

OEM and Remanufactured Toner and Ink Cartridges Bid

Background

Alameda County issued two bids concurrently for the procurement of Original Equipment Manufacturer (OEM) and Remanufactured (Reman) Toner and Ink Cartridges. Each bid has identical requirements regarding product warranty and replacement in the case of a faulty cartridge, as well as service and repair of equipment if a faulty cartridge causes printer damage. In addition, the bid for remanufactured cartridges has stringent requirements that seek to ensure that the County receives high quality remanufactured products that meet or exceed OEM quality.

As part of the contract implementation, GSA analyzed contract pricing data for the 27 cartridges most frequently purchased by the County and identified cost savings ranging from 20-70% for purchasing environmentally preferable remanufactured and/or high yield cartridges. These savings, as well as the inherent environmental benefits of a longer cartridge lifecycle, are promoted to departments to encourage them to switch to remanufactured or high yield cartridges.

Bid Details

Bid Type: Request for Quotation (RFQ)

Bid Number: 900964 (OEM); 901009 (Reman)

Contract Start Date: March 1, 2013

Contract Duration: Three years with the option of two one-year renewals

Services Awarded: OEM and remanufactured toner and ink cartridges

Vendors: Blaisdell's Office Products, awarded OEM and Reman contract, (510) 483-3600; Laserlink International, awarded OEM and Reman contract, (510) 652-8000; Give Something Back, awarded OEM contract, (800) 261-2619 x2357; Cartridge World Fremont, awarded Reman contract, (510) 790-2023

Pricing: To request the contract pricing, contact the GSA Purchasing Department at (510) 208-9623.

More Information: For more information, or to request a copy of the bid, contract or award summary, call the Alameda County General Services Agency Purchasing Department at (510) 208-9623.

Disclaimer

This document provides an excerpt of the environmental specifications from this bid. It is compiled from the original bid and all addendums issued during the procurement process. It may not include all of the product or service specifications, e.g., those unrelated to environmentally preferable purchasing. It is provided for informational purposes only. Agencies interested in evaluating this bid for a piggybacking opportunity should obtain a full copy of the bid and other relevant documents as they require.

Environmental Specifications Excerpt: RFQ No. 900964 (OEM); RFQ No. 901009 (Reman)

Note: This excerpt is taken from RFQ No. 901009 for remanufactured cartridges. Except where specifically referring to remanufactured cartridges (primarily Section C.2.b and C.2.c), RFQ 900964 for OEM cartridges contains the same specific requirements.

II. STATEMENT OF WORK

A. INTENT

It is the intent of these specifications, terms and conditions to describe the various types of remanufactured toner and ink cartridges required by County departments and agencies.

The County intends to award a three (3) year contract with two (2) single year options to renew to the three (3) bidders selected as the lowest responsible bidders whose responses meet the County's requirements. It is the County's intent to increase participation of certified small, local and emerging businesses (SLEB). In order to participate herein, a business must satisfy the locality requirements and **be certified by the County as a small local or emerging local business** by the RFQ Response Due date (see RFQ, Section H – Calendar of Events). The County intends to open the contract annually to allow the inclusion of newly qualified and certified SLEB cartridge vendors.

It is the intent of these specifications, terms and conditions to procure the most environmentally preferable products with equivalent or higher performance and at equal or lower cost than traditional products. Specific requirements from the County's Sustainability Program related to this Bid are included in the appropriate Bid sections.

B. BACKGROUND / SCOPE

The County is committed to providing its departments and agencies the highest quality products at the most economical cost. The County has multiple offices and facilities throughout its 813 square mile area, the majority of which are in Oakland, Hayward, and Dublin. All County agencies will be asked to purchase toner and ink cartridges from the SLEB vendors awarded contracts as a result of this competitive bidding process.

In calendar year 2011, toner and ink procurements were processed for approximately 121 County agencies and/or departments who collectively purchased over 10,000 cartridges of various makes and models. Exhibit B (Bid Form) lists the OEM (Original Equipment Manufacturer) toner and ink cartridge types that were most frequently purchased in 2011.

During this time, the County purchased approximately 839 remanufactured toner and ink cartridges. One of the goals of this competitive bid is to increase the number of remanufactured cartridges purchased by the County.

Toner and ink cartridges for multi-function devices and small, low segment (desktop) multi-function copiers are EXCLUDED from this competitive bid.

Currently, the County does not have a contract specifically for the purchase of remanufactured toner and ink cartridges. County departments/agencies make individual cartridge purchases from certified SLEB vendors. By contracting with multiple

qualified SLEB vendors, the County hopes to create a cost-effective competitive pool of three vendors that will be easy to work with and can supply the specific toner and ink cartridges required by each County department/agency on an “as needed” basis.

At the conclusion of the bid process, the County will provide its departments/agencies a list of the three contracted toner and ink cartridge SLEB vendors.

Departments/agencies will contact vendors directly to place orders for their individual cartridge needs based on the Bid Forms (Exhibit B) and Rate Sheets (Exhibit B-1) submitted in response to this RFQ and the individual vendor’s reliability, product quality, and professionalism.

C. VENDOR MINIMUM QUALIFICATIONS / SPECIFIC REQUIREMENTS

2. Specific Requirements for:

b. Remanufactured Cartridges

- (1) Contractors must warrant that the use of the remanufactured cartridges that they provide will not void any printer manufacturer’s warranty (see RFQ Section C, Item 2.d., page 9).
- (2) Contractors must certify that the cartridges provided to the County are fully remanufactured to specifications equal to or exceeding that of the comparable OEM cartridge standards of performance and quality of print and to produce a number of copies equal to or exceeding the capacity of the OEM cartridge. Contractors must also certify that the cartridges furnished to this specification shall meet or exceed the latest remanufactured cartridge standards, or the guidelines adopted by the Standardized Test Methods Committee (STMC), the American Society for Testing and Materials (ASTM), the American National Standards Institute (ANSI) and the International Safe Transit Association (ISTA), including the ASTM F 1856 and F 2036 Standards, ANSI IT2.17-1995 Standard, and ISTA – Integrity Procedure 1A Standard (ISTA 1A).
- (3) Proposed remanufactured cartridges must be tested in accordance with the STMC, ASTM, ANSI, and ISTA standards and guidelines. The classes of cartridges must have met or exceeded those tests.
- (4) Refilled “drill and fill cartridges” will not be considered. “Split hopper” cartridges will not be considered unless the County receives documentation it deems acceptable that there is no alternative method of remanufacture.
- (5) Bidders must provide verification that its company (or the remanufacturing company) has a densitometer, test printers and applicable operation procedures to perform on-site cartridge testing. If Bidder does not have a

densitometer, test printers and applicable operating procedures, Bidder shall provide detailed information regarding its (or the remanufacturing company's) on-site cartridge testing.

- (6) Bidders must provide documentation indicating the current and expected failure rate of remanufactured cartridges that would be supplied to the County if awarded a contract.

c. Cartridge Remanufacturing Process

New or refurbished parts are required in all remanufactured cartridges. All components used in the remanufactured cartridges must meet OEM standards for quality and performance. An overview of the minimum requirements for processing remanufactured cartridges that will be supplied to the County are listed below. Contractor (or the remanufacturing company) must:

- (1) Conduct an assessment to determine if the cartridge can be remanufactured.
- (2) Completely disassemble the cartridge to thoroughly clean and check all internal and external components against the original manufacturer's specifications. Worn, damaged, or end of life-cycle components shall be replaced.
- (3) Replace the original OEM drum with a new drum (which may include an extended life-drum). If the returned cartridge is equipped with an extended-life drum, Contractor shall inspect it, clean it, or replace it with a new extended-life drum, or a new aftermarket drum.
- (4) Replace all seals with an OEM-type heat seal, card seal, or pressure sensitive seal.
- (5) Replace the primary charge roller with a re-coated or new primary charge roller.
- (6) Replace the wiper blade per OEM specifications.
- (7) Chemically clean or replace the corona wire assembly (when applicable).
- (8) Replace or reset smart chip on cartridges using this technology.
- (9) Replace any parts not meeting OEM specifications.
- (10) Fill the hopper to capacity with new toner/ink per OEM standards.

- (11) The hopper shall be filled to capacity with new toner/ink that meets or exceeds OEM performance standards for yield and density.
- (12) Insert a toner/ink hopper seal/separator per OEM standards (when applicable) to prevent spillage of toner/ink during shipping.
- (13) Test all cartridges after remanufacturing by installing the cartridge in an applicable printer, running, and inspecting a test print copy.
- (14) Include a copy of the test print in the box with the finished product.
- (15) Include one (1) fuser wand with high temperature resistant felt wiper and one (1) cotton swab with each cartridge (when applicable).
- (16) Provide cartridges with print yield equal to or exceeding OEM rating for each cartridge. (Yield shall be determined by the use of a standard pattern that features 5% coverage.)
- (17) Thoroughly clean exterior surfaces and completely remove all traces of old labels and toner.

d. Remanufactured Cartridges and Printing Equipment Warranty

- (1) All cartridges supplied under this contract shall have a 100% replacement warranty that shall be good for one year from the purchase date.
- (2) Warranty shall cover defects in the cartridge, including the toner/ink material used in the cartridge, the cartridge housing, workmanship, and damage during shipment.
- (3) Defective or damaged cartridges shall be replaced at no cost to the County within one (1) working day of initial notification to the Contractor by the County.
- (4) A warranty notice shall be included with each shipment in the form of a paper insert in box or label on package to ensure end users are aware of the warranty and what steps to take to initiate warranty measures. The warranty notice must also include current contact information for the Contractor.
- (5) A diagnostic analysis shall be performed to determine the cause of the problem for any cartridge returned by the County.
- (6) On a quarterly basis, the vendor shall submit all diagnostic analysis reports completed during the previous quarter to the Purchasing Department no later than 15 business days after the close of the quarter (see Section D -

Deliverables/ Reports for more details on the minimum reporting requirements).

- (7) In the event of remanufactured cartridge failure rates of over 2% in any 6 month period, the County may, at its sole discretion, terminate any contract awarded to a specific vendor as a result of this RFQ.
- (8) Contractor shall have facilities, skilled personnel, equipment and parts available to completely service, maintain, overhaul and repair all brands of printers that are associated with the brands of cartridges listed in this solicitation. Bidders shall disclose the names of all factory-trained service technicians, employed or subcontracted, and include credential documentation for each employee or sub-contractor that will provide this service to the County under this contract.
- (9) In addition to full replacement for the cartridges, the vendor shall warrant the County's equipment in full against damage caused by the use of a defective cartridge supplied to the County under this contract.
- (10) In the event of damage to the County's equipment that is caused by the use of a cartridge supplied to the County under this contract, Contractor must:
 - (a) Provide a competent factory-trained authorized service technician to repair the damaged printer within one (1) business day; or
 - (b) Reimburse the County for any service performed due to the Contractor's defective cartridge; or
 - (c) Replace the damaged equipment with an identical or similar item within five (5) business days. Similar items must be pre-approved by the County.

e. High Yield Cartridges

High yield cartridges shall be described as cartridges that are expected to produce approximately two (2) times more printed pages than standard cartridges. Bidders shall provide description and pricing on all available remanufactured high yield cartridges as part of the Rate Sheet submitted to the County (see Exhibit B1 – Rate Sheet).

f. Cartridge Labeling and Packaging

- (1) Each cartridge must be individually packaged in an anti-static, moisture and light proof bag and either heat-sealed or zip-locked. The bag must meet or exceed OEM standards. The cartridge must then be placed in a protective cradle prior to being packaged in an external carton.

- (2) The external carton and packaging of the cartridge must be designed to protect the cartridge from damage during shipping.
- (3) Packaging for cartridges must be constructed to permit users to re-package spent cartridges for return to Contractor.
- (4) It is desirable that all corrugated packaging contain a minimum of 35% post-consumer recycled content and be labeled thereof.
- (5) The following items must be included in the cartridge packaging:
 - (a) A copy of the final test print page;
 - (b) Installation instructions;
 - (c) A copy of the warranty including the Contractor's contact number, and instructions; and,
 - (d) Shipping supplies and labels necessary for the return of empty cartridges as agreed upon between the Contractor and the County.

g. Used Cartridge Take Back and Recycling

- (1) Contractors must offer the County a means of returning empty cartridges. Cartridge packaging must be designed to be conducive to re-packaging empty cartridges. The expense of conducting cartridge returns shall be the sole responsibility of the Contractor and may be conducted by either prepaid return shipment label, Contractor pick-up, or both.
- (2) Contractor shall ensure that information on the agreed upon return and recycling program and any necessary supplies are included with every cartridge that is sold as part of any contract that may be awarded as a result of this competitive bidding process.
- (3) Contractor must ensure all end-of-life cartridges; its parts; and all associated packaging are recycled in accordance with all federal, state and local standards.
- (4) Contractor must ensure that remaining toner/ink in used cartridges is recycled or disposed of in a manner that complies with all environmental and human health and safety laws.
- (5) Upon request, Contractor shall provide manifests and any other documentation needed to confirm the proper disposal of material.