

AGENCY FOR THE MODERNISATION OF PUBLIC ADMINISTRATION, DENMARK

### Procurement objectives

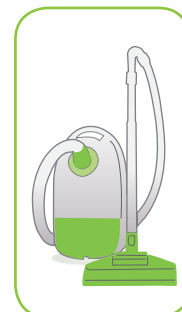
In January 2012 the Danish Agency for the Modernisation of Public Administration launched a new joint framework contract for cleaning services in Denmark's government departments and agencies. All government departments and agencies are obliged to use the framework contract, which runs for 4 years.

The contract seeks to ensure that cleaning services meet the demands of these institutions with respect to quality and efficiency, while also ensuring, among other things, that such services are respectful of human health and the environment.

### Background

The joint contract was developed under the umbrella of the national Government Procurement Programme, which was established by the Danish government in 2006, and is currently managed by the Procurement Office in the Agency for the Modernisation of Public Administration. The three main principles of the Government Procurement Programme are:

- **Standardisation** – narrowing down the selection of products.
- **Coordination** – awarding contracts to a small number of suppliers and service providers.
- **Commitment** – ensuring all government departments and agencies apply the framework contract.



The Programme has made state procurement more efficient and takes environmental criteria into account when carrying out tenders.

### Criteria used

#### Subject matter of the contract:

Provision of green cleaning services in government agencies and departments

#### Technical specifications:

The contract outlines a series of minimum environmental requirements:

- Cleaning products used by the service provider must meet a number of criteria of the EU Ecolabel and the Nordic Swan Ecolabel.
- Packaging, cleaning buckets, brooms, mop frames and plastic bags must be free from both PVC and other chlorinated materials.
- The tenderer may require that detergents, dishwashing detergents and floor care products do not contain dyes and/or perfume.
- The supplier is obliged to ensure that the cleaning services are conducted in a way that minimizes water and electricity consumption.
- The use of chemicals hazardous to health must be kept to an absolute minimum.
- The supplier has to ensure that their staff is trained in the efficient use of cleaning agents and equipment, waste management, and in minimizing the consumption of water and electricity.
- The cleaning service provider must, if requested, present a data sheet providing information about the detergents that will be used.

#### Award criteria:

The framework contract was awarded to bidders according to the lowest price. However, each bidder needed to ensure they met specific minimum requirements that would ensure high quality services and an adequate environmental performance.

### Results

All government departments and agencies in Denmark are obliged to use the joint framework contract in the procurement of cleaning services, the majority of which are expected to implement the contract in 2012. The framework contract is divided into five lots, each of which covers government departments and agencies located in one of the country's five regions: Sjælland, Hovedstaden, Midtjylland, Nordjylland and Syddanmark. The offering is restricted to companies that have passed the pre-qualification process and have been awarded with a framework contract. Five different companies have passed this process, and most will be able to bid for offers in more than one region.

Government agencies and departments can now launch mini-tenders under this framework contract, and service providers selected for a given geographical area are obliged to bid for each mini-tender launched in their respective lot.

### Environmental impacts

The various specifications in the contract are expected to reduce the use of chemicals that are hazardous to human health and the environment. This is achieved not only through the restriction of certain chemicals and substances (PVC, chlorinated materials, dyes and perfumes) but also through the application of criteria from the Nordic Swan ecolabel, and the EU Ecolabel.

The Nordic Swan ecolabel covers a number of other key aspects related to providing a 'green' cleaning service, such as staff training, limiting chemicals used per square metre, minimum proportion of ecolabelled chemicals and classification requirements for non-ecolabelled chemicals. It also requires that a system is in place for monitoring cleaning quality, written work instructions, transport, and waste requirements.

The EU Ecolabel criteria for detergents ensure that these products have a reduced life cycle impact. The product must have a reduced impact on aquatic environments (especially limiting the growth of algae in water), be free of dangerous substances, use less packaging, and be largely biodegradable.

### Lessons learned

It was a challenge to clarify the specific needs in the government departments and agencies, and, based on this, to formulate the adequate minimum requirements, that will ensure a high standard of the delivered cleaning services. However, including minimum environmental requirements in the contract ensures uniformity among government agencies and departments with regard to environmental performance of cleaning services provided to these institutions.

The first experiences have also highlighted the value of minimum requirements to ensure workers' conditions are in accordance with international conventions and EU law.