Specifications Used in City & County of San Francisco Toner Cartridge
Contract #96704, 2009

Remanufactured toner cartridges

(1) Qualification

a. Vendors shall offer remanufactured toner cartridges from a product manufacturer that has prior successful experience remanufacturing toner cartridges for at least two (2) years at a rate of at least two hundred (200) cartridges per month. Vendor must provide documentation with the bid proposal showing that the above requirement is fulfilled.
b. Samples may be required prior to bid award.
c. The Vendor must provide web-based ordering system.
d. The Vendor must guarantee delivery of cartridges to the user within two (2) business days after order is placed.
e. Vendor shall provide a third party remanufactured toner cartridge evaluation report from an entity such as Rochester Institute of Technology, Underwriters Laboratories or Buyers Laboratories verifying that toner cartridges supplied meet or exceed OEM specifications or the latest remanufactured toner cartridge industry standards adopted by the STMC or the above guidelines adopted by ASTM for remanufactured toner cartridges. The cost of this testing shall be the responsibility of the bidder.

(2) Definition of Acceptable Independent, Third Party Certification

An acceptable independent third-party certifier shall be qualified to review and provide professional assurance to the City that proposed products satisfy product specifications. The Certifier shall be a disinterested party, with no direct financial stake in the success of the products being reviewed, and which is not wholly nor partly owned by the client company, and which has no other connections to the vendor company that could be viewed as a conflict of interest.

Examples of qualified individuals and firms include Rochester Institute of Technology, Underwriters Laboratories or Buyers Laboratories. For other firms or individuals, vendor shall furnish a resume, statement of qualifications, or other professional data sufficient for the City to be assured of the Certifier’s qualifications.

(3) Technical Specifications

Remanufactured toner cartridges must be fully remanufactured to specifications equal to, or exceeding original equipment manufacturer's (OEM) cartridge standards of quality and performance and approved remanufactured toner cartridge industry standards. Toner cartridges shall meet or exceed the latest remanufactured toner cartridge standards, or the guidelines adopted by the Standardized Test Methods Committee (STMC), the American Society for Testing and Materials (ASTM) and the International Safe Transit Association.
(ISTA). Vendor shall certify in the bid proposal that all of its remanufactured toner cartridges have been tested in accordance with the below standards and guidelines and that its cartridges have met or exceeded those tests including:

a. ASTM F 1856
b. ASTM F 335
c. F 2036
d. ISTA-Integrity Procedure 1A (ISTA 1A)

The Vendor shall certify by a third-party that its remanufactured toner cartridges meet or exceed the above standards.

The remanufacturing process must include, at a minimum, the following:

a. Assessment to determine if the toner cartridge can be remanufactured.
b. Complete disassembly of toner cartridge to thoroughly clean and check all internal and external components against the original manufacturer's specifications. The new cartridge shall have a new optical photo-conductive (OPC) drum with a minimum 30,000 page lifespan.
c. Worn damaged and end of life-cycle components shall be replaced.
d. Replacement of the original OEM drum with a new drum (which may include an extended life-drum). If the returned toner cartridge is equipped with an extended-life drum, vendor shall inspect it, clean it, or replace it with a new extended-life drum or new after market drum.
e. Replacement of all seals with an OEM-type heat seal, card seal, or pressure sensitive seal.
f. Replacement of the primary charge roller (PCR) with a re-coated or new PCR.
g. Replacement of wiper blade meeting OEM specifications or the latest remanufactured toner cartridge industry standards adopted by the STMC or the latest guidelines adopted by ASTM for remanufactured toner cartridges.
h. Replacement of any parts not meeting OEM specifications or the latest remanufactured toner cartridge industry standards adopted by the STMC or the latest guidelines adopted by ASTM for remanufactured toner cartridges.
i. Filling of toner cartridge meeting OEM specifications or the latest remanufactured toner cartridge industry standards adopted by the STMC or the latest guidelines adopted by ASTM for remanufactured toner cartridges.
j. Chemically cleaning or replacing the corona wire assembly (where applicable).
k. One fuser wand (where applicable) with high temperature resistant felt wiper and one cotton swab shall be provided with each toner cartridge.
l. The hopper shall be filled to capacity with new toner meeting or exceeding OEM standards. Vendor shall indicate in this bid the original manufacturer and part number of toner supplied.
m. A toner hopper seal or separator meeting or exceeding OEM standards shall be inserted to prevent spillage of toner during shipping.
n. The Vendor shall furnish documentation with this bid indicating the current and expected failure rate of toner cartridges supplied under this contract.
(4) Cartridge Testing

a. All cartridges are to be tested after remanufacturing by installing the cartridge in an applicable printer, running and inspecting test copies. It is desirable that a copy of a test page be included with the finished product.

b. Upon request from the Office of Contract Administration, the Vendor shall provide at least three samples of items listed in the solicitation for testing and evaluation.

(5) Cartridge Packaging

a. Vendor shall clearly label each toner cartridge with the manufacturer or supplier's name and cartridge model number.

b. The vendor shall have a customer service phone number for reporting performance problems or questions clearly printed on packaging and toner cartridge to assist customers who have defective cartridges.

c. Each toner cartridge shall be packaged in an anti-static moisture proof bag and either heat-sealed or zip-locked, meeting or exceeding OEM standards. The cartridge shall then be placed in a protective cradle prior to being packaged in an external carton. The external carton and packaging of the toner cartridge shall protect the cartridge from damage during shipping.

d. Packaging for the toner cartridges shall be constructed to permit users to re-package spent cartridges for return to vendor.

e. It is desirable that all corrugated packaging contain a minimum of 30% post-consumer recycled content and provide certification from the carton manufacturer or supplier to verify the actual percentage of recycled content.

f. All cartridge boxes or internal shipping invoices will bear the date of remanufacture and use by date for shelf life and inventory purposes.

g. It is desirable that the Vendor provides products in packaging that is 100% recyclable with the City and County’s curbside recycling programs. For more information on what is recyclable, please visit www.sfrecycling.com.

(6) Defective Toner Cartridges

a. All defective toner cartridges will be returned to the vendor at vendor's expense.

b. Vendor shall supply pre-paid mailing labels, or shall pick up defective cartridges at the buyer's location.

c. A diagnostic analysis shall be performed to determine the cause of the problem for any toner cartridge returned by the buyer.

d. If there are continued uncorrected problems with a particular model, or if there are page yields consistently below OEM standards or approved manufactured toner cartridge industry standards, the City and County of San Francisco may cancel the cartridge model from the contract.
e. If the toner cartridge defect rate exceeds three (3%) percent of all cartridges utilized within any six-month period, the City and County of San Francisco reserves the right to cancel the toner cartridge section of the contract.

f. The vendor shall provide a copy of their return policy with the bid proposal.

g. The diagnostic analysis report shall be delivered to the buyer within ten business days. If the analysis determines that the toner cartridge failed, a replacement remanufactured cartridge shall be provided at no expense to the buyer within ten business days from completion of analysis.

h. Replacement cartridges shall be properly marked as replacements.

(7) Warranty

The vendor shall warrant the remanufactured toner cartridges against defects in material and workmanship for a minimum of one year from the date of purchase. If problems occur with printers due to a vendor's defective remanufactured toner cartridge, vendor shall provide: (1) a competent factory-trained authorized service technician to repair printer within two working days, or (2) shall reimburse the buyer for any printer service performed due to the vendor's defective cartridge.

(8) Facilities and Personnel

Vendor shall furnish documentation with the bid stating the number of company personnel who have completed the training for the STMC Guidelines. This includes the standardized testing certification for:

a. ASTM F 1856-98
b. ASTM F 2036
c. ISTA 1A VERSION-99

Vendors shall have facilities, skilled personnel, equipment and parts available to completely service, maintain, overhaul and repair any laser printers damaged due to defective toner cartridges. Alternately, Vendor shall provide qualifications of sub-vendors designated to make these repairs. Vendors (or the remanufacturing company, or Vendor’s sub-vendor) shall have a densitometer, test printers and applicable operation procedures to perform on-site toner cartridge testing. Vendors must include the current and expected failure rate of toner cartridges supplied under this contract.

(9) Used Cartridge and Waste Toner Collection for Recycling

a. Vendor shall provide in-person or third-party collection of all used and empty toner cartridges at buyer’s place of business. Vendor shall recycle end-of-life toner cartridges and provide buyer with details of its recycling program with the bid proposal.
b. The vendor shall ensure that remaining toner in used cartridges is recycled or disposed of in a manner that complies with all environmental and human health and safety laws. At buyer's request, vendor shall provide manifests and any other documentation needed to confirm the proper disposal of material.

(11) Customer Support

The vendor shall provide one-on-one customer support to buyer's personnel as required. The successful Vendor shall provide a toll free number for ordering and problem reporting that is clearly printed on the cartridge packaging and/or invoice (see section 5b).

(12) References

Vendor shall submit, with its response, the name, address, telephone number, and point-of-contact of at least three entities (i.e., companies, government agencies or other institutions) to whom the vendor has provided remanufactured toner cartridges. References will be checked prior to award. Any negative responses received may result in disqualification of the response.