-pentamethyl-4,6-dinitroindan,</li><li>- musk tibetine: 1-tert-butyl-3,4,5-trimethyl-2,6-dinitrobenzene,</li><li>- musk ketone: 4'-tert-butyl-2',6'-dimethyl-3',5'-dinitroacetophenone,</li><li>- HHCB: 1,3,4,6,7,8-hexahydro-4,6,6,7,8,8,-hexamethylcyclopenta(g)-2- benzopyran,</li><li>- AHTN: 6-acetyl-1,1,2,4,4,7-hexamethyltetralin.</li></ul></li><li>• Concerning phosphorous ingredients: For all-purpose cleaners, the total phosphorus content (P) shall not exceed 0,02 g/functional unit; For cleaners for sanitary facilities, the total phosphorus content (P) shall not exceed 1,0 g/100 g of product.</li><li>• The product must not contain any ingredients with the following R phrases, or combinations thereof, in quantities that exceed 0.01%<sup>2</sup> of the total weight of the end-product.<ul style="list-style-type: none"><li>○ (Environmental risks): R50/53 R51/53 R59</li><li>○ (Health risks): R31, R40, R45, R46, R49, R60, R61, R62, R63, R64, R68</li></ul></li></ul> <p>Daily cleansers are defined as: floor cleaners, interior cleaners, sanitary cleaners and all-purpose cleaners.</p> <p><u>Means of proof:</u></p> <ol style="list-style-type: none"><li>1. Statement to be included in this tender by the tenderer to confirm compliance with this minimum requirement.</li><li>2. A statement to be included with this tender of the cleaning agents to be used or another document (such as the certificates and/or Material Data Safety Sheets (MSDS) for the cleaning agents used and/or a list of ingredients per product) as evidence of compliance with this minimum requirement. A certificate issued by the European Ecolabel is considered as compliance with this minimum requirement.</li></ol>
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<sup>1</sup> As borrowed from the European Ecolabel for all-purpose cleaners and sanitary cleaners (2005/344/EC) and the Nordic Ecolabelling of cleaning products, version 4.1 (2007-2011)

<sup>2</sup> As borrowed from the European Ecolabel for all-purpose cleaners and sanitary cleaners (2005/344/EC) and the Nordic Ecolabelling of cleaning products, version 4.1 (2007-2011)

<sup>3</sup> 0.1% to enable verification on the basis of the legally valid MSDS.

Notes for purchaser	<p>The Material Data Safety Sheet (MSDS) is a communication tool between the supplier of a hazardous product and the <a href="#">professional user</a> of this product.</p> <p>Aside from the label, the MSDS is the most important tool available to suppliers for providing information about the safety, hazards and risks associated with substances and preparations to their buyers. The structure of the MSDS is for the most part standardised on a worldwide basis and concerns the substances contained in the product, the hazards of substances and other properties of the substances contained in the product.</p> <p><u>Verification of means of proof:</u></p> <ol style="list-style-type: none"> <li>1. Request the statement of the cleaning agents to be used or another document that demonstrates compliance with this minimum requirement.</li> <li>2. No further verification.</li> </ol>
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### 2.2.3 Award criteria

No award criteria have been formulated for this product group.

### 2.2.4 Contract

No contract provisions have been formulated for this product group.

## 2.3 Utilisation stage (points for consideration)

Once the procurement stage has been concluded and a product or service has been purchased, there are opportunities for using the product in a sustainable manner. Specific points for consideration for this product group are:

- Prepare a cleaning plan as part of the internal environmental management effort or incorporate it in the tender (also see Section 2.1). This plan contains information on, for example, the total surface area of the spaces to be cleaned, the cleaning frequencies, times and methods, and the use of cleaning agents and materials.
- Record consumption and costs and verify this. Each year (as part of your internal environmental management system), track the quantity of cleaning agents, water and materials consumed and analyse these figures. Establish key figures (such as the consumption per m<sup>2</sup> of floor area and compare this with previous years). These figures can then be used to formulate/reformulate objectives or to take additional measures designed to achieve permanent improvements. It is also possible to have the contractor record the consumption of cleaning agents and/or other contract-related consumption statistics (kilometres, waste tonnage, etc). This also applies to potential improvement objectives that are actioned by the contractor. In that case a contract provision can be formulated.
- When acquiring furniture, flooring and for the design or redesign of the accommodations, also consider the cleaning aspect.