



**Environmental criteria for sustainable public
procurement of**

Cleaning Services

Version March 2017

1. Scope/definition

The Cleaning Services product group comprises daily and periodic cleaning of the interior areas of government buildings. This involves both standard and specialist cleaning. Floor maintenance, window cleaning and cleaning sanitary facilities are also part of the scope.

The purpose of defining this scope is to have the criteria fit in with cleaning contracts that are deemed standard in the cleaning sector. This will ensure that no criteria are set in which other sectors could also be involved. It may be the case that materials and resources are used in the cleaning sector in specific situations where it would be wise for the contracting authority to set requirements in relation to their use to ensure that the environmental burden is reduced or avoided.

The following products (with their corresponding CPV codes) are part of the Cleaning Services product group. This list of products is non-exhaustive.

Products	CPV code
Cleaning and waste removal services	90900000-6
Cleaning services for homes and buildings and window cleaning services	90911000-6
Accommodation cleaning services	90911100-7

Excluded from the scope of this product group are:

- specialised cleaning or sanitation such as disinfecting, deep cleaning (disassembling, cleaning internally and reassembling equipment), sewer sanitation, removal of graffiti, cleaning public areas and cleaning following disasters (as a result of fire, soot or floods) and resources for personal hygiene;
- tasks performed by the cleaning agency but that are not part of the core tasks (such as transporting waste from buildings to parties which process it further).




If issues are procured that fall outside the scope of this product group such as disinfectants, this does not mean that sustainability criteria cannot be included in relation to these issues. Making inquiries with other buyers or market parties may perhaps also provide useful sustainability criteria for these issues.

This document describes the environmental criteria. Information about the other elements of sustainable public procurement, such as social conditions and social return, may be found on the PIANOo website, on the specific product group page: <https://www.pianoo.nl/document/10529/productgroep-schoonmaak>.

2. Most significant environmental impacts

The table below lists the sustainability themes and describes the approach to each theme for the Cleaning Services product group. The “Approach” column presents a statement indicating the influence of sustainable purchasing and its criteria on the “sustainability” of the theme. This column also includes a reference to any requirements, award criteria or points of attention/suggestions that may be useful in implementing the approach. The product group can also have an impact on other environmental themes but, for now at least, these are less relevant, of a much less significant level of concern or do not as yet have a suitable set of standard criteria.

Themes:	Approach:	No. of requirement/ Criterion
Energy and climate Energy consumption during cleaning and accompanying CO ₂ emissions	<ul style="list-style-type: none"> • procurement of daytime cleaning services; 	AS6, CB1

<p>Supplies and Raw materials Production of waste in the form of packaging material</p>		<ul style="list-style-type: none"> Promote use of products with the minimum possible packaging waste. 	<p>ME2, AS8 CB1</p>
<p>Nature, biodiversity and space Use of cleaning agents with harmful substances</p>		<ul style="list-style-type: none"> Avoid use of harmful substances. Minimise use of cleaning products. 	<p>ME1, ME3, ME4, AS7, AS9, AS10, AS11, AS13, SC1, CB1</p>
<p>Health and welfare Negative effect on health of employees as a result of use of cleaning agents with harmful substances</p>		<ul style="list-style-type: none"> Avoid use of harmful substances. Avoid safety and health-and-safety risks. 	<p>ME1, ME3, ME4, AS1, AS4, AS8, CB1</p>

In addition to environmental impacts, the tendering procedure may also have an effect on the sustainability of the service performed. Approaches here include: Invite the market at start of the procedure (AS2), invite tenders in lots (AS3), Request an Action Plan (GC1).

3. Points of attention/suggestions

Devoting attention to the opportunities and possibilities for the most sustainable procurement possible in the preparation phase will lead to specifications that are more ambitious or which differ from the standard technical specifications and award criteria set out in this document. The table below presents points for attention and suggestions for promoting sustainability in procurement within this product group.

No.	Points of attention/suggestions (AS)
AS1	<p>Award contract for quality and achievement of social objectives Do not award a contract based on price, but in particular based on quality and the contribution towards realising social objectives in addition to price. This fits in with the developments related to the Responsible Market Conduct Code.</p>
AS2	<p>Invite the market at start of tendering procedure Before the tendering procedure starts, use a survey to invite the market to brainstorm about the sustainability aspects of the buildings to be cleaned. This will result in a better tender document in which the market has already been involved.</p>
AS3	<p>Invite tenders for larger contracts or contract clusters Hold tendering procedures for larger contract or clustered contracts in lots. This will ensure that separate locations (or even building sections) and/or specialist tasks such as window cleaning or specialist floor maintenance can be regarded as lots. The contracting authority has the freedom of calling for tenders for each lot separately (as individual lots) or for all lots simultaneously. By using lots, smaller or specialists tenderers can also be given the opportunity to win a tender.</p>
AS4	<p>AAS Questionnaire Answer the questions from the AAS list (<i>AandachtspuntenArbeidsomstandighedenSchoonmaak</i>), "Points of Attention for Working Conditions in the Cleaning Services". This list includes an overview of any occupational health and safety risks, required personal protection equipment or vaccinations and the distribution of the costs related to this. If this list is completed by the commissioning authority, the cleaning agency can take any required measures into account when drawing up the tender. Although the cleaning agency is responsible for the working conditions of cleaners as the</p>

	<p>employer, the commissioning authority also has a public duty to care for third parties (Section 10 of the Working Conditions Act). This may also be covered in the hazard identification and risk assessment.</p>
AS5	<p>Consider daytime cleaning services Consider procuring cleaning services to be carried out during the daytime. This does not just have environmental advantages such as lower heating and lighting use but it also has advantages with regard to working conditions and the recruitment of executing staff, including those who do not have easy access to the labour market (i.e. in terms of social return).</p>
AS6	<p>Set requirements on packaging Set requirements on packaging with regard to the use of recycled materials and the potential to separate the packaging into components of a single material.</p> <p><i>Source: EU GPP</i></p>
AS7	<p>Periodically train personnel Include in the tender that all cleaning personnel performing the service must be periodically trained in the various tasks. The training must cover the cleaning agents, methods, equipment and machines used, waste management and health, safety and environmental aspects. The contractor will keep a log of this training (introduction, professional education) for the contracting authority.</p> <p><i>Source: EU GPP</i></p>
AS8	<p>Draft work procedures document In consultation with the contract party, draft precise procedures for work activities that protect the environment and respect the health and safety of people on the job. These procedures must be posted as such in the buildings so that the personnel can consult them at all times.</p> <p><i>Source: EU GPP</i></p>
AS9	<p>Organise and oversee cleaning activities Consider having the contractor assign a manager, foreman or coordinator to organise and oversee the cleaning activities. This person can also function as contact person for the contracting authority, and so must be available during business hours. The manager/foreman/coordinator must be adequately trained in occupational health & safety issues, working methods and environmental aspects.</p> <p><i>Source: EU GPP</i></p>
AS10	<p>Use environmentally friendly cleaning methods Including the tendering documents that the contractor must use reusable micro fibre cloths and, if applicable, must clean all linoleum floors dry.</p> <p><i>Source: EU GPP</i></p>
AS11	<p>Consider bio-based procurement</p> <p>There are a number of 100% bio-based cleaning products on the market. Availability of bio-based cleaning products in bio-based packaging is limited. More information on bio-based procurement can be found via PIANOO SPP Theme Bio-based Procurement (https://www.pianoo.nl/themes/maatschappelijk-verantwoord-inkopen-mvi-duurzaam-inkopen/handreikingen-mvi-0/handreikingen-biobased-inkopen), where the guide to bio-based procurement and the Guidelines to Bio-based Procurement have also been made available (https://www.pianoo.nl/themes/maatschappelijk-verantwoord-inkopen-mvi-duurzaam-inkopen/handreikingen-mvi-0/handreikingen-biobased-inkopen).</p> <p>If you include a requirement that the material used must be bio-based, ask for descriptions of the material used and documentation supporting claims such as “bio-based”, “sustainable biomass” and “compostable”. This will make the assessment easier and give the purchaser the opportunity to check upon delivery of the goods whether the items supplied are in fact those agreed. It is also important not to require the production of specific certificates because this may put producers to unnecessary expense when alternative evidence would also suffice.</p>

4. Selection criteria

No.	Selection criteria (SC)
SC1	<p>Environmental management system For that part/those parts of the organisation that is/are involved in the execution of the contract, the tenderer has a management system in which at least the following matters have been included:</p> <ul style="list-style-type: none"> • the concrete measures that have or will be implemented to reduce or prevent the environmental burden of the business processes that are related to the execution of the contract (in any case, the cleaning agents to be deployed, the use of water, waste that is created and contract-related transport); • how compliance with relevant environmental legislation is safeguarded; • how staff are made aware and their competence addressed with regard to dealing with the environmental aspects relevant to this contract; • how suppliers are made aware and their competence addressed with regard to dealing with the environmental aspects relevant to this contract; • how the environmental aspects relevant to this contract are monitored (as a basis for quality assurance). <p><i>Explanation</i> An information sheet about environmental management systems at small organisations can be found on http://www.sccm.nl. In regard to the awareness and competence of vendors, when the aim is to have a more integral approach (supply chain approach) to sustainability, having suppliers participate in the Charter for Sustainable Cleaning becomes relevant.</p> <p><i>Verification</i> The tenderer may be asked to submit documentation demonstrating compliance with the criteria above. The tender will be assumed to meet the suitability requirement if in the possession of an ISO 14001 or EMAS certificate covering the content of the requirement. Please check that the certificate relates to the subjects stated in the requirement (actual measures, safeguarding of compliance with environmental legislation, raising staff awareness and monitoring).</p>

5. Technical specifications

No.	Technical specifications (ME)
ME1	<p>Cleaning agents The all-purpose cleaners, sanitary cleaners and window cleaners to be used meet the requirements as described in the Official Journal of the European Union, Decision for the establishment of the environmental criteria for the assignment of the community environmental label to all-purpose cleaners and sanitary cleaners, 28 May 2014 (2014/313/EU).</p> <p><i>Verification</i> The tenderer may be asked to provide an annual statement of the cleaning agents used.</p>
ME2	<p>Bulk packaging use Refillable bottles must always be used for the cleaning products, refilled from bulk packaging (e.g. jerry cans, cubitainers, etc. that contribute to reducing packaging waste).</p> <p><i>Verification</i> The tenderer may be asked to provide an annual statement of the cleaning agents used and method of packaging.</p>
ME3	<p>Metering unit use A metering unit must always be used to dilute cleaning products to obtain the solution for use. Metering units are deemed to mean the following: a metering station, metering device, metering cartridge or a comparable alternative (for the metering of cleaning products). The supplier of cleaning agents must provide clear dosage instructions, to ensure that the cleaning agent is used in the correct quantities.</p> <p><i>Verification</i> The tenderer may be asked to provide an annual statement of the cleaning agents used and method of metering.</p>
ME4	<p>Floor maintenance Periodic floor maintenance must be tailored to the desired appearance and sustainable maintenance of the floor concerned, as described in the ToR.</p>

	<p>Water-based cleaning agents are used for carpet stain removal.</p> <p><i>Verification</i> The tenderer may be asked to provide an annual statement of its floor maintenance and the cleaning agents used.</p>
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6. Award criteria

No.	Award criteria (GC)
GC1	<p>Plan of action (optional) To be worked out by the purchaser.</p> <p>A cleaning agency may arrange the cleaning process in different ways using different working methods and by applying different cleaning agents and materials that may all lead to the required cleaning result. The contracting authority may request that the tenderer provides a plan of action that specifies which choices will be made when arranging the cleaning process and in which way and to which degree these choices contribute to achieving the quality and sustainability objectives set by the contracting authority.</p> <p>The contracting authority will then have to indicate to the tenderers based on which criteria the plans of action will be evaluated. These criteria must be linked to the environmental objectives of the contracting authority and the requested services. They may, for example, relate to the subject identified in contract clause 1. In any case, the plans can be evaluated based on their clarity and reflection of reality.</p> <p>The more the measures in the plan of action are defined in SMART terms, the higher the tender may be rated. If the measures are defined in SMART terms, the contracting authority is in a better position to subsequently verify whether the measures were actually carried out.</p> <p><i>Verification</i> The tenderer may be asked to supply a plan of action with its tender.</p>

7. Contract provisions

No.	Contract provisions (CB)
CB1	<p>Improvement plan</p> <p>The contractor will draw up an improvement plan within six months after the award of the contract in partnership with the contracting authority in which it is determined how, during which contract period and within which frameworks of the contract the environmental burden of the work related to the contract will be reduced or prevented.</p> <p>At least the following topics will be included in the improvement plan:</p> <ul style="list-style-type: none"> • energy and water consumption; • waste and waste separation; • packaging; • use of cleaning agents; • transport related to the contract (for staff and resources); • floor maintenance; • staff training and working instructions. <p>The environmental burden will be defined for the specified topics and, whenever possible, this will be quantified, the objectives will be determined and measures will be formulated to realise the objectives.</p>

	<p>Additional contract provisions can include the following should they be relevant:</p> <ul style="list-style-type: none">• regular consultation between the contractor and commissioning authority about the objectives to be achieved;• tightening improvement plan during the course of the contract period during the regular consultation sessions. <p><i>Explanation</i></p> <p>What the improvement plan will comprise exactly will strongly depend on the building, preferences and options of the commissioning authority and contractor. If the decision has been taken to use an Environmental plan of action as an award criterion, the commissioning authority, together with the cleaning agency to which the contract has been awarded will at least have to include the above. This can be achieved based on the plan of action drawn up by the cleaning agency.</p>
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