

## Framework contract for the supply of cleaning products and services in Greater Porto

LIPOR (Portugal)

### Background

**LIPOR** is responsible for waste management in Greater Porto in the North-West of Portugal, serving almost 2.2 million inhabitants.

In 2017, LIPOR became a central purchaser for municipalities in the Greater Porto area. The main objective of centralising procurement was to provide goods and services at more competitive prices to the fifteen participating organisations, as well as to facilitate the administrative procedures.

Sustainability is an important aspect in LIPOR's policy. As an organisation, they are working on implementing innovative resource management solutions and promoting a circular economy. They are also currently implementing a circular purchase strategy, which aims to introduce further sustainable and circular economy criteria in public procurement tenders.



### Procurement objectives

In 2018, LIPOR acted as the central purchaser for a framework contract for the supply of hygiene and cleaning consumables. The contract was divided into six lots to meet the needs of the contracting authorities. Some contracting authorities prefer to buy cleaning products separately, while others prefer to engage cleaning services which provide their own cleaning products. In addition, through market dialogue conducted in the preparation phase, LIPOR calculated that ecological products will cost 7% to 10% more. As such, lots were constructed in order to give participating organisations a choice of products (ecological and non-ecological) under a number of contract types (products only or a product-service combination).

- Lot 1 – Provision of hygiene and cleaning services
- Lot 2 – Supply of hygiene and cleaning consumables
- Lot 3 – Provision of hygiene and cleaning service with supply of consumables
- Lot 4 – Supply of ecological hygiene and cleaning services
- Lot 5 – Supply of ecological and cleaning consumables
- Lot 6 – Provision of hygiene and cleaning service with supply of ecological consumables

The procurement was carried out as an open procedure with invitation to tender for prior qualification. Qualified bidders were accepted onto the framework. The duration of the contract was 1 + 1 year.

## Criteria used

### Subject matter of the contract:

Framework Agreement for the supply of hygiene and cleaning consumables and services.

### Technical specifications:

Environmental requirements were included in lots 4, 5 and 6.

Lot 4 'Supply of ecological hygiene and cleaning services' requirements included:

- 50% of the products to be used for surface cleaning shall have a dilution ratio of 1:80 or less in the technical file.
- Products used for cleaning glass shall not contain phosphorus or harmful substances as defined in Article 59 of [Regulation 1907/2016](#).
- None of the products used have been tested on animals.
- Cloths and mops shall be composed of microfibres and be washable and reusable.
- The products used in the contract must be supplied in recyclable or reusable packaging.
- A table with instructions on the product dosage shall be included in the product storage places, or if the instruction is not available there, a sheet with the same information shall be provided to the employee.
- Entities shall, during the contracts, promote the reduction of waste and, where this is not possible, promote recycling.
- Demonstrate through a declaration of the waste collector or the entity that receives the waste that the equipment related to the cleaning services is forwarded to the correct destinations at the end of its life.

Lot 5 'Supply of ecological and cleaning consumables' requirements included:

- Toilet paper shall be at least 80% recycled or from [sustainably managed](#) forest.
- All electric hand dryers to be supplied as part of the contract, must have proximity sensors or have received an [ISO Type I label](#).
- At least 50% of all soap must comply with the requirements of the [EU Ecolabel](#) for rinse-off cosmetic products.
- All paper products to be supplied by the contractor as part of the contract shall comply with the [EU Ecolabel](#) requirements for tissue paper.
- The hand dryers presented must be environmentally friendly and certified by [NSF](#) or equivalent bodies.
- The power of the equipment shall be a maximum of 1200W.
- The drying time of the hands must not exceed 15 seconds.

Lot 6 'Provision of hygiene and cleaning service with supply of ecological consumables' consisted of the same requirements as Lot 4 and 5.

## Results

Five out of the six invited suppliers submitted proposals and were selected for the framework agreement. Four of the suppliers offered services for lot 4, and the other lots have each three suppliers. All selected suppliers were able to meet the technical specifications. The framework agreement was awarded in April 2019.

LIPOR created this framework on behalf of eleven contracting authorities in the Greater Porto area. Each of these contracting authorities is individually responsible for evaluation and negotiation of purchases done under the framework, and monitoring the implementation of the contract. When purchasing, the entities must insert the corresponding verification like the Technical Data Sheet, or other document of verification, as well as in accordance with Article 26° of the Concursal Procedure, the entities may also require ecolabels as award criteria.

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LIPOR themselves have used Lot 4 of the framework to procure ecological cleaning services worth €221,592, covering 20.846 m<sup>2</sup> and using an estimated volume of 2,452 litres of ecolabelled cleaning products. The execution of the contract will be monitored through a checklist, in which all the cleaning products supplied will be validated. Periodic audits will be carried out in order to verify the technical conditions of this contract.

## Environmental impacts

Cleaning services are known to have a negative impact on the environment due to the content of hazardous chemicals in products, in addition to high water consumption and waste generation. By asking for products with ecolabelling, LIPOR is limiting the use of cleaning products containing ingredients that are harmful to the environment. In addition, use of recycled products and packaging and reusable cleaning equipment reduces raw material usage and waste from the cleaning services. A reduction in energy use is also achieved by setting requirements on max power and timer on hand dryers. Microfiber mops and cloths were requested as these can contribute to a significantly reduction in water and chemical use, a 20% reduction in labour costs per day and a 60% reduction in cost over the lifetime of a mop<sup>1</sup>.

## Lessons learned

The execution of the contract will be monitored by each contracting authority through a check list, where all the requirements will be validated and documentation for the verification of the products will be requested. Periodic audits will be carried out in order to verify the technical conditions of this contract.

A well-aligned team who is engaged in shaping the goals to certain supply of goods or services and the definition of criteria is critical to the success of a procedure. LIPOR sees many benefits of the framework agreement. Reduction and rationalisation of public expenditure in the procurement process, better value for money, increased quality of goods and service and better management of the contract are some of the positive aspects of it. The suppliers also respond better to social and environmental aspects.

The technicians in the procurement and accounting division at LIPOR think dialogue with the suppliers is essential. By talking with suppliers they obtain information from the suppliers on how they see the government as a buyer and their suggestions for making it easier and more efficient for them to sell to the government. Engaging the suppliers is important for knowing if the market is prepared to respond to tenders' increasing demand, and to gain insights into the market and its capabilities.

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For related information, please see European GPP criteria for [Cleaning products and services](#) and the [Technical Background Report](#).

<sup>1</sup> EU Green Public Procurement Criteria, Technical background report for Indoor Cleaning Services