

## The procurement of sustainable cleaning services

REGION GOOI EN VECHTSTREEK, THE NETHERLANDS

### Procurement objectives

In 2009 eight cooperating municipalities (240,000 inhabitants) of the Dutch region Gooi en Vechtstreek needed to renew their contract for cleaning services of municipal buildings (60,000 m<sup>2</sup>). The municipalities decided to join forces again in an open European tender procedure. The municipalities wanted to limit the contract to social employment organisations and wanted also to use SPP criteria to meet the Dutch SPP obligations.

### Background

The Dutch Sustainable Procurement Programme (SPP) has set challenging targets. Local municipalities are required to procure 75% of products and services in compliance with the Dutch SPP criteria in 2010. There are SPP criteria for 52 product groups (see [AgentschapNL](#)).



### Criteria used

The SPP criteria for cleaning services provided by AgentschapNL have been used as minimum requirements and award criteria in the tender documents. The minimum requirements used in the tender documents cover the performance of the cleaning activities, the maximum levels of specific chemical components, the reduction of generated waste and waste disposal. One example is the use of micro fiber technology in a number of specific parts of the cleaning program. The tenderers could obtain 80 additional points (out of 660 points in total) by giving indications about additional measures to reduce their negative effects on the environment.

### Results

The three-year contract was awarded to a regional social employment organisation: the Tomin groep. The additional costs caused by the use of social and environmental criteria remained within the available budget, and the contract enables the municipalities to meet their SPP obligations. At the same time it provides employment for a group of disadvantaged people, who learn how to work with sustainable products and quality methods.

### Environmental impacts

Using the SPP criteria for cleaning services has the following positive impacts on the environment:

- Less pollution of water and air by chemicals
- Reduction of occupational health hazards of employees
- Less waste

### Lessons learned

The use of SPP criteria in the tender document contributed to an efficient tender procedure, not only during the preparation phase, but also during the award procedure. It was the second time that the procurers used SPP criteria and they are now familiar with them. Today, sustainable products and services are widely available on the market, enabling procurers to purchase them easily.

For more information, please see the European [GPP criteria](#) for cleaning products and services.