**Guidelines and Additional Information for**

 **Remanufactured Imaging Supplies for**

**Independent Operational Analysts (IOA) to**

**Confirm GSA Standards to Validate Consumer Expectations, 6-10-20**

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| Topic | Question for IOA Assessments | How Verified? |
| 1. According to the Letter of Supply (LoS) for Schedule 75 200, 75 220, SIN 339940, 339940 OS4, and MAS 99 - a dealers must be approved to sell product from the Authorized Imaging Supply Manufacturers – at this time, Brother, Clover, HP, Lexmark and Xerox are Authorized Manufacturers. | Is the contractor eligible to provide the product? | The BSA [website](https://bsa.memberclicks.net/authorizeddealers) contains the list of authorized dealers, and a link to the Manufacturers’ FedGov landing page that explains the criteria for Authorization. |
| 2. GSA Schedule contractors are required to comply with the Trade Agreement Act. (TAA) | Do the contractor’s products comply with the TAA? | There are several resources for validating TAA compliance including: reviewing identical products on GSA Advantage, contacting representatives from the manufacturer, and confirming that the contract has a method for ensuring TAA compliance. A Statement of Work (SOW) to ensure TAA compliancy is required when dealers submit their application for SIN 339940 and 339940 OS4. Ask to see the SOW, and the history of quarterly COO communication from the Authorized Imaging Supply Manufacturers. Guidance for TAA compliancy is provided by GSA on the Vendor Support Center: [https://vsc.gsa.gov/administration/compDetails.cfm#taa](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fvsc.gsa.gov%2Fadministration%2FcompDetails.cfm%23taa&data=02%7C01%7CSteve.Noyes%40cloverimaging.com%7Cab4cc74af7724308b40a08d748037157%7Ceb8cefc0550f4dbcb5e4130da51c898b%7C0%7C0%7C637057053314332028&sdata=0uYGMtpA9bYeFLuxkoF%2BqkGiwO12P6stJHsH3dt%2BXX0%3D&reserved=0). |
| 3. The package/box, and the dealer’s GSA MAS web site, should accurately identify the correct Country of Origin (COO). | Are the contractor’s products marked with the accurate Country of Origin? | The IOA may want to consider reviewing the contractor’s website, and a very small sample of product packaging to identify the COO label. If the IOA is concerned about the validity of the COO, the IOA should contact the manufacturer’s representative to confirm the COO. |
| 4. The Product should be compliant with the Business Solutions Association (BSA) taxonomy of terms featured in the “Industry Standard for Print Cartridge Classes, Definitions and Use Guidelines, 1-29-20.”[BSA Imaging Supply Standard, 1-29-20](https://www.businesssolutionsassociation.com/assets/docs/Print%20Cartridge%20Definition%20BSA%20Standard%20Update%20-%2001-2020.pdf)  | Does the contractor identify the cartridge option according to the four naming conventions: OEM, Non-OEM New Build, Remanufactured, or Refilled? | The IOA could check a very small sample of contractor products to ensure that the BSA standards including that: the product name follows the acceptable naming standards on the GSA Advantage listing. The IOAs may be contacted by a manufacturer about products which could be non-compliant. The term “compatible” is not accepted as one of the four naming conventions.  |
| 5. To validate quality processes, the product must be compliant with the International Imaging Technology Council (I-ITC), American National Standards Institute (ANSI), Standard Test Methods Committee (STMC), [guidelines](https://www.i-itc.org/stmc.html) | Does the product comply with I-ITC ANSI STMC guidelines, and feature the “STMC” logo on the package? Beware of factories that are I-ITC members, but sell alternative brands that are not STMC compliant. | IOAs can validate compliance with the guidelines by using the High-Risk Transactional Inquiry Tool. The product (supply), must be compliant with STMC Standards. The remanufacturer (supplier company) must be STMC Certified. This will eliminate office supply dealers from identifying their company as the manufacturer. The IOA can inspect a box to validate it has the “STMC” logo. This requires the factory have a recognized STMC officer on staff to ensure testing protocols are followed. This includes maintaining accurate calibration of the required testing equipment on a calendar driven cycle. |
| 6. The contractor should have access to Safety Data Sheets (SDS) for all products sold on the Schedule. | Does the contractor have access to the SDS for the product portfolio provided by the manufacturer? | The IOAs could select a small sample of product, and check that the contractors can access the SDS.<https://www.osha.gov/Publications/OSHA3514.html> |
| 7. Cyber Security requirements and Supply Chain Risk Management Requirements for Defense Contractors, and others. This has become important due to Work from Home (WFH) telework model caused by the Covid 19 Pandemic.[www.gsa.gov/technology/technology-products-services/it-security/nist-cybersecurity-framework-csf](http://www.gsa.gov/technology/technology-products-services/it-security/nist-cybersecurity-framework-csf)  | Does the contract comply with NIST SP 800-171 if DFARS 252.204-7012 is included in any orders from the Department of Defense (DoD)? | DoD has provided public resources for evaluating compliance with NIST SP 800-171. Primary Contractors, and their Sub-Contractors, will need to be compliant w/ the Cybersecurity Maturity Model Certification, <https://www.acq.osd.mil/cmmc/index.html> Initially this is intended for DOD, and is expected to expand as a Govt. Wide Policy through [www.CMMCAB.org](http://www.CMMCAB.org)  |
| 8. Schedule 75 220 and SIN 339940 OS4 require that contractors remove Essentially the Same (ETS) products that competes with the “form, fit and function” of an AbilityOne product. | Does the contractor offer any products that are considered “Essentially the Same” compared to AbilityOne products? | The IOA can check ETS status by contacting the AbilityOne Commission, National Industries for the Blind, Source America, AIB NFP, TRI Industries NFP, or check the Procurement List which is regularly published in the Federal Register, and on <https://www.abilityone.gov/distributors/independent.html>  |
| 9. According to the Critical Information in Schedule 75, SIN 339940, and MAS 99 solicitation, the contractor must “Demonstrate the ability to meet all environmental reporting, and green product requirements; Offeror must provide written explanation of how they will meet environmental requirements.” | Is the contractor accurately representing environmental standards for the products? | The IOA can review a small sample of product, or connect with the Authorized Imaging Supply Manufacturers for environmental information. See Catalog Icon Guide and review attendant certifications, for example:cid:image006.png@01D56AE8.6E630E00  Environmentally Friendly Packaging (EFP) Icon:  identifies products whose packaging is made using recycled content.cid:image008.png@01D56AE8.6E630E00Environmentally Preferable Products (EPP) Icon:  identifies products that have a lesser or reduced effect on human health and the environment.cid:image010.png@01D56AE8.6E630E00Recyclable Icon:  items made from or containing recycled materials. |
| 10. Schedule 75, SIN 339940 and MAS 99 invite the contractor to report on the post-consumer recycled content of their imaging supplies? | Is the contractor accurately reporting the post-consumer recycled content of imaging supplies? | The IOA can review a small sample of product or connect with the Authorized Imaging Supply Manufacturers for environmental information. For example, a factory can validate post-consumer recycled content of:monochrome and color laser toner for cartridges is 89.60%, and inkjet cartridges is 96.89% based on empty cartridge weight |
| 11. Dealers must support the U.S. Environmental Protection Agency (EPA) Comprehensive Procurement Guidelines (CPG). Instructions included in the GSA eLibrary, Contractor Listing, Category, Description for both 75 200, 75 220, SIN 339940 and 339940 OS4: “Toner cartridge offerors must provide arrangements for empty toner cartridges to be returned from customers.”  | Does the dealer offer a collection solution for empty toner cartridges? | The IOA can review the EPA’s Comprehensive Procurement Guidelines for Non-Paper Office Products for additional [information](https://www.epa.gov/smm/comprehensive-procurement-guidelines-non-paper-office-products#08). For example, [www.TheRecyclingSite.com](http://www.TheRecyclingSite.com) provides free collection and a 24/7 reporting solution to enable Agencies to quantify and celebrate their recovery results. |
| 12. The Critical Information for the Schedule 75 200, 75 220, SIN 339940, SIN 339940 OS4, Solicitation states that “suppliers can represent and warrant that they have investigated and confirmed that their products to not violate any US Patents.” | Can the contractor confirm that products do not violate any US Patents? | To indemnify Federal consumers, dealers should be able to verify that either:* + The manufacturer and/or the dealer has investigated the patents
	+ The manufacturer and/or the dealer offer indemnification to the end user
	+ If the indemnification is from a party other than the manufacturer or dealer directly, confirm that the party offering indemnification has authorized the manufacturer or dealer to pass it along to the end user.
	+ Validate the ceiling liability of the indemnification: Certain judgements have been over $11M in damages. Most indemnification policies can protect the dealer and consumer up to $1M. Ask, “if a judgment finds the dealer at fault, then who is responsible for the paying the balance of the treble damages, fines, legal fees, and court costs?”
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| 13. The contractor should be able to verify the yield of the product, and explain their testing procedures. The category is expansive. It would be significant to present a history of working with independent third-party laboratories such as Buyer’s Lab, Underwriters Laboratories, RIT Imaging Printing Laboratories, etc. | Does the contractor include the yield of remanufactured imaging supplies in the product description? | IOAs can review a sample of the contractor’s products and confirm the yield by contacting the manufacturer.IOA’s can ask if the product has been tested according to STMC, ISO, or modified ISO Standards, and ask to review the testing procedures and results? |
| 14. Due to size of the OEM market share, by default, comparable product is defined by the stated OEM page yield. | Does the stated yield on the box, and on the dealer’s web site, match the OEM stated yield? | The IOA can compare the OEM sku to the Remanufactured alternative. For example, HP references “A” standard yield, and “X” as high yield.ISO 9001 and 14001 Certified Factories should be able to produce quality, yield, density, cartridge reliability results according to the [www.i-itc.org/stmc.html](http://www.i-itc.org/stmc.html) or based on the ISO 19798 for color, ISO 19752 for monochrome, and ISO 24711 for inkjet. That test methodology should factor environmental conditions such as extreme high and low temperatures & relative humidity.Approved deviations can be Extended Yield Jumbo for use in a Cost Per Page Managed Solution, or an Auto Supplies Fulfilment program. |
| 15. The Contractor must accurately populate the GSA compartments, and identify the legitimate manufacturer, the brand, and the dealer. It is recognized that some dealers prefer to sell under their private brand which can be the name of the dealership. This does not imply that the dealership is also a legitimate factory source. | Does the dealer contractor also operate an I-ITC ANSI STMC authorized factory? | The IOA can ask to visit the factory, or check the I-ITC membership roster, <https://www.i-itc.org/companies.php>? Has the dealer loaded his schedule by following the new GSA [interactive set of modification instructions](https://info.cloverimaging.com/hubfs/FedGov/R2%20MAS%20Mod%20Instructions-Products%20%26%20Services-June%202019.pdf) or the Schedules Input Program (SIP) Manual[https://vsc.gsa.gov/sipuser/files/SIP-Instructions.pdf](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fvsc.gsa.gov%2Fsipuser%2Ffiles%2FSIP-Instructions.pdf&data=02%7C01%7CSteve.Noyes%40cloverimaging.com%7Cbb0fb55ade8140454aad08d6fa74d4db%7Ceb8cefc0550f4dbcb5e4130da51c898b%7C0%7C0%7C636971777045333710&sdata=6Zrv8LMZX2tFZeXlqiVcFqTjbXKExoO1MkbOZs0CFXo%3D&reserved=0).This includes adding a picture for every product featured. |
| 16. As a best practice, consider the standards developed by the Department of Energy featured on Fed Center [www.FedCenter.gov](http://www.FedCenter.gov)This is the Federal Government's home for comprehensive environmental stewardship, and compliance assistance information, for Federal facility managers and their agencies. | When the Dealer or Agency considers a remanufactured option, or conducts testing, are they following this established protocol? | Overview Toner Cartridges:‌‌‌<https://www.fedcenter.gov/members/workgroups/sustainableacquisition/recycledproducts/recycledproductsfacts/cartridges/>Testing Protocol:[protocol for selecting quality remanufactured cartridges and list of suppliers other DOE sites and Federal agencies have found carry quality cartridges](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.fedcenter.gov%2F_kd%2Fgo.cfm%3Fdestination%3DShowItem%26Item_ID%3D18787&data=02%7C01%7Ccarly.cresto%40cloverimaging.com%7C599d3933efa947719db008d8066a479d%7Ceb8cefc0550f4dbcb5e4130da51c898b%7C0%7C1%7C637266400840858987&sdata=yjW8GvSUY93jvnKf1rLIu5lLDxqU0GxoHOUPXNYgA7M%3D&reserved=0) |

With the consolidation of the GSA Multiple Awards Schedule, the Federal Government is de-emphasizing Special Item Numbers (SIN) for a product grouping. Instead, GSA is amplifying the North American Industrial Codes (NAIC). The Acquisition Gateway enables searches by NAIC’s code.  For example, their Document Library enables searches by Manufacturer, Product, and GSA and/or Industry Approved Specifications. As MAS consolidates, the preponderance of NAIC’s will lead the reseller to his appropriate Contracting Officer (CO).

From [www.census.gov/NAICS](http://www.census.gov/NAICS) on page 206 of the NAICS Manual, the imaging supply category could fit into NAIC 325992. Therefore, for further research, we can reference:

**“325992 Photographic Film, Paper, Plate, and Chemical Manufacturing**

This U.S. industry comprises establishments primarily engaged in manufacturing sensitized film, sensitized paper, sensitized cloth, sensitized plates, toners (i.e., for photocopiers, laser printers, and similar electrostatic printing devices), toner cartridges, and photographic chemicals.”