



Environmentally Preferable Products Purchasing Program Case Study

Remanufactured Toner Cartridges

The Department of Elementary and Second Education (DESE)

Over 70% of the toner cartridges purchased by DESE are remanufactured. In FY12 they saved over \$8,000 by using remanufactured printer toner cartridges over OEMs (original equipment manufacturer) and savings are well over \$10,000 this year with only three quarters of FY13 reporting.

The Story

In 2006, CAM Office, a vendor for imaging consumable supplies and equipment on **State Contract OFF32**, recommended that DESE test some remanufactured print cartridges on a sampling of their equipment. DESE worked closely with CAM Office to find the right remanufactured cartridges for their equipment and found them to work well. Along with the product working well, they found clear savings. “It was an easy switch because of the savings” reports John Scheifferr, Procurement Services Supervisor at DESE.

Using remanufactured printer toner cartridges instead of OEM’s (original equipment manufacturer) saved the agency close to \$8,000 in FY12. According to the vendor reports tracked quarterly by OSD, DESE has already saved close to \$10,000 in only the 3d quarter of FY13. In addition, almost three quarters of the toner cartridges purchased so far in FY13 by DESE have been remanufactured. CAM Office is a recipient of the State Diversity Plan’s (SDP) Best Performance Vendor Award in 2012.

The DESE operations department is in charge of managing all the supplies and providing upkeep of the existing printers. Part of their success in making the conversion to remanufactured toner cartridges from OEM’s is their office is in charge of purchasing and replacing all the used cartridges, and have chosen to only use remanufactured when there is one available. Since there have been vast improvements in performance and quality of remanufactured toner cartridges, the different departments have not had any problems using them. On rare occasions when a problem arose, CAM Office responded expediently with a resolve to DESE’s satisfaction. Today, most of the printer equipment at DESE uses remanufactured toner cartridges supplied by CAM Office.

“CAM Office helped us determine the right remanufactured toner cartridges to use, and now we are saving money and complying with EO515. This is a win-win all around.”

- John Scheifferr, Operations Department, DESE



Agency Profile

The Department of Elementary and Secondary Education oversees public K-12 education in Massachusetts, which includes more than 400 school districts and charter schools, 1,900 public schools, 80,000 teachers and administrators, and nearly one million students. The Department’s mission is to strengthen the Commonwealth’s public education system so that every student is prepared to succeed in postsecondary education, compete in the global economy, and understand the rights and responsibilities of American citizens, and in so doing, to close all proficiency gaps. Located in Malden, the Department has more than 500 employees working to prepare all students for success in the world that awaits them after high school.

A partial list of printers and corresponding remanufactured toner cartridges used at DOR:

Printer Equipment	Remanufactured Toner
HP-Laserjet	CAM
HP-Designjet	MSE
Epson Printers	Premium/Hyperion

Tips

- Work with your vendor to test cartridges and ensure they will provide guarantees for their products.
- If a cartridge doesn’t work, use the ITD/OSD Enterprise Printer Cartridge Acquisition Policy’s Printer Cartridge Resolution Process located in the Forms and Terms tab for statewide contract OFF32 at www.compass.com.
- The cheapest products are not always the best products.

The Benefits of Using Remanufactured

- **Cost Savings:** Remanufactured toner cartridges cost, on average, 30% - 60% less than OEM’s.
- **Comply with EO 515 and ITD/OSD Cartridge Policy:** DESE is purchasing a recycled product and reusing the spent cartridges thus diverting tons of plastics and other materials from the waste stream.
- **3rd Party Certified:** Toner cartridges on OFF32 are required to be 3rd party certified to ensure high quality performance. Verify what 3d party certifications are in place. Many of the performance and quality issues have been overcome.

DESE Contact: John Scheifferrn, DESE
 Procurement Services Supervisor
john.william.scheifferrn@state.ma.us
 781 589-0198

OFF32 Vendor: CAM Office
 Contact: Corrinne Mandrafino
supplies@camoffice.com
 781-932-9868