

**HEALTH CARE WITHOUT HARM AND  
THE VIENNA HOSPITAL ASSOCIATION**

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# **ÖKOKAUF WIEN**

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**ECOBUY VIENNA**

**SPECIMEN PROCUREMENT GUIDELINES  
TO HELP HEALTHCARE INSTITUTIONS  
PROTECT THE ENVIRONMENT**



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# ÖKOKAUF WIEN (ECOBUY VIENNA) GREEN PROCUREMENT GUIDELINES

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## **FORWARD BY VIENNA HOSPITAL ASSOCIATION AND HEALTH CARE WITHOUT HARM EUROPE**

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**ALL HOSPITAL PROCEDURES**, from cleaning floors and bedclothes to printing documents and treating patients, have an effect on the environment. They all use energy, generate waste and to some degree pollute the indoor and outdoor environment. This has knock-on effects for the health and well-being of staff, patients and the public at large.

Green procurement is a key tool hospitals have at their disposal to limit the impact of their activities on the environment and human health. It can help reduce energy consumption, waste production, prevent staff and patient exposure to toxic chemicals and improve working conditions.

Green procurement is, however, a challenge. It is a challenge to draw up adequate environmental criteria for the massive range of products and services which hospitals routinely purchase. It is a further challenge to ensure that these criteria are legally employed during the procurement process - to say nothing of the challenge involved in persuading people to apply these criteria in practice.

This document takes some of the burden off organisations developing green purchasing programs. By providing criteria for environmentally-preferable products and a template for contractual agreements with suppliers, the City of Vienna and the Vienna Hospital Association have done the research on behalf of purchasers, enabling them to position environmental criteria at the heart of the procurement process without having to invest their own time and effort.

We hope there will be two benefits from making this document available to a wider health-care audience: firstly, that hospitals will find here environmental criteria which they can use to begin emulating the achievements of the Vienna Hospital Association; and secondly that green purchasing is shown to be practicable in reality.

As a final note, we would like to emphasise that ÖkoKauf Wien criteria always respect cost and safety considerations. They would not pass final examination and introduction into ÖkoKauf Wien if this were not the case.

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## INTRODUCTION TO ÖKOKAUF WIEN

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### What is ÖkoKauf Wien?

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Climate change, air pollution, waste and the accumulation of toxic chemicals in the environment all pose a threat to human health. Rates of asthma, infertility and cancer are all on the increase. In order to protect the climate and public health the City of Vienna initiated in 1998 the project “ÖkoKauf Wien” (EcoBuy Vienna). The aim was to integrate environmental criteria into the procurement of all goods and services throughout Vienna.

This document is part of that program. It serves as an example of how the Vienna Hospital Association and the City of Vienna have specified environmental, health and safety criteria for a range of products used in their facilities.

The information and criteria in ÖkoKauf Wien are continually revised and updated. Its development is headed by a Project Director and Steering Group, which delegate the drafting of individual criteria to specialised working groups. The groups draw on the expertise of a range of professions, from doctors and nurses through to university researchers, civil servants and lawyers.

There are two advantages to working in this way. Firstly, it ensures the end result is not only scientifically and legally sound but is also realistic and usable in practice. Secondly, it means that hospitals and businesses don't have to invest their own time and money into developing criteria for green procurement policies.

### A note about the criteria

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The ÖkoKauf Wien criteria provide practical decision-making support for all staff involved in public contracting, to help them assess the environmental impact of their decisions without creating extra work. The criteria are taken into account alongside financial prudence, quality requirements, employee safety and practical usefulness.

There is a score system for products such as **cleaners**. This gives purchasers an easy system for weighing up the different properties of various competing cleaning products. There is a set of criteria which all cleaners have to meet, and another set which disqualify a cleaner from the tender. For **electrical equipment** the weighting of environmental criteria against usability and availability have already been fully investigated. In these cases, there is no need for a score system: a clear set of criteria have been set out and must be met.

### The sections in this document

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This is not the complete ÖkoKauf Wien document. It is a selection of components taken from the full ÖkoKauf Wien expertise. The sections were translated by Health Care Without Harm.

- Part One specifies **mandatory selection criteria** for products, as applicable (for example) to electrical devices and office supplies.
- Parts Two, Three and Four demonstrate the **tender procedure for cleaning agents**, Part Two supports purchaser and bidder by describing the requirements which products have to fulfil. Part Three sets out mandatory criteria for cleaners. Part Four is the questionnaire used for scoring cleaners which meet mandatory criteria.
- Part Five is a template for **Contract Terms** for cleaning supplies and a **Purchase Order Terms and Conditions** document, which like Section Three is intended for universal application throughout Vienna. The document is standardised for use throughout Vienna.

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# **PART 1: SELECTION CRITERIA FOR PRODUCTS USED IN HEALTHCARE FACILITIES**

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## **1.1. CATERING AND HOUSEKEEPING**

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### **1.1.1. DISHWASHERS**

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#### **1.1.1.1. Preamble**

Reduction of energy consumption (energy, water), prevention of environmental pollution, waste prevention and reduction, safer disposal of waste, and reduction of noise exposure at the work place are major targets of the Vienna municipal administration's operational environmental protection system. Therefore, the purchased household dishwashers must comply with the following criteria:

- Low energy consumption
- Low water consumption
- With the exception of minimal contamination, materials and equipment must be free from any pollutants, most importantly:
  - » Case and packaging must be free from halogenated components because their production pollutes the environment, they are difficult to dispose of,, and can generate dioxins and furans in case of fire.
  - » Frame varnishing must be free from cadmium-, lead-, or chromium-containing varnish as these substances are very toxic and difficult to dispose of.
- Repair safety
- Low noise emission

#### **1.1.1.2. Minimum Performance Requirements in the Service Description**

The following minimum requirements must be expressly listed in the service description:

##### *1.1.1.2.1. Energy Consumption; Cleaning and Drying Efficiency*

The appliance must be classed "A" with regard to energy efficiency and classed "A" or "B" with regard to cleaning efficiency and drying efficiency, pursuant to Directive 97/17/EG, Federal Law Gazette II No. 182/1999.

##### *1.1.1.2.2. Water Consumption*

The appliance's water consumption must not exceed the following values:

$$W \leq (0.485 \times MG) + 9.25$$

Where [W] is water consumption in Litres, and [MG] is the number of standard place settings

The number of standard place settings the appliance is designed for must be indicated in the tender.

#### *1.1.1.2.3. Noise Emission*

Noise emission in the operating mode “RINSE” must not exceed an A-rated sound level of 49 dB, measured according to Austrian Standard OVE/ÖNORM EN 60704-2-3.

#### *1.1.1.2.4. Repair Safety*

The supplier must provide proof that the manufacturer warrants to provide repair services and spare parts for a minimum period of 10 years.

#### *1.1.1.2.5. Material Requirements for Plastics*

Case and case parts must not be made from substances that may have dioxin- or furan-forming capacities. Therefore, halogen polymers and additives of halogen organic compounds are excluded. An exception is made only if, for technical reasons, the use of halogen polymers and additives of halogen organic compounds are mandatory. In such cases this fact must be expressly stated and justified in the tender. If the used plastic parts are made of primary plastics, no cadmium or lead additives may be contained. If recycled plastics are used, the content of cadmium or lead additives must not exceed 75 ppm.

#### *1.1.1.2.6. Heavy Metal Components in Varnish Used for Frame Coating*

Frame varnishing must be free from cadmium-, lead-, or chrome-containing varnish. Natural or production-related contamination up to a maximum of 100 ppm—for lead up to a maximum of 200 ppm—is exempt.

#### *1.1.1.2.7. Packaging*

Plastics used for packaging must be free from halogen polymers. An exception is made only if, for technical reasons, the use of halogen polymers in packaging is mandatory. In such cases, this fact must be expressly stated and justified in the tender. Furthermore, the supplier must indicate how the provisions of the Packaging Ordinance 1996 (VerpackungsV 1996), Federal Law Gazette II No. 232/1997, as amended, are complied with.

#### *1.1.1.2.8. Data Sheets*

Current data sheets regarding minimum requirements must be provided.

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## **1.1.2. FILTER COFFEE MACHINES**

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### **1.1.2.1. Preamble**

One of the primary goals in the realization of the Vienna municipal administration’s operational environmental protection system is the reduction of energy consumption. Coffee machines with warming plates that are often on for several hours consume a considerable amount of energy and must, therefore, be avoided. Furthermore, machines which have a longer lifespan and are easier to dispose of should be preferred.

### **1.1.2.2. Minimum Performance Requirements in the Service Description**

All purchased coffeemakers must be filter coffee machines furnished with thermos flasks and without a warming plate.

#### *1.1.2.2.1. Material Requirements*

In order to lengthen lifespan and make disposal easier the thermos flask should contain no glass and, instead being entirely made of, for example, synthetic materials.

The coffee machine and flask must not be made from any substances possibly having dioxin- or furan-forming capacities. Therefore, halogen polymers and additives of halogen organic compounds are excluded. An exception is made only if, for technical reasons, the use of halogen polymers and additives of halogen organic compounds is mandatory. In such cases this fact must be expressly stated and justified in the tender. If plastic parts are made of

primary plastics, they must be free from cadmium and lead additives. If recycled plastics are used, the content of cadmium or lead additives must not exceed 75 ppm.

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### **1.1.3. LAUNDRY MACHINES**

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#### **1.1.3.1. Preamble**

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All laundry machines purchased must comply with the following criteria:

- Low energy consumption
- Low water consumption
- Good serviceability with regard to washing and spinning efficiency; criteria regarding rinsing efficiency will be considered by future revisions of this catalogue
- With the exception of minimal unavoidable levels of contamination, materials and equipment must be free from any pollutants, most importantly:
  - » Case and packaging must be free from halogenated components as their production pollutes the environment, they are difficult to dispose of and help generate dioxins and furans in case of fire.
  - » Plastic parts must be free from cadmium and lead as these substances are very toxic and difficult to dispose of.
- Repair safety
- Low noise emission

#### **1.1.3.2. User Information**

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The procuring unit must ascertain that users are provided with the following information:

- Laundry separation by fabric for the selective use of bleaching agents.
- The appliance must be fully loaded during operation. The maximum loading capacity for each washing cycle is indicated by the supplier.
- Preferably, concentrated laundry detergents (compact laundry soap) or building block system laundry soap should be used.
- Dosage of laundry detergent depends on the type of detergent (concentrate or ordinary powder) and the degree of loading (filling the laundry machine) as well as on water hardness and degree of soiling.
- The wash temperature is to be selected according to the various types of fabric.
- If possible, the pre-wash cycle is to be avoided.

#### **1.1.3.3. Minimum Performance Requirements in the Service Description**

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The following criteria refer to laundry machines with a maximum loading capacity of 7.5 kg dry goods. Minimum requirements for energy consumption, water consumption, noise emission, washing efficiency and spinning efficiency refer to the standard washing cycle “60° COTTON”, pursuant to Austrian Standard ÖVE/ÖNORM EN 60456. The following minimum requirements must be expressly listed in the service description:

#### *1.1.3.3.1. Energy Consumption*

Energy consumption is not to exceed the maximum value of 0.19 kWh per kilogram dry laundry. This corresponds to energy efficiency class “A”, pursuant to Directive 95/12/EG, respectively pursuant to Federal Law Gazette 580/1996.

#### *1.1.3.3.2. Washing Efficiency*

The washing efficiency index of the appliance must be class “A”, pursuant to Directive 95/12/E, respectively pursuant to Federal Law Gazette No. 580/1996.

#### *1.1.3.3.3. Spinning Efficiency*

The spinning efficiency index of the appliance must be class “A” or “B” pursuant to Directive 95/12/E, respectively pursuant to Federal Law Gazette No. 580/1996.

#### *1.1.3.3.4. Water Consumption*

Water consumption of the appliance may not exceed a maximum of 12 liters per kilogram dry laundry.

#### *1.1.3.3.5. Noise Emission*

Noise emission during the operating phase “SPIN” may not exceed an A-rated sound level of 75 dB, measured pursuant to Austrian Standard ÖVE/ÖNORM EN 60704-2-4. Noise emission during the operating phase “WASH” may not exceed an A-rated sound level of 52 dB, measured pursuant to Austrian Standard ÖVE/ÖNORM EN 60704-2-4.

#### *1.1.3.3.6. Repair Safety*

The supplier must provide proof that the manufacturer warrants to provide repair services and spare parts for a minimum period of 10 years.

#### *1.1.3.3.7. Material Requirements for Plastics*

Case and case parts must not be made from substances that may have dioxin- or furan-forming capacities. Therefore, halogen polymers and additives of halogen organic compounds are excluded. An exception is made only if, for technical reasons, the use of halogen polymers and additives of halogen organic compounds are mandatory. In such cases this fact must be expressly stated and justified in the tender. If the used plastic parts are made of primary plastics, no cadmium or lead additives may be contained. If recycled plastics are used, the content of cadmium or lead additives must not exceed 75 ppm.

#### *1.1.3.3.8. Heavy Metal Components in Varnish Used for Frame Coating*

Frame varnishing must be free from cadmium-, lead-, or chrome-containing varnish. Natural or production-related contamination up to a maximum of 100 ppm, for lead up to a maximum of 200 ppm, are exempt.

#### *1.1.3.3.9. Packaging*

Plastics used for packaging must be free from halogen polymers. An exception is made only if, for technical reasons, the use of halogen polymers in packaging is mandatory. In such cases, this fact must be expressly stated and justified in the tender. Furthermore, the supplier must indicate how the provisions of the Packaging Ordinance 1996 (VerpackungsV 1996), Federal Law Gazette II No. 232/1997, as amended, are complied with.

#### *1.1.3.3.10. Data Sheets*

Current data sheets regarding minimum requirements must be provided.

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## **1.1.4. REFRIGERATORS**

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### **1.1.4.1. Preamble**

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All household refrigerators and freezers purchased must comply with the following criteria:

- Low energy consumption
- With the exception of minimum unavoidable contamination, materials and equipment must be free from any pollutants, most importantly:
  - » Refrigerants, lubricants and heat insulation must be free from halogenated organic compounds as these damage the ozone layer, contribute to the greenhouse effect and are difficult to dispose of.
  - » Case and packaging must be free from halogenated components as their production pollutes the environment, they are difficult to dispose of and help generate dioxins and furans in case of fire.
  - » Plastic parts must be free from cadmium and lead as these substances are very toxic and difficult to dispose of.
- Repair safety
- Low noise emission

#### **1.1.4.2. User Information**

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The procuring unit must ascertain that users are provided with the following information:

- Warm food should be allowed to cool off before being put into the appliance as the water vapour from the warm food causes ice to coat the inside of the appliance. However, the cooling period should be short for reasons of hygiene.
- The appliance should be kept in an upright position during transport to prevent the compressor from being damaged. If the appliance must be transported in a slanting position, the compressor should be located at the lowest point. Further transport instructions from the manufacturer must be carefully followed.
- The appliance should not be operated alongside any heat source (e.g. cooking range, heater, dish washer) and should not be exposed to direct sunlight.
- The manufacturer's instructions regarding set up and installation must be followed, including space dimension requirements to ensure sufficient air circulation.
- The thermostat should be set according to manufacturer's instructions.
- Door or lid should not be opened more frequently or for longer periods than necessary; this applies to freezers in particular.
- If the appliance is not furnished with automatic defrosting, the evaporator should be kept free from ice coating.
- The heat exchanger on the rear side of the appliance and the space underneath it should be kept dust-free.
- Faulty door insulation should be replaced as soon as possible.

#### **1.1.4.3. Minimum Performance Requirements in the Service Description**

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These criteria refer to refrigeration and freezing appliances containing up to 0.8 kg refrigerant. The following minimum requirements must be expressly listed in the service description:

##### **1.1.4.3.1. Energy Consumption**

The appliance must be classed "A+", i.e. the energy efficiency index must be lower than 42, pursuant to Directive 2003/66/EG issued by the Commission of the European Union.

**Exception:** Fitted refrigerator-freezer combination systems and fitted freezers, i.e. fitted appliances of classes 7 and 8, pursuant to Directive 2003/66/EG, may be classed “A”, i.e., the maximum energy consumption must not exceed 55% of the average energy consumption of the model type. Inspection is carried out according to Austrian Standard ÖNORM EN 153.

*1.1.4.3.2. Material Requirements for Operational Supplements*

Refrigerants, lubricants and heat insulation of the appliance must be free from halogen organic compounds.

*1.1.4.3.3. Noise Emission*

Noise emission must not exceed an A-rated sound level of 42 dB, measured according to Austrian Standard ÖNORM EN 28960.

*1.1.4.3.4. Repair Safety*

The supplier must provide proof that the manufacturer warrants to provide repair services and spare parts for a minimum period of 10 years.

*1.1.4.3.5. Material Requirements for Plastics*

Case and case parts must not be made from substances that may have dioxin- or furan-forming capacities. Therefore, halogen polymers and additives of halogen organic compounds are excluded. An exception is made only if, for technical reasons, the use of halogen polymers and additives of halogen organic compounds are mandatory. In such cases this fact must be expressly stated and justified in the tender. If the used plastic parts are made of primary plastics, no cadmium or lead additives may be contained. If recycled plastics are used, the content of cadmium or lead additives must not exceed 75 ppm.

*1.1.4.3.6. Packaging*

Plastics used for packaging must be free from halogen polymers. An exception is made only if, for technical reasons, the use of halogen polymers in packaging is mandatory. In such cases, this fact must be expressly stated and justified in the tender. Furthermore, the supplier must indicate how the provisions of the Packaging Ordinance 1996 (VerpackungsV 1996), Federal Law Gazette II No. 232/1997, as amended, are complied with.

*1.1.4.3.7. Data Sheets*

Current data sheets regarding minimum requirements must be provided.

## 1.2. OFFICE EQUIPMENT AND SUPPLIES

### 1.2.1. FAX MACHINES

#### 1.2.1.1. Preamble

Reduction of energy consumption, prevention of environmental pollution, waste prevention and reduction, safer disposal of inevitable waste, increased use of recycled paper and reduction of noise exposure in the work place are major targets of the Vienna municipal administration's operational environmental protection system.

Therefore, purchased fax machines must have the following attributes:

- Low energy consumption
- Suitable for the use of recycled paper
- Excepting minimum, unavoidable levels of contamination, materials and equipment must be free from all pollutants, in particular:
  - » Case and packaging must be free from halogenated components as their production pollutes the environment, they are difficult to dispose of, and generate dioxins and furans in the event of fire.
  - » Toner must be free from any toxic substances that are potentially harmful to staff health.
- Long lifetime
- Lowest possible indoor pollution, when in use, in particular, with regard to ozone and dust:
  - » Ozone is a potent irritant gas affecting the respiratory system, mucous membranes and eyes. It is generated when the bobbin is electrically charged with up to 10,000 Volts.<sup>1</sup>
  - » Toner dust consists of carbon black, thermo plastic synthetic resins and iron oxide colors. Electrostatically charged particles of toner dust emitted into the air during the printing process are potentially harmful to the lungs.<sup>2</sup>

#### 1.2.1.2. Minimum Performance Requirements in the Service Description

The following minimum requirements must be explicitly specified in the service description:

##### 1.2.1.2.1. Power Consumption

The appliance must fulfill the following requirements, depending on the respective performance category:

Print capacity (pages per minute)	Power consumption, low power mode (watts)
< 7	< 7

<sup>1</sup> see Gilch: Ökologie im Büro. Leitfaden für die umweltorientierte Beschaffung. Frankfurt / Main 1999, p. 80

<sup>2</sup> see Geißlhofer: Expertise „Das öffentliche Beschaffungswesen als Impulsgeber für umweltverträgliche Lösungen im Bereich der öffentlichen Verwaltung“ compiled on behalf of the Federal Ministry of Science

Print capacity (pages per minute)	Power consumption, low power mode (watts)
≥ 7	< 15

The activation period for low power mode must not exceed 5 minutes.

The following specifications must be listed in the product description folder:

- Print capacity (number of pages per minute);
- Power consumption in low power mode;
- Activation period for low power mode.

#### 1.2.1.2.2. *Printing Paper*

The appliance must be suitable for the use of recycled paper (based on 100% recovered paper) conforming to Austrian Standard ÖNORM EN 12281.

#### 1.2.1.2.3. *Toner*

Toner must be free from polycyclic aromatic hydrocarbons; residual PAHC-contamination from the production process is tolerable only up to a maximum of 0.1 ppm.

Constitutional ingredients must not contain any substances classed as “very toxic” (T+), “toxic” (T), “harmful” (labeled R42), “irritants” (labeled R43), “carcinogens” (R45, R49), “mutagens” (R46) or “toxic for reproduction” (R 60, 61, 62, 63), pursuant to the Chemical Substances Act 1996 (ChemG 1996), Federal Law Gazette I No. 53/1997, respectively pursuant to Directive 67/548/EEC, Annex VI; nor substances listed as grade A1, A2, B or C in Annex III of the Occupational Exposure Limit Ordinance 2001 (GrenzwerteV 2001), Federal Law Gazette II No. 253/2001 which was enacted pursuant to the Austrian Federal Act on Occupational Safety and Health Protection (ArbeitnehmerInnenschutzgesetz).

Substances classed as “hazardous” (N) pursuant to the Chemical Substances Act 1996 (ChemG 1996), Federal Law Gazette I No. 53/1997 and substances listed in Annex VI of Directive 67/548/EEC may be present up to a maximum of 0.1% (R50, R50/53), respectively up to a maximum of 3% (R51/53).

Residual toner must be recollected for correct disposal.

#### 1.2.1.2.4. *Emission of Pollutants*

The ozone concentration measured on a level of 165 cm and at a distance of 10 cm, in the center of the side facing the user, must not exceed a maximum of 0.02 mg per m<sup>3</sup> air.

Dust concentration at a distance of 0.3 m from the printer front and on a level of 1.2 m above ground must not exceed a maximum of 0.075 mg per m<sup>3</sup> air.

#### 1.2.1.2.5. *Data Sheets*

Current data sheets must be provided.

#### 1.2.1.2.6. *Lifespan and Warranty*

- The supplier must warrant repair services and spare parts for a minimum period of five years.
- The supplier must warrant the availability of consumables for a minimum period of five years.
- Economic life-time must be at least 12,000 print pages size A4.
- Information about length of lifespan must be provided in the product description.

#### 1.2.1.2.7. *Material Requirements for Plastics of Body and Parts of the Fax Machine*

Case and case parts must not be made from substances that may have dioxin- or furan-forming capacities. Therefore, halogen polymers and additives of halogen organic compounds are not allowed.

#### 1.2.1.2.8. *Packaging*

Plastics used for packaging must be free from halogen polymers. If packaging—in exceptional cases—does, however, contain halogen polymers the reason for this must be stated and fully justified in the tender.

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## 1.2.2. LASER PRINTERS

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### 1.2.2.1. Preamble

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All laser printers purchased must comply with the following criteria:

- Low energy consumption
- Suitable for the use of recycled paper
- Materials and equipment must be free from any pollutants, in particular:
  - » Case and packaging must be free from halogenated components as their production pollutes the environment, they are difficult to dispose of and generate dioxins and furans when burnt or in the event of fire.
  - » Toners must be free from any toxic substances that are potentially harmful to health.
- Long-life cycle
- Low noise emission
- Lowest possible indoor pollution, when in use, in particular with regard to ozone and dust:
  - » Ozone is a potent irritant gas affecting the respiratory system, mucous membranes and eyes. It is generated when the bobbin is electrically charged with up to 10,000 Volts.<sup>3</sup>
  - » Toner dust consists of carbon black, thermo plastic synthetic resins and iron oxide colors. Electrostatically charged particles of toner dust emitted into the air during the printing process are potentially harmful to the lungs.<sup>4</sup>

### 1.2.2.2. Minimum Performance Requirements in the Service Description

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The following minimum requirements must be expressly listed in the service description:

#### 1.2.2.2.1. *Power Consumption*

The printer must be furnished with a self-activating stand-by mode with low power consumption, not to exceed the following limits:

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<sup>3</sup> see Gilch: *Ökologie im Büro. Leitfaden für die umweltorientierte Beschaffung.* Frankfurt / Main 1999, p. 80

<sup>4</sup> see Geißlhofer: *Expertise „Das öffentliche Beschaffungswesen als Impulsgeber für umweltverträgliche Lösungen im Bereich der öffentlichen Verwaltung“* compiled on behalf of the Federal Ministry of Science

Print capacity (pages per minute)	Max period before standby mode (minutes)	Max power consumption during stand-by mode (watts)
1 - 7	15	15
8 - 14	30	30
> 14 plus high-performance colour printers	60	45

Power consumption during the operating mode “OFF” is not to exceed 2 watts. Furthermore, the following items must be listed in the product description folder:

- Print capacity (number of pages per minute);
- Power consumption during stand-by mode;
- Power consumption during the operating mode “OFF”;
- Activation period for stand-by mode with low energy consumption.

**1.2.2.2.2. Printing Paper**

The printer must be suitable for the use of recycled paper (based on 100% recovered paper) conforming to Austrian Standards ÖNORM EN 12281, ÖNORM EN 12282 and ÖNORM EN 12283.

**1.2.2.2.3. Toner**

Toner must be free from polycyclic aromatic hydrocarbons; residual PAHC-contamination from the production process is acceptable only up to a maximum of 0.1 ppm.

Constitutional ingredients must not contain any substances classed as “very toxic” (T+), “toxic” (T), “harmful” (labeled R42), “irritants” (labeled R43), “carcinogens” (R45, R49), “mutagens” (R46) or “toxic for reproduction” (R 60, 61, 62, 63), pursuant to the Chemical Substances Act 1996 (ChemG 1996), Federal Law Gazette I No. 53/1997, respectively pursuant to Directive 67/548/EEC Annex VI; nor substances listed as grade A1, A2, B or C in Appendix III of the Occupational Exposure Limit Ordinance 2003 (GrenzwerteV 2003), Federal Law Gazette II No. 184/2003 which was enacted pursuant to the Austrian Federal Act on Occupational Safety and Health Protection (ArbeitnehmerInnenschutzgesetz).

Substances classified as “hazardous” (N) pursuant to the Chemical Substances Act 1996 (ChemG 1996), Federal Law Gazette I No. 53/1997 and substances listed in Appendix VI of Directive 67/548/EEC may be present up to a maximum of 0.1% (R50, R50/53), respectively up to a maximum of 3% (R51/53).

Residual toner must be collected for proper disposal.

**1.2.2.2.4. Emission of Pollutants**

The ozone concentration measured on a level of 165 cm and at a distance of 10 cm, in the center of the side facing the user, is not to exceed a maximum of 0.02 mg per m<sup>3</sup> air.

Dust concentration at a distance of 0.3 m from the printer front and on a level of 1.2 m above ground is not to exceed a maximum of 0.075 mg per m<sup>3</sup> air.

**1.2.2.2.5. Noise Emission**

Print capacity (pages per minute)	Maximum sound level, dB(A)
1 - 7	58
8 - 14	62
> 14 plus all high performance color printers	67

#### 1.2.2.2.6. Data Sheets

Current data sheets must be provided.

#### 1.2.2.2.7. Lifespan

**Extended Lifespan:** If applicable, the RAM of laser printers should be expandable and exchangeable. Printers capable of fully printing the maximum paper size (printed area) with maximum resolution are exempt from this rule.

**Spare Parts Warranty:** The supplier must warrant repair services and spare parts for a minimum period of five years.

The supplier must warrant the availability of consumables for a minimum period of five years.

The monthly print capacity must be no less than:

- 10,000 pages/month for printers with a printing capacity of < 10 pages/minute;
- 30,000 pages/month for printers with a printing capacity of < 16 pages/minute;
- 100,000 pages/month for printers with a printing capacity of > 16 pages/minute.

Information on Lifespan: Information on the above-mentioned requirements must be provided in the product description.

#### 1.2.2.2.8. Material Requirements for Plastics

Case and case parts must not be made from substances that may have dioxin- or furan-forming capacities. Therefore, halogen polymers and additives of halogen organic compounds are excluded. An exception is made only if, for technical reasons, the use of halogen polymers and additives of halogen organic compounds is mandatory. In such cases this fact must be expressly stated and justified in the tender. If the used plastic parts are made of primary plastics, no cadmium or lead additives may be contained. If recycled plastics are used, the content of cadmium or lead additives must not exceed 75 ppm.

#### 1.2.2.2.9. Packaging

Plastics used for packaging must be free from halogen polymers. An exception is made only if, for technical reasons, the use of halogen polymers in packaging is mandatory. In such cases, this fact must be expressly stated and justified in the tender.

Furthermore, the supplier must indicate how the provisions of the Packaging Ordinance 1996 (VerpackungsV 1996), Federal Law Gazette II No. 232/1997, as amended, are complied with.

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## 1.2.3. OFFICE FILING SYSTEMS AND RECYCLED PAPER

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### 1.2.3.1. Preamble

Using recycled paper in office filing systems minimizes and eliminates the environmental impact of paper production, including pulp- and mechanical wood pulp production. Furthermore, product purity is ensured by avoiding coating and lamination with “non-paper” materials.

Regulations on foldability allow for a reduction in volume which results in savings on transport and distribution costs.

### 1.2.3.2. Scope

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**Product group 2.1** Folders and suspension files, folder jackets, box systems for documents and magazines, organizers, loose-leaf binders.

**Product group 2.2** Filing systems with drawer elements, archive boxes and -shelves.

**Product group 2.3** Registry systems (suspended, pendular, and box registry)

**Product group 2.4** Files, binders, dividers etc.

### 1.2.3.3. Health Related and Environmental Criteria

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#### 1.2.3.3.1. General Regulations Regarding Raw Materials, Auxiliary Products and Ingredients:

Materials classified as “carcinogenic substances and agents” (III A1, III A2) pursuant to the Ordinance on Exposure Limits and Carcinogenic Substances published by the Federal Ministry of Economy and Labour (GrenzwerteV 2001) may be used as ingredients of preparations, or in their pure form, up to a maximum of 0.1 % of the total mass. For products classed III B, the maximum allowed is 1 % of the total mass.

Substances that fall in the water hazard category WGK 2 by listing or self-classification, pursuant to the Administrative Regulation on Water Pollutants (Verwaltungsvorschrift Wassergefährdende Stoffe) may be used as ingredients of preparations, or in their pure form, up to a maximum of 1 % of the total mass. Substances classed under water hazard category WGK 3 may not be used at all.

#### 1.2.3.3.2. Specific Regulations Regarding Raw Materials, Auxiliary Products and Ingredients for Card- and Paperboard Production

Colorants containing compounds of mercury, lead, cadmium, or chromium VI as may not be used. If the pulp is bleached, neither chlorine nor compounds with chlorine may be contained. The use of ethylene diamine tetraacetic acid (EDTA) is not permitted. No optical brighteners may be added.

#### 1.2.3.3.3. Pulp

- *Product Group 2.1*
  - » 100% recovered paper (tolerance indication 7%); a minimum share of 40% of the old paper used must come from “lower grades” as defined by the European Old Paper and Standard Sortiment List, ÖNORM EN 643.
- *Product Group 2.2*
  - » Minimum 70% recovered paper.
- *Product Groups 2.3 and 2.4*
  - » 100% recovered paper (tolerance indication 7%).
- *Specific Regulations Regarding Raw Materials, Auxiliary Products and Ingredients of the End Product*
  - » Only water based dispersion adhesives are permitted for bonding.
  - » Non-cadmium plated materials suitable for magnetic cutting systems are permitted.
  - » The permitted amount of synthetic materials contained in recording systems is a maximum of 1% of the total mass.
  - » Halogenated plastics and synthetic lamination are not allowed.

#### 1.2.3.3.4. Packaging

Paper, cardboard and paperboard may be used as packaging materials.

Only colorants as defined in item 3.2 may be used for colouring and printing.

Used packaging must be recollected for recycling. Alternatively, participation in a collection- and recycling system is required. The provisions of the Packaging Ordinance (VerpackungsV), Federal Gazette 648/1996, as amended, are applicable.

#### 1.2.3.3.5. Serviceability

##### 1.2.3.3.5.1. Special Requirements for Product Group 2.1 (Ring Binders)

5,000 cycles of opening and closing the binding mechanism and cover with subsequent set up. Inspection must be carried out while the product is loaded for ordinary use. The product (system) must pass this inspection without developing any detectable functional damage.

##### 1.2.3.3.5.2. Special Requirements for Product Group 2.2

**Fold Up:** Five times fold up, respectively fold down, without any detectable functional damage.

**Flexible System Accessories:** Functional system accessories, such as flap mechanisms and other flexible parts or elements etc. must withstand a cycle of 1,000 manipulations while the product/element is loaded for ordinary use and plainly filled with paper grade 80 g/m<sup>2</sup>, without any functional impairment.

**Horizontal Stacking Capacity:** The filing system must function free from any detectable impairment with elements stacked horizontally, independent of the number of elements, at a stack width of 15 loaded drawer elements, bottom drawer empty, plainly filled with paper grade 80 g/m<sup>2</sup>.

**Vertical Stacking Capacity:** Stacking capacity of the filing system with vertically stacked elements as defined in item 4.2.3 under the requirement of six-fold stack height.

##### 1.2.3.3.5.3. Special Requirements for Product Group 2.3 (Including Suspension Files)

1,000 manipulation cycles of hanging up and taking out the suspension file. Inspection must be effected while the product is loaded for ordinary use, weight corresponding to the maximum filling capacity. The product must pass the inspection without any detectable functional impairment.

##### 1.2.3.3.6. Proof of Serviceability

A certificate of serviceability issued by the manufacturer or by an independent test center for example, Höhere Graphische Bundes- Lehr- und Versuchsanstalt, must be provided to confirm serviceability as required above.

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## 1.2.4. PHOTOCOPY MACHINES

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### 1.2.4.1. Preamble

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The Vienna Municipality has adopted the policy not to buy but, rather, to lease photocopying machines. Furthermore, the leased photo-copiers must comply with the following criteria:

- Low energy consumption
- Suitable for the use of recycled paper
- Materials and equipment must be free from any pollutants, most importantly:

- No brominated flame retardants (BFRs). The production of BFRs, and possible gas emissions during operation, pollute the environment. They also contribute to the generation of dioxins and furans in case of fire, and make the recycling of plastics more difficult or impossible. Furthermore, modern office appliances no longer need housing furnished with halogenated flame retardants.<sup>5</sup>
- No selenium- or cadmium sulfide-coated photo semi-conductors because, due to their toxicity. Zinc oxide bands and OPC- and silicon drums are acceptable because they are suitable for municipal waste disposal and the carrier material (e.g. aluminium) can be recycled.<sup>6</sup>
- Toner must be free from any toxic substances that are potentially harmful to staff health.
- Lowest possible indoor pollution, when in use, in particular with regard to ozone and dust:
  - » Ozone is a potent irritant gas affecting the respiratory system, mucous membranes and eyes. It is generated when the bobbin is electrically charged with up to 10,000 Volts. Noticeable ozone impact can be the result, if the copier is not furnished with a filter, or if the filter has become ineffective, or in case of inadequate maintenance of the appliance.<sup>7</sup>
  - » Toner dust consists of carbon black, thermo plastic synthetic resins and iron oxide colors. Electrostatically charged particles of toner dust emitted into the air during the printing process are potentially harmful to the lungs.<sup>8</sup>

#### 1.2.4.2. Minimum Performance Requirements in the Service Description

The following minimum requirements must be expressly listed in the service description:

##### 1.2.4.2.1. Power Consumption

Depending on its performance category, the appliance must fulfill the following requirements:

Print Capacity (pages / min)	Low Power Mode (watts)	Time required to re-sume ready mode (seconds)	Operating mode "OFF" (watts)	"OFF" mode Activation period (min)
≤ 20	n.a.	n.a.	< 5	≤ 30
21 - 44	3.85 x print capacity + 5	30	< 10	≤ 60
> 44	3.85 x print capacity + 5	30 (rec'd)	< 15	≤ 90

The activation period for the energy-conserving idle mode "low power mode" may not exceed 15 minutes. The energy-conserving idle mode must be activated by set up.

The appliance must have a switch for the "off" mode. Power consumption in the "off" mode (plug in mode), may not exceed the value of:

5 See Ökoleitfaden Vorarlberg (Office), Chapter on Office Appliances/Computers, Dornbirn 1999, p. 8

6 See Gilch: Ökologie im Büro. Leitfaden für die umweltorientierte Beschaffung. Frankfurt/Main 1999, p. 83

7 see Gilch: Ökologie im Büro. Leitfaden für die umweltorientierte Beschaffung. Frankfurt / Main 1999, p. 80

8 see Geißlhofer: Expertise „Das öffentliche Beschaffungswesen als Impulsgeber für umweltverträgliche Lösungen im Bereich der öffentlichen Verwaltung“ compiled on behalf of the Federal Ministry of Science

- 2 watts, for copiers with a print capacity of  $\leq 20$  copies per minute; or
- 5 watts, for copiers with a print capacity of  $> 20$  copies per minute.

#### 1.2.4.2.2. Copy Paper

The appliance must be suitable for the use of recycled paper based on 100% recovered paper and conforming to Austrian Standard ÖNORM ENV 12281.

#### 1.2.4.2.3. Material Requirements

Substances containing selenium or cadmium may not be used;

Flame resistant parts made of primary plastics must not contain any polybrominated biphenyls (PBBs) nor polybromated diphenylether (PBDE).

#### 1.2.4.2.4. Toner

Toner must be free of polycyclic aromatic hydrocarbons; residual PAHC-contamination from the production process is tolerable only up to a maximum of 0.1 ppm.

Constitutional ingredients must not contain any substances classed as “very toxic” (T+), “toxic” (T), “harmful” (labeled R42), “irritants” (labeled R43), “carcinogens” (R45, R49), “mutagens” (R46) or “toxic for reproduction” (R 60, 61, 62, 63), pursuant to the Chemical Substances Act 1996 (ChemG 1996), Federal Law Gazette I No. 53/1997, respectively pursuant to Directive 67/548/EEC Annex VI; nor substances listed as grade A1, A2, B or C in Appendix III of the Occupational Exposure Limit Ordinance 2001 (GrenzwerteV 2001), Federal Law Gazette II No. 253/2001 which was enacted pursuant to the Austrian Federal Act on Occupational Safety and Health Protection (ArbeitnehmerInnenschutzgesetz).

Substances classified as “hazardous” (N) pursuant to the Chemical Substances Act 1996 (ChemG 1996), Federal Law Gazette I No. 53/1997 and substances listed in Appendix VI of Directive 67/548/EEC may be present up to a maximum of 0.1% (R50, R50/53), respectively up to a maximum of 3% (R51/53).

Residual toner must be collected for adequate disposal.

#### 1.2.4.2.5. Emission of Pollutants

The ozone concentration measured on a level of 165 cm and at a distance of 10 cm, in the center of the side facing the user, is not to exceed a maximum of 0.02 mg per m<sup>3</sup> air.

Dust concentration at a distance of 0.3 m from the printer front and on a level of 1.2 m above ground is not to exceed a maximum of 0.075 mg per m<sup>3</sup> air.

#### 1.2.4.2.6. Data Sheets

Current data sheets regarding minimum requirements must be provided

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## 1.2.5. PRINTED PRODUCTS

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### 1.2.5.1. Preamble

Print products made of recycled or non-chlorine bleached paper, produced under qualitative and quantitative restrictions regarding solvents and print colors, with binding and finishing processes that allow for optimum utilization, are all prerequisites for protecting resources and substantially reducing environmental and health hazards.

### 1.2.5.2. Scope

These criteria apply to offset print paper products such as, books, magazines, flyers, address books, mercantile printed matter, calendars, telephone books, newspapers, advertising materials, etc. Packaging is exempt from these criteria, except for item 3.4.2.

### **1.2.5.3. Minimum Performance Requirements in the Service Description**

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#### *1.2.5.3.1. Environmental Criteria*

Only paper types distinguished by environmental labelling should be used.

#### *1.2.5.3.2. Basic Materials*

The entire print process is to be free from substances classed as “carcinogenic substances” (A 1, A 2 or B), pursuant to the Ordinance on Exposure Limits and Carcinogenic Substances 2001 (GrenzwerteV 2001), published by the Federal Ministry of Economy and Labor.

Substances classed as “very toxic” (T+), “toxic” (T), “carcinogens” (R45, R49), “mutagens” (R46), “toxic for reproduction” (R 60, 61, 62, 63) or “hazardous” with N (R50, R50/53, R51/53), pursuant to the Chemicals Ordinance 1999 (ChemikalienV 1999), Federal Law Gazette II No. 81/2000, as amended, in connection with Annex I to Council Directive 67/548/EEC are also excluded.

This requirement also applies to the ingredients of printer colours and to agents replacing or reducing isopropyl alcohol in rinse water.

#### *1.2.5.3.3. Types of Binding*

Thread binding and wire binding are preferable over adhesive binding. Steel used for wire stapling must be free from cadmium and must not be coated with plastic.

#### *1.2.5.3.4. Fold over*

Coated papers and millboards are acceptable.

#### *1.2.5.3.5. Print Finishing, Lamination*

Linen- and paper coating are acceptable for hard cover volumes.

Water-based print varnishing as a protective function is acceptable in order to maintain serviceability.

#### *1.2.5.3.6. Packaging*

The maxim of minimizing packaging to the highest possible degree, applies. Paper, paper board- and millboard containers as well as polyolefin foils are acceptable as packaging materials.

Composite compounds may not be used.

Used packaging must be recollected for recycling; alternatively, participation in a collection- and recycling system is required. The provisions of the Packaging Ordinance (VerpackungsV), Federal Gazette 648/1996, as amended, are applicable.

#### *1.2.5.3.7. Serviceability*

Hard-back products must fulfill the following requirement: pull test: 7.2 N/cm

Furthermore, the products must be spongeable and resistant to scouring.

#### *1.2.5.3.8. Proof of Serviceability*

A certificate of serviceability issued by the manufacturer or by an independent test center for example, Höhere Graphische Bundes- Lehr- und Versuchsanstalt, must be provided to confirm serviceability as required above.

## 1.3. ILLUMINATION

### 1.3.1. LIGHTBULBS

#### 1.3.1.1. Preamble

Instead of conventional light bulbs, the Vienna Municipal Authority mainly purchases energy-saving bulbs which must comply with the following criteria:

- Long lifespan
- Low on pollutants
- High light yield
- Electronic ballast with high switch durability (more than 20,000 switchings)
- Electromagnetic compatibility
- Low on idle current

#### 1.3.1.2. Minimum Performance Requirements in the Service Description

The following minimum requirements must be expressly listed in the service description:

##### 1.3.1.2.1. Life Cycle

No less than 10,000 operating hours

##### 1.3.1.2.2. Mercury Concentration

Max. 6 mg per bulb; value taken from an average over 10 randomly-chosen sample bulbs, with the highest and the lowest values discarded.

##### 1.3.1.2.3. Light Yield

Power consumption of the bulb (watts)	Minimum light yield (lumens/watt)
< 10	40
10 - 18	45
> 18	55

##### 1.3.1.2.4. Idle Current

$\cos \varphi > 0.5$

##### 1.3.1.2.5. Electronic Ballast

Compact fluorescent lamps with inductive ballast are excluded.

##### 1.3.1.2.6. Electromagnetic Compatibility of Luminaires and Electronic Ballast

The following OVE-regulations, respectively Austrian Standards, must be complied with:

- EN 55015+A1+A2:2003-11-01—Limits and methods of measurement of radio disturbance characteristics of electrical lighting and similar equipment;
- EN 61000-3-2:2002-02-01—Limits for harmonic current emissions;
- EN 61547 + A1:2001-08-01—Interference resistance.

## 1.3.2. NEON TUBE LIGHTING

### 1.3.2.1. Preamble

Instead of conventional light bulbs, the Vienna Municipal Authority purchases mostly luminescent tube fittings which must be suitable for standard voltage from the public power supply and comply with the following, ecologically relevant criteria:

- High energy efficiency
- Long lifespan
- Favorable luminous flux ratio
- Low on pollutants
- Electronic ballast
- Electromagnetic compatibility
- Low on idle current

### 1.3.2.2. Minimum Performance Requirements in the Service Description

The following minimum requirements must be expressly listed in the service description:

#### 1.3.2.2.1. Energy Efficiency

Tubular lighting must fulfill the criteria for class A, pursuant to Directive 98/11/EG, Annex IV.

#### 1.3.2.2.2. Average Life Cycle and Luminous Flux Ratio

Average Lifespan (hours)	Luminous Flux Ratio
> 10,000 and < 20,000	90% at 10,000 hours
> 20,000	90 % at 20,000 hours

#### 1.3.2.2.3. Mercury

Average Lifespan	Mercury Content per bulb
> 10,000 and < 20,000	< 7.5 mg
> 20,000 hours	< 10 mg

Average value over 10 samples, with the highest and the lowest values being disregarded.

#### 1.3.2.2.4. Electronic Ballast

Conventional ballast may not be used. Only certified electronic ballast may be used.

#### 1.3.2.2.5. Electromagnetic Compatibility of Lighting and Electronic Ballast

The following OVE regulations, respectively Austrian Standards, must be complied with:

- EN 55015+A1+A2:2003-11-01—Limits and methods of measurement of radio disturbance characteristics of electrical lighting and similar equipment;
- EN 61000-3-2:2002-02-01—Limits for harmonic current emissions;
- EN 61547 + A1:2001-08-01—Interference resistance.

#### 1.3.2.2.6. Idle current

The value of  $\cos \varphi$  should be close to 1.

***1.3.2.2.7. Packaging***

No laminated nor composite plastics may be used. Packaging of tubular lighting must consist of no less than 80% by weight recycled materials.

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## **PART 2: REGULATIONS FOR TENDER AND SELECTION OF CLEANING AGENTS**

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### **2.1. INTRODUCTION**

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The following section consists of tender documents for the ecological procurement of cleaners for the year 2003/2004. These documents support the purchaser by demonstrating what the tender procedure should look like and support the bidder by stating which requirements have to be fulfilled.

The bid documents show a two-stage process. First, they describe minimal binding criteria which have to be fulfilled for cleaners. The criteria exclude substances and stipulate maximum concentrations. These are mandatory; any cleaners which fail to meet these criteria are eliminated from the procurement process.

Cleaners which meet these criteria go through to the second stage, when they are evaluated by questionnaire according to a score system which refers to the environmental profile and concentrations of the cleaners.

The winning product is determined by weighting 60% price against 40% environmental criteria. Due to legal changes the tender documents for the ecological procurement of cleaners had to be revised.

The new legally binding version (as of 22 January, 2007) for the bidding documents for the green purchasing of cleaners for the whole City of Vienna (and not only the Vienna Hospital Association) is available at [www.ÖkoKaufWien.wien.at](http://www.ÖkoKaufWien.wien.at)

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## **2.2. SPECIAL REGULATIONS FOR TENDER**

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### **2.2.1. PREAMBLE**

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Awarding contracts for services to be rendered on behalf of individual institutions of the Vienna Hospital Association (KAV - Wiener Krankenanstaltenverbund) is one of the tasks of the organizational unit Forum Einkauf a) of the KAV.

Forum Einkauf deals with all tasks required by KAV rules for award of contract. From the point of view of the bidder, it is the bid solicitor. Together, the individual institutions of the KAV are the orderer under joint invitation to bid by Forum Einkauf.

In this invitation by Forum Einkauf to bid for the contract to deliver cleaning supplies, different sections of the specifications for tender are considered as separate units of the invitation to bid which can be separately offered and awarded. Awarding contract for individual positions - within these separate units - will not be considered.

For the year 2004 the KAV is awarding contracts to supply general purpose cleaner, dish-washing liquid, rinse aid, detergent, abrasive, basic floor cleaner, floor coating, floor care, sanitary cleaner and glass cleaner to all institutions of the KAV.

The anticipated amounts which will be required of each product are indicated in the attached specifications for tender.

#### **2.2.1.1. Basic Requirements for Tender**

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##### *2.2.1.1.1. Submission of Bid*

No other than the enclosed specifications for tender are to be used for submission of bid which is to incur neither cost nor obligation to KAV.

##### *2.2.1.1.2. Specifications for Tender*

The stipulated text of the specifications for tender is to be neither changed nor amended. The bidder may state essential caveats and explanations on a separate sheet of paper. These will be read out at the bid opening.

##### *2.2.1.1.3. Bid Language*

The tender itself and all documents submitted during the award of contract procedure must be compiled in German. If documents in other languages are submitted, a German text version is to be attached. All prices must be indicated in Euros (€).

##### *2.2.1.1.4. Conditions of Service and Delivery*

Conditions of service and delivery which the bidder might wish to attach to the bid do not apply unless they were called for in the invitation to bid.

##### *2.2.1.1.5. Waste Products*

The contractor undertakes to deliver to the orderer only "deobligated" (entpflichtet) packaging materials respectively "pre-deobligated" (vorentpflichtet) service packs, as described in the Austrian Packaging Ordinance (VerpackungsV) 1996. The ARA license number ..... respectively service license number S ..... provide legally binding confirmation thereof.

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<sup>a)</sup> Translator's Note: *Forum Einkauf* ("Forum Purchasing") is a subsidiary of the ÖPWZ (Austrian Center for Productivity and Economics, Vienna).

#### **2.2.1.1.6. Special Product Features**

Special features of the offered products that go beyond the required quality criteria must be specifically indicated by the bidder.

#### **2.2.1.1.7. Packaging**

Product packaging materials must be PVC-free. Upon request by the office calling for tender, bidder undertakes to provide a certificate at his own cost confirming that non-indicated service positions are PVC-free and free from any other halogen plastics and from any products produced with the use of halogenated hydrocarbons.

#### **2.2.1.1.8. Safety Data Sheet**

Pursuant to Annex F to the Chemicals Ordinance 1999 (ChemikalienV 1999), Federal Law Gazette II No. 81/2000, a safety data sheet for each article must be attached to the bid.

#### **2.2.1.1.9. Separate Bidding for and Awarding of Individual Sections**

Separate bids for the stipulated sections are admissible. It is intended to separately award individual units as described in more detail in the specifications for tender.

#### **2.2.1.1.10. Filing the Bid**

This bid is to be submitted in a tightly closed envelope, clearly marked "TENDER - Cleaning Supplies 2004 - DO NOT OPEN". In this context, reference is made to VD 307b) - "General Tender Specifications for Services Purchased by the Vienna Municipal Authority", Section 3.4 - "Filing the Bid", where further notes to be mentioned on the envelope are listed. There is no code word.

The bid is to be addressed to Forum Einkauf, Montleartstrasse 39, 3rd Floor, Office - Room No. 24, A-1160 Vienna, Austria.

#### **2.2.1.1.11. Bid Opening**

Bid opening will take place immediately upon ending of the bid period, on Tuesday, 20 April 2004, at 10 a.m., at the offices of Forum Einkauf located at Montleartstrasse 39, 3rd Floor, A-1160 Vienna, Austria. Bidders or their representatives, duly authorized in writing, may attend

#### **2.2.1.1.12. Bid examination Pursuant to § 67(5) Federal Procurement Law**

Pursuant to § 94(4) Federal Procurement Law (BVerG), bids are not excluded because of calculation errors. However, potential upgrading based on mathematical correction is possible.

#### **2.2.1.1.13. Notification of Participants in the Award of Contract Procedure**

Pursuant to § 164(4) BVerG, participants in the award of contract procedure will be notified via fax by the office calling for tender when declaratory procedures are opened.

#### **2.2.1.1.14. Waiver of Rescission on Account of Error**

As of the beginning of the bidders' acceptance periods, bidder expressly waives rescission on account of error.

#### **2.2.1.1.15. Criteria for the Suitability Report**

##### **2.2.1.1.15.1. Required Supplementary Verification**

##### **2.2.1.1.15.1.1. Reference Contract**

Further to item 1.2.4 of VD 307 (technical performance), a list of reference contracts dating from the past 36 months must be attached to the bid. Contract values and periods as well as the respective orderer's names must be indicated.

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<sup>b)</sup> Translator's Note: VD 307 - Allgemeine Angebotsbestimmungen der Stadt Wien für Leistungen

According to the service and delivery required under the respective section of the specifications for tender which the bid is referring to, at least one reference contract with a continuous contract period of a minimum of 6 months and of a volume similar to the volume of the respective section must be verified.

Verification of the listed reference contracts must be presented in the form of a certificate issued by the orderer if the orderer is a private entity, respectively notarized if the orderer is a public entity.

If such a certificate is not available a simple statement by the contractor will be accepted. Bidder agrees that the orderer may investigate the authenticity of reference contract verifications, for example, by query with the issuer of the certificate.

#### *2.2.1.1.15.2. Product Attributes*

##### *2.2.1.1.15.2.1. Basic Principles of Product Attributes Analysis*

Bidder must fill out the form “Excluded Substances in Detergents, Cleaners and Care Products” to verify product requirements as defined the service description.

A separate copy of the form “Excluded Substances ...” must be filled out and duly signed for each offered cleaning product. This confirms that the substances listed in this form are not contained, respectively not contained in higher concentrations than the allowed values, in the offered / used product.

This documentation provides the basis for the suitability report on each product offered. In order to allow for comparative assessment, the questionnaires attached to the bid must be filled out diligently and in detail. Incomplete questionnaires will result in the exclusion of the bid (“knock out” criteria).

Products disqualified from an ecological point of view (“knock out” criteria) are also excluded.

##### *2.2.1.1.15.3. Serviceability*

Offered products must be of adequate and sufficient quality (e.g. cleaning power, activation time) which ensures that the intended effect (cleanness, silky glow, stepping safety, etc.) of the respective area of use is met to a customary average (optical effect/impression after treatment).

Pursuant to the requirements of the long text catalog, serviceability of the offered product must be verified by the bidder. Verification (reference) must thus be attached to the bid, indicating that the offered product is already being in satisfactory use on a scope similar to that of hospitals and care centers. If such verification is not provided, the product is excluded (“knock out” criteria).

#### *2.2.1.1.16. Decision on Award of Contract*

Selection works by the “best bid principle”; criteria are weighted 40% ecology (product attributes) and 60% price. The “best bid” is identified by calculation via cost-benefit analysis, as shown below.

##### *2.2.1.1.17. Cost-Benefit Analysis*

###### *2.2.1.1.17.1. Model for Calculation*

The factor for price equalization is:

$$Fe \text{ (eco relevance)} = \Sigma P / \Sigma E$$

$$B = (0.6 * P) + (0.4 * E * Fe)$$

###### *2.2.1.1.17.2. Key / Legend*

**Fe** Equalization factor

**ΣP** Total of all product prices per unit (e.g. liters of cleaner used for average soiling)

**ΣE** Total of all ingredient substances with moderate ecological impact (highlighted in grey colour) according to the ingredient substance grid (maximum one negative point per ingredient substance group).

**B** Benchmark - the product with the lowest (best) benchmark is favored.

**P** Product price

**E** Total of ingredient substances of moderate ecological impact contained in the respective product (maximum one negative point / ingredient substance group).

*2.2.1.1.17.3. Examples of how the process works in practice:*

Five products are offered (A, B, C, D, E). The eco-suitability report indicates the following data:

**Product A:** Contains ingredient substances with moderate ecological impact of five ingredient substance groups and, thus, gets 5 points (E); the price (P) is EUR 0.8/Liter; a reference has been submitted.

**Product B:** Contains ingredient substances with moderate ecological impact of one ingredient substance group and, thus, gets 1 point (E); the price (P) is EUR 1.3/Liter; a reference has been submitted.

**Product C:** Contains no ingredient substances with moderate ecological impact of any ingredient substance group and, thus, gets 0 points (E); the price (P) is EUR 1,8/Liter; a reference has been submitted.

**Product D:** Contains ingredient substances with moderate ecological impact of one ingredient substance group and, thus, gets 1 point (E); the price (P) is EUR 0.6/Liter; however, the assessment of eco-relevance revealed that the product contains one ingredient substance with heavy eco impact of one ingredient substance group. Therefore, the product must be excluded without any further assessment.

**Product E:** Contains no ingredient substances with moderate ecological impact of any ingredient substance group and, thus, gets 0 points (E); the price (P) is EUR 1,7/Liter; however, no reference has been submitted. Therefore, the product must be excluded without any further assessment.

The equalization factor  $F_e$  for offered products A, B and C (products D and E have been excluded) is determined as follows:

$$F_e = \Sigma P / \Sigma E \quad [4 \text{ decimal points}]$$

$$\Sigma P = 0.8 + 1.3 + 1.8 = 3.9$$

$$\Sigma E = 5 + 1 + 0 = 6$$

$$F_e = 3.9 / 6 = 0.65$$

**Product A:**

$$P = 0.8$$

$$E = 5$$

$$B = (0.6 * P) + (0.4 * E * F_e) \quad [2 \text{ decimal points}]$$

$$B = (0.6 * 0.8) + (0.4 * 5 * 0.65) = 0.48 + 1.3 = 1.78$$

**Product B**

$$P = 1.3$$

$$E = 1$$

$$B = (0.6 * P) + (0.4 * E * Fe) \quad [2 \text{ decimal points}]$$

$$B = (0.6 * 1.3) + (0.4 * 1 * 0.65) = 0.78 + 0.26 = 1.04$$

**Product C**

$$P = 1.8$$

$$E = 0$$

$$B = (0.6 * P) + (0.4 * E * Fe) \quad [2 \text{ decimal points}]$$

$$B = (0.6 * 1.8) + (0.4 * 0 * 0.65) = 1.08 + 0 = 1.08$$

The above calculations indicate that, with 1.04 points, product B achieved the lowest score and, thus, must be preferred.

*2.2.1.1.18. Refusal of Contract*

Bidder is liable for extra costs incurred in case of refusal of contract (award of contract based on a bid, whether submitted upon the original invitation to bid, or at a later stage, or a supplemental bid, all of these, however, constituting a binding offer).

*2.2.1.1.19. Further Bidding Requirements*

*2.2.1.1.19.1. Company Stamp*

If a company stamp is not available, name and place of business may be entered by hand, instead.

*2.2.1.1.19.2. "Bidder's Blanks" (= blank spaces to be filled in); Signatures*

Blank spaces, columns, etc. to be filled in by the bidder ("bidder's blanks") are highlighted in grey color (.....). This applies to all sections of the bid.

*2.2.1.1.19.3. Further Instructions for Correct Bid Compilation*

In the interest of easy bid opening and in order to minimize the inspection effort by the office calling for tender and, thus, in mutual interest, the bidder is kindly asked to make sure that all materials submitted together with the bid (e.g., references, business reports, envelopes) be of no more than 6 mm thickness, inseparably (e.g. (adhesive) binding, spiral binding for materials or attachments), unless they have been pre-punched by the bidder. All those materials which have not been pre-punched by the bidder must be suitable for the application of a power puncher with a maximum capacity of 6 mm stack thickness by the office calling for tender in order to be filed in standard A4-format ring binders without projecting edges. Furthermore, the office calling for tender must be able to perforate all materials submitted (including the envelopes, which are to be kept) for marking purposes. Thus, the thickness of single sheets must not exceed a maximum of 2 mm.

*2.2.1.1.20. Addresses and Contacts*

*2.2.1.1.20.1. Forum Einkauf*

**Address:** Montleartstrasse 39, A-1160 Vienna, Austria

**For queries as to the content of this invitation to bid, the following contact persons are available at Forum Einkauf (administrative titles not mentioned):**

- Questions regarding the formal preparation of your bid, please contact Mr. Riedl

- » **phone:** + 43 1 49 150-7198.
- Questions regarding the contents of bid materials, please contact Ing. Friedl
  - » **phone:** + 43 1 49 150-7151
  - » **fax:** + 43 1 49 150-7199

*2.2.1.1.20.2. Technical Services / Environmental Protection*

**Address:** Schottenring 25, A-1010 Vienna, Austria

**For technical questions regarding products, ingredient substances, assessment etc., please contact Ing. Nentwich - phone: + 43 1 531 14-60542.**

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## **2.2.2. ASSESSMENT OF PRODUCT ATTRIBUTES**

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### **2.2.2.1. Questionnaires / Assessment Grids**

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#### *2.2.2.1.1. Textile Laundry Detergents, Floor Cleaning- and -Care Systems*

The assessment of product attributes of textile laundry detergent, floor cleaning- and -care systems (basic cleaner, floor coating, wipe cleaner, etc.) is based on the following assessment grid and on the questionnaires filled out by the bidder.

#### *2.2.2.1.2. All Other Products*

The assessment of product attributes of all other products is based on the “Environmental Performance Sheet for Detergents, Cleaners and Care Products”.

#### *2.2.2.1.3. Special Cleaners, Disinfectants and Disinfectant Cleaners*

Special cleaners, disinfectants and disinfectant cleaners are not assessed.

#### *2.2.2.1.4. Note on the Classification of Concentrates*

Product classification as concentrate is assessed in consideration of the exemptions listed in the form “Excluded Ingredient Substances” and in item 5.5.2.3–Concentrates, based on the following attributes:

- Water content  $\leq 70\%$ ;
- Dosage  $> 0.5\%$  for ordinary soiling;
- Suitable for automatic or closed dosage systems to avoid user contact with the concentrate;
- Product labeling must indicate “Concentrate”.

### **2.2.2.2. Excluded Ingredients<sup>9</sup> Form for Detergents, Cleaners and Care Products**

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*This list does not apply to disinfectants, disinfectant cleaners and other special cleaners.*

**Company:** .....

**Telephone:** .....

**Product Name:** .....

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<sup>9</sup> Compilation based on the criteria for the assessment of detergents, cleaners and care products issued by “*die umweltberatung*”, the Austrian Institute for Applied Ecology and IFF/IFZ Inter-University Research Centre in October 2003.

Alkalis	
KOH (potassium hydroxide) NaOH (sodium hydroxide) Sodium meta silicate	Not exceeding 5%; exemption: dish washer soap, not exceeding 30%; no limit for concentrates.
Ammoniac	Not exceeding 1%; not exceeding 5% in concentrates
Bleaching Agents	
Hydrogen peroxide	Not exceeding 10%, Exemption: bleaching agents in detergents
Chlorine-based bleaching agents, per acetic acid	Not contained
Builders	
Sodium disilicate, sodium layered silicate	Not exceeding 30%
Polycarboxylates	Not exceeding 5%
EDTA (Ethylendiamintetraacetat), Phosphate	Not exceeding
Nitilotriacetate (NTA)	Not exceeding 1%; exemption: dish washer soap, not exceeding 20%
Phosphonates	Not exceeding 1%, exemptions: dish washer soap and detergent concentrates, not exceeding 5%
Organic Solvents <sup>10</sup>	
Total content of solvents	Not exceeding 30% no limit for concentrates
Aliphatic hydrocarbons, solvent naphtha free from aromatic components, 1-butanol (71-36-3), butyl diglycol (112-34-5), butyl glycol acetate (112-07-2), diethylene glycol (111-46-6), dipropylene glycol monomethyl ether (34590-94-8), isobutanol (78-92-2), 1-methoxypropanol-2 (107-98-2), 1-methoxy-2-propyl acetate (108-65-6), N-methyl-2-pyrrolidone (872-50-4), spirits of turpentine (8006-64-2) with $\Delta$ -3-carene content of less than 50 ppm (verification required)	Not exceeding 5%
Total of the above solvents	Not exceeding 10%
Phenylmonoglycol ether (2-phenoxyethanol 122-99-6)	Not exceeding 1%
Free monoethanolamine (141-43-5), free triethanolamine (102-71-6)	Not exceeding 1%; not exceeding 5 % in concentrates
Aromatic hydrocarbons, benzyl alcohol (100-51-6), butyl glycol (111-76-2), diethanolamine (111-42-2), diethylene glycol dimethyl ether (111-96-6), diethylene glycol monomethyl ether (111-77-3), ethylene glycol (107-21-1), ethyl glycol (110-80-5), ethyl glycol acetate (111-15-9), halogen organic compounds, hexylene glycol (107-41-5), methanol (67-56-1), 2-methoxypropanol-1 (1589-47-5), methyl diglycol (111-77-3), methyl glycol (109-86-4), methyl glycol acetate (110-49-6), spirits of turpentine	Not contained
Neutral Salts	
Potassium chloride, calcium chloride, magnesium silicate, magnesium sulfate, sodium chloride, sodium sulfate	Not exceeding 10%
Acids	

<sup>10</sup> Since solvents, in particular, are called by a variety of different names and some safety data sheets tend to prefer the trivial names, this table also uses mostly trivial names. However, the CAS registry numbers are indicated to enable positive identification.

Lactic acid (2-hydroxy propionic acid)	Not exceeding 20%; no limit for concentrates
Amidosulfonic acid, glycol acid (hydroxyacetic acid), acetic acid, sodium bisulfate	Not exceeding 10%; no limit for concentrates
Boric acid, glyoxylic acid, oxalic acid, phosphoric acid <sup>11</sup>	Not exceeding 5%; no limit for concentrates
Formic acid, hydrochloric acid, sulfuric acid	Not exceeding 1%; no limit for concentrates
Nitric acid	Not contained
<b>Tensides</b>	
Tensides that are not readily biodegradable <sup>12</sup>	Not contained
Tensides that should be, respectively already are, classed R50/53 (very toxic for water organisms with potentially harmful long-term effects in water bodies)	Not contained
Quaternary ammonium tensides	Not contained; exemption: esterquats in fabric softeners
Alkylphenol- and arylphenol ethoxylates (APEO)	Not contained
<b>Softeners</b>	
Phthalates (e.g. DEHP-di-ethylhexyl phthalate)	Not contained
Other softeners	Not exceeding 5%
<b>Antidegradants and/or Disinfectant Agents</b>	
Formaldehyde and formaldehyde-split off substances, quaternary ammonium compounds, halogen organic compounds, biguanides	Not contained; exemption: chloroisothiazolinone, not exceeding 15 ppm
Sorbic acid and salts of sorbic acids, benzoic acid and salts of benzoic acid, phenylmonoglycol ether	Not exceeding 1%
Other	Not exceeding 0.1%

<sup>11</sup> The limit of 5% for phosphoric acid was calculated based on the content limit of 2 g phosphor/100g of the product for sanitary cleaners, pursuant to European eco-labels. This value is useful for routine cleaning products. Products that are used to remove existing calcifications sometimes show higher concentrations of phosphoric acid. If such products are offered, the recommended tolerable amount of phosphoric acid is 10%. These tender criteria are not designed for products that are used in special areas, such as swimming pools.

<sup>12</sup> Tensides are considered biodegradable if, based on one of the examination processes described below, the measured biodegradation ratio (mineralization) within 28 days amounts to no less than the following minimum values:

Mineralization	
OECD 301 B (mod. Sturm test) or CO <sub>2</sub> headspace test (ISO 14593) or OECD 301 C (mod. MITI test) or OECD 301 D (closed bottle test) or OECD 301 F (respirometer test) or	≥ 60%
OECD 301 A (DOC die away-test) or OECD 301 E (mod. OECD screening test)	≥ 70%

These criteria are in compliance with the present draft of Proposal on detergents [COM(2002) 485 final] *DetergenzienV*.

Additives	
Fragrances: Paradichlorbenzene, nitro musk- and polycyclic musk compounds	Not contained
Other fragrances	Not exceeding 1%
Colorants	Not exceeding 0.1%
Azo colorants	Not contained
Fatty amines	Not contained
Carboxy methyl cellulose (CMC)	Not exceeding 10%
Poly vinyl pyrrolidone (PVP)	Not exceeding 5%
Halogenated hydrocarbons	Not contained

The bidder confirms by duly signing this offer that the above mentioned ingredient substances are not contained, respectively not contained in excess of the listed concentrations, in the offered product.

### 2.2.2.3. Excluded Ingredients<sup>13</sup> Form for Basic Floor Cleaners and Floor Coating

This form applies to basic floor cleaners and floor coating:

Pursuant to Austrian Standard ÖNORM D 2202, basic cleaning is defined as “complete removal of all maintenance coating and soiling” and a basic cleaner is defined as “an agent for the complete removal of all maintenance coating and soiling down to the coating surface”. Basic cleaning of textile floor covering is defined as “full-area wet cleaning”, pursuant to Austrian Standard ÖNORM D 2201 (textile covering).

Company: .....

Telephone: .....

Product Name: .....

Alkalis	
KOH (potassium hydroxide) NaOH (sodium hydroxide)	Not exceeding 5%
Sodium meta silicate	Not exceeding 10%
Ammoniac	Not exceeding 1%
Bleaching Agents	
Hydrogen peroxide	Not exceeding 10%
Chlorine-based bleaching agents, peracetic acid	Not contained
Builders	
Sodium disilicate, sodium layered silicate	Not exceeding 30%
Polycarboxylates	Not exceeding 5%

<sup>13</sup> Compilation based on the criteria for the assessment of detergents, cleaners and care products issued by “die umweltberatung”, the Austrian Institute for Applied Ecology and IFF/IFZ Inter-University Research Centre, in October 2003.

EDTA (Ethylendiamintetraacetat), Phosphate	Not contained
Nitrilotriacetate (NTA)	Not exceeding 5%
Phosphonates	Not exceeding 1%
<b>Organic Solvents</b>	
Total content of solvents	Not exceeding 30%
Aliphatic hydrocarbons (paraffin), non-aromatic solvent naphtha (white oil), butyl diglycol (112-34-5), butyl glycol acetate (112-07-2), 1-methoxypropanol-2 (107-98-2), spirits of turpentine (8006-64-2) with $\Delta$ -3-carene content of less than 50 ppm (verification required), N-methyl-2-pyrrolidone (872-50-4)	Not exceeding 20%
Total of the above solvents	Not exceeding 20%
Butanol (71-36-3), butyl glycol (111-76-2), diethylene glycol (111-46-6), dipropylene glycol monomethyl ether (34590-94-8), ethylene glycol (107-21-1), hexylene glycol (107-41-5), isobutanol (78-92-2), 1-methoxy-2-propyl acetate (108-65-6), phenylmonoglycol ether (= 2-phenoxyethanol, 122-99-6)	Not exceeding 10%
Total of the above solvents	Not exceeding 10%
Free monoethanolamine (141-43-5), free triethanolamine (102-71-6)	Not exceeding 10%
Aromatic hydrocarbons, benzyl alcohol (100-51-6), butyl glycol (111-76-2), diethanolamine (111-42-2), diethylene glycol dimethyl ether (111-96-6), diethylene glycol monomethyl ether (111-77-3), ethyl glycol (110-80-5), ethyl glycol acetate (111-15-9), halogen organic compounds, methanol (67-56-1), 2-methoxypropanol-1 (1589-47-5), methyl diglycol (111-77-3), methyl glycol (109-86-4), methyl glycol acetate (110-49-6), spirits of turpentine, solvent naphtha (white oil)	Not contained
<b>Neutral Salts</b>	
Potassium chloride, calcium chloride, magnesium sulfate, sodium chloride, sodium sulfate, magnesium silicate	Not exceeding 10%
<b>Acids</b>	
Lactic acid (2-hydroxy propionic acid)	Not exceeding 20%
Amidosulfonic acid, glycol acid (hydroxyacetic acid), acetic acid, sodium bisulfate	Not exceeding 10%
Boric acid, glyoxylic acid, oxalic acid, phosphoric acid	Not exceeding 5%
Formic acid, hydrochloric acid, sulfuric acid	Not exceeding 1%
Nitric acid	Not contained
<b>Tensides</b>	
Tensides that are not readily biodegradable <sup>14</sup>	

<sup>14</sup> i.e., Tensides must be readily biodegradable, in accordance with:

Mineralization	
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Tensides that should be, respectively already are, classed R50/53 (very toxic for water organisms, potentially harmful long-term effects in water bodies)	Not contained
Quaternary ammonium tensides	Not contained
Alkylphenol- and arylphenol ethoxylates (APEO)	Not contained
<b>Softeners</b>	
Phthalates (e.g. DEHP-di-ethylhexyl phthalate)	Not contained
Other softeners	Not exceeding 5%
<b>Antidegradants and/or Disinfectant Agents</b>	
Formaldehyde and formaldehyde-split off substances, quaternary ammonium compounds, halogen organic compounds biguanides	Not contained; exemption: Chlorisothiazolinone, not exceeding 15 ppm
Sorbic acid and salts of sorbic acids, benzoic acid and salts of benzoic acid,	Not exceeding 1%
Other	Not exceeding 0.1%
<b>Additives</b>	
Fragrances: Paradichlorbenzene, nitro musk- and polycyclic musk compounds	Not contained
Other fragrances	Not exceeding 1%
Colorants	Not exceeding 0.1%
Azo colorants	Not contained
Fatty amines	Not contained
Carboxy methyl cellulose (CMC)	Not exceeding 10%
Poly vinyl pyrrolidone (PVP)	Not exceeding 5%
Halogenated hydrocarbons	Not contained

The bidder confirms by duly signing this offer that the above mentioned ingredient substances are not, respectively not in excess of the listed concentrations contained in the offered product.

OECD 301 B (mod. Sturm test) or CO2 headspace test (ISO 14593) or OECD 301 C (mod. MITI test) or OECD 301 D (closed bottle test) or OECD 301 F (respirometer test) or	≥ 60%
OECD 301 A (DOC die away test) or OECD 301 E (mod. OECD screening test)	≥ 70%

These criteria are in compliance with the present draft of Proposal on detergents [COM(2002) 485 final] *DetergenzienV*.

### 2.2.2.4. Environmental performance sheet: Detergents, Cleaners and Care Products<sup>15</sup>

This list does not apply to disinfectants, disinfectant cleaners and other special cleaners. The environmental performance sheet can be usefully applied only in connection with the form “Excluded Ingredient Substances for Detergents, Cleaners and Care Products”.

**Company:** .....

**Telephone:** .....

**Product Name:** .....

The following ingredient substances should preferably not at all, respectively not be contained in the offered product in excess of the listed concentrations. Non-compliance with the listed limitations results in downgrading the assessment of environmental feasibility of the respective service.

Bidder must check all ingredient substances in regard to which the product complies with the requirements, even if these ingredient substances do not normally occur in the respective product group. Otherwise, assessment may be faulty.

A separate copy of the “Environmental Performance Sheet” must be filled out and duly signed for each offered cleaning product.

Ingredient Substance	Limit	Confirmed by Bidder: “Within limit.”	Assessment Negative eco-points for exceeding limit (i.e. not checked)
<b>Alkalis</b>			
KOH (potassium hydroxide) NaOH (sodium hydroxide)	Not exceeding 1%	<input type="checkbox"/>	1 (none of three possible checks)
	Exemption: dish washer soap with automatic dosage system, not exceeding 30%	<input type="checkbox"/>	
	Concentrated product, no limit	<input type="checkbox"/>	
Ammoniac	Not contained	<input type="checkbox"/>	1
<b>Bleaching Agents</b>			
Perborates	Not contained	<input type="checkbox"/>	1
<b>Builders</b>			
Polycarboxylate	Not contained	<input type="checkbox"/>	1
Nitrilotriacetate (NTA)	Not contained	<input type="checkbox"/>	1
Phosphonates	Not contained	<input type="checkbox"/>	1
<b>Organic Solvents</b>			

<sup>15</sup> Compilation based on the criteria for the assessment of detergents, cleaners and care products issued by “die umweltberatung”, the Austrian Institute for Applied Ecology and IFF/IFZ Inter-University Research Centre in October 2003.

Total content of solvents	Not exceeding 10%	<input type="checkbox"/>	1 (none of two possible checks)
	Concentrated product, no limit	<input type="checkbox"/>	
Aliphatic hydrocarbons, solvent naphtha free from aromatic components, 1-butanol (71-36-3), butyl diglycol (112-34-5), butyl glycol acetate (112-07-2), diethylene glycol (111-46-6), dipropylene glycol monomethyl ether (34590-94-8), isobutanol (78-92-2), 1-methoxypropanol-2 (107-98-2), 1-methoxy-2-propyl acetate (108-65-6), N-methyl-2-pyrrolidone (872-50-4), spirits of turpentine (8006-64-2) with Δ-3-carene content of less than 50 ppm (verification required)	Not contained	<input type="checkbox"/>	1
Free monoethanolamine, free triethanolamine	Not contained	<input type="checkbox"/>	1
<b>Acids</b>			
Lactic acid	Not exceeding 10%	<input type="checkbox"/>	1 (none of two possible checks)
	Concentrated product, no limit	<input type="checkbox"/>	
Amidosulfonic acid, acetic acid, glycol acid (hydroxyacetic acid), sodium bisulfate	Not exceeding 5%	<input type="checkbox"/>	1 (none of two possible checks)
	Concentrated product, no limit	<input type="checkbox"/>	
Formic acid, boric acid, glyoxylic acid, oxalic acid, phosphoric acid, nitric acid, sulfuric acid	Not contained	<input type="checkbox"/>	1
<b>Tensides</b>			
Secondary alkyl sulfonates, alcohol sulfates, alcohol etoxy sulfates, alpha sulfonate fatty acid methyl ester, saturated alcohol ethoxylates and alcohol ethoxylates (partly): linear and monodendritic with hydrocarbon chains C9-11 and etoxy units EO 3–9; and hydrocarbon chains C12-18 and etoxy units EO 9–20 (excluding C16-18)	Not contained; Exemption: Tensides from the listed groups are not awarded any negative points if the tensides meet the criteria listed in column A in the table “Criteria for Tensides” <sup>16</sup>	<input type="checkbox"/>	3
LAS, sulfosuccinic acid ester, alcohol EO/PO adducts, alkylol amides, alpha olefine ester sulfonates, fatty amine ethoxylate, fatty acid polyglycol ester, alcohol ethoxylates (partly): with hydrocarbon chains C12-18 and etoxy units EO 2–6, all with hydrocarbon chains C16-18, all more than monodendritic	Not contained; Exemption: Tensides from the listed groups are awarded no negative points if the tensides meet the criteria listed in column A, respectively, one negative eco-point if they meet the criteria listed in column B in the table “Criteria for Tensides”. <sup>17</sup>	<input type="checkbox"/>	3
<b>Softeners</b>			

<sup>16</sup> Copies of the respective verifications (test results) must be attached.

<sup>17</sup> Copies of the respective verifications (test results) must be attached.

Softeners <sup>18</sup>	Not exceeding 2%	<input type="checkbox"/>	3
	Not contained	<input type="checkbox"/>	1
<b>Additives</b>			
Fragrances, excluding	Not contained	<input type="checkbox"/>	1
Fragrances pursuant to Article 10, EU Directive 2003/15/EG <sup>19</sup>	Not exceeding 0.01	<input type="checkbox"/>	2
Enzymes	Not contained	<input type="checkbox"/>	1
Carboxymethylcellulose (CMC)	Not contained	<input type="checkbox"/>	1
Polyvinylpyrrolidone (PVP)	Not contained	<input type="checkbox"/>	1
Fluortensides	Not contained	<input type="checkbox"/>	2
Optical brighteners	Not contained	<input type="checkbox"/>	2
<b>Total Negative Eco-points:</b>			

The bidder confirms by duly signing this OFFER that the information given is correct.

### 2.2.2.5. Assessment Grid for the Evaluation of the Questionnaire

Based on the environmental performance sheet that was designed in accordance with the "Check it" criteria catalog<sup>20</sup>, negative eco-points (Umweltschlechtepunkte) are awarded if the defined criteria for ingredient substances are not met, i.e., if the allowed maximum

<sup>18</sup> If softeners are contained up to a maximum of 2%, the product is awarded one negative point; if softeners are contained in excess of 2%, the product is awarded three negative points. According to the negative list, content must not exceed 5%.

<sup>19</sup> Amyl cinnamal (122-40-7), amyl cinnamyl alcohol (101-85-9), anisyl alcohol (105-13-5), benzyl alcohol (100-51-6), benzyl benzoate (120-51-4), benzyl cinnamate (103-41-3), benzyl salicylate (118-58-1), 2-(4-tert-butylbenzyl) propionaldehyde (80-54-6), cinnamyl alcohol (104-54-1), cinnamal (104-55-2), citral (5392-40-5), citronellol (106-22-9), coumarin (91-64-5), eugenol (97-53-0), farnesol (4602-84-0), geraniol (106-24-1), hexyl cinnamaldehyde (101-86-0), d-limonene (5989-27-5), hydroxycitronellal (107-75-5), hydroxy methylpentyl cyclohexene carboxaldehyde (31906-04-4), isoeugenol (97-54-1), linalool (78-70-6), methyl heptine carbonate (111-12-6), 3-methyl-4-(2,6,6-trimethyl-2-cyclohexene-1-yl)-3-butene-2-on (127-51-5), oak moss extract and tree moss extract (90028-68-5), tree moss extract (90028-67-4). According to the findings of the EU *Gremium SCCNFP* (Scientific Committee on Cosmetic and Non-Food Products intended for Consumers), these fragrances are potentially allergenic. This table is taken from Directive 2003/15/EC of the European Parliament and of the Council of 27 February, 2003, as amendment to Directive 76/768/EEC on the approximation of the laws of the Member States relating to cosmetic products. According to the Proposal for a regulation of the European Parliament and of the Council on Detergents (2002/0216 (COD)), these substances must be declared on the outer packaging starting from a content of 0.01%. These concentrations are the limits for the awarding of two, rather than one negative eco-points.

<sup>20</sup> see [www.oekoekauf.at](http://www.oekoekauf.at)

values are exceeded. The more negative points a product accumulates, is the less desirable it becomes from an ecological viewpoint.

These criteria refer to ingredient substances, on the one hand, and to the “amounts” used (percent by weight), on the other hand. Definitions pursuant to items 5.4.4 and 5.5.2.3 apply to concentrates. Further criteria listed subsequently to the single substance criteria refer to the water content and the use of renewable resources.

**2.2.2.5.1. Singular Substance Criteria**

The most essential ingredient substances with their respective evaluations are listed in the tables below. Footnotes indicate exemptions from and comments on the schema given in these tables. All amounts must be indicated in percent by weight.

**2.2.2.5.1.1. Substances Evaluated Equally for All Products:**

- Tensides
- Neutral salts
- Care components
- Softeners
- Additives

**2.2.2.5.1.2. Substances Evaluated Separately Per Product:**

Based on the specific requirement of a higher content of some chemical compounds for specific purposes, the following substances are evaluated separately per product:

- Builders (specific evaluation of dish washer soap, separate from all other products);
- Alkalis (specific evaluation of dish washer soap with automatic dosage, separate from all other products);
- Solvents (specific evaluation of floor care products, separate from all other products);
- “Concentrate Criteria”: Alkalis, acids and solvents (specific evaluation for concentrates with a water content of less than 70% and automatic dosage, separate from all other products);

**2.2.2.5.1.3. Ecological Criteria for Tensides**

The tenside group is unmanageably large and tenside attributes can vary considerably even within individual chemical compound classes, depending on the exact chemical structure. Therefore, an assessment system was developed based on prevalent tests for biodegradation rate and environmental toxicity and a preliminary List indicating available data was compiled.

If data are submitted that potentially change classification of a specific tenside, a respective up- or down grade will be effected (for evaluation grid, see Annex).

**2.2.2.5.1.4. Overview of Tensides**

More than 0.1 %	Negative Eco-points
Soaps, esterquats, glucosamides, alkyl polyglycosides	0
Secondary alkyl sulfonates, alcohol sulfates, alcohol etoxy sulfates, alpha sulfo fatty acid methyl ester, saturated alcohol ethoxylates and alcohol ethoxylates (partly): linear and monodendritic with hydrocarbon chains C9-11 and ethoxy units EO 3–9; and hydrocarbon chains C12-18 and ethoxy units EO 9–20 (excluding C16-18)	1

LAS, sulfosuccinic acid ester, alcohol EO/PO adducts, alkylol amides, alpha olefine ester sulfonates, fatty amine ethoxylate, fatty acid polyglycol ester, alcohol ethoxylates (partly): with hydrocarbon chains C12-18 and ethoxy units EO 2–6, all with hydrocarbon chains C16-18, all more than monodendritic	3
Quaternary ammonium tensides	k.o.
Tensides that should be, respectively already are, classed R50/53	k.o.
Alkylphenol- and arylphenol ethoxylates (APEO)	k.o.

No limits are indicated for tensides and the worst score thus applies.

**k.o.** ... Products containing “knock out” substances have already been excluded by the form “Excluded Ingredient Substances” in the service description.

#### 2.2.2.5.1.5. Ecological Criteria for Various Ingredient Substances

Acids	<0.1	<1	1 - 5	5-10	10 - 20	20 - 30	>30
Malic acid, tartaric acid, gluconic acid, citric acid	0	0	0	0	0	0	0
Lactic acid (hydroxypropionic acid)	0	0	0	0	1	k.o.	k.o.
Acetic acid, glycolic acid (hydroxyacetic acid), amidosulfonic acid, sodium bisulfate	0	0	0	1	k.o.	k.o.	k.o.
Phosphoric acid, glyoxylic acid, oxalic acid, boric acid	1	1	1	k.o.	k.o.	k.o.	k.o.
Formic acid, hydrochloric acid, sulfuric acid	1	1	k.o.	k.o.	k.o.	k.o.	k.o.
Nitric acid	k.o.	k.o.	k.o.	k.o.	k.o.	k.o.	k.o.
Alkalis	<0.1	<1	1-5	5-10	10 - 20	20 - 30	>30
Sodium hydrogen carbonate, potassium hydrogen carbonate, sodium carbonate, potassium carbonate, sodium silicate	0	0	0	0	0	0	0
Sodium meta silicate 21	0	0	0	k.o.	k.o.	k.o.	k.o.
KOH, NaOH 7	0	0	1	k.o.	k.o.	k.o.	k.o.
Ammoniac	1	1	k.o.	k.o.	k.o.	k.o.	k.o.
Builders	<0.1	<1	1-5	5 - 10	10 - 20	20 - 30	>30
Zeolithes, citrates, gluconates, iminodisuccinates (IDS)	0	0	0	0	0	0	0
Sodium disilicate, sodium layered silicate	0	0	0	0	0	0	k.o.
Polycarboxylates	1	1	1	k.o.	k.o.	k.o.	k.o.
Phosphonates 22	1	1	k.o.	k.o.	k.o.	k.o.	k.o.
NTA 23	1	1	k.o.	k.o.	k.o.	k.o.	k.o.
EDTA, phosphates	k.o.	k.o.	k.o.	k.o.	k.o.	k.o.	k.o.
Care Components (Floor Care Products)	<0.1	<1	1-5	5 - 10	10 - 20	20 - 30	>30

<sup>21</sup> Exemption: No negative points for dish washer soaps and products for floor cleaning systems contained up to a maximum of 30% and knock out if in excess of 30%; no negative points up to 100%.

<sup>22</sup> Exemption: One negative point for dish washer soaps and concentrated detergents with a phosphonate content up to a maximum of 5%; knock out if in excess of 5%:

<sup>23</sup> Exemption: One negative point for dish washer soaps with a NTA content up to a maximum of 20%, knock out if in excess of 20%; one negative point for products for floor cleaning systems with a NTA content of up to a maximum of 5%, knock out if in excess of 5%

Waxes, resins, metal salt free polymers	0	0	0	0	0	0	0
Metal salt polymers, fluorine silicone polymers	2	2	2	2	2	2	2
<b>Bleaching Agents</b>	<b>&lt;0.1</b>	<b>&lt;1</b>	<b>1-5</b>	<b>5-10</b>	<b>10 - 20</b>	<b>20 - 30</b>	<b>&gt;30</b>
Sodium percarbonate, hydrogen peroxide 24	0	0	0	0	0	0	0
Perborate	1	1	1	1	1	1	1
Chlorine-based bleaching agents	k.o.	k.o.	k.o.	k.o.	k.o.	k.o.	k.o.
<b>Neutral Salts</b>	<b>&lt;0.1</b>	<b>&lt;1</b>	<b>1-5</b>	<b>5-10</b>	<b>10 - 20</b>	<b>20 - 30</b>	<b>&gt;30</b>
Potassium chloride, calcium chloride, sodium chloride, sodium sulfate, magnesium sulfate, magnesium silicate	0	0	0	0	k.o.	k.o.	k.o.
<b>Softeners</b>	<b>&lt;0.1</b>	<b>&lt;1</b>	<b>1-5</b>	<b>5-10</b>	<b>10 - 20</b>	<b>20 - 30</b>	<b>&gt;30</b>
Other softeners, e.g. triisobutylphosphate	1	1	25	k.o.	k.o.	k.o.	k.o.
Phthalates	k.o.	k.o.	k.o.	k.o.	k.o.	k.o.	k.o.
<b>Antidegradants</b>	<b>&lt;0.1</b>	<b>&lt;1</b>	<b>1-5</b>	<b>5-10</b>	<b>10 - 20</b>	<b>20 - 30</b>	<b>&gt;30</b>
Sorbic acid and salts of sorbic acids, benzoic acid and salts of benzoic acid, phenoxyethanol (phenylmonoglycol ether) <sup>26</sup>	0	0	k.o.	k.o.	k.o.	k.o.	k.o.
Formaldehyde and formaldehyde-split off substances, quaternary ammonium compounds, halogen organic compounds <sup>27</sup>	k.o.	k.o.	k.o.	k.o.	k.o.	k.o.	k.o.
Other	0	k.o.	k.o.	k.o.	k.o.	k.o.	k.o.

#### 2.2.2.5.2. Ecological Criteria for Solvents

##### 2.2.2.5.2.1. Detergents, Cleaners and Care Products

	<0.1	<1	1-5	5-10	10 - 20	20 - 30	>30
Total content	0	0	0	0	1	1	k.o.
Group 1: Acetone (67-64-1), butyrolactone (96-48-0), diethylen glycol dibutyl ether (112-73-2), dipropylene glycol (110-98-5), ethyl alcohol (64-17-5), ethyl diglycol (111-90-0), isopropanol (67-63-0), propanol (71-23-8), propylene glycol (57-55-6), propylene glycol butyl ether (5131-66-8)	0	0	0	0	1	1	k.o.

<sup>24</sup> For occupational health and safety reasons, starting from 10% only with automatic dosage (e.g. bleaching components), 0 points, otherwise knock out.

<sup>25</sup> Other softeners, such as triisobutyl phosphate, are awarded one point up to a maximum content of 2%, respectively 3 points if in excess of 2% and up to a maximum of 5%.

<sup>26</sup> Exemption: Two points for floor care products and basic cleaners with a phenoxyethanol content between 1% and 10%, knock out if in excess of 10%.

<sup>27</sup> Exemption: Chloro isothiazolinone up to a maximum of 15 ppm is classed "low eco-impact".

Group 2: Aliphatic hydrocarbons, solvent naphtha free from aromatic components, 1-butanol (71-36-3), butyl diglycol (112-34-5), butyl glycol acetate (112-07-2), diethylene glycol (111-46-6), dipropylene glycol monomethyl ether (34590-94-8), isobutanol (78-92-2), 1-methoxypropanol-2 (107-98-2), 1-methoxy-2-propyl acetate (108-65-6), N-methyl-2-pyrrolidone (872-50-4), spirits of turpentine (8006-64-2) with $\Delta$ -3-carene content of less than 50 ppm (verification required)	1	1	1	k.o.	k.o.	k.o.	k.o.
Total of Solvents from Group 2	0	0	0	0	k.o.	k.o.	k.o.
Group 3: Aromatic hydrocarbons, benzyl alcohol (100-51-6), butyl glycol (111-76-2), diethanolamine (111-42-2), diethylene glycol dimethyl ether (111-96-6), diethylene glycol monomethyl ether (111-77-3), ethylene glycol (107-21-1), ethyl glycol (110-80-5), ethyl glycol acetate (111-15-9), halogen organic compounds, hexylene glycol (107-41-5), methanol (67-56-1), 2-methoxypropanol-1 (1589-47-5), methyl diglycol (111-77-3), methyl glycol (109-86-4), methyl glycol acetate (110-49-6), spirits of turpentine	k.o.						
Free monoethanolamine (141-43-5), free Triethanolamine (102-71-6) <sup>28</sup>	1	1	k.o.	k.o.	k.o.	k.o.	k.o.

#### 2.2.2.5.2.2. Floor Cleaning and Care Systems

	<0.1	<1	1-5	5 - 10	10 - 20	20 - 30	>30
Total Solvent Content	0	0	0	0	1	1	k.o.
Aliphatic hydrocarbons (paraffin), non-aromatic solvent naphtha (white oil), butyl diglycol (112-34-5), butyl glycol acetate (112-07-2), 1-methoxypropanol-2 (107-98-2), spirits of turpentine (8006-64-2) with $\Delta$ -3-carene content of less than 50 ppm (verification required), N-methyl-2-pyrrolidone (872-50-4)	1	1	1	1	1	k.o.	k.o.
Total of the above solvents	0	0	0	0	0	k.o.	k.o.
Butanol (71-36-3), butyl glycol (111-76-2), diethylene glycol (111-46-6), dipropylene glycol monomethyl ether (34590-94-8), ethylene glycol (107-21-1), hexylene glycol (107-41-5), isobutanol (78-92-2), 1-methoxy-2-propyl acetate (108-65-6), phenylmonoglycol ether (= 2-phenoxyethanol, 122-99-6)	2	2	2	2	k.o.	k.o.	k.o.
Total of the above solvents	0	0	0	0	k.o.	k.o.	k.o.
Free monoethanolamine (141-43-5), free triethanolamine (102-71-6)	1	1	1	1	k.o.	k.o.	k.o.
Aromatic hydrocarbons, benzyl alcohol (100-51-6), diethanolamine (111-42-2), diethylene glycol dimethyl ether (111-96-6), diethylene glycol monomethyl ether (111-77-3), ethyl glycol (110-80-5), ethyl glycol acetate (111-15-9), halogen organic compounds, methanol (67-56-1), 2-methoxypropanol-1 (1589-47-5), methyl diglycol (111-77-3), methyl glycol (109-86-4), methyl glycol acetate (110-49-6), spirits of turpentine, solvent naphtha (white oil)	k.o.	k.o.	k.o.	k.o.	k.o.	k.o.	k.o.

#### 2.2.2.5.3. Ecological Criteria for Additives

	<0.1	<1	1 - 5	5 - 10	10 - 20	20 - 30	>30
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<sup>28</sup> One point for up to 5% in concentrates (for definition, see pp. 5-6); knock out if in excess of 5%.

Enzymes	1	1	1	1	1	1	1
Fragrances, excluding	1	1	k.o.	k.o.	k.o.	k.o.	k.o.
Amyl cinnamal (122-40-7), amylcinnamyl alcohol (101-85-9), anisyl alcohol (105-13-5), benzyl alcohol (100-51-6), benzyl benzoate (120-51-4), benzyl cinnamate (103-41-3), benzyl salicylate (118-58-1), 2-(4-tert-butyl benzyl) propionaldehyde (80-54-6), cinnamyl alcohol (104-54-1), cinnamal (104-55-2), citral (5392-40-5), citronella oil (106-22-9), coumarin (91-64-5), eugenol (97-53-0), farnesol (4602-84-0), geraniol (106-24-1), hexylcinnamaldehyde (101-86-0), d-limonene (5989-27-5), hydroxycitronellal (107-75-5), hydroxy-methylene pentyl cyclohexen carboxaldehyde (31906-04-4), isoeugenol (97-54-1), linalool (78-70-6), methyl heptine carbonate (111-12-6), 3-methyl-4-(2,6,6-trimethyl-2-cyclohexene-1-yl)-3-butylene-2-on (127-51-5), oak moss extract and tree moss extract (90028-68-5), tree moss extract (90028-67-4)	229	2	k.o.	k.o.	k.o.	k.o.	k.o.
Paradichlorobenzene, nitro musk- and polycyclic musk compounds	k.o.						
Colorants, excluding	0	k.o.	k.o.	k.o.	k.o.	k.o.	k.o.
Azo colorants	k.o.						
Disinfectant agents	k.o.						
Fluortensides	2	2	2	2	2	2	2
Carboxy methyl cellulose (CMC)	1	1	1	1	k.o.	k.o.	k.o.
Poly vinyl pyrrolidone (PVP)	1	1	1	k.o.	k.o.	k.o.	k.o.
Optical brighteners	2	2	2	2	2	2	2
Halogenated hydrocarbons	k.o.						

k.o. ... Products containing “knock out” substances have already been excluded by the form “Excluded Ingredient Substances” in the service description

### 2.2.2.6. Further Criteria

#### 2.2.2.6.1. Water Content

Negative eco-points are awarded, because high water content results in high transport- and storage costs:

One point for products with a water content between 90% and 95% (exemption: window- and glass cleaner);

One point for window- and glass cleaners with a water content of more than 95%;

<sup>29</sup> According to the findings of the *EU-Gremium SCCNFP* (Scientific Committee on Cosmetic and Non-Food Products intended for Consumers), these fragrances are potentially allergenic. This table is taken from Directive 2003/15/EC of the European Parliament and of the Council, dated 27 February, 2003, as amendment to Directive 76/768/EEC on the approximation of the laws of the Member States relating to cosmetic products. According to the Proposal for a Regulation of the European Parliament and of the Council on Detergents (2002/0216 (COD)), these substances must be declared on the outer packaging starting from a content of 0.01%. These concentrations are the limits for the awarding of two, rather than one negative eco-points. We recommend declaration starting from 0% (according to the criteria of the European and Austrian ecolabels) and, on principle, declaration of “perfume”.

Three points for all other products with a water content of more than 95% (exemption: window- and glass cleaners).

**2.2.2.6.2. Building Block Systems**

The problem with building block systems is that individual components naturally do not meet the criteria for the very reason that the product is split into components. In this case, the criteria are therefore applied to the entire re-composed product, under the assumption of ordinary conditions (degree of soiling, water hardness).

**2.2.2.6.3. Concentrates**

In principle, concentrates are expedient from an ecological viewpoint. However, handling concentrates requires greatest caution. Minimizing the risks of use as well as exact dosage should have top priority in the evaluation of concentrated product.

Since an assessment of the used dilution is not feasible at present, the following procedure was adopted for concentrates:

1. All products, including concentrates, must comply with the criteria and are thereby assessed.
2. Concentrates can be further assessed by an additional “concentrate evaluation” if they are offered together with adequate dosage systems. Certification of an offer including such automatic or closed dosage systems must be provided by the manufacturer and can be effected via fliers, product descriptions, etc. The dosage system must fulfill the following requirements:
  - a. Users must not come into contact with the concentrate when the dosage is measured out.
  - b. Dosage should be as exact as possible, with a maximum tolerance of  $\pm 10\%$ .
3. Since concentrates are not clearly defined, the following reference values apply to this product group:
  - a. Water content  $\leq 70\%$
  - b. Useful dosage  $\leq 0.5\%$  (ordinary soiling)

As mentioned above, these values apply only as reference values and can, thus, be exceeded in exceptional cases. Furthermore, the terms “concentrate” or “concentrated” must be indicated and clearly legible on the product label, either incorporated in the product name or as a separate statement.

If all above requirements are met, a product can be further assessed by an additional “concentrate evaluation”. This further assessment can be positive even if criteria limits are exceeded, but only if the product is offered with an automatic or closed dosage system.

Criteria limits for concentrates were opened up for the following ingredient substances:

**2.2.2.6.3.1. Alkalis**

	<0.1	<1	1-5	5-10	10 - 20	20 - 30	>30
Sodium hydrogen carbonate, potassium hydrogen carbonate	0	0	0	0	0	0	0
KOH, NaOH, sodium meta silicate	0	0	0	0	0	0	0
Ammoniac	1	1	1	k.o.	k.o.	k.o.	k.o.

2.2.2.6.3.2. Organic Solvents

	<0.1	<1	1-5	5 - 10	10 - 20	20 - 30	>30
Total content	0	0	0	0	0	0	0
Group 1: Group 1: Acetone (67-64-1), butyrolactone (96-48-0), diethylen glycol dibutyl ether (112-73-2), dipropylene glycol (110-98-5), ethyl alcohol (64-17-5), ethyl diglycol (111-90-0), isopropanol (67-63-0), propanol (71-23-8), propylene glycol (57-55-6), propylene glycol butyl ether (5131-66-8)	0	0	0	0	0	0	0

2.2.2.6.3.3. Acids

	<0.1	<1	1-5	5-10	10-20	20-30	>30
Malic acid, tartaric acid, gluconic acid, citric acid	0	0	0	0	0	0	0
Lactic acid (hydroxypropionic acid)	0	0	0	0	0	0	0
Acetic acid, glycolic acid (hydroxyacetic acid), amidosulfonic acid, sodium bisulfate	0	0	0	0	0	0	0
Phosphoric acid, glyoxylic acid, oxalic acid, boric acid	1	1	1	1	1	1	1
Formic acid, hydrochloric acid, sulfuric acid	1	1	1	1	1	1	1
Nitric acid	k.o.	k.o.	k.o.	k.o.	k.o.	k.o.	k.o.

k.o. ... Products containing “knock out” substances have already been excluded by the form “Excluded Ingredient Substances” in the service description.

**2.2.3. ANNEX TO THE ASSESSMENT GRID**

2.2.3.1. Evaluation Grid for Tensides

2.2.3.1.1. Test Methods

	Parameter	Negative Eco-points	
		0	1
Elimination by mod. OECD 301 B (EMPA test, elimination) or OECD 302 B (Zahn-Wellens test) or OECD 303 A (coupled units test) or	DOC / TOC	≥ 90%	≥ 90%
Mineralization by mod. OECD 301 B (EMPA test, mineralization) or [OECD 301 B (mod. Sturm test)] or CO2 headspace test (ISO 14593) or OECD 301 C (mod. MITI test I) or OECD 301 D (closed bottle test) OECD 301 F (respirometer test) or [OECD 301 A (DOC die away test)] or OECD 301 E (mod. screening test)	CO2-Evolution / TOC	≥ 70%	≥ 60%
	Oxygen adsorption / used CSB		
	DOC / TOC	≥ 80%	≥ 70%
Ecotoxicity Classification or LTC-value (LTC = long term consequences) or nitrifying bacteria toxicity (mod. OECD 301 B, EMPA test)		no R50, R50/53 ≥ 0.5 mg/l EC50 ≥ 50 mg/l	no R50, R50/53 ≥ 0.1 mg/l and EC50 ≥ 10 mg/l

[...]: These tests are admissible only if no other data are available.

### **2.2.3.2. NAWARO<sup>(c)</sup> Points for Renewable Raw Materials**

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#### **2.2.3.2.1. Conventional Raw Material Production**

Every product is awarded one negative point if it is made of conventionally produced raw materials.

If the bidder can prove for at least one substance ingredient that it has been produced pursuant to the following criteria, no negative point is awarded. In principle, raw materials complying as of the second criterion (controlled organic farming) are more desirable than those complying with the first criterion (integrated agriculture), in reality, however, such raw materials are rarely used.

One negative point, if none of the ingredient substances complies with the following criteria:

#### **2.2.3.2.2. Integrated Agriculture Without Genetically Manipulated Seeds**

**Criterion:** Plant cultivation in compliance with the criteria of integrated agriculture.

**Verification:** Cachet indication, e.g. AMA, etc.; Indication of the board of control; Number of the board of control.

#### **2.2.3.2.3. Controlled Organic Plant Farming**

**Criterion:** Plant cultivation pursuant to EU Directive 2092/91, respectively Austrian Food Codex - ÖLK A8.d)

**Verification:** Cachet indication; Indication of the board of control; Number of the board of control.

**Cachets:** SGS, Orbi - organically-biologically controlled according to Dr. Hans Mülle, Öko-Prüfzeichen, Naturland, Hand in Hand, Erde & Saat, Demeter, BIOS, Bioland, Biokreis, Austria Bio Garantie, AMA-Biozeichen with (red) and without (black) indication of product origin, ...

#### **2.2.3.2.4. Keeping of Animals in Their Natural Environment**

**Criterion:** Animal husbandry pursuant to EU Directive 2092/91, respectively Austrian Food Codex - ÖLK A8, chapter B; Tiergerechtigkeitsindex ("animal rights index", TGI 35 L according to Bartussek) minimum 21 points.

**Verification:** Cachet indication; Indication of the board of control; Number of the board of control.

**Cachets:** Tierschutz geprüft (certified for animal protection), Styria Beef, SGS, Orbi - organically-biologically controlled according to Dr. Hans Mülle, Öko-Prüfzeichen, Naturland, Hand in Hand, Erde & Saat, Demeter, BIOS, Bioland, Biokreis, Austria Bio Garantie, AMA-Biozeichen with (red) and without (black) indication of product origin, ...

#### **2.2.3.2.5. Fair Trade Raw Materials**

**Criterion:** Direct marketing, minimum price warranty, guaranteed delivery amounts, same pay for same work.

**Verification:** Cachet indication; Independent confirmation / certificate.

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<sup>c)</sup> Translator's Note: *NAWARO* - *Nachwachsende Rohstoffe* (renewable raw materials).

<sup>d)</sup> Translator's Note: *ÖLK* - *Österreichischer Lebensmittelkodex*

**Cachets:** TransFair, Hand in Hand, Max Havelaar, ...

**2.2.3.2.6. No Animal Testing**

**Criterion:** Neither the product nor its raw materials have been animal tested since 1 January, 1979.

**Verification:** Cachet indication; Independent confirmation / certificate.

**Inspection:** Deutscher Tierschutzverband e.V. (German organization for animal protection)

**2.2.4. INSTRUCTIONS FOR FILLING IN THE QUESTIONNAIRE**

In principle, all questions in the questionnaire must be answered (exemptions are indicated, respectively, the entire item 5.7 is not compulsory but, rather, voluntary).

Further material, if any, may be provided by the bidder (e.g., safety data sheet, instructions on dosage systems, etc.) as attachments to the tender.

**2.2.4.1. General Information**

**2.2.4.1.1. Company Name**

Company stamp or short company name is sufficient.

**2.2.4.1.2. Product Name**

Please state the exact product name.

**2.2.4.1.3. Contact Person**

Please state surname.

**2.2.4.1.4. Product Group**

Textile laundry detergent

Cleaner

Care product

Other

If the bidder is uncertain which product group a specific product belongs to and if the product type is not indicated in the list, below, the product type must be indicated in the right margin next to the space for code number, and items 1.4 and 1.5 not filled out.

**2.2.4.1.5. Product Type Code Number**

The bidder must indicate the product type code number according to the list below. Please indicate only one code number, even if the product fulfills more than one function. It is sufficient to fill in the code number.

Textile Laundry Detergent	Cleaner	Care Product
01 Single detergent	40 Alcohol cleaner	81 Floor coating
02 Building block–basic detergent	41 Multi-purpose cleaner	82 Floor wax
03 Building block–bleach component	42 Oven- and grill cleaner	83 Impregnants
04 Building block–softener	43 Toilet bowl tabs	84 Mop additives
05 Color care detergent	44 Vapor steam cleaners	85 Furniture care
06 Easy ironing aid	45 Disinfectant cleaner	86 Gloss emulsion
07 Disinfectant detergent	46 Stainless steel cleaner	87 Gloss dispersion

Textile Laundry Detergent	Cleaner	Care Product
08 Stain treatment	47 Decalcifier	88 Gloss wax
09 Mild detergent	48 Window cleaner	89 Stone care
10 Stain salts	49 Fat solvents	90 Wipe cleaner
11 Stain remover	50 Stain remover	91 Fragrant oil
12 Curtain detergents	51 Tile cleaner	92 Fragrance spray
13 Commercial color care detergent	52 Gloss improvers	93 Room spray
14 Commercial mild detergent	53 Glass cleaner	Other
15 Commercial KLAR detergent	54 Glass rinse	
16 Commercial fur cleaner	55 Basic cleaner	
17 Commercial special detergent	56 Hand-wash dish soap	
18 Commercial universal detergent	57 Hand cleaner	
19 Commercial pre wash	58 Cleaner solvent	
20 Commercial fabric softener	59 Rinse aid	
21 KLARe) detergent	60 Plastics cleaner	
22 Compact detergent	61 Dish washer soap	
23 Special purpose detergent	62 Metal cleanser	
24 Universal detergent	63 Nirosta cleaner	
25 Pre-wash	64 Neutral cleaner	
26 Alkali detergent	65 Cleaner enhancer	
27 Detergent enhancer	66 Tube cleaner	
28 Water deionizer	67 Sanitary cleaner	
29 Starch	68 Foam cleaner	
30 Fabric softener	69 Abrasives	
31 Wool detergent	70 Soap cleaner	
71 Silver cleaner		
72 Spray cleaner		
73 Spray extraction agent		
74 Dip cleaner		
75 Tenside cleaner		
76 Carpet shampoo		
77 All-purpose cleaner		
78 Urine scale remover		
79 Water deionizer		
80 Toilet cleaner		

## **2.2.4.2. Specific Product Information**

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### *2.2.4.2.1. Product Form*

The categories “powder” - “liquid” - “paste” - “spray” need no further explanation.

**Pieces:** Compact units, e.g. soaps, tabs, etc.

**Other:** If the product form cannot be allocated to any of the first five categories, please check “other” and name the form of this product in your own words.

### *2.2.4.2.2. Concentrate*

If you list your product as a concentrate and if the product is adequately marked (e.g. by the endorsement “concentrate” or “concentrated”, etc.), please check “yes”.

### *2.2.4.2.3. Alteration of Recipe Scheduled Within the Period of One Year*

If you know at the time of filling out the questionnaire that the recipe will be altered within one year, or if such plans exist at the time, please check “yes”.

### *2.2.4.2.4. Childproof Closure System*

Small containers must be fitted with a childproof closure system. It can be assumed only under ideal circumstances that commercial cleaning products are inaccessible to children. In many, particularly smaller, establishments that are managed similar to a household, children are usually present and they do have access to the cleaning products.

### *2.2.4.2.5. Dosage System*

If the product container is furnished with a dosage system or if the product is normally used together with a dosage system, please check the appropriate category and attach copies of product descriptions, prospect folders, etc. to avoid ambiguities. Obviously, one copy per dosage system and company will be sufficient; the document does not have to be attached for each product, provided all the containers are furnished with identical dosage systems.

### *2.2.4.2.6. Dosage Cup*

A dosage cup is a container to measure a well defined dosage amount, either in grams or in milliliters.

### *2.2.4.2.7. Dosage Pump*

One pump extracts a fixed amount of liquid from the container.

### *2.2.4.2.8. Automatic Dosage System*

Commercial dish washers and laundry machines are usually furnished with automatic dosage systems.

### *2.2.4.2.9. Dosage Station*

Large containers are furnished with dosage stations where the agent is diluted for use.

### *2.2.4.2.10. Powder Dosage Unit*

Doses out the amount of powder required for one cleaning sequence.

### *2.2.4.2.11. Units*

For example, tabs, but also small bottles or single sachets the contents of which is used up completely during one singular operation.

### *2.2.4.2.12. Other*

Please name your system by one or two terms and make sure brochure or product description is attached.

#### **2.2.4.2.13. Dosage Instructions in Several Languages**

Dosage instructions in several languages are urgently required because many staff working in the commercial area, in particular, come from other countries.

Printed security instructions and the like are simply useless if users cannot understand them.

Instructions for use and dosage in English and East European languages would substantially improve safety of use and proper dosage.

**Directly on the Product:** This is certainly the best solution despite space restrictions on small package units.

**Upon Request:** Instructions for use and dosage in at least three different languages should be available upon request from the manufacturer or from the distributor.

#### **2.2.4.3. Productiveness and Dosage**

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##### **2.2.4.3.1. Productiveness in Minimum Volume in Liters of Dilution**

Two different values must be indicated: One for heavy soiling (i.e. highest dosage) and the other one for medium soiling. In cases where uniform dosage is required regardless of the degree of soiling, please enter the respective value in the space for medium soiling.

If it is impossible to indicate productiveness in minimum volume in liters of dilution for a product, such as window cleaner, please try to find an adequate value for productiveness for example, area capacity.

##### **2.2.4.3.2. Concentration in Suds / Dilution to Use**

Please indicate the value in grams of active ingredient per liter. Again, ordinary conditions are assumed. If the product is to be used undiluted, please leave this space empty.

##### **2.2.4.3.3. Specific Weight**

Please indicate the exact specific weight in grams per liter (g/L)

##### **2.2.4.3.4. pH-Value Product**

Please indicate the pH-value, approximated to one decimal point.

##### **2.2.4.3.5. pH-Value Dilution to Use**

Medium degree soiling is assumed. If the product is to be used undiluted, please indicate the pH-value of the product.

#### **2.2.4.4. Packaging**

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##### **2.2.4.4.1. Packaging Materials**

Please list all packaging materials that are used for the product.

##### **2.2.4.4.2. Recycling**

###### **2.2.4.4.2.1. Non-refundable One-way Package**

Packaging can be used only once. This also applies to those packaging materials which are collected and either materially or thermally recycled.

###### **2.2.4.4.2.2. Package Returnable Against Refund**

Returnable packaging systems with, or without refund can be used in combination with a filling system.

###### **2.2.4.4.2.3. Refill Package**

Ecologically expedient refill packages for a refillable container that comes with the first purchase.

#### 2.2.4.4.2.4. *Filling System*

The package can be repeatedly refilled many times, possibly in combination with a refund system.

### **2.2.4.5. Applicable Laws and Regulations**

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#### 2.2.4.5.1. *Classification Pursuant to Chemicals Ordinance*

Please indicate possible classification pursuant to the Austrian Chemicals Ordinance (ChemikalienV).

#### 2.2.4.5.2. *Product Declaration*

This refers primarily to the indication of ingredient substances..

##### 2.2.4.5.2.1. *Complete Product Declaration*

All ingredient substances are indicated with the respective percentages.

##### 2.2.4.5.2.2. *Declaration as Required by the European Union*

Commission Recommendation 89/542 on Ingredient Labeling for Detergents and Cleaning products, dated 13 September, 1989, as amended.

##### 2.2.4.5.2.3. *Declaration Pursuant to Detergent Labeling Ordinance*

Product declaration pursuant to the Austrian Detergent Labeling Ordinance 74/692, dated 28 October 1974, as amended.

##### 2.2.4.5.2.4. *Other*

For example, product declaration pursuant to Section 32 of the Austrian Unfair Competition Act (UWG).e)

##### 2.2.4.5.2.5. *None*

Inadequate declaration or no declaration at all.

If a safety data sheet is available for the product, please make sure it is attached. If a safety data sheet for the product is required by law, attachment thereof is mandatory.

#### 2.2.4.5.3. *Ecolabel*

Please indicate here, whether the product has been awarded a national or an international ecolabel. Other ecolabels may also be indicated here.

### **2.2.4.6. Ingredient Substances**

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All ingredient substances must be listed with their exact chemical denomination. All amounts must be indicated in percent by weight.

#### 2.2.4.6.1. *Tensides*

All tensides contained in the product must be expressly listed. It is not sufficient to list only tenside groups, e.g. anionic tensides, nor will trade names of tenside compositions be accepted. Degree of ethoxilation and alkyl chain length are relevant for some tensides, e.g. alcohol ethoxylates, AO-EO-PO-abducts and fatty alcohol ethoxy sulfates. If the product does not contain any tensides, please leave this space empty and check the value "0" in item 6.2.

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<sup>e)</sup> Translator's Note: UWG - Gesetz gegen den Unlauteren Wettbewerb

#### 2.2.4.6.2. Total Tenside Content

Although quantity instructions for individual tensides are not required, the total tenside content must be declared. If no tensides are contained in the product, the value “0” (zero) must be checked here, as well.

#### 2.2.4.6.3. Other Ingredient Substances

All other ingredient substances must be listed here with their respective concentrations indicated in percent by weight. If appropriate, the function of the substance ingredient within the product can be noted in parentheses, e.g. for fragrances.

#### 2.2.4.6.4. Total Content of Organic Solvents

It goes without saying that all organic solvents must be listed with their respective percent by weight. As for tensides, the total content of organic solvents must be indicated here, as well. If no organic solvents are contained in the product, the value “0” (zero) must be checked.

#### 2.2.4.6.5. Water Content

The water content of the product must be indicated in percent by weight, approximated to one decimal point.

#### 2.2.4.7. Decomposition - Elimination - Mineralization - Toxicity

This item is not compulsory - it serves the purpose of obtaining a short version of data that can potentially effect an upgrade of the product.

Tensides are split up in three groups for assessment:

##### 2.2.4.7.1. Overview List of Tensides

Concentration of more than 0.1%	Eco Points Deducted
Soaps, esterquats, glucosamides, alkyl polyglycosides	0
Secondary alkyl sulfonates, alcohol sulfates, alcohol etoxy sulfates, alpha sulfo fatty acid methyl ester, saturated alcohol ethoxylates and alcohol ethoxylates (partly): linear and monodendritic with hydrocarbon chains C9-11 and ethoxy units EO 3–9; and hydrocarbon chains C12-18 and ethoxy units EO 9–20 (excluding C16-18)	1
LAS, sulfosuccinic acid ester, alcohol EO/PO adducts, alkylol amides, alpha olefine ester sulfonates, fatty amine ethoxylate, fatty acid polyglycol ester, alcohol ethoxylates (partly): <ul style="list-style-type: none"> <li>• with hydrocarbon chains C12-18 and ethoxy units EO 2–6,</li> <li>• all with hydrocarbon chains C16-18,</li> <li>• all more than monodendritic</li> </ul>	3
Quaternary ammonium tensides	k.o. 30
Tensides that should be, respectively already are, classed R50/53	k.o.
Alkylphenol- and arylphenol ethoxylates (APEO)	k.o.

<sup>30</sup> k.o. ... Products containing these substances, respectively concentrations, have already been excluded by the form “Excluded Ingredient Substances” in the service description.

The following documentation may be submitted to effect a potential upgrade of the product.

Please include a short description of the test method the documentation is submitted for next to the respective tenside code number. The table below indicates admissible test methods.

These tests are admissible only if no other results are available.

#### 2.2.4.7.2. Test Methods

##### 2.2.4.7.2.1. Elimination

		Negative Eco-points	
		0	1
	Parameter		
By mod. OECD 301 B (EMPA test, elimination) or OECD 302 B (Zahn-Wellens test) or OECD 303 A (coupled units test) or	DOC / TOC	≥ 90%	≥ 90%

##### 2.2.4.7.2.2. Mineralization

		Negative Eco-points	
		0	1
	Parameter		
By mod. OECD 301 B (EMPA test, mineralization) or [OECD 301 B (mod. Sturm test)] or CO2 headspace test (ISO 14593) or OECD 301 C (mod. MITI test I) or OECD 301 D (closed bottle test) OECD 301 F (respirometer test) or	CO2 evolution / TOC	≥ 70%	≥ 60%
	oxygen adsorption / used CSB		
[OECD 301 A (DOC die away test)] or OECD 301 E (mod. screening test)	DOC / TOC	≥ 80%	≥ 70%

##### 5.7.7.2.3 Ecotoxicity

		Negative Eco-points	
		0	1
	Parameter		
Classification or LTC-value (LTC = long term consequences) or nitrifying bacteria toxicity (mod. OECD 301 B, EMPA test)		no R50, R50/53 ≥ 0.5 mg/l EC50 ≥ 50 mg/l	no R50, R50/53 ≥ 0.1 mg/l and EC50 ≥ 10 mg/l

##### 2.2.4.7.2.2.1. Test Methods for Aquatic Toxicity

The following test methods will be accepted to determinate the aquatic toxicity (indicating LTC-value):

LC50 for fish	OECD 203, OECD 204, ISO 7346, EEC 84/449/V, C1
EC50 for daphnia	OECD 202, ISO 6341, EEC 84/449/V, C2
EC50 for algae	OECD 201, ISO 8692, EEC 88/302/V, C
NOEC for fish	OECD 204, OECD 210
NOEC for daphnia	OECD 211
NOEC for algae	OECD 201

### **2.2.4.8. Attachments to the Questionnaire**

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The bidder is required to state all documentation attached to the questionnaire as well as possible other attachments in the TENDER.

#### *2.2.4.8.1. Safety Data Sheet*

If a safety data sheet is available for the product, it must be attached. Attachment of safety data sheets required by law is mandatory.

#### *2.2.4.8.2. Information on Range of Services*

#### *2.2.4.8.3. Instructions for Use*

#### *2.2.4.8.4. Other Attachments*

#### *2.2.4.8.5. Total Number of Ingredient Substances*

### **2.2.4.9. Confirmation - Signature**

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In order to avoid errors or lack of clarity in filling out ingredient substances, the bidder is expressly advised that the total number of ingredient substances must be listed in items 5.7.6.1 and 5.7.6.3. Random tests will be carried out to verify the correctness of the information given.

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## **PART 3: MANDATORY SELECTION CRITERIA FOR CLEANERS**

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*Note: Any company wishing to bid for supply of any of the following products would have to copy and complete the standard "Cleaning Supply Contract Bid Table" at the end of this section.*

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### **3.1. ABRASIVES**

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#### **3.1.1. LIQUID ABRASIVE**

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##### **3.1.1.1. Service Description for Liquid Abrasive**

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For removing heavy soiling from all water proof surfaces and various items; free from any disinfectant agents, phosphate-free, and free from formaldehydes and their derivatives. The pH-value of 10.1 should not be exceeded.

##### **3.1.1.2. Liquid Abrasive (Small Container)**

---

The bid must quote standard "plastic bottles" (e.g. polyethylene bottle) with a filling capacity of 0.5 liters up to 1 Liter; and

##### **3.1.1.3. Liquid Abrasive (Large Container)**

---

The bid must quote standard "plastic bottles" (e.g. polyethylene bottle) with a filling capacity of 5 liters minimum up to 15 liters maximum.

The yearly requirement indicated in the "Short Text Service Catalog–Pricing" was determined according to the currently used product which is used in its undiluted form.

The number of containers to be offered is to be determined based on the yearly requirement indicated in the "Short Text Service Catalog–Pricing", i.e., the respective amount of dilution ready to use for ordinary soiling.

Product serviceability will be determined by applying the appropriate dilution ready to use according to the dosage indicated in the tender.

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#### **3.1.2. POWDERED ABRASIVE**

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##### **3.1.2.1. Service Description for Powder Abrasive**

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The product must have good cleaning and scouring properties on smooth, water proof surfaces, stove tops, pots and pans, etc. It must contain a fine scouring agent as well as fat and dirt emulsifiers.

##### **3.1.2.2. Powder Abrasive (Small Container)**

---

The bid must quote standard "shaker cans" with a filling capacity of 0.5 kg minimum up to 1 kg maximum.

The yearly requirement indicated in the "Short Text Service Catalog–Pricing" was determined according to the currently used product which is used in its undiluted form.

The number of containers to be offered is to be determined based on the yearly requirement indicated in the "Short Text Service Catalog–Pricing", i.e., the respective amount of dilution ready to use for ordinary soiling.

Product serviceability will be determined by applying the appropriate dilution ready to use according to the dosage indicated in the tender.

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## **3.2. ALL-PURPOSE CLEANERS**

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### **3.2.1. ALL-PURPOSE CLEANERS (SMALL AND LARGE CONTAINER)**

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#### **3.2.1.1. Service Description for All-Purpose Cleaner**

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The product will be used to wash various items and water proof surfaces of all kinds, at ordinary soiling. It must clean off fat, oil and all kinds of soiling, with the exception of tenacious calcifications; it must dry clear, leave no residue, and be free from disinfectant agents, phosphates, formaldehydes and their derivatives.

#### **3.2.1.2. All-purpose cleaner in small containers**

---

The bid must quote standard "plastic bottles" (e.g., polyethylene bottle) with a filling capacity of 1 liter maximum and 0.5 liters minimum; and

#### **3.2.1.3. All purpose cleaner in large containers**

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The bid must quote standard "plastic canisters" (e.g. polyethylene canister) with a filling capacity of 15 liters maximum and 5 liters minimum.

The yearly requirement indicated in the "Short Text Service Catalog–Pricing" was determined based on the currently used product that requires a mixture ratio of 1:500 (cleaner/water) in order to achieve the proper dilution ready to use for ordinary soiling.

If the offered product requires another mixture ratio, the offered amount must be adjusted accordingly, for example, by offering half of the required amount at a mixture ratio of 1:1000.

The number of containers to be offered is to be determined based on the yearly requirement indicated in the "Short Text Service Catalog–Pricing", i.e., the respective amount of dilution ready to use for ordinary soiling.

Product serviceability will be determined by applying the appropriate dilution ready to use according to the required dosage indicated in the tender.

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## **3.3. STANDARD FLOOR CLEANERS**

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### **3.3.1. STANDARD FLOOR CLEANERS (CARE COAT REMOVERS)**

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#### **3.3.1.1. Service Description for Basic Cleaner to Remove Care Coating from all Floor Types (Excluding Linoleum and Rubber Floors)**

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The offered product must remove tenacious soiling (e.g., oil and fat encrustations) and care coating (e.g., wax and polymer films) from all types of floors, excluding linoleum floors. It must not contain any aromatic hydrocarbons and the pH-value should not exceed a maximum of 13.5. The product must be suitable for machine use.

#### **3.3.1.2. Basic Floor Cleaner, Excluding Rubber and Linoleum (Standard)**

---

The bid should quote standard "plastic canisters" (e.g., polyethylene canister) with a filling capacity of 8 liters minimum up to 12 liters maximum.

The yearly requirement indicated in the "Short Text Service Catalog–Pricing" was determined based on the currently used product that requires a mixture ratio of 1:10 (product/water) in order to achieve the proper dilution ready to use. If the offered product requires another mixture ratio, the offered amount must be adjusted accordingly.

The number of containers to be offered is to be determined based on the yearly requirement indicated in the "Short Text Service Catalog–Pricing", i.e., the respective amount of dilution ready to use for ordinary soiling.

Product serviceability will be determined by applying the appropriate dilution ready to use according to the dosage indicated in the tender.

#### **3.3.1.3. Service Description for Basic Cleaner to Remove Care Coating from Linoleum and Rubber Floors**

---

The offered product must remove tenacious soiling (e.g., oil and fat encrustations) and care coating (e.g., wax and polymer films) from all\* floor types. It must not contain any aromatic hydrocarbons, the pH-value should not exceed a maximum of 11. The product must be suitable for machine use.

#### **3.3.1.4. Basic Floor Cleaner for Linoleum and Rubber Floors**

---

The bid should quote standard "plastic canisters" (e.g., polyethylene canister) with a filling capacity of 8 liters minimum up to 12 liter maximum.

The yearly requirement indicated in the "Short Text Service Catalog–Pricing" was determined based on the currently used product that requires a mixture ratio of 1:10 (product/water) in order to achieve the proper dilution ready to use.

If the offered product requires another mixture ratio, the offered amount must be adjusted accordingly.

The number of containers to be offered is to be determined based on the yearly requirement indicated in the "Short Text Service Catalog–Pricing", i.e., the respective amount of dilution ready to use for ordinary soiling.

Product serviceability will be determined by applying the appropriate dilution ready to use according to the dosage indicated in the tender.

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## **3.4. DETERGENTS**

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### **3.4.1. UNIVERSAL AND COLOUR CARE DETERGENTS**

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#### **3.4.1.1. Service Description for Universal Detergent / Colour Care Detergent**

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The universal detergent must be suitable for washing textile fabrics, excluding wool and silk, by commercial or household-size washing machines. It must be suitable for wash temperatures within the 30°/60° and 90° ranges, be phosphate-free and free from chlorine.

The color care detergent must be suitable for the color wash cycle at 30° to 60°. It must not contain any bleaching agent, be phosphate-free and free from chlorine.

#### **3.4.1.2. Universal Detergent Powder (Small Container)**

---

The bid must quote standard cardboard containers with a PE-carrying strap and a filling volume of 4 kg minimum up to 10 kg maximum.

The yearly requirement indicated in the "Short Text Service Catalog–Pricing" was determined based on the currently used product with a required dosage of 10 grams per liter of dilution ready to use for ordinary soiling. If a product with different dosage requirements is offered the offered amount must be adjusted accordingly.

The number of containers to be offered is to be determined based on the yearly requirement indicated in the "Short Text Service Catalog–Pricing", i.e., the respective amount of dilution ready to use for ordinary soiling.

Product serviceability will be determined by applying the appropriate dilution ready to use according to the dosage indicated in the tender.

#### **3.4.1.3. Universal Detergent Powder (Large Container)**

---

The bid must quote "bags" (inner bag made of PE, outer bag made of paper) with a filling capacity of 15 kg minimum up to 25 kg maximum. The yearly requirement indicated in the "Short Text Service Catalog–Pricing" was determined based on the currently used product with a required dosage of 10 grams per liter of dilution ready to use for ordinary soiling.

If a product with different dosage requirements is offered the offered amount must be adjusted accordingly.

The number of containers to be offered is to be determined based on the yearly requirement indicated in the "Short Text Service Catalog–Pricing", i.e., the respective amount of dilution ready to use for ordinary soiling.

Product serviceability will be determined by applying the appropriate dilution ready to use according to the dosage indicated in the tender.

#### **3.4.1.4. Colour Care Detergent Powder (Small Container)**

---

The bid must quote standard cardboard containers with a PE-carrying strap and a filling volume of 4 kg minimum up to 10 kg maximum, must be offered.

The yearly requirement indicated in the "Short Text Service Catalog–Pricing" was determined according to the currently required amounts reported by the individual institutions.

The number of containers to be offered is to be determined based on the yearly requirement indicated in the "Short Text Service Catalog–Pricing", i.e., the respective amount of dilution ready to use for ordinary soiling.

Product serviceability will be determined by applying the appropriate dilution ready to use according to the dosage indicated in the tender.

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## **3.5. DISHWASHER SOAPS AND RINSE AIDS**

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### **3.5.1. DISHWASHER SOAP - POWDERED**

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#### **3.5.1.1. Service Description of a Powdered Product for Small Dishwashers**

The product must be suitable for use in medium and small size dishwashers (not for hand wash), resistant against hard water, with little dust generation, easily dosable, low on foam in use and free from chlorine. The phosphate content must not exceed 10 g per operation. The product must have optimal cleaning capacity, be able to dissolve fat, have a bleaching effect and be gentle on the dishes.

#### **3.5.1.2. Dishwasher Soap Powder**

The bid must quote standard cardboard containers with a PE-carrying strap and a filling volume of 4 kg minimum up to 10 kg maximum.

The yearly requirement indicated in the "Short Text Service Catalog–Pricing" was determined based on the currently used product with a required dosage of 1 to 2 grams per liter of dilution ready to use.

If a product with different dosage requirements is offered the offered amount must be adjusted accordingly.

The number of containers to be offered is to be determined based on the yearly requirement indicated in the "Short Text Service Catalog–Pricing", i.e., the respective amount of dilution ready to use for ordinary soiling.

Product serviceability will be determined by applying the appropriate dilution ready to use according to the dosage indicated in the tender.

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### **3.5.2. DISHWASHER SOAP - LIQUID**

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#### **3.5.2.1. Service Description for Liquid Dishwasher Soap**

The product must be suitable for dishwashers (not hand wash) and achieve a hygienic effect without chlorine. It must dissolve residual oil and encrustations, with little foam generation.

#### **3.5.2.2. Liquid Dishwasher Soap Including Leased Dosage System**

The bid must quote standard "plastic canisters" (e.g. PE canister / can) with a filling capacity of 30 litres maximum and 12 litres minimum. A dosage system suitable for commercial machines must be provided on lease. The product unit price must reflect lease and service for approx. 400 dosage systems.

#### **3.5.2.3. Liquid Dishwasher Soap Excluding Leased Dosage System**

The bid must quote standard "plastic canister" (e.g. PE canister / can) with a filling capacity of 30 liters maximum and 12 liters minimum, without dosage system.

The yearly requirement indicated in the "Short Text Service Catalog–Pricing" was determined based on the currently used product that requires a mixture ratio of 1:1000 with regard to 1 gram per liter (required dosage of 1 to 3 grams per liter, depending on water hardness) in order to achieve the proper dilution ready to use for ordinary soiling.

If a product with different dosage requirements is offered the offered amount must be adjusted accordingly.

The number of containers to be offered is to be determined based on the yearly requirement indicated in the "Short Text Service Catalog–Pricing", i.e., the respective amount of dilution ready to use for ordinary soiling.

Product serviceability will be determined by applying the appropriate dilution ready to use according to the dosage indicated in the tender.

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### **3.5.3. DISH SOAP FOR MANUAL WASHING**

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#### **3.5.3.1. Service Description for Dish Soap For Manual Washing**

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The Product must be suitable for washing dishes by hand. It must be skin compatible and free from chlorine and it must dissolve residual oil and encrustations.

#### **3.5.3.2. Liquid Dish Soap for Manually Washing Dishes**

---

The bid must quote standard "plastic bottles" (e.g. PE bottle) with a filling capacity of 1 liter maximum and 0.5 liters minimum.

The yearly requirement indicated in the "Short Text Service Catalog–Pricing" was determined based on the currently used product that requires a mixture ratio of approx. 20 to 40 milliliters per 10 liters of water.

If a product with different dosage requirements is offered the offered amount must be adjusted accordingly.

The number of containers to be offered is to be determined based on the yearly requirement indicated in the "Short Text Service Catalog–Pricing", i.e., the respective amount of dilution ready to use for ordinary soiling.

Product serviceability will be determined by applying the appropriate dilution ready to use according to the dosage indicated in the tender.

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### **3.5.4. RINSE AID**

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#### **3.5.4.1. Service Description for Rinse Aid**

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The offered product must be a neutral rinse aid with self-drying capacity suitable for use in medium and small size dishwashers. The product must guarantee that the dishes dry residue-free, be suitable for any degree of water hardness, free from any disinfectant agents, from formaldehydes and their derivatives, and produce no foam.

#### **3.5.4.2. Rinse Aid for Dishwashers**

---

The bid must quote "plastic cans" (e.g. PE can) with a filling capacity of 10 to 25 liters. The yearly requirement indicated in the "Short Text Service Catalog–Pricing" was determined based on the currently used product with a required dosage of 2 to 5\*) per 10 liters of dilution ready to use for ordinary soiling.

If a product with different dosage requirements is offered the offered amount must be adjusted accordingly.

The number of containers to be offered is to be determined based on the yearly requirement indicated in the "Short Text Service Catalog–Pricing", i.e., the respective amount of dilution ready to use for ordinary soiling.

Product serviceability will be determined by applying the appropriate dilution ready to use according to the dosage indicated in the tender.

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## **3.6. FLOOR CARE COATINGS**

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### **3.6.1. FLOOR CARE COATINGS**

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#### **3.6.1.1. Suitable for Plastic, Natural or Synthetic Stone and Linoleum Floors**

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The offered product must produce a durable, hard-wearing coating with good adhesion and abrasion resistance. It must be easy and quick to use. The coating must be soil-resistant, resistant to wiping, resistant to disinfectants, easy to dry, step safe and suitable for mechanical appliance. It must leave no traces be alcohol-resistant and free from disinfectant agents as well as free from formaldehydes and their derivatives.

#### **3.6.1.2. Floor Care Coating (Standard)**

---

The bid must quote standard "plastic canisters" (e.g., polyethylene canister) with a filling capacity of 8 liter minimum up to 12 liters maximum.

The yearly requirement indicated in the "Short Text Service Catalog–Pricing" was determined based on the currently used product that is used in its undiluted form.

The number of containers to be offered must be determined based on the yearly requirement indicated in the "Short Text Service Catalog–Pricing" in consideration of the fact that double coating—respectively up to four coatings, in case of first application—may be necessary to achieve optimal results.

Product serviceability will be determined by applying the appropriate dilution ready to use according to the dosage indicated in the tender.

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## **3.7. GLASS CLEANERS**

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### **3.7.1. GLASS CLEANER (VARIOUS CONTAINER TYPES)**

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#### **3.7.1.1. Service Description: Glass Cleaner**

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The bid must quote a top quality, ready-to-use cleaner that is suitable for glass and all other smooth surfaces. The product must cleanse free of streaks.

#### **3.7.1.2. Glass Cleaner (Spray Bottles)**

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The bid must quote "plastic bottles" (e.g., PE bottle) with a filling capacity of 0.5 liters minimum up to 1 liter maximum, including a spraying device (e.g., spray pistol); and

#### **3.7.1.3. Glass Cleaner (Large Container)**

---

The bid must quote "plastic cans" (e.g., PE cans) with a filling capacity of 5 to 10 litres.

The yearly requirement indicated in the "Short Text Service Catalogue–Pricing" was determined based on the currently used product that is used in its undiluted form.

The number of containers to be offered is to be determined based on the yearly requirement indicated in the "Short Text Service Catalogue–Pricing", i.e., the respective amount of dilution ready to use for ordinary soiling.

Product serviceability will be determined by applying the appropriate dilution ready to use according to the dosage indicated in the tender.

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## **3.8. MOPPING CLEANERS**

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### **3.8.1. MOPPING CLEANER**

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#### **3.8.1.1. Service Description for Mopping Cleaner, Suitable for Cleaning and Maintenance of Water-resistant Hard Floor Covering (Linoleum, Rubber, Synthetics, Natural and Synthetic Stone, Sealed Wood Floor, Plastic Floor)**

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The offered product must have optimum cleaning and maintenance properties and be easy and quick to apply. It must have a good cleaning effect as well as good maintenance and protective effects and be gentle on the surfaces. Furthermore, residues must be easy to remove, respectively polished. The product must provide slip resistance and should be suitable for high-speed application. It should be alcohol-resistant and free from disinfectant agents as well as from formaldehydes and their derivatives.

#### **3.8.1.2. Mopping Cleaner (Standard)**

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The bid must quote "plastic bottles" (e.g., PE bottle) with a filling capacity of 0.5 liters minimum up to 1 liter maximum, including dosage system (e.g. dosage cap for 20 milliliters).

The yearly requirement indicated in the "Short Text Service Catalog–Pricing" was determined based on the currently used product that requires a mixture ratio of approx. 20 milliliters per 10 liters of water in order to achieve the proper dilution ready to use.

If the offered product requires another mixture ratio, the offered amount must be adjusted accordingly.

The number of containers to be offered is to be determined based on the yearly requirement indicated in the "Short Text Service Catalog–Pricing", i.e., the respective amount of dilution ready to use for ordinary soiling.

Product serviceability will be determined by applying the appropriate dilution ready to use according to the dosage indicated in the tender.

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## **3.9. SANITARY CLEANERS**

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### **3.9.1. SANITARY CLEANER FOR ACID-RESISTANT SURFACES**

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#### **3.9.1.1. Service Description for Sanitary Cleaner for Acid-resistant Surfaces**

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The offered product must remove calcifications, lime soap, skin oil as well as oil, fat and soap residue in toilet facilities, bath tubs etc. with one singular application. It must dry stain-free and be free from disinfectant agents and chlorine. The pH-value must not fall below 2 in concentrates and dilution ready to use.

The product must be suitable for application on all washable, acid-resistant materials, such as, chromium fittings, wash basins, toilet bowls, acid-resistant wall and floor coverings, anodized window frames, glass, synthetics, stainless steel, etc.

### **3.9.1.2. Sanitary Cleaner (Standard)**

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The bid must quote "plastic bottles" (e.g., PE bottle) with a filling capacity of 0.5 liters minimum up to 1 liter maximum, including dosage system (e.g. dosage cap for 20 milliliters); and "plastic cans" (e.g., PE cans) with a filling capacity of 8 to 12 liters.

The yearly requirement indicated in the "Short Text Service Catalog–Pricing" was determined based on the currently used product that requires a mixture ratio of approx. 20 milliliters per 10 liters of water in order to achieve the proper dilution ready to use.

If the offered product requires another mixture ratio, the offered amount must be adjusted accordingly.

The number of containers to be offered is to be determined based on the yearly requirement indicated in the "Short Text Service Catalog–Pricing", i.e., the respective amount of dilution ready to use for ordinary soiling.

Product serviceability will be determined by applying the appropriate dilution ready to use according to the dosage indicated in the tender.

### **3.9.1.3. Sanitary Cleaner (Concentrate)**

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The bid must quote "plastic bottles" (e.g., PE bottle) with a filling capacity of 0.5 liters minimum up to 1 liter maximum, including dosage system (e.g. dosage cap for 20 milliliters); and "plastic cans" (e.g., PE cans) with a filling capacity of 8 to 12 liters.

The yearly requirement indicated in the "Short Text Service Catalog–Pricing" was determined based on the currently used product that requires a mixture ratio of approx. 1:100 (100 milliliters per 10 liters of water) in order to achieve the proper dilution ready to use.

If the offered product requires another mixture ratio, the offered amount must be adjusted accordingly.

The number of containers to be offered is to be determined based on the yearly requirement indicated in the "Short Text Service Catalog–Pricing", i.e., the respective amount of dilution ready to use for ordinary soiling.

Product serviceability will be determined by applying the appropriate dilution ready to use according to the dosage indicated in the tender.

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## **PART 4: QUESTIONNAIRE FOR SCORING CLEANING AGENTS WHICH PASS MANDATORY CRITERIA SPECIFICATION**

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### **4.1. QUESTIONNAIRE**

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#### *4.1.1 Name of Company*

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#### *4.1.2 Product Name*

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#### *4.1.3 Target Group*

- Consumer Segment
- GV Segment

#### *4.1.4 Product Group*

- Textile laundry detergent
- Cleaner
- Care product
- Other

#### *4.1.5 Code Number Product Type*

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#### *4.2.1 Product Form*

- Powder
- Paste
- Spray - propellant
- Liquid
- Piece
- Spray - pump

#### *4.2.2 Concentrate*

- Yes
- No

#### *4.2.3 Childproof Closure System*

- Yes
- No

#### *4.2.4 Specific Weight*

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*4.2.5 pH-value - Product*

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*4.2.6 pH-value - Dilution of Ready-to-Use Product*

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*4.2.7 Is the recipe scheduled to be altered within one year?*

- Yes
- No

*4.3.1 Productiveness indicated by minimum volume in liters of dilution required for soiling degree*

- Heavy
- Medium

*4.3.2 Packaging*

Size

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Units (litres or kg)

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*4.3.3 Dosage System*

- None
- Power dosage system
- Cup
- Compact units
- Pump
- Other
- Automatic dosage
- Dosage station

*4.3.4 Are instructions for use and dosage available in writing, in three or more languages?*

- On the product itself
- Upon request
- No

*4.3.5 Concentration of suds/dilution ready to use (in grams of active ingredient per liter)*

---

*4.4.1 Recycling*

- One way
- Returnable (against refund)
- Refill package

- Filling system

**4.4.2 Which materials are used in product packaging?**

- Paper, cardboard
- Non-PVC plastic
- Glass
- PVC
- Metal
- Composite
- Aluminum
- Biogenous materials

**4.5.1 Safety data sheet exist and is attached**

- Yes
- No

**4.5.2 Evaluation pursuant to Chemicals Ordinance**

- Irritant
- Caustic          Other
- Harmful to health
- Environmentally hazardous
- Oxidizing
- Not evaluated

**4.5.3 Product Declaration (on the product itself)**

- Complete
- Pursuant to EU-regulations
- Austrian Detergent Labeling Ordinance
- Other
- None

**4.5.4 Eco-labels**

- Austrian Eco-label
- Blauer Engel (The Blue Angel, Germany)
- European Eco-label
- None
- Other

**4.6.1 Tensides**

1	CAS	Registry	Number
2	CAS	Registry	Number

3	CAS	Registry	Number
4	CAS	Registry	Number
5	CAS	Registry	Number
6	CAS	Registry	Number

**4.6.2 Total Tenside Content**

in Percent by Weight	0	<0-1	1-5	5-10	10-20	20-30	>30
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**4.6.3 Other Ingredient Substances (Concentration in Percent per Weight)**

1	CAS Registry Number	<0.1	0.1-1	1-5	5-10	10-20	20-30	>30
2	CAS Registry Number	<0.1	0.1-1	1-5	5-10	10-20	20-30	>30
3	CAS Registry Number	<0.1	0.1-1	1-5	5-10	10-20	20-30	>30
4	CAS Registry Number	<0.1	0.1-1	1-5	5-10	10-20	20-30	>30
5	CAS Registry Number	<0.1	0.1-1	1-5	5-10	10-20	20-30	>30
6	CAS Registry Number	<0.1	0.1-1	1-5	5-10	10-20	20-30	>30
7	CAS Registry Number	<0.1	0.1-1	1-5	5-10	10-20	20-30	>30
8	CAS Registry Number	<0.1	0.1-1	1-5	5-10	10-20	20-30	>30
9	CAS Registry Number	<0.1	0.1-1	1-5	5-10	10-20	20-30	>30
10	CAS Registry Number	<0.1	0.1-1	1-5	5-10	10-20	20-30	>30
11	CAS Registry Number	<0.1	0.1-1	1-5	5-10	10-20	20-30	>30
12	CAS Registry Number	<0.1	0.1-1	1-5	5-10	10-20	20-30	>30

**4.6.4 Total Content of Organic Solvents**

Organic Solvent Content (%)	0	<0-1	1-5	5-10	10-20	20-30	>30
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**4.6.5 Water Content in Percent by Weight (Exact)**

**4.6.6 Confirmation - Signature**

By duly signing this questionnaire, I confirm that the product does not contain any other than the ..... ingredient substances indicated in items 6.1 and 6.3, above, and that all further data given are true and correct.

.....

.....

Date and place

Company stamp, signature

## 4.2. CLEANING SUPPLY CONTRACT BID TABLE

*Please use this table to bid for supply of Cleaning Products*

<b>Product Type:</b>	<b>Ref. in Service Catalogue:</b>
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Manufacturer:
Product Name or Identification:
Product Coloration:
Solids Ratio:
Dilutable, Dosage Range:
Mixture Ratio for Ordinary Soiling:
Price per Litre of Dilution Ready to Use for Ordinary Soiling (€):
Unit, Container Size(s):
Container/Packaging Materials:
Scope of Application:
Not suitable for:

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## **PART 5: GENERAL CONTRACT TERMS AND PURCHASE ORDER TERMS AND CONDITIONS FOR CLEANING SUPPLIES**

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### **5.1. GENERAL CONTRACT TERMS FOR CLEANING SUPPLIES**

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**1. Contractor's Obligation to Deliver Cleaning Supplies:** The Company (= Contractor) undertakes to deliver to the institutions of the Vienna Hospital Association (Wiener Krankenanstaltenverbund–KAV) all product(s) for which it has been awarded contract, of the respective quality and in the respective amounts and packaging sizes as well as for the respective prices indicated in the "Service Catalog–Pricing" which constitutes part of this contract.

**2. Contract Term, Cancellation Period:** The term of this Agreement begins on 1 May, 2004 and expires on 31 December, 2004. The term can be extended for the period of one year, for two consecutive years, under the precondition that the fixed prices are confirmed by the Contractor until the end of the respective year.

Without prejudice to the provisions of the General Terms and Conditions of the Vienna Municipal Authority for Services<sup>31</sup>, as of 1 January, 2005, the party ordering has the right to terminate this Agreement, in writing, without giving any reasons, on the first day of every month, provided that a three month's cancellation period is observed.

Termination is effected by registered mail and return receipt.

**3. KAV-Institutions' Obligation to Order (Guaranteed Delivery Amounts):** KAV undertakes to accept delivery of the respective contract products in the respective amounts packaging sizes, as indicated in the "Service Catalog–Pricing".

**4. Price Type, Price Changes:** The prices indicated in the attached Total Price List are fixed prices valid until 31 December, 2004.

**5. Product Properties and Condition, Product Labeling, Duty of Product Declaration:** All products must be free from environmentally hazardous ingredient substances. In case of infringement of the duty of product declaration, KAV has the right to rescind this contract, at any time.

Containers must be adequately labeled (returnable- and refund containers). Furthermore, the minimum requirements for product labeling (e.g., adhesive label) include product name and concentration, a relevant warning in case of potential user hazards (e.g., "caustic"), and indication of dosage requirements to achieve the dilution ready to use.

An adequate log must be kept on returnable containers with, or without refund.

**6. Delivery:** Delivery of the ordered amounts and packaging sizes is to be effected at the locations and dates as agreed upon and requested by the individual institutions.

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<sup>31</sup> Allgemeine Vertragsbestimmungen der Stadt Wien für Leistungen–VD 313

**7. Acceptance of Delivery:** Delivery is accepted by authorized staff at the respective institution(s), according to a delivery note.

Delivery is confirmed by a staff member of the institution who is authorized to sign.

Qualitative acceptance of delivery is effected before, respectively by utilization. In case of defects, the Company is obligated to exchange the rejected contract goods, at its own cost.

Delivery by the Company is deemed as accepted unless the respective institution rejects delivery, in writing, within three days.

The original copy of the delivery note remains with the institution. One copy is to be attached to the respective invoice that is issued by the Company.

**8. Billing:** Invoices, less 3% discount, shall be paid within 60 days, at the latest.

Billing shall be effected at the prices indicated in the service catalog. Pursuant to Item 4, this Price List is to be updated by the Company on a continuous basis. The list, as amended, constitutes the Annex to the present Agreement.

Pursuant to Item 12 of the "TENDER", all invoices are to be addressed exclusively to the respective accounting department of MA 632, where they are logged and subsequently forwarded to the respective institution for processing (i.e., examination and subsequent "referral" to MA 6 for ordering payment of the verified amount by remittance via the bank in charge of effecting payment).

Mention is made, in particular, of the fact that the period allowed for payment begins to run, subject to proper delivery and invoicing, on the day after the invoice has been logged by the respective accounting department of MA 6.

Notwithstanding Section 2.16.1 of the General Terms and Conditions of the Vienna Municipal Authority for Services (VD 313); decree by the Vienna Municipal Authority<sup>32</sup> of 11 February, 2002 (attachment to MDA-752-3/01), invoices may be issued on other than the printed forms provided by the Vienna Municipality. However, all invoices must be duly signed by the Company. This also applies to electronically issued invoices as specific agreements with regard to data security and data protection (authentication / signature, cryptation, etc.) have not been concluded between the party ordering and the Company. Thus, electronically transferred invoices (telex, fax, e-mail, etc.) shall not be accepted because these, by nature, cannot be originally signed as required but, rather, would merely (be able to) display the graphic copy of a signature.

Notwithstanding Austrian Standard ÖNORM A 2060 (edition of 1 March, 1995), Section 2.16.1.1, invoices shall not be submitted in three copies but, rather, shall be submitted in one original copy, only.

The order number according to the order slip (or similar order in writing) and the "place of requirement"<sup>34</sup> (party ordering)—however, not "Forum Einkauf" which is not a place of requirement—must be indicated on the invoice, without any exception, in a distinctive spot and easy to read (not hidden among the text of a paragraph, print not too fine).

If the invoice is sent to any other than the appropriate office and is, thus, forwarded as misdirected letter from the wrong office to the respective accounting department, the

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<sup>32</sup> *Magistratsabteilung* (department of the Vienna Municipality)—*MA 6 Rechnungsamt* (audit office)

<sup>33</sup> *Magistratsdirektion*

<sup>34</sup> *Bedarfsstelle*

payment period as stipulated in this Agreement, nevertheless, begins to run from the day the invoice is logged at the appropriate accounting department.

Payments are effected, without any exception, by bank transfer to the account that has been indicated by the Company. Payment is deemed as effected on time (i.e., effectively settling the debt in compliance with the ordering party's obligation to pay) if the order to pay has been given to the bank in charge of effecting payments for the Vienna Municipality on, or before, the due date (e.g. by handing in a money transfer order slip, either physically or electronically, or any other form of money transfer by the Vienna Municipality). The Company bears all other costs incurred during the further process of payment, such as bank fees, transfer costs and other fees.

Invoices submitted by the Company must be duly signed by the owner. Unsigned invoices and invoices signed by a single person (e.g., free lance personnel of the Company) instead of the owner himself, will be rejected as faulty and not verifiable. In such cases, an adequate invoice must be issued upon rejection.

Terms of payment pursuant to the U-KAV Standard Purchase Order Terms and Conditions for Delivery- and Service Contracts<sup>35</sup>, Section 9, apply to all invoices including, for example, supplementary invoices—irrespective of the reason for supplementary invoicing—unless the supplementary invoice refers to amounts that the Vienna Municipality did not pay, without justification. In the latter case, a payment period of 30 days, without any discounts, applies.

**9. Product Liability Act:** Reservations by the Company are not admissible with regard to the obligations of the seller as stipulated under the Austrian Product Liability Act, Federal Law Gazette no. 99/1988, as amended, nor with regard to indemnity claims in favor of the institutions as buyers, as stipulated in the same Act or elsewhere. In particular, the nonwarranty clause for material damages to operational equipment is expressly excluded.

**10. Contract Effectiveness:** If any one, or several of the provisions herewith agreed upon are or become ineffective, ineffectiveness of the respective provision does not imply that the entire Agreement is ineffective, i.e., partial nullity does not imply total nullity. In the event of one, or several provisions being ineffective, the parties to this Agreement jointly undertake to replace the ineffective provision by such effective provision that is best designed to achieve the economic objective of the ineffective provisions, to the highest possible degree. The same applies in case of potential "loopholes" in this Agreement that may be identified at a later date.

Any changes to this Agreement must be in writing.

**11. Assignment to Third Parties:** The Company does not have the right to assign any rights nor any obligations under this Agreement to any third party without consent by the institutions.

**12. Rescission of Contract:** The Company expressly waives the right to rescind this Agreement on account of error or on account of reduction of more than half of the actual value.

**13. Legal Succession:** This Agreement will be transferred to the legal successors of either party.

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<sup>35</sup> *Generelle Einkaufsbedingungen der Unternehmung Wiener Krankenanstaltenverbund für Lieferungs- und Leistungsaufträge* (Standard Purchase Order Terms and Conditions for Delivery- and Service Contracts of the Commercial Enterprise Vienna Hospital Association)

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## **5.2. STANDARD PURCHASE ORDER TERMS AND CONDITIONS OF THE COMMERCIAL ENTERPRISE VIENNA HOSPITAL ASSOCIATION FOR DELIVERY AND SERVICE CONTRACTS**

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*Unless otherwise agreed, the following Standard Purchase Order Terms and Conditions apply to any delivery and/or service contract awarded by one of the offices of U KAV. Any other provisions, as stipulated, for example, in previous tenders or in purchase order confirmations by the Contractor, are not binding for the offices of U KAV, unless such provisions have been confirmed by the ordering office of U KAV, in writing, as annex or amendment to the U KAV Standard Purchase Order Terms and Conditions.*

**1. All contracts**—with the exception of small orders of values up to a maximum of EUR 290 per delivery or service—must be in writing. Orders or handling instructions given verbally or by telephone are not binding for the offices of U KAV, unless they have subsequently been confirmed, in writing. Each contract must be allocated an order number or reference number. This order number, respectively reference number, must be indicated on all correspondence with regard to the respective contract, such as, delivery notes, shipping documents, accompanying postal address slips, waybills and invoices.

**2. All bids** submitted by the supplier, albeit issued upon request by one of the offices of U KAV, must not incur any costs, whatsoever, for U KAV.

**3. Upon receipt**, the purchase order that is attached to the order form must be duly signed by the supplier and immediately returned to the ordering office of U KAV, unless delivery is effected concurrently. If the purchase order is not received by the ordering office of U KAV within 10 days after placement of the order, this fact is deemed as silent consent. Without prejudice, the offices of U KAV reserve the right to cancel the order in case of late delivery of the purchase order to the ordering office of U KAV. Upon acceptance of the order, respectively upon delivery of goods or rendering of services, the present Standard Purchase Order Terms and Conditions, as displayed in print on the reverse side of the purchase order, become subject matter of the contract.

**4. The prices**, as agreed upon, are strictly fixed prices, in compliance with the provisions stipulated in Austrian Standard ÖNORM A 2050; in case of long term contracts, prices are, furthermore, subject to all further provisions, as stipulated in Austrian Standard ÖNORM A 2050. Unless stipulated otherwise by the ordering office of U KAV, prices are free delivery. Thus, the supplier bears all dispatch costs, including all related public duties, taxes and fees. Furthermore, the supplier undertakes to bear the costs for transfer and carrying up to the premises at the delivery address. If the supplier changes prices or conditions at a later date, these changed prices or conditions are not legally binding for the offices of U KAV, unless they have been accepted by the offices of U KAV, in writing.

**5. Delivery periods** and service periods begin to run on the day of receipt / acceptance of the order. Delivery dates, as agreed upon, must be met unconditionally. The ordering office of U KAV must be notified of default in delivery, and of the causes thereof, either immediately, or within two days of the occurrence of the reason for the delay, at the latest. In case of default in delivery, the ordering office of U KAV explicitly reserves the right to grant—albeit, either verbally or by phone—an adequate grace period, and the right to refuse

acceptance of delivery after this grace period has run out as well as the right to, wholly or partly, withdraw from the contract, whereas, any compensation claims by the supplier are expressly excluded. The U KAV expressly reserves all other legal rights, including the right to claim indemnity.

**6. The supplier** must, under his own full liability, diligently follow any shipping instructions given by the ordering office of U KAV. Furthermore, the supplier exclusively bears the transport risk up to delivery at the place of delivery, regardless of whether or not any shipping instructions by the ordering office of U KAV have been given. U KAV does not bear the cost of transport insurance, unless otherwise agreed. A dispatch note for each shipment must be sent to the address for dispatch and to the ordering office, on the dispatch date, without any exemptions, unless such exemption is expressly indicated in the order. Each dispatch note must include a detailed list of contents by product identifications, units and amounts, as well as the respective order number (reference number). Dispatch notes must be sent separately from the goods. (For orders not exceeding a maximum value of EUR 1,453, dispatch notes are not required). C.O.D. consignments will not be accepted. Delivery notes must be included with each shipment and one copy must be attached to the package, in a conspicuous place.

**7. The supplier** warrants against possible defects of goods delivered, respectively services rendered. The limitation period for breach of warranty starts to run from the moment of acceptance of the operational goods, as duly tested for functionality, by U KAV. A possible trial run, prior to acceptance of delivery, has no effect on the running of the limitation period for breach of warranty claims. In case of delivery of faulty goods, the offices of U KAV have the right to either withdraw from the contract and take in stock elsewhere, at the supplier's cost, or to request delivery of substitute, or to accept delivery of the faulty goods at lesser value, as determined by an expert, or, finally, to remedy the defect on their own account, at the supplier's cost. The right of warranty claims is expressly reserved. Confirmation of the return slip does not provide proof that delivery is in incompliance with the provisions agreed upon. Furthermore, payment does not constitute confirmation of the regularity of delivery, nor waiver of the rights reserved for the commercial enterprise KAV.

**8. Suppliers must** issue and provide the ordering office of U KAV with four copies of each invoice, indicating the respective order number (U KAV reference number) as well as the goods delivered, respectively services rendered. Invoices must be issued by the contractor within a period of 14 days after delivery of goods, respectively rendering of services. Invoices that do not indicate the order number (U KAV reference number) or invoices that do not indicate, in detail, the delivered goods, materials, or services, and/or invoices that have been issued in less than four copies, will be returned to the issuer and deemed as not received. Invoices for goods delivered must indicate the dispatch type, whereas, invoices for services rendered must, furthermore, indicate the reference numbers and dates of time slips, materials slips and/or work slips, as duly examined by authorized personnel.

**9. Provided that** delivery or services was properly received, U KAV as bulk user, will pay the invoiced amount, less 3% discount, within 60 days after receipt of invoice. The Vienna Municipality, respectively U KAV, expressly reserve all legal rights to setoff against possible counter claims.

**10. The supplier** warrants that changes to, or processing of the delivered goods and services, in particular, the eventual later alienation thereof, is permissible and can be effected ipso jure, even with regard to any possible respective rights pursuant to patent law, copyright law and/or design protection law. The same applies to services of all kinds. Furthermore, the supplier undertakes to indemnify U KAV for all potential damage, losses and costs that may be incurred, based on the above mentioned rights, even by way of recourse based on claims by third parties. Designs, models and drawings etc. remain the property of U KAV, at its sole disposal, even if such items have been prepared—at the cost of U KAV—by the

supplier. U KAV reserves all legal rights pursuant to patent law, copyright law and design protection law. Any such documentation may not be duplicated, nor disclosed to third parties. After delivery has been effected, or services have been rendered, all respective documentation must immediately be returned to the party ordering. The supplier is fully liable for all harmful consequences that might result from non-compliance with this provision.

**11. The supplier** does not have the right to assign any claims under this contract to third parties without the explicit approval by U KAV, in writing.

**12. Transfer of** any contract awarded by one of the offices of U KAV to a third party is not permissible, unless U KAV has expressly consented, in writing. Infringement of this provision entitles U KAV to immediately withdraw from the contract and to enforce warranty claims.

**13. In the event** of force majeure (including mobilization and war), or of material operational breakdown as well as other causes and events resulting in shutdown or limited operation of one of its offices, U KAV has the right to defer fulfillment of its agreed obligation to accept delivery or to, wholly or partially, withdraw from the contract, without any warranty claims resulting therefrom.

**14. Place of delivery** is the location indicated by the ordering office of U KAV. Place of payment is Vienna. Austrian law exclusively applies to the contract and to any legal transactions resulting from the contract. The respective Vienna courts, having subject matter jurisdiction, are called upon exclusively to decide all and any litigation resulting from the order by U KAV, or resulting from any legal transactions that were entered into, based on the contract, including decisions on the existence, respectively the non-existence, of such legal transactions.

**15. All correspondence** with the offices of U KAV regarding orders must indicate the respective order numbers (reference numbers) and dates.

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# APPENDIX

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*Showing the Short Text Purchase Order Catalogue of the Vienna Hospital Association. The document demonstrates the quantities of required goods for which bidders bid to supply.*

VIENNA HOSPITAL ASSOCIATION (KAV) FORUM EINKAUF							
SHORT TEXT SERVICE CATALOG—PRICING							
Section Item Number	Product Description*	Product name	Container type / size	Annual amount approx. kg, liters, bottles	Unit Price €	Item Price €	Comments
1	<b>All Purpose Cleaner, including:</b>						
1.1.	All-purpose Cleaner, Small Container						
1.2.	All-purpose Cleaner, Large Container						
<b>ALL PURPOSE CLEANER SECTION 1 TOTAL excl. VAT (Consideration)</b>							
<b>3% Discount</b>							
<b>Amended Consideration</b>							
<b>20% VAT of Amended Consideration</b>							
<b>Civil Law Price (Amended Consideration plus VAT)—Section</b>							
2	<b>Dishwashing Detergent and Rinse Aid, including:</b>						
2.1.	Powder Detergent for Dishwashers						
2.2.1.	Liquid Detergent for Dishwashers, Large Container, incl. Lease and Maintenance of Dosage Unit						
2.2.2.	Liquid Detergent for Dishwashers, Large Container, excl. Lease and Maintenance of Dosage Unit						
2.3.	Dishwashing Detergent for Handwash						
2.4.	Rinse Aid						
<b>DISHWASHING DETERGENT SECTION 2 TOTAL excl. VAT (Consideration)</b>							
<b>3% Discount</b>							
<b>Amended Consideration</b>							
<b>20% VAT of Amended Consideration</b>							
<b>Civil Law Price (Amended Consideration plus VAT)—Section</b>							
3	<b>Detergent, including:</b>						
3.1.	Universal Detergent, Small Container						
3.2.	Universal Detergent, Large Container						
3.3.	Color Care Detergent						
<b>DETERGENT SECTION 3 TOTAL excl. VAT (Consideration)</b>							
<b>3% Discount</b>							
<b>Amended Consideration</b>							
<b>20% VAT of Amended Consideration</b>							
<b>Civil Law Price (Amended Consideration plus VAT)—Section</b>							

VIENNA HOSPITAL ASSOCIATION (KAV) FORUM EINKAUF							
SHORT TEXT SERVICE CATALOG—PRICING							
Section Item Number	Product Description*	Product name	Container type / size	Annual amount approx. kg, liters, bottles	Unit Price €	Item Price €	Comments
4	<b>Abrasives, including:</b>						
4.1.	Scouring Milk, Small Container						
4.2.	Scouring Milk, Large Container						
4.3.	Scouring Powder						
<b>ABRASIVES SECTION 4 TOTAL excl. VAT (Consideration)</b>							
<b>3% Discount</b>							
<b>Amended Consideration</b>							
<b>20% VAT of Amended Consideration</b>							
<b>Civil Law Price (Amended Consideration plus VAT)—Section</b>							
5	<b>Basic Floor Cleaner, including:</b>						
5.1.	Basic Floor Cleaner, Standard						
5.2.	Basic Floor Cleaner, Linoleum Floor						
<b>BASIC FLOOR CLEANER SECTION 5 TOTAL excl. VAT (Consideration)</b>							
<b>3% Discount</b>							
<b>Amended Consideration</b>							
<b>20% VAT of Amended Consideration</b>							
<b>Civil Law Price (Amended Consideration plus VAT)—Section</b>							
6	<b>Hard Floor Sealing, including:</b>						
6.1.	Hard Floor Sealing, Standard						
6.2.	Hard Floor Sealing, Linoleum Floor						
<b>HARD FLOOR SEALING SECTION 6 TOTAL excl. VAT (Consideration)</b>							
<b>3% Discount</b>							
<b>Amended Consideration</b>							
<b>20% VAT of Amended Consideration</b>							
<b>Civil Law Price (Amended Consideration plus VAT)—Section</b>							

VIENNA HOSPITAL ASSOCIATION (KAV) FORUM EINKAUF							
SHORT TEXT SERVICE CATALOG—PRICING							
Section Item Number	Product Description*	Product name	Container type / size	Annual amount approx. kg, liters, bottles	Unit Price €	Item Price €	Comments
7	<b>Mop Cleaner, including:</b>						
7.1.	Mop Cleaner for Water-resistant Hard Floor Coverings						
<b>MOP CLEANER SECTION 7 TOTAL excl. VAT (Consideration)</b>							
3% Discount							
Amended Consideration							
20% VAT of Amended Consideration							
<b>Civil Law Price (Amended Consideration plus VAT)—Section</b>							
8	<b>Sanitary Cleaner, including:</b>						
8.1.	Sanitary Cleaner, Standard, Small Container						
8.2.	Sanitary Cleaner, Standard, Large Container						
8.3.	Sanitary Cleaner, Concentrate, Small Container						
8.4.	Sanitary Cleaner, Concentrate, Large Container						
<b>SANITARY CLEANER SECTION 8 TOTAL excl. VAT (Consideration)</b>							
3% Discount							
Amended Consideration							
20% VAT of Amended Consideration							
<b>Civil Law Price (Amended Consideration plus VAT)—Section</b>							
9	<b>Glass Cleaner, including:</b>						
9.1.	Glass Cleaner, Spray Bottle						
9.2.	Glass Cleaner, Large Container						
<b>GLASS CLEANER SECTION 9 TOTAL excl. VAT (Consideration)</b>							
3% Discount							
Amended Consideration							
20% VAT of Amended Consideration							
<b>Civil Law Price (Amended Consideration plus VAT)—Section</b>							

VIENNA HOSPITAL ASSOCIATION (KAV) FORUM EINKAUF							
SHORT TEXT SERVICE CATALOG—PRICING							
Section Item Number	Product Description*)	Product name	Container type / size	Annual amount approx. kg, liters, bottles	Unit Price €	Item Price €	Comments
Summarization: Total Sum of the Amended Considerations of All Sections (Sections 1 - Section 9) less Discount and excl. VAT →							→ Carry Over to Page 5 of the Tender (Total Price)
Comment:			To be filled out by the Company				