

**QUESTIONNAIRE
FOR
CARTRIDGES, LASER PRINTER, RE-MANUFACTURED**

Questions to determine compliance with the standard specifications, # 3610-1N, dated May 9, 2013. Noncompliance with the specifications in the bid may disqualify a bidder.	Vendor Response Required
1. Are cartridges remanufactured, labeled and shipped under this contract as defined in the specification #3610-1?	<input type="checkbox"/> Yes, <input type="checkbox"/> No
2. Will cartridges be offered for this commodity that are restored to the original performance standards and function, which are diverted from the solid waste stream, retaining, to the extent practicable, components that will have been through at least one life cycle and replacing consumable or normal wear components?	<input type="checkbox"/> Yes, <input type="checkbox"/> No
3. Does the bidder maintain a stock of all the HP cartridges with the "1A" and "2A" classifications per Table 1 in the Standard Specifications, sufficient to meet delivery expectations during the contract?	<input type="checkbox"/> Yes, <input type="checkbox"/> No
4. Does the bidder maintain a stock of all the Lexmark cartridges with the "1A" and "2A" classifications per Table 2 in the Standard Specifications, sufficient to meet delivery expectations during the contract?	<input type="checkbox"/> Yes, <input type="checkbox"/> No
5. Does the bidder maintain a stock of all the Brother cartridges with the "1A" and "2A" classifications per Table 3 in the Standard Specifications, sufficient to meet delivery expectations during the contract?	<input type="checkbox"/> Yes, <input type="checkbox"/> No
6. Does the remanufacturer have prior successful experience providing remanufactured toner cartridges for at least three (3) years at a rate of at least five hundred (250) cartridges per month for the HP cartridges?	<input type="checkbox"/> Yes, <input type="checkbox"/> No
7. Does the remanufacturer have prior successful experience providing remanufactured toner cartridges for at least three (3) years at a rate of at least three hundred (50) cartridges per month for the Lexmark cartridges?	<input type="checkbox"/> Yes, <input type="checkbox"/> No
8. Does the remanufacturer have prior successful experience providing remanufactured toner cartridges for at least three (3) years at a rate of at least forty (15) cartridges per month for the Brother toner hopper and drum assembly?	<input type="checkbox"/> Yes, <input type="checkbox"/> No
9. Are laser printers of the same type and model provided at each remanufacturing and quality assurance location that are needed to print test sheets for cartridge acceptance qualification for each cartridge model that is remanufactured by this contractor?	<input type="checkbox"/> Yes, <input type="checkbox"/> No
10. Does the <u>remanufacturer evaluate each</u> remanufactured cartridge, as a matched system of components in accordance with the Test Methods in Section V to meet or exceed the performance of an OEM cartridge, including print density, print quality, page yield and mechanical integrity?	<input type="checkbox"/> Yes, <input type="checkbox"/> No
11. Does the contractor agree to provide documentation of all returned cartridges as required for the defect database as outlined in Section VI? QUALITY PROCEDURES , available upon request and are to be current within 15 days of submission? The database shall be integral with the sales data as submitted to the contract administrator on a quarterly basis.	<input type="checkbox"/> Yes, <input type="checkbox"/> No
12. Does the contractor agree to report all complaints and reports of toner leakage to the contract administrator within 15 days of each event?	<input type="checkbox"/> Yes, <input type="checkbox"/> No

13. A softcopy (electronic) format of the quarterly cartridge defect database indicating (a) identification of the user agency, (b) user contact name and email address, (c) problem reported, (d) problem identification, (e) problem resolution, and (e) billing status will be provided for all cartridges problems and returns reported to the contractor?	<input type="checkbox"/> Yes, <input type="checkbox"/> No
14. Is the print quality maintained over the page yield of the cartridge, to prevent defects including light print, blasting, ghosting or double imaging, repetitive vertical dot defects, repetitive banding or lines, graying, splotches, character voiding, grainy characters and variation between cartridges of the same model?	<input type="checkbox"/> Yes, <input type="checkbox"/> No
15. Is a minimum print density for black print, equivalent to the OEM cartridge maintained for the page yield of the cartridge offered?	<input type="checkbox"/> Yes, <input type="checkbox"/> No
16. Does the bidder confirm page yield as may not be reduced by more than 2.0% where the advertised page yield exceeds 10,000 pages in Tables 1 and 2, and 4% for all other cartridges?	<input type="checkbox"/> Yes, <input type="checkbox"/> No
17. Will the vendor replace all cartridges that leak or dump toner in either the shipping bag or the printer, at no charge to the user?	
18. For each HP cartridge , does the remanufacturer agree to replace a <u>new</u> unused replacement photo conductor drum, a <u>new</u> cleaning/wiper blade, a <u>new</u> magnetic roller sleeve, a <u>new</u> doctor or developer blade, a <u>new</u> primary charge roller and any other parts or components needed to provide performance equal or greater than the OEM ? <u>If necessary, virgin non-remanufactured cores (one remanufactured cycle only) may be necessary to assure OEM cartridge performance.</u>	<input type="checkbox"/> Yes, <input type="checkbox"/> No
19. For each Lexmark cartridge , does the remanufacturer agree to replace a <u>new</u> unused replacement photo conductor drum, a <u>new</u> cleaning/wiper blade, a <u>new</u> developer roller, a <u>new</u> doctor bar, a <u>new</u> primary charge roller, and any other parts or components needed to provide performance equal or greater than the OEM ? <u>If necessary, virgin non-remanufactured cores (one remanufactured cycle only) may be necessary to assure OEM cartridge performance.</u>	<input type="checkbox"/> Yes, <input type="checkbox"/> No
20. For each Brother drum unit , does the remanufacturer agree to replace a <u>new</u> unused replacement photo conductor drum in each drum assembly? A new or resurfaced charge transport layer on the OPC drum does not constitute a new photo-conductor drum.	<input type="checkbox"/> Yes, <input type="checkbox"/> No
21. For each Brother TN 350 toner assembly , does the remanufacturer agree to replace a <u>NEW DEVELOPER ROLLER</u> and <u>DEVELOPER BLADE</u> into each toner hopper assembly? <u>IF NECESSARY, VIRGIN NON-REMANUFACTURED CORES (ONE REMANUFACTURED CYCLE ONLY) MAY BE NECESSARY TO ASSURE OEM CARTRIDGE PERFORMANCE.</u>	<input type="checkbox"/> Yes, <input type="checkbox"/> No
22. Are the cartridges refilled with a minimum quantity of virgin premium grade toner as specified in Tables 1 through 3, or as necessary to assure equivalent print density performance to the OEM over the specified page yield?	<input type="checkbox"/> Yes, <input type="checkbox"/> No
23. Is each cartridge sealed in an AIRTIGHT , anti-static, poly foil or mylar bag?	<input type="checkbox"/> Yes, <input type="checkbox"/> No

<p>24. Are the following items included inside each cartridge box?</p> <p>a. A cartridge return kit is furnished including instructions, which advises user to save and return cleaning rods with the packaging materials for return shipment use.</p> <p>b. The kit includes a pre-printed return-shipping label or explicit instructions as to how to obtain the shipping label from the contractor by means of a toll free telephone number and an email address.</p> <p>c. <u>A copy of the “QUALITY MONITORING FORM” as provided in the Appendix A of the standard specifications.</u></p>	<p>Response includes a, b, & c items in each cartridge box.</p> <p><input type="checkbox"/> Yes, <input type="checkbox"/> No</p>
<p>25. Are fully functional new OEM compatible electronic circuits (chips) installed in cartridges originally provided with electronic circuits?</p>	<p><input type="checkbox"/> Yes, <input type="checkbox"/> No</p>
<p>26. Are the cartridges marked in a readily visible location on both (1) the front of the plastic cartridge housing and (2) the individual exterior cardboard shipping carton to indicate:</p> <p>a. Contractor name and phone number.</p> <p>b. Cartridge manufacture’s name, cartridge model number or designation, and list of compatible printers.</p> <p>c. Cartridge refurbishment date (either test date or final assembly inspection date).</p> <p>d. Identification of the cartridge as a “Remanufactured Cartridge”.</p>	<p>Response includes a, b, c, & d markings are provided.</p> <p><input type="checkbox"/> Yes, <input type="checkbox"/> No</p>
<p>27. Spent cartridges and cleaning rods are accepted in any condition of the same type cartridge in exchange for re-manufactured ones?</p>	<p><input type="checkbox"/> Yes, <input type="checkbox"/> No</p>
<p>28. Has the remanufacturer been certified by the Standardized Test Methods Committee (STMC) of the Imaging Technology Council for having the test equipment, test printers and trained personnel for testing to the SMTC guidelines?</p>	<p><input type="checkbox"/> Yes, <input type="checkbox"/> No</p>
<p>29. Does the remanufacturer maintain test equipment, test printers and trained personnel <u>at each remanufacturing location</u> that is certified by the Standardized Test Methods Committee (STMC) of the Imaging Technology Council?</p>	<p><input type="checkbox"/> Yes, <input type="checkbox"/> No</p>
<p>30. Cartridges will provide legible printing of accurately formed alphabetical characters including symbols such as (_-+=) from a word processing document file in a #2 and #3 pitch character size in a New Times Roman font over the print life of the cartridge, as equivalent to the OEM cartridge.</p>	<p><input type="checkbox"/> Yes, <input type="checkbox"/> No</p>
<p>31. Do the cartridges print consistent readable Code 39 and PDF417 barcodes following the ISO/IEC 15415:2004 and ISO/IEC 15416:2000(E) standards?</p>	<p><input type="checkbox"/> Yes, <input type="checkbox"/> No</p>
<p>32. Are examples of printed test pages demonstrating a baseline for print quality, resolution and measured toner density over the print life for each cartridge remanufactured documented and maintained?</p>	<p><input type="checkbox"/> Yes, <input type="checkbox"/> No</p>
<p>33. Is each cartridge is a <u>SYSTEM MATCHED</u> combination of replacement parts and unique batch of toner that are in compliance with the specifications #3610-1?</p>	<p><input type="checkbox"/> Yes, <input type="checkbox"/> No</p>
<p>34. Are written procedures or training instructions maintained for the remanufacture process of each cartridge at each remanufacturing location?</p>	<p><input type="checkbox"/> Yes, <input type="checkbox"/> No</p>
<p>35. Will all returned or rejected cartridges be documented in the required defect database?</p>	<p><input type="checkbox"/> Yes, <input type="checkbox"/> No</p>
<p>36. Inspection, cleaning and repair of any printer, which has been contaminated or damaged as a result of a defective cartridge, will be provided without charge to the user?</p>	<p><input type="checkbox"/> Yes, <input type="checkbox"/> No</p>
<p>37. Will service to high volume or user critical printers be provided within 24 hours, with all instances reported in writing to the contract administrator?</p>	<p><input type="checkbox"/> Yes, <input type="checkbox"/> No</p>
<p>38. Are discarded cartridges and/or other parts recycled or reused?</p>	<p><input type="checkbox"/> Yes, <input type="checkbox"/> No</p>

Incomplete questionnaire responses may disqualify a bid.

Failure to certify the questionnaire responses may disqualify a bid.

If the remanufacturer and the bidder are different, both companies need to certify the responses to this questionnaire.

As an officer of the company, I affirm that the responses provided above are accurate and truthful to the best of my knowledge.

Information certified by an officer of the Remanufacturer:

Date: _____

Signature: _____ Name (printed): _____

Company: _____ Title: _____

Email Address: _____ Phone: _____

Information certified by an officer of the Bidder:

Date: _____

Signature: _____ Name (printed): _____

Company: _____ Title: _____

Email Address: _____ Phone: _____