

Standard Norge fremlegger følgende forslag til høring:

INSTA 810

Requirements and recommendations for the provision of cleaning services

Høringsfrist: 2010-09-10

Dette er et forslag til en nordisk standard som angir krav og anbefalinger for anskaffelse av renholdstjenester og anbudsprosesser i tilknytning til dette.

Forslaget er utarbeidet og anbefalt sendt ut til høring av en nordisk prosjektgruppe som har hatt en representativ deltakelse fra Norge, Sverige, Danmark og Finland. Prosjektgruppen ledes av Steinar Klubben Nilsen fra Norge.

Innkomne kommentarer vil bli behandlet av prosjektgruppen.

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Bakgrunnen for forslaget

Standardiseringsorganisasjonene i Norge, Danmark, Sverige og Finland ble i 2009 enige om å igangsette flere nordiske prosjekter for å øke utbredelsen av standarder innenfor tjenestesektoren. Et viktig grunnlag for arbeidet var programmet "Nordic Platforms for better trade in services", som Nordic Innovation Center (NICE) lanserte i 2008. For å kunne oppfylle målene i dette programmet valgte man med viktig støtte fra NICE ut noen standardiseringsprosjekter innenfor tjenestesektoren, og et av disse prosjektene var å utarbeide en felles, nordisk standard for anskaffelse av renholdstjenester.

De nordiske standardiseringsorganisasjonene sørget høsten 2009 for å få oppnevnt representanter fra sine land til å delta i en nordisk prosjektgruppe som fikk i oppgave å utarbeide standarden. Prosjektgruppen hadde sitt første møte i desember 2009, og har i perioden frem til høringsforslaget hatt ytterligere to møter der man har diskutert forslaget.

Arbeidet med å utarbeide den nye standarden for anskaffelse av renholdstjenester har foregått parallelt med arbeidet med å revidere INSTA 800 Cleaning quality - System for establishing and assessing cleaning quality.

Forslagets innhold

Forslaget til ny nordisk standard har den engelske tittelen "Requirements and recommendations for the provision of cleaning services", og skal bidra til å forenkle arbeidet med å anskaffe renholdstjenester. For å kunne oppnå dette inneholder forslaget til standard spesifiserte krav og anbefalinger for anskaffelser av renholdstjenester og tjenester som er relatert til disse.

Standarden er utarbeidet for å kunne brukes i både offentlige og private anskaffelser.

Standardens punkt 4 angir krav og anbefalinger om følgende vesentlige forhold:

- Prosedyrer og krav for innlevering av tilbudet
- System for tilbudsevaluering med fokus på "høyeste verdi"
- Omfang av leveransen
- Krav overfor oppdragstaker
- Tekniske krav
- Kontraktsmessige forhold

I standarden har man fem vedlegg som spesifiserer krav og anbefalinger angående følgende forhold:

- Vedlegg A: Generelle anbefalinger og retningslinjer for anbudsprosessen
- Vedlegg B: Retningslinjer for evaluering
- Vedlegg C: Retningslinjer for å spesifisere omfanget av leveransen og informasjon om lokalene
- Vedlegg D: Retningslinjer for å spesifisere tekniske krav
- Vedlegg E: Retningslinjer for spesifisering av kontraktsmessige forhold

Høringsfrist

Standard Norge ber om kommentarer til forslaget innen **2010-09-10**.

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**Requirements and recommendations for the provision of
cleaning services**

FOR SLA

Requirements and recommendations for the provision of cleaning services

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Foreword

The use and reference of standards for procurement are considered important tools to ensure both transparent procedures for fair competition among suppliers and to enhance efficiency and promote better buying decisions. Further use of and reference to standards in public and private procurement may increase cross-border trade of services. This standard on the provision of cleaning services is a result of a Nordic project which aims to contribute to well-functioning Nordic and European services markets.

The establishment of a procurement standard for cleaning services is a part of the program "Nordic Platforms for better trade in services", and the project was initiated by the Nordic Innovation Centre (NICe). The work with this standard has been carried out in a Nordic project group, with participants from different groups of stakeholders: industry, government, labour organisations, research, etc.

This standard can be used as a tool for ensuring conformity with EU and public regulations.

Procedures and terms for public procurement shall be in accordance with regulations, directives and rules for procurement given by the European Union (EU) and the local government.

Introduction

The purpose of this standard is to develop a Nordic procurement standard for the provision of cleaning services.

In this standard you will find requirements and recommendations about the following:

- Tender enquiry
- Procedure and terms for submission
- System for evaluation of tenders
- Extent of the delivery
- Requirements to the contractor
- Technical requirements
- Contractual aspects
- Evaluation guidelines including specification of criteria

1 Scope

This standard specifies requirements and recommendations for the provision of cleaning services and cleaning-related services in the public sector. It may also be used in the private sector. It provides a framework and reference system for procurement purposes in the field of cleaning services.

2 Normative references

EN 13549:2001 Cleaning services – Basic requirements and recommendations for quality measuring systems

EN 15221-2 Facility Management – Part 2: Guidance on how to prepare Facility Management agreements

INSTA 800 Cleaning quality – System for establishing and assessing cleaning quality

Norwegian amendment:

NS 8431:2005 General conditions of contract concerning fixed cleaning

Finnish amendment:

SFS 5967 Puhtausalan sanasto. Vocabulary of cleaning industry

Danish amendment:

DS 2451-10 Infection control in the health care sector – Part 10: Requirements for cleaning

3 Terms and definitions

Cleaning system: the combination of all cleaning methods and cleaning frequencies or quality frequencies that shall give a specified cleaning result

NOTE Cleaning systems can be quality based or activity based or a combination of the two, see D.4.2.

Cleaning frequency: how often a given room/area shall be cleaned within a given time period

Quality frequency: how often a given cleaning quality shall be achieved in a room/area within a given time period

4 Requirements and recommendations

The EU-directives 2004/17/EC and 2004/18/EC contain common rules for public procurement in countries in the EU and the European Economic Area and cover public-sector purchases of services.

The tender inquiry shall include a description of the premises and the activities in the premises. Contact information and other information relevant to the submission of tender shall be provided.

The tender enquiry shall also specify:

- Provision procedure and terms for submission of tenders and start-up
- System for evaluation of tenders
- Extent of the delivery
- Requirements to the contractor
- Technical requirements
- Contractual aspects

If the process includes taking over personnel the terms for this shall be specified.

The tender shall contain all the information about the premises that can affect the cleaning costs, for instance:

- Size of the areas (square metres)
- Function and use of the premises, variations
- Expected quality levels of different kind of rooms
- Number of clients (if more than one), number of occupants and visitors,
- Operating time and time of day when cleaning can be performed
- The amount of dirt in the premises (for instance given as quality profiles according to INSTA 800)
- Special requirements for cleaning (eg. ESD-spaces)
- Materials (floor and other surfaces) and their shape and condition
- Access control and potential limitations (concerning cleaners)
- Spaces for cleaning equipment and maintenance
- Locations and all details concerning waste processing

See guidelines in Annex C.

4.1 Procedure and terms for submission and start up

The tender inquiry shall specify:

- Which provision procedure that shall be used
- The terms for submission of tenders
- Exclusion criteria related to the procedure

See guidelines and recommendations in Annex A.

The terms shall specify how the prices shall be stated in order to make them comparable. It is recommended to include a price list in the tender documents which specifies how prices for different services shall be stated.

NOTE Prices can be stated in many and various ways for different kinds of cleaning services. Details about how to state the price must be given for each kind of service

Deadlines, terms and information given in the tender enquiry shall be worked out in such a way that the tenderer can work out a tender based on adequate knowledge about the premises. It is recommended to give a deadline of a minimum of 10 weeks. It is also recommended to arrange for a thorough on-site inspection of the premises within the first two weeks of the deadline given. It is recommended to have a deadline for questions of 10 days before the deadline of the tender, and answers should be given minimum 6 days before the deadline.

Deadlines given for starting the services after signing the contract shall be long enough to ensure that the contractor is able to make the preparations needed for fulfilling the requirements given in the contract. It is recommended to allow for a minimum of 6 weeks for the preparation after signing the contract.

4.2 System for evaluation of tenders

The tender enquiry shall specify the system to be used for the evaluation of tenders. The system shall clearly specify criteria for qualifying, evaluating and selecting contractors.

Public tenders shall be evaluated in accordance with EU and national regulations. It is recommended to use the three step system and weighing of criteria according to the principles for selecting best value as described in Annex B.

If the process includes taking over personnel it is recommended to evaluate this in a separate process.

4.3 Extent of the delivery

The tender enquiry shall specify the extent of the delivery in regard of premises, locations, cleaning objects, type of cleaning services, cleaning related services and frequencies for all services.

See guidelines in Annex C.

4.4 Requirements to the contractor

The tender enquiry shall ask for information about the contractor's financial and technical capacity. The information asked for shall be divided into contractor specific and contract specific information. The enquiry shall specify if the information is a requirement in respect of exclusion or selection, or if the information is to be evaluated as an award criteria. Any requirements shall be clearly defined.

See guidelines in Annex B and D.

4.5 Technical requirements

The tender enquiry shall specify technical requirements for the delivery. The enquiry can ask for information about how the contractor intends to fulfill the requirement. The enquiry can specify which cleaning system to be used (quality based/activity based). If a quality based system is specified, the enquiry shall specify the quality requirements.

The requirements and information specified shall be clearly defined as selection criteria or award criteria.

See guidelines in Annex B and D.

It is recommended to use a quality based cleaning system based on INSTA 800 where possible.

4.6 Contractual aspects

The tender enquiry shall specify contractual aspects which can affect the total cleaning costs. Examples are co-operational requirements, mutual obligations, each side's obligations, other contractual aspects as sanctions if significant default, termination, etc.

See guidelines in Annex D and E.

It is recommended to follow ILO Convention No 94 regarding employment clauses in public contracts.

Norwegian amendment:

It is recommended to use contracts based on NS 8431:2005. In Norway the ILO Convention No 94 is implemented through Regulations on wages and working conditions in public contracts.

Annex A (informative)

General recommendations and guidelines for the tender process

A.1 Public procurement

Procedures and terms shall be in accordance with regulations, directives and rules for public procurement given by the European Union (EU) and the local government, see 4.1.

A.2 Private procurement

Private purchasers are not obliged to follow the regulations that exist for public procurement. Procedures and terms can to a large extent be decided by the tenderer, within the general legislation of the country and the normal standards of ethics regarding procurement ("good tender practice").

It is recommended to start the process as early as possible and allow for longer deadlines than the minimum deadlines given in 4.1.

The start of the tender process can be announced in many ways and by the use of different media. Closed processes where a limited number of cleaning service providers are invited to participate, with or without a pre-qualification process, can also be carried out.

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Annex B (informative) Evaluation guidelines

B.1 Evaluation

B.1.1 General

It is recommended to use a three-stage model for the evaluation of tenders. The first stage, **exclusion criteria**, defines the type of contractors who have to be excluded from further competition. The second stage, **selection criteria**, defines the type of contractors who will qualify for the competition on the grounds of financial, economic and technical capacity. The final and third stage, **award criteria**, defines the levels of the different conditions of the service and the weight between price and quality parameters.

The public procurement directives 2004/17/EC and 2004/18/EC specify rules for which factors can be used as exclusion criteria, selection criteria and award criteria.

B.1.2 Specification of criteria

Selection criteria shall be related to the contractor's qualifications, and award criteria shall be related to the on site service offered by the contractor and qualifications beyond the minimum requirements given in the selection criteria.

B.1.2.1 Exclusion

Exclusion criteria will reflect what kind of tenderer and tenders that are not accepted further to the next stage in the competition. Mainly, these criteria are related to not fulfilling the law and legislation by not paying taxes, having been found guilty or having been convicted of any offences relating to professional conduct/misconduct, not keeping deadlines, or not answering the tender enquiry correctly.

EXAMPLES

Rejected due to the tenderer	Rejected due to the tender
Not fulfilled formal requirements for participation	Not kept deadlines
Not provided tax documentation	Not fulfilled tender requirements
Not provided HSE self declaration	Due to reservation of the contract condition
Not having mandatory assurances	Due to deviations, reservations, mistakes, or incomplete information in the tender which could cause doubt in the judgment comparing to the others
Subject of a conviction by final judgement due to participation in a criminal organisation, corruption, fraud, or money laundering	

This is a yes/no section. All criteria have to be answered with "yes" to pass this stage.

B.1.2.2 Selection

Selection criteria shall be related to the contractor’s qualifications, and not to the services offered on site. Firstly, specify the financial and economic capacity (relevant to the size of the contract) required and how to document this. Secondly, specify the technical capacity in terms of proof required to fulfil the contract.

EXAMPLES of selection criteria are

Financial and economic capacity	Technical capacity
Appropriate statements from bank or evidence of relevant professional risk indemnity insurance	Knowledge management, evidence of the service provider’s educational and professional qualifications
Presentation of balance sheet or extract from balance sheet	A list of principal services provided in the last three years (reference list covering comparable services)
A statement of overall turnover and turnover in the area covered by the contract for a maximum of the last three financial years available	A statement of the average number of staff over the last three years
	A statement of technical support, plant or technical equipment available to assist in carrying out the contract
	Quality management system (certificate or description)
	Environmental management system (certificate or description)
	System for management of health and safety (certificate or description)
	An indication of how much of the service the provider intends to sub-contract

This is a yes/no section. All criteria have to be answered with “yes” to pass this stage.

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B.1.2.3 Award

Award criteria shall be related to the services offered on site, and reflect the need for the contracting organisation to fulfil the contract. The criteria must be specified in such a way that they can be used in the evaluation process for final selection of the service provider. The following list is an example of quality award criteria:

EXAMPLES

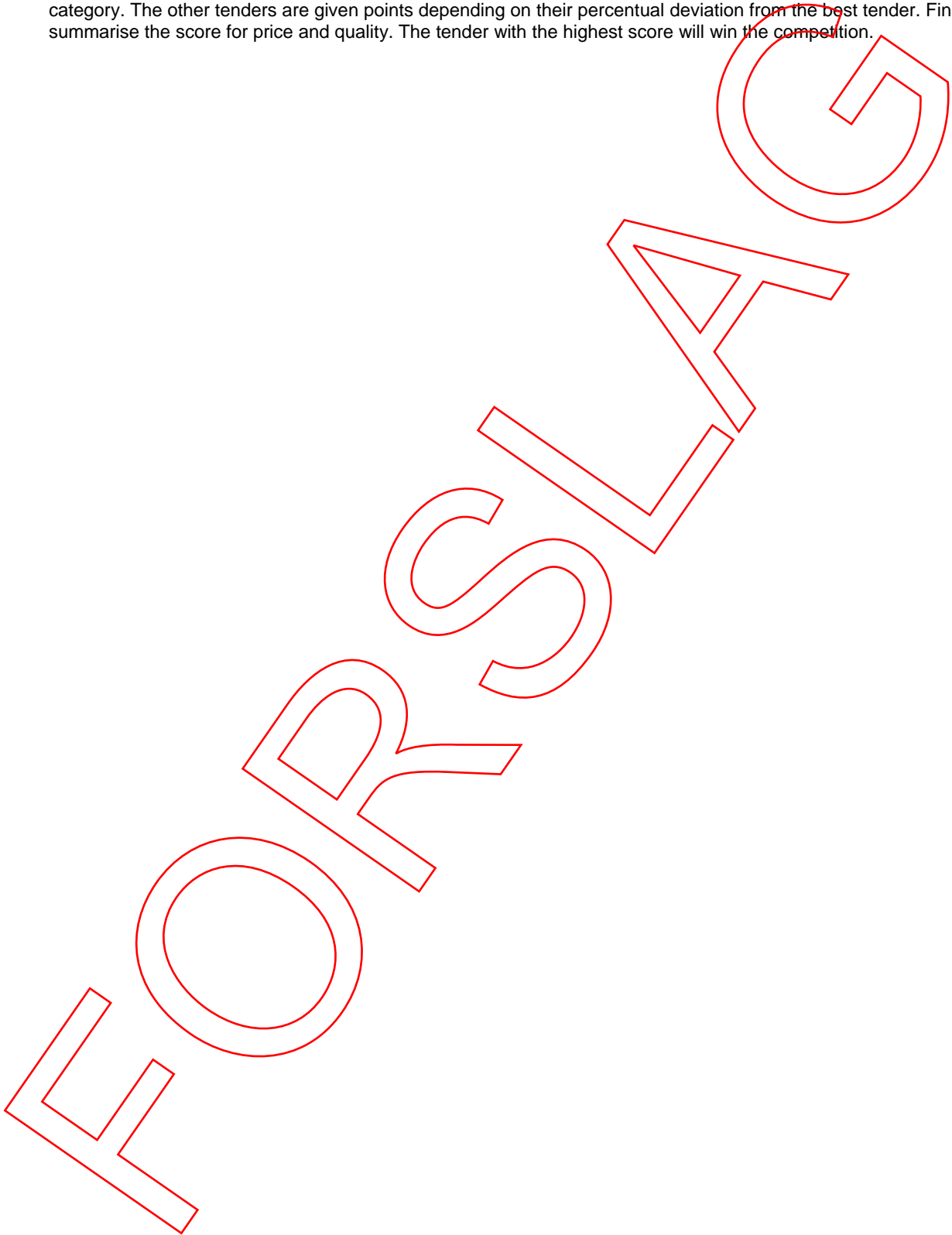
Personnel	Operational planning	Description of the deliverances Personnel resource plan Recruitment procedures
	Skills and education	Basic skills Contract specific skills Higher level of education
	Contract specific	Quality level Health, Safety and Environmental management on site (HSE) Methods and equipment on site
Management	Skills and availability	Contract specific know-how of management Flexibility Availability of cleaning personnel
	Follow-up	Personnel follow-up on site Customer follow-up on site Qualifications and authority of site manager Handling of nonconformity and customer complaints
	Other skills	HSE skills
	Other	Communication system Uniforms and ID tags Contract specific references Plan for start of contract Organisation of contract Back-up system in case lack of staffing resources
Environmental	Chemicals	Usage of environmentally friendly chemicals (any unwanted components?) Consumption of chemicals per square meter and year in the contract
	Water	Dryer cleaning methods Water consumption for washing machines, litres per year (handling of used mops and cloths)
	Waste	Waste reduction plan for cleaning-related waste Waste production per square meter and year in the contract

B.1.3 Final selection of the service provider

The last stage in the evaluation process is to evaluate which tender represents the best value based on both price and quality criteria. In order to do this a calculation model where the different criteria are weighted according to the priorities of the purchaser has to be worked out, see example below.

EXAMPLE Evaluation and scoring system can be in such a way that each criteria is for instance given a score from 0 to 10 depending on the description and documentation. Firstly, distribute 100 points in some main categories; price and quality (personnel, management and environmental) profile. The points can be distributed

evenly or unevenly among the categories and subcategories. The tender with the lowest price will achieve maximum price points. All the others will be given points in relation to the percentage that the price offered is above the lowest price. Secondly, distribute the points given for quality among the criteria given in the tender enquiry. Multiply the score for each criteria with the percent given (weight) for the main category and calculate the sum. Normalise the data so the tender with highest quality point will achieve the max points awarded for the category. The other tenders are given points depending on their percentual deviation from the best tender. Finally, summarise the score for price and quality. The tender with the highest score will win the competition.



Annex C (informative) Guidelines for specifying the extent of the delivery and information about the premises

C.1 Background

Requirements regarding the extent of the cleaning services and information about the premises constitute the main basis for the calculation of prices and the planning of the cleaning services. A thorough and correct specification is also of great importance in order to be able to compare the offers given from the cleaning service providers.

C.2 Extent of the delivery

Table C.2 gives examples of factors regarding the extent of the delivery that need to be specified in the tender document. See also Annex D for technical aspects.

Table C.2 – Extent of the delivery – Examples of factors that should be specified

	Factor	Subfactor	Comment
1	Cleaning system		See Annex D
2	Regular standard cleaning procedures	Areas and rooms to be cleaned Surfaces/objects to be cleaned Quality requirements for all areas and surfaces (if quality based), see table C.3 Cleaning/quality frequencies for all rooms, see table C.3 Any limits in heights above the floor Any preparations done by the users Surfaces/objects not included Quality control; methods, frequencies, by whom, cost allocation Special care to be taken, if any	
3	Regular periodic cleaning	Kind of services, i.e. spring cleaning, carpet extraction, scrubbing and polishing of hard floors, cleaning of high surfaces, window cleaning, cleaning of bookshelves with content, etc. For each service specify: Any technical requirements Areas, rooms and surfaces/objects to be cleaned Quality requirements, if any Frequencies Any preparations done by the users Surfaces/objects not included Quality control; methods, by whom, cost allocation Special care to be taken, if any	

4	Periodic cleaning on request (to be ordered when needed)	Kind of services, (see 3) For each service specify; Any technical requirements Any preparations done by the users Quality requirements if any Surfaces/objects not included Quality control; methods, by whom, cost allocation Special care to be taken, if any	
5	Cleaning-related services	Kind of services, i.e. emptying of waste baskets and wastepaper baskets, waste treatment (i.e. paper compression), sanitary services (toilet paper, towels, hand soap), servicing of dirt absorbing zones (change of mats, etc.), watering of flowers, removal of snow from entrances, etc. For each service specify; Any technical requirements Areas, rooms and surfaces/objects to be serviced Quality requirements, if any Frequencies/factors triggering the service Any preparations done by the users Quality requirements and control (methods, by whom, cost allocation) Special care to be taken, if any	

C.3 Information about the premises

Table C.3 gives examples of factors regarding the premises that need to be specified in the tender document.

Table C.3 – Examples of information that should be given about the premises

	Factor	Subfactor	Comment
1	General information	Age, function and use of the premises Drawings showing all rooms Number of clients (if more than one), number of occupants and number of visitors General condition of the surfaces to be cleaned Any seasonal variations Average accumulation per day/week of dirt on different surfaces (can be given as drop in quality levels/profile, changes in dust level or gloss measured according to INSTA 800) Operating hours Time for cleaning to be performed Access control and potential limitations Spaces for cleaning equipment and maintenance (cleaning central/rooms/closets)	

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		Location and details concerning waste processing	
2	Information to be given for each room	<p>Area</p> <p>Identity (number/name)</p> <p>Room type</p> <p>Flooring</p> <p>Quality requirements (INSTA 800, profile, etc.)</p> <p>Condition of the surfaces</p> <p>Surfaces/objects that need special attention</p> <p>Special requirements for cleaning of critical surfaces/points (ESD spaces, operating theatres)</p>	See also table C.4

C.4 Presentation of information and specifications

It is recommended to present as much information and as many specifications as possible in a table. Table C.4 gives an example of how room-related factors and information can be presented.

Table C.4 – Table for presenting room-related information

Building	Room No.	Room type	Area m ²	Flooring	Quality requirements according to INSTA 800	Quality frequency Per week	Comment
A	A1521	Office	10	Linoleum	Profile C Dust level 4	2	Polish with seasonal cracking problems
B	B0100	Reception	75	Granite	Profile B Gloss level 4	5	

Annex D (informative)

Guidelines for specifying technical requirements

D.1 Technical requirements

It is recommended to include some technical requirements in the tender document. This will ensure good cleaning practice and prevent damages to the building, the environment, or work processes. Technical requirements can also be used to ensure that the tenderers own profile regarding environmental care, indoor air quality, and quality in general is attended to. Most of the criteria listed are criteria that can be regarded as a part of the contract, for instance as a cleaning technical basis or amendment. Some criteria can be worked out in such a way that they can be evaluated in the evaluation process described in Annex B. See example in D.1.4.

D.1.1 General requirements

General requirements can be formulated as shown in the example below.

EXAMPLE Cleaning shall be performed in such a way that materials, machines, electronical equipment, surfaces and building construction are not damaged. Care shall be taken in order to reduce the impact of the cleaning on cleaning surfaces, indoor air quality, work environment, outdoor environment, and the impact on users of the premises.

D.1.2 Cleaning system

The cleaning system to be used have to be defined in the tender in order to make it possible to compare the offers. The client has to decide which of the three systems listed below to be used:

- Activity-based
- Quality-based
- Combination of the two systems

This will also influence the information to be provided by potential contractors in terms of how work is planned and how quality is assessed.

D.1.2.1 Activity-based cleaning systems

An activity-based cleaning system is characterised by mainly or exclusively stating what cleaning operations must be carried out, on what surfaces and how often. Such systems do not provide the opportunity of establishing actual result descriptions/quality goals on the individual surface or room to be cleaned, rather, it is expected that each cleaning operation is carried out with the most professionalism and skills possible. One example of an activity-based cleaning system is Programmed Cleaning. Under such a system, each individual room is assigned a cleaning programme, usually expressed in a three-digit number code. This code expresses the frequencies with which a room needs to be cleaned per week, how often the floor and inventory needs to be cleaned thoroughly and how many times supervision cleaning of the floor and inventory needs to be carried out. A list needs to be available, defining the terms "thorough" and "supervision" cleaning. A similar logic is applied in frequency-based cleaning systems which, instead of assigning frequencies to activities in a room, attach frequencies to certain work operations and objects and surfaces in an individual room or grouping of rooms.

D.1.2.2 Quality-based cleaning systems

Quality-based cleaning systems are characterised by mainly or exclusively stating the level of quality to be delivered. It is therefore not the contracting organisation but the supplier who determines how this quality is to be achieved. These systems therefore generally do not have a statement of neither methods nor frequencies, but competition is based on the best result/outcome.

In a quality-based cleaning system, it is therefore acceptable not to clean a surface that is already clean if the established quality is maintained in a regularly used room. In recent years the industry has increasingly worked on ways of describing quality/result requirements. The standard INSTA 800 is an example of a system for describing and measuring cleaning quality. Such standards include visual quality goals and evaluations but can also involve the measurement (with specifically designed tools) of levels of dust, hygiene, friction, shine, static electricity, and conductance.

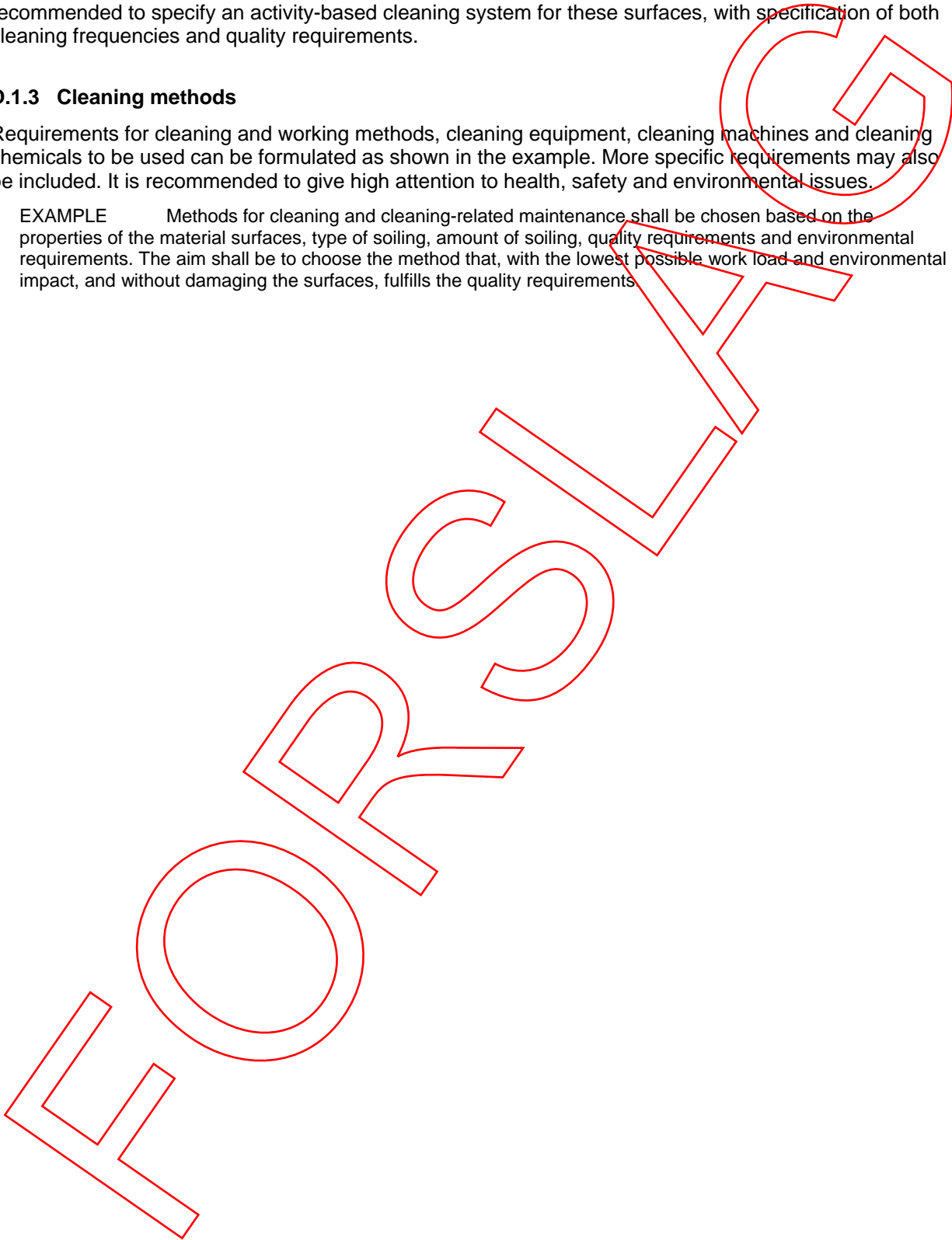
D.1.2.3 Combinations

Depending on the cleaning specification to be performed, it may prove valuable to combine a frequency-based system (for example for work operations on “sensitive surfaces”) with a quality-based cleaning system. If the premises have carpeted floors it is, in order to ensure a good indoor air quality, recommended to specify an activity-based cleaning system for these surfaces, with specification of both cleaning frequencies and quality requirements.

D.1.3 Cleaning methods

Requirements for cleaning and working methods, cleaning equipment, cleaning machines and cleaning chemicals to be used can be formulated as shown in the example. More specific requirements may also be included. It is recommended to give high attention to health, safety and environmental issues.

EXAMPLE Methods for cleaning and cleaning-related maintenance shall be chosen based on the properties of the material surfaces, type of soiling, amount of soiling, quality requirements and environmental requirements. The aim shall be to choose the method that, with the lowest possible work load and environmental impact, and without damaging the surfaces, fulfills the quality requirements.



D.1.3.1 Environmental aspects

The following list is an example of **environmental** aspects that are affected by cleaning, and how environmental requirements can be specified and used in an evaluation process as described in Annex B:

Influence	Approximation	Example of specifications/requirements
<p>Chemicals: May cause damage to health and environment and influence on the biological diversity</p>	<p>The contractor should have a system for documentation and follow-up of the consumption of chemicals, and for the education of employees in use of chemicals</p>	<p>Selection criteria: Description of the system. Shall fulfil requirements according to ISO 14001 Chemicals used shall not contain the following components: see examples¹⁾ List of chemicals shall be given in the tender Award criteria: Amount of chemicals used per square meter cleaned surface and per year shall be given Contractual aspects: A statement of account for chemical use shall be submitted for each year by the end of January the following year</p>
<p>Water: Water consumption influences the need of energy for heating and the discharge of contaminated water</p>	<p>Water consumption can be reduced by using drier cleaning methods</p>	<p>Specification: Drier cleaning methods shall be used Award criteria: Description of cleaning methods for regular cleaning shall be given in the tender. Main method for each task shall be specified</p>
<p>Waste: Waste is spilled resources. Because of this, waste minimization and recycling are desirable</p>	<p>The contractor shall have systems for handling and reducing waste</p>	<p>Selection criteria: Description of the system. Shall fulfil requirements according to ISO 14000 Award criteria: Amount of waste produced per square meter cleaned surface and per year shall be given Contractual aspects: A statement of account for waste produced shall be submitted for each year by the end of January the following year</p>

1) Dichlorobenzene, limonene, EDTA and salts of EDTA, chlorinated solvents, substances classified as carcinogenic, mutagenic, reprotoxic, hazardous to the environment, or allergenic.

D.2 Personnel and management

It is recommended to evaluate any needs for special requirements regarding the cleaning personnel and the cleaning management. Examples are:

- Security clearance
- Confidentiality
- Clothing/uniformation
- Identity tags
- Use of languages/communication

NORWEGIAN NOTE Wearing identity tags is mandatory in Norway.

Annex E (informative) Guidelines for specifying contractual aspects

E.1 General recommendations

It is recommended that the contract concerning cleaning services includes information on the following:

- The period of contract
- A list of the documents included in the contract
- Duty of cooperation and loyalty
- The representatives of the parties
- Meetings
- Mutual obligations
- Each party's obligations
- The contractor's performance
- Requirements to performance
- Control
- Use of sub-contractors
- Payment
- Index regulation
- Rights in case of overdue payment
- Transfer of contractual obligations?
- Sanctions in case of significant default
- Breach of contract
- Termination of the contract
- Use of documents
- Confidentiality
- Insurance
- Liability for damage
- Disputes
- Force majeure

The European standard EN 15221-2:2006 provides guidance on the preparation of agreements for Facility Management work.

E.2 Norwegian amendment

It is recommended to use the Norwegian Standard NS 8431:2005.