

# Purchasing bio-based cleaning services

Contracting authority:

**Wilanów District Office, Capital City Warsaw**

**Poland**

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## 1. Background

Wilanów is one of 18 districts of the City of Warsaw (Poland). Districts of Warsaw are separate local administrations with their own political representatives. Wilanów has a population of approximately 35,000 people.

Wilanów manages local strategic municipal infrastructure, such as sewage infrastructure and water supply infrastructure including drinking water. In order to manage such infrastructure and maintain it in proper conditions there is a need to purchase various products and services - from simple ones, such as cleaning or security services, to more complex construction works and technical maintenance services. As a public procurer the District administration can exert great influence on local entrepreneurs and it can indirectly determine their business strategies and practices promoting more environmentally friendly solutions, such as introducing or preferring bio-based products. Wilanów is responsible for the maintenance and operation of the following facilities:

- Intake plant - a set of pumps which extracts water from the underground source
- Water treatment station - facility responsible for cleaning the water, demineralising it and decontaminate, also for preparing the water to transport (mainly adding some chlorine in order the water does not get contaminated from the pipes)

## 2. Procurement objectives

The Wilanów District launched a public procurement procedure in November 2014 related to the operation of the local oligocene water intake plant and water treatment station - infrastructure used for providing residents with fresh water. Specifically, the procurement was aimed at purchasing cleaning and maintenance services for the terrain and the buildings of both facilities.

The procurement procedure was conducted in the form of an 'open tender' ending in an electronic auction according to the standards set out in article 39 and article 91a of the Polish Public Procurement Act (2004).

The procurement action covered the purchase of indoor cleaning services as well as outdoor terrain maintenance services, along with the obligation for the service provider to buy all cleaning agents required to perform all services.

The subject of the purchase was defined in detail and covered the following:



- Everyday - cleaning of dirt, collecting garbage, cleaning of internal drainage channels, water taps, external tiles, cleaning the floors, removing dirt from doors, glass surfaces and handles, cleaning the terrain surrounding stations, including maintenance of green areas,;
- Once a week - washing windows and glass surfaces in doors, cleaning inside of the water treatment plant, including floors;
- Every two weeks - cleaning all the glass inside the water intake stations and water treatment plant;
- Interior of buildings of water stations (both intake and treatment) have approximately 58.5 square meters, and the surrounding terrain, including parking, pavements and roads, has approximately 886 square meters;
- All above mentioned services should be performed with detergents adequate to cleaned surfaces, which have disinfective properties and, if it was separately declared, all used detergents should be bio-based.

With this procurement Wilanów District aimed to run a service which used environmentally friendly, including bio-based cleaning agents, in cleaning services provided inside the facilities by granting additional points through the public procurement process to providers using these type of products.

Through this procurement Wilanów District aimed to contract cleaning services for its facilities by giving preference to cleaning service providers which use environmentally friendly, including also bio-based, cleaning agents.

### 3. Criteria used

The following describes the part of the Call for Tenders issued by Wilanów District which is of relevance for the bioeconomy.

**Subject matter of the contract:**  
Purchasing cleaning and maintenance services for the terrain and the buildings of oligocene water intake plants and water treatment station.

**Award criteria:**

One of the desired outcomes specified was that the contractor should preferably use environmentally friendly detergents to provide cleaning services of water facilities.

The definition included in the public tender documents covered also detergents made from bio-based materials. The definition provided by the contracting authority regarding the term 'ecological' was that the product be highly effective, non-toxic and biodegradable, produced from natural ingredients, such as biomass, soda, vinegar, borax, etc.



Wilanów District selected the 'most economically advantageous tender' using a combination of price and quality to determine which tender offered the best value for money. Price and quality were split as follows: Price (80% of total score) and quality (20% of the total score).

The quality criteria were split into the following sub-criterion, where each was answered on a yes/no basis (5 points for 'yes' and 0 points for 'no'):

- (1) Ecological detergents for glass/tiles - 5%
- (2) Ecological detergents for terracotta - 5%
- (3) Ecological detergents for glass - 5%
- (4) Ecological detergents for fittings - 5%

In terms of ecological detergents the previously mentioned definition was provided, and it was also provided that if one detergent could be used for more than one surface (according to its instructions manual) then the point would be awarded jointly in more categories.

The entire tendering procedure was divided into three phases:

**Phase I** - formal assessment of the offers. The contracting authority checked whether the offers were complete and met all the legal requirements and if any of the tenderers should not be excluded from the proceeding. All incorrect offers should be either corrected and filled or would be rejected.

**Phase II** - substantial offers' analysis. In this phase the contracting authority checked the details of the offers and granted additional points for the use of bio-based/ecological detergents if these were part of the offer. Also the accurateness of the detergents presented in the offers were checked.

**Phase III** - electronic auction. In the third phase, all tenderers, using the form provided on the website, provided their offers.

Finally the most economically advantageous offer was chosen according to the evaluation criteria provided in the tender documentation.

## 4. Results

One aim of the tender issued by Wilanów District was to create space for the use of greener cleaning products. Offers/tenders received met expectations in terms of their use of bio-based detergents, as the successful tenderer acknowledged the use of bio-based cleaning agents in all four categories (provided in the award criteria).

Three offers were submitted. One was rejected due to formal mistakes, which were not corrected. The second tenderer declared the use of ecological detergents only in two categories with price minimally higher than the chosen offer.

The contract was awarded at the end of November 2014; the contract was in force from 1 December 2014 to 30 November 2016.

## 5. Lessons learned

- One of the positive outcomes of the tender was that Wilanów gained a valuable first time experience on how to procure green or bio-based products and services. This experience can potentially be replicated in future procurements. The requirement for bio-based detergents can now be a part of award criteria for future procurements.
- According to the results of the procurement procedure it was proven that bio-based services do not need to be always more expensive than non-bio-based/regular alternatives, as the winning offer was both the one which entailed the lowest cost and also contained had the highest bio-based content.
- Bio-based products, such as cleaning agents are already available in Poland and can be relatively easily procured. Furthermore, there is a significant amount of cleaning products labelled with the [EU Ecolabel](#).
- Including criteria which gives extra points for bio-based does not seem to be too restrictive as two out of the three offers received met this additional requirement.
- There is a need to develop definition for procurement proceedings' needs in order to avoid the terminology confusion and enable more effective promotion of bio-based products and services.
- Bio-based products and services can be procured as part of a larger package of (bio-based and non-bio-based) services and products. This provides the possibility of discounting the price of the bio-based alternative.

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