



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

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

Version: 1.4

Date: 26th March 2010

Status: adopted

These criteria for Sustainable Public Procurement were developed by NL Agency at the request of the Ministry of Housing, Spatial Planning and the Environment (VROM). The programme for sustainable operational management for public authorities (DBO) is a joint initiative of the Dutch Government, the Association of Netherlands Municipalities (VNG), the Association of Provincial Authorities (IPO) and the Association of Water Boards (UvW).

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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).

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 Public Space Cleaning Services 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, available in Dutch only.

1.1 Definition of the product group

The Public Space Cleaning Services product group contains the following services:

- Weed control on paved surfaces.
- Pest control.
- Graffiti removal.
- Removal of rubbish and droppings (mainly dog and pigeon excrement).
- Pavement sweeping (removing litter and weeds).
- Emptying rubbish bins (this is included in the sustainability survey but no criteria with regard to this have ultimately been included).

These are services that can be procured. The criteria for this procurement package can also serve as guidelines for organisations that themselves wish to organise cleaning of the public space in a sustainable manner.

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. The selection is by no means exhaustive or complete. The contracting authority will remain responsible for compiling the correct set of CPV codes to match the relevant tender.

The following CPV codes apply to this product group:

| Public Space Cleaning Services Product Group | CPV code | Description of CPV codes |
|-----------------------------------------------------|-----------------|------------------------------------------------------------------------------|
| Cleaning of public space (excluding green spaces) | 90600000-3 | Removal, cleaning and decontamination within urban and/or rural environment. |
| | 90900000-6 | Cleaning and waste removal services. |

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| Weed control on paved surfaces | 77312000-0 | Weeding services. |
| | 77312100-1 | Weed control. |
| Sweeping | 90612000-0 | Street sweeping services. |
| Removal of excrement | | |
| Emptying bins | 90611000-3 | Street cleaning services. |
| Graffiti removal | 90690000-0 | Graffiti removal services. |
| Vermin control | 90670000-4 | Disinfection and vermin control within an urban and/or rural environment. |
| | 90921000-9 | Disinfection and vermin control. |
| | 90922000-6 | Vermin control. |
| | 90923000-3 | Rat extermination services. |
| | 77231200-0 | Services for vermin control in forests. |

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.

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 Public Space Cleaning Services product group are:

Prevention

Ensure that preventative measures are taken in the design, construction and maintenance stage of the public spaces in order to prevent the growth of weeds as much as possible. The designer can, for example, opt for a final vision in which the required maintenance and use of weed killer is limited as much as possible. Directions to consider would be avoiding the use of pavement and limiting the possibilities for the growth of weeds. Consultation with the people undertaking construction and maintenance is important in this. They can investigate whether renovation is perhaps less expensive and better for the environment than continuing the maintenance. Preventative measures during small-scale maintenance in the management phase to prevent the growth of weeds are also an important point for consideration. Considerations in this context could include reducing the paved surface, quickly repairing damage to pavement and the placement of outdoor furniture on pavement (for example posts and lantern posts), whereby account is taken of the accessibility for weed control activities.

Set-up of public space

Take a preventative approach in setting up the public space so as to limit litter, weeds, graffiti, animal droppings and pests as much as possible. Attune the set-up of the public space to its use and effective management. Laying this down in the tendering and the building contract will reduce and possibly prevent nuisance. The cleaning frequency will decline if there is less nuisance (or none at all). The possibilities for limiting nuisance by setting up the space well could include:

- Designating an area of wall for graffiti artists.
- Applying pigeon nets/spikes at areas where pigeons settle; preventative and/or deterrent measures may also be thought of for other pests, depending on the situation.
- The construction of dog toilet areas with a connection to the dirty-water sewer.
- The placement of large rubbish bins with a detached interior bin.
- Attuning the placement of rubbish bins to the degree of pollution (take into consideration eating areas, shopping areas).

Determining degree of pollution

Make sure that the baseline situation of cleanliness (degree of pollution) of the public space is investigated and recorded. The cleaning of the public space depends on various factors and aspects, such as the season, the type of pavement, the type of environment, etc. Investigating the baseline situation makes it clear where the bottlenecks and possibilities are.

Recording the baseline situation provides a basis for further monitoring and development of the cleaning possibilities and activities. It also lends insight into the budget and the costs for budget requests.

Preventing arrears in maintenance

Draw up a plan for the periodic maintenance of the public space in order to prevent maintenance arrears and as a result avoid nuisance and the use of pesticides/weed killers. A strategic approach to cleaning gives the cleaning activities direction and results in a clean public space being realised more efficiently and cost effectively. Prepare a plan of approach based on the baseline situation of the neighbourhood and attach to this a vision for a number of years. Ensure that the plan is monitored, evaluated and adapted in order to maintain a cleaner living environment and allow more sustainable cleaning.

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
- 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 Public Space 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 specific 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

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| <p>Minimum requirement No. 1</p> | <p>Weed control on paved surfaces</p> <p>If weed killers are used, this must take place in line with the most recent valid version of what is called the DOB method ('Duurzaam OnkruidBeheer' or Sustainable Weed control on pavements). See www.dob-verhardingen.nl/nl/algemeen/dob+richtlijnen for further explanation (in Dutch).</p> <p><u>Means of proof:</u></p> <ol style="list-style-type: none"> 1. Statement included in this tender by the tenderer confirming compliance with this minimum requirement. |
| <p>Notes for purchaser</p> | <p>This is a requirement stipulated for the performance of the contract.</p> <p>The DOB sets requirements for, among other things:</p> <ol style="list-style-type: none"> 1. Registration: the purchase and stocking of weed killers. 2. Administering of weed killers via selective administering techniques. 3. Regulations as to where weed killers may and may not be used on paved surfaces. 4. Taking into account local weather conditions when using weed killers. 5. The annual maximum for the use of glyphosate per hectare/per working round. 6. Conditions for the combined use of weed killers and a sweeping schedule, in which it is not permitted to use weed killers 4 days before or after the area is swept, for instance. 7. Weed control in the event of rain or dew to prevent weed killers from being washed off the plants. <p>The use of glyphosate may in future be linked to required certification on the basis of the statutory use regulation.</p> <p><u>Verification of means of proof:</u></p> <ol style="list-style-type: none"> 1. No further verification of this means of proof. |

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| <p>Minimum requirement No. 2</p> | <p>Removal of graffiti</p> <p>The removal of graffiti from surfaces other than building fronts must take place using a high pressure water sprayer (and cleaning solutions, if necessary) provided with a separation system whereby the dirty water is recovered and can be subsequently treated. For example, with a water recycling system that catches the water used, filters it and re-uses it.</p> <p><u>Means of proof:</u></p> <ol style="list-style-type: none"> 1. Statement included in this tender by the tenderer confirming |
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| | <p>compliance with this minimum requirement.</p> <p>2. A product specification included in this tender of the high pressure cleaner to be used, which demonstrates that a separation system is part of the cleaner.</p> |
| Notes for purchaser | <p>This is a requirement stipulated for the performance of the contract. This requirement does not apply for the removal of graffiti from building fronts because this is usually done using sand.</p> <p><u>Verification of means of proof:</u></p> <p>Re 1) and re 2) The type of high pressure cleaner to be used must be demonstrated by the submission of product certificates. It cannot be verified during the tendering process whether this high pressure cleaner is in fact used in the performance of the contract.</p> |

2.2.3 Award criteria

Award criteria

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| Award criterion No.1 | <p>Use of pest management (Integrated Pest Management) to prevent pest nuisance</p> <p>If the tenderer applies the basic principles of pest management in the performance of the contract, [X] points are awarded for this section of the tender.</p> <p>The seven basic principles of pest management are:</p> <ol style="list-style-type: none"> 1. Having knowledge of pests: What pests are there and can the manager identify them? 2. Gathering knowledge of the environment in which the contract is being performed: Are the pests causing nuisance there? If so, to what degree? 3. Possessing knowledge of the measures to be taken, and taking these measures, such as: <ol style="list-style-type: none"> a. Temporary measures (capturing, using pesticides). b. Semi-structural measures (nest control, contraception). c. Structural measures (influencing the environment, influencing the food supply). 4. Preventing the development of and excluding the invasion of pests. 5. Using means of pest control, such as: <ol style="list-style-type: none"> a. Mechanical control b. Biological control c. Chemical control 6. Monitoring and inspecting. 7. Training and raising the awareness of the employees charged with performing the contract. <p><u>Means of proof:</u></p> <ol style="list-style-type: none"> 1. A pest control plan included in this tender, specifically focused |
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| | on the company, that describes the 7 items cited above and a statement that the tenderer works according to this pest control plan. |
| Notes for purchaser | <p>In pest management, a number of steps are followed from inventorying the situation and investigating less environmentally harmful applications, whereby the use of chemicals is a possible last step.</p> <p><u>Verification of means of proof:</u></p> <ol style="list-style-type: none"> 1. No further verification of this means of proof. |

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:

In the utilisation stage as well, prevention remains a first priority for weed control on pavement.

In this stage, this mainly involves preventative measures during small-scale maintenance to counter the growth of weeds (for example, the quick repair of damage to pavement). It must be guaranteed that the DOB method will be followed if weed killers are used. In this context, attention must be devoted to the requirements stipulated for DOB. This includes, for example, the registration of the purchase and stocking of weed killers, the response to local weather conditions when using weed killers, the annual maximum for the use of glyphosate per hectare and the conditions for the combined use of chemical substances and a sweeping schedule.

As manager, activate residents to keep play areas litter-free and areas with trees and open squares free of weeds.

Every neighbourhood has an active resident who keeps an eye on the environment, who informs the municipality about pollution in the area and/or cleans the street him/herself. The commitment of these residents can be reinforced by making them officially responsible. The neighbourhood resident can keep the vicinity of containers tidy, for instance, and immediately report inadequacies. The municipality provides cleaning materials for this and responds immediately when it receives a report from the resident. Places like squares, circles of trees, etc. that are vulnerable to weeds (and dog dirt) can also be adopted by residents.

Inform residents about preventing litter, animal droppings, graffiti and vermin.

Providing information about how nuisance arises in the environment and the cleaning service's possibilities of limiting this nuisance creates understanding and insight into the

cleaning activities. It also gives residents a grip on preventing nuisance by adapting their own behaviour or addressing others with regard to their behaviour.

Work together with businesses to keep the area around commercial premises clean (as well as free from graffiti).

A shopping area is one of the most likely areas to cause litter. An active cooperation with retailers or the retail association can have a positive effect here on cleaning since the cleaning can be attuned to the retailers' activities. This can also facilitate important cost savings. On the basis of the Environmental Management Act, a division of costs can also be discussed. Not only retailers, but other businesses as well can be deployed to a greater extent to regularly clean the immediate environment themselves (or have it cleaned). A cleaner environment is more appealing to customers and shows the company's commitment to the environment.

Work together with associations, foundations, schools, churches and housing corporations to prevent nuisance.

Preventing nuisance by disseminating information about the causes and prevention of litter is a tried and tested method. Make sure that associations, foundations, schools, churches and housing corporations cooperate to realise a clean living environment.

Dog walking areas should be cleaned, if possible, using a tiller or a high pressure cleaner on the soil.

It is necessary to keep dog walking areas clean for both aesthetic and hygienic reasons. If dog walking areas are not clean enough, dog owners will be discouraged from using them and the chance of dirt on the streets will increase. Dog walking areas with open soil can be cleaned by tilling the ground as often as necessary. The droppings are then mixed with the soil and allowed to decompose. Additional soil must be added if the area becomes seriously polluted. Dog walking areas bordering on pavement can be sprayed clean. A high pressure cleaner can be used to move the droppings towards the dirty-water sewer and thus removed.

Ensure that employees are trained on how to operate the machines and appliances in a sustainable manner.

Proper maintenance and expert use of tools is important for minimising the impact on the environment and increasing the working life of the tools.