



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

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

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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](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 Security 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 Security Services product group includes all security services that the government procures from private security companies, with the exclusion of personal security and the secure transport of money and valuables. The procurement of security systems and equipment is also excluded from this product group.

In the case of personal security and the secure transport of money and valuables, the interests of sustainability can stand in the way of the quality of the security. That is why personal security and secure transport of money and valuables are not included within the definition of this product group. Consider for example the use of armoured and therefore 'heavy-duty', relatively pollutant vehicles: the interest of armouring the vehicles prevails over the sustainability interest of efficient, clean vehicles.

Security technology, systems and the equipment related to this are often part of a building's interior. The equipment is often a permanent fixture of the building; in many cases this will be included in the contract for the new construction or renovation of a building. Moreover, guaranteed functioning, performance, robustness and quality are the primary concerns for security systems, material and equipment. Because of these conditions, sustainability criteria will take on a complex character and may have a negative impact on proper, guaranteed functioning. That is why security systems and equipment are excluded from this product group.

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:

<b>CPV code</b>	<b>Description</b>
79700000 - 1	Investigation and Security Services.
79710000 - 4	Security Services.
79711000 - 1	Alarm-monitoring services.
79713000 - 5	Guard services.
79714000 - 2	Surveillance services.
79715000 - 9	Patrol services.
79992000 - 4	Reception services.
79993000 - 1	Building and facilities management services.

## 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. A specific point for consideration regarding procurement for the Security Services product group is:

#### **Remote control**

Consider the possibility of the remote control of alarms or alarm verification. A report of an unsafe situation can be remotely verified via an electric detection system (detector) and camera before the security officer departs for the location and the police are called in. These systems can prevent false alarms and consequently unnecessary trips. Remote Control is often used in combination with regular surveillance. An analysis (for example a 'security quick scan') of the specific security situation can demonstrate how Remote Control can be effectively applied.

### 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 Security 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

### Suitability requirements

No suitability requirements have been formulated for this product group.

### Selection criteria

No selection criteria have been formulated for this product group.

In addition to the criteria for qualification of suppliers for this specific product group, there are also additional possibilities for incorporating sustainability in this element. More information on this topic is available in the Sustainable Public Procurement manual. This can be downloaded from the website: [www.agentschapnl.nl/sustainableprocurement](http://www.agentschapnl.nl/sustainableprocurement).

## 2.2.2 Schedule of requirements

### Minimum requirements

Minimum requirement no. 1	<p><i>(For the procurement of surveillance services)</i></p> <p>All vehicles to be used for performance of the contract that are 3,500 kg or lighter must satisfy the Euro-4 standard.</p> <p><u>Means of proof:</u></p> <ol style="list-style-type: none"> <li>1. A statement from the tenderer included in the tender that he satisfies (this requirement in) the Schedule of Requirements.</li> <li>2. An overview included in the tender indicating the vehicles to be used for the performance of the contract, specified by mark and type.</li> <li>3. A copy of the type approval statement (can be obtained from the manufacturer) which indicates which Euro standard(s) have been granted for the type/types of vehicles to be used for the performance of the contract.</li> </ol>
Notes for purchaser	<p>The Euro standards are determined by the European Commission. Every new type of vehicle brought on the market is evaluated for compliance with the current standard. This can be requested from the manufacturer for each vehicle type.</p> <p>Pollutant emissions from combustion engines can be reduced by technical adjustments to the engines or by fitting a soot filter. The European Commission has set up a system of standards (Euro standards) for motor vehicle emissions; these standards become stricter over time. Since 2005 Euro-4 has been the statutory requirement for new vehicles (passenger cars and light commercial vehicles). The Euro-5 standard is effective from September 2009.</p> <p>Emission values per type of vehicle (weight class and fuel) of the Euro standards cited can be found at</p>

	<p><a href="http://www.dieselnet.com/standards/eu">www.dieselnet.com/standards/eu</a> and <a href="http://ec.europa.eu/environment/air/transport/road.htm">http://ec.europa.eu/environment/air/transport/road.htm</a></p> <p><u>Verification of means of proof:</u></p> <ol style="list-style-type: none"> <li>1. A copy of the type approval statement (can be obtained from the manufacturer) which indicates which Euro standard(s) have been granted for the type/types of vehicles to be used for the performance of the contract.</li> <li>2. A copy of the type approval statement (can be obtained from the manufacturer) which indicates which Euro standard(s) have been granted for the type/types of vehicles to be used for the performance of the contract.</li> <li>3. No further verification of this supporting document.</li> </ol>
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<p>Minimum requirement no. 2</p>	<p>(For the procurement of surveillance services)</p> <p>The diesel vehicles to be used for performance of the contract which are 3,500 kg or lighter must have the following facility for limiting the emission of particulate matter:</p> <ul style="list-style-type: none"> <li>• Soot filter ex works.</li> <li>• If a soot filter cannot be supplied ex works: a soot filter or installation with an effect that is at least equivalent should be retrofitted.</li> </ul> <p><u>Means of proof:</u></p> <ol style="list-style-type: none"> <li>1. A statement included in the tender that the tenderer satisfies (this requirement in) the Schedule of Requirements.</li> <li>2. A statement included in the tender indicating the vehicles to be used for the performance of the contract, specified by mark and type, as well as the type of soot filter fitted.</li> </ol>
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<p>Notes for purchaser</p>	<p>The ex works fitting of a soot filter on diesel vehicles is not yet a statutory requirement. In the event a vehicle cannot be supplied with an ex works soot filter or provided with an installation that has at least an equivalent effect, a soot filter may be retrofitted prior to delivery.</p> <p>It is now possible for manufacturers of retrofit soot filters to submit applications for type approvals in the context of the Retrofit soot filter regulation. As of 1 July 2006 owners of passenger cars and light commercial vehicles with diesel engines have had the option of having their vehicle provided with a retrofit soot filter.</p> <p>More information can be found on the RDW website: <a href="http://www.rdw.nl/nl/voertuigbranche/algemeen/aanvragen_voor_typegoedkeuring_van_retrofit_roetfilters.htm">http://www.rdw.nl/nl/voertuigbranche/algemeen/aanvragen_voor_typegoedkeuring_van_retrofit_roetfilters.htm</a></p> <p><u>Verification of means of proof:</u></p> <ol style="list-style-type: none"> <li>1. A statement included in the tender indicating the vehicles to be used for the performance of the contract, specified by</li> </ol>
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	<p>mark and type, as well as the type of soot filter fitted.</p> <p>2. A comparison of the list submitted with the current list of vehicles that are supplied with an ex works soot filter. This list can be found at <a href="http://www.vrom.nl/pagina.html?id=31931">http://www.vrom.nl/pagina.html?id=31931</a> .</p>
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### 2.2.3 Award criteria

#### Award criteria

Award criterion no.1	<p><i>(For the procurement of surveillance services)</i></p> <p>To the extent more vehicles to be used in the performance of the contract satisfy the Euro-5 standard, this section of the tender is given a higher score. The scoring is calculated as follows:</p> <p style="text-align: center;">% of vehicles that satisfy the Euro-5 standard · 0.1 = Score</p> <p><u>Means of proof:</u></p> <ol style="list-style-type: none"> <li>1. A statement from the tenderer included in the tender which indicates to what degree he satisfies this award criterion.</li> <li>2. A statement included in the tender indicating the vehicles to be used for the performance of the contract, specified by mark and type.</li> <li>3. A copy of the type approval statement (can be obtained from the manufacturer) which indicates which Euro standard(s) have been granted for the type/types of vehicles to be used for the performance of the contract.</li> </ol>
Notes for purchaser	<p>The Euro standards are determined by the European Commission. Every new type of vehicle brought on the market is evaluated for compliance with the current standard. This can be requested from the manufacturer for each vehicle type.</p> <p>Pollutant emissions from combustion engines can be reduced by technical adjustments to the engines or by fitting a soot filter. The European Commission has set up a system of standards (Euro standards) for motor vehicle emissions; these standards become stricter over time. Since 2005 Euro-4 has been the statutory requirement for new vehicles (passenger cars and light commercial vehicles). The Euro-5 standard is effective from September 2009.</p> <p>Emission values per type of vehicle (weight class and fuel) of the Euro standards cited can be found at <a href="http://www.dieselnet.com/standards/eu">www.dieselnet.com/standards/eu</a> and <a href="http://ec.europa.eu/environment/air/transport/road.htm">http://ec.europa.eu/environment/air/transport/road.htm</a></p> <p><u>Verification of means of proof:</u></p> <ol style="list-style-type: none"> <li>1. A copy of the type approval statement (can be obtained from the manufacturer) which indicates which Euro standard(s)</li> </ol>

	<p>have been granted for the type/types of vehicles to be used for the performance of the contract.</p> <ol style="list-style-type: none"> <li>2. A copy of the type approval statement (can be obtained from the manufacturer) which indicates which Euro standard(s) have been granted for the type/types of vehicles to be used for the performance of the contract.</li> <li>3. No further verification.</li> </ol>
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Award criterion no.2	<p><b>Climate compensation</b></p> <p><i>(For the procurement of surveillance services)</i></p> <p>If the tenderer applies climate compensation for all kilometres that are driven by car for the contract, this section of the tender is scored as follows: [XX].</p> <p>If the tenderer outsources climate compensation and the tenderer does not yet have an agreement in place for climate compensation, at the latest within 2 months after the effect date of the contract the tenderer must conclude an agreement with a climate compensation provider with which the tenderer can demonstrate that the kilometres driven by car for the contract will be compensated 100% by the tenderer.</p> <p>Climate compensation is defined as: compensating for greenhouse gas emissions (translated into CO<sub>2</sub> equivalents) by offsetting CO<sub>2</sub> emission with the planting of trees or preventing CO<sub>2</sub> emission by investing in sustainable energy and/or energy saving. No further requirements are set for how compensation takes place.</p> <p><u>Means of proof:</u></p> <ol style="list-style-type: none"> <li>1. Statement included in this tender by the tenderer to confirm compliance with this award criterion.</li> <li>2. A description included in this tender by the tenderer of how this award criterion will be satisfied.</li> <li>3. Agreement which indicates that the CO<sub>2</sub> emissions caused by the kilometres travelled will indeed be compensated.</li> </ol>
Notes for purchaser	<p>For further explanation of climate compensation and the different types of CO<sub>2</sub> emission allowances, see annex 3 of the Dutch language document.</p> <p>During the term of the contract, the tenderer can demonstrate on the basis of kilometre records or a calculation method that indeed all contract-related kilometres driven have been rendered climate neutral through climate compensation.</p> <p><u>Verification of means of proof:</u></p> <ol style="list-style-type: none"> <li>1. A description included in this tender by the tenderer of how this award criterion will be satisfied.</li> <li>2. Agreement which indicates that the CO<sub>2</sub> emissions caused by the kilometres travelled will indeed be compensated.</li> <li>3. No further verification.</li> </ol>

#### **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.

No points for consideration for the utilisation stage have been formulated for this product group.