

STATE OF SOUTH CAROLINA ENVIRONMENTALLY PREFERRED PURCHASING POLICY

STATEMENT OF POLICY

South Carolina state government seeks to further reduce the environmental and human health impacts of its operations by integrating environmental considerations into its procurement process.

South Carolina state government is committed to environmentally preferred purchasing in recognition of the need to more efficiently use natural resources, reduce waste, save money, sustain markets for materials collected in recycling programs and protect South Carolina's environment, economy and the quality of life of all its citizens.

Therefore it is the policy of the state of South Carolina to endeavor to:

- improve or implement green purchasing practices that reduce waste and result in the purchase of fewer products, when practicable and cost effective, without reducing the safety or quality of the products;
- make purchasing decisions with the understanding and consideration of the environmental impact and life cycle cost of a product or service during its manufacture, transport, use and end-of-life management;
- identify and purchase products and services that prevent pollution, eliminate or reduce toxins, conserve energy and water, contain recycled-content material and minimize environmental impacts; and
- purchase from South Carolina businesses to minimize transportation costs and emissions, when it can be done with adequate competition and without compromise of performance or quality of products or services.

This Policy applies to all South Carolina state agencies and publicly funded colleges and universities and others defined as governmental bodies per SC Code Section 11-35-310(18) (www.scstatehouse.gov/code/tit11.htm). Vendors, contractors and grantees will comply with applicable sections of this policy for products and services that are provided to the state of South Carolina. All purchases under this policy are subject to local, state or federal requirements as applicable. Nothing in this policy should be construed as requiring a state agency or publicly funded college or university to procure products that do not perform according to their intended use or reduce safety, quality, or effectiveness.

The following Standards are provided as a guide to implementing this policy.

Policy effective date: October 15, 2009.

STANDARDS

These standards have been adopted to assist purchasers in fulfilling their obligations of this policy. The standards listed below should not be considered a complete list. Purchasers are encouraged to go beyond these standards.

1. SOURCE REDUCTION

- 1.1 Purchase products that are durable, long lasting, reusable or refillable.
- 1.2 Purchase remanufactured products such as toner cartridges, tires, furniture, equipment and automotive parts, but without reducing safety, quality, effectiveness or the warranty that supports the original product.
- 1.3 Consider short-term and long-term costs in comparing product choices. This includes an evaluation of the total costs expected during the time the product is owned including, but not limited to, acquisition, extended warranties, operation, supplies, maintenance, and end of life management.
- 1.4 Request vendors to reduce packaging or use the minimum amount necessary for product protection.
- 1.5 Request vendors that cannot eliminate packaging to use packaging that is reusable, recyclable or able to be composted in existing recycling programs.
- 1.6 Assign high priority to products that are manufactured by companies that take financial and/or physical responsibility for collecting, recycling or, reusing as well as safely managing their products and packaging at the end of their useful life.
- 1.7 Request vendors to provide information on the manufacturer's recycling services when products are available that have established manufacturer-financed recycling programs.
- 1.8 Require that surplus or outdated electronic equipment, including but not limited to, computers, monitors, printers and copiers, be designated for reuse or recycled under the requirements of the state contract for managing electronic equipment (www.cio.state.sc.us/itmo/contract/esp/recycling/index_recycling.htm).
- 1.9 Consider leasing Information Technology equipment (i.e. computer hardware, printers, mail machines) under the requirements of the state term contract for equipment recycling (www.cio.state.sc.us/itmo/contract/osp/PCLease/pclleaseindex.htm).

2. RECYCLED-CONTENT PRODUCTS

- 2.1** Apply, as a general rule, the 7.5 percent price preference for purchasing recycled-content products (S.C. Solid Waste Policy and Management Act of 1991, Section 44-96-140, (www.scstatehouse.gov/code/t44c096.htm). The state has a goal that of all products purchased, at least twenty-five percent (25%) will contain recycled-content materials.
- 2.2** Specify and purchase products that contain the highest percentage of post-consumer recycled content practicable, but no less than the minimum recycled-content standards established by the U.S. Environmental Protection Agency (EPA) through its Comprehensive Procurement Guidelines. (www.epa.gov/epawaste/consERVE/tools/cpg/index.htm).
- 2.3** Specify and purchase products compliant with the recycled product specifications listed in the State of SC Guide for Recycled Products. (www.mmo.sc.gov/MMO/spo/MMO-spo-recycled.phtm).
- 2.4** Specify that all printed materials (e.g., reports, brochures, letters, forms, business cards) that are purchased or produced must be printed on recycled-content paper and contain a statement on the material that the paper contains recycled content. The statement also should indicate the percentage of post-consumer recycled content it contains.
- 2.5** Specify and purchase recycled-content transportation products such as signs, traffic cones, barricades, parking stops and delineators.
- 2.6** Specify the use of recycled, reusable or reground materials for paved construction projects.

3. ENERGY AND WATER SAVINGS

- 3.1** Purchase energy-efficient equipment with the most up-to-date, economically feasible and proven energy efficiency functions. This includes, but is not limited to, high-efficiency heating and cooling equipment, high efficiency motors and equipment controls.
- 3.2** Purchase appliances and equipment that meets or exceeds the EPA's Energy Star standards and have the Energy Star label (www.energystar.gov).
- 3.3** Replace non-energy efficient lighting; including interior and exterior lighting, street lighting and traffic signal lights with energy-efficient equipment and bulbs.
- 3.4** Replace, as required by law (S.C. Energy Efficiency Act, Section 48-52-640), incandescent light bulbs with compact fluorescent bulbs when the incandescent bulb needs to be replaced.

- 3.5 Purchase water-saving products, including but not limited to, high-performance fixtures like low-flow toilets, waterless urinals, tankless water heaters, low-flow faucets and aerators as well as faucets with motion-activated sensors. When possible, purchase products receiving EPA's WaterSense designation (www.epa.gov/WaterSense).

4. POLLUTION PREVENTION AND TOXICS REDUCTION

- 4.1 When making a choice among comparable products, purchase products whose production and use involve fewer hazardous materials.
- 4.2 Purchase cleaning products that meet the Green Seal certification (www.greenseal.org). Require vendors to adopt green cleaning practices.
- 4.3 Require that all surfactants and detergents be biodegradable and not contain phosphates.
- 4.4 Purchase building products, such as paint, carpet, adhesives, furniture and casework, with the lowest amount of volatile organic compounds (VOCs), highest recycled content, and low or no urea formaldehyde.
- 4.5 Purchase paper products that are unbleached or that are processed without chlorine or chlorine derivatives.
- 4.6 Purchase soy-based ink for printing. Include the use of soy-based ink in printing contracts.
- 4.7 Do not purchase products that use polyvinyl chloride (PVC) such as, but not limited to, office binders, furniture, flooring and medical supplies.
- 4.8 Purchase rechargeable instead of single use batteries.
- 4.9 Specify that desktop computers, notebooks and monitors purchased or leased meet, at a minimum, the bronze standard of the Electronic Product Environmental Assessment Tool (EPEAT) environmental criteria (www.epeat.net).
- 4.10 Purchase replacement vehicles as required by SC Code Section 1-11-310 (www.scstatehouse.gov/code/tit11.htm), that are less-polluting alternatives and cleaner operating models such as hybrid, bio-diesel, hydrogen, fuel cell, or flex-fuel vehicles and encourage and track the use of alternative fuels.
- 4.11 As a practice in Integrated Pest Management, purchase chemical controls only as a last resort. Purchase and use pesticides only after monitoring indicates they are needed and treatments are designed with the goal of removing only the target organism.

5. GREEN BUILDING CONSTRUCTION AND LEASING

- 5.1** Follow Green Building Practices for design, construction, and operation of all new building projects and renovations. Specific building projects identified in the S.C. Energy Independence and Sustainable Construction Act of 2007, Section 48-52-830, (www.scstatehouse.gov/code/t48c052.htm) shall be constructed in accordance with either the U.S. Green Building Council (USGBC, www.usgbc.org) LEED standard or the Green Globes Rating System (www.greenglobes.com).
- 5.2** When building and leasing, consider the use of on-site renewable energy such as solar, wind, geothermal and biomass to reduce impacts of fossil fuel use.
- 5.3** Consider deconstruction and re-use of materials or purchase previously used or salvaged building materials to reduce waste and the need for virgin materials.
- 5.4** Reduce the depletion of finite raw materials by using rapidly renewable materials such as bamboo, wool, cotton, linoleum and cork.
- 5.5** Maximize the use of natural lighting in buildings to avoid the use of artificial lighting.
- 5.6** When building and leasing, develop a plan for measurement of building water and energy consumption to provide ongoing accountability of actual usage.
- 5.7** When leasing office space, negotiate with leaser for renovations to install high efficiency lighting, lighting and other equipment controls and water sensors. Then, seek reduction in utility allowance.
- 5.8** Lease buildings with provided recycling services; energy efficient and water saving fixtures; green cleaning practices; and that use green landscaping techniques.
- 5.9** When renovating space, plan for flexibility and future change by using easily moved walls, outlets, etc.

6. GREEN LANDSCAPING

- 6.1** Purchase environmentally friendly landscape services that includes design, construction, renovation and maintenance. These services may include grasscycling, composting and the reduction of hazardous products.
- 6.2** Purchase recycled-content materials when constructing hardscape and landscape structures.
- 6.3** Reduce water used for irrigation by purchasing plants that are native to the area where they are planted and drought-tolerant plants that require minimal or no watering once established.

- 6.4 Reduce water pollution and heat-island effect by reducing the amount of impervious surfaces in the landscape. Permeable substitutes such as pervious concrete or pavers are preferred for walkways, patios, driveways and low-volume traffic areas.
- 6.5 Reduce light pollution by only lighting areas to the level required for safety and comfort.

7. GREEN TRAVEL AND MEETINGS

- 7.1 Consider green hotels when making reservations.
- 7.2 Purchase environmentally friendly conference and workshop services including meeting facilities and catering.
- 7.3 Host and attend Webinars and teleconferencing in place of workshops and conferences.
- 7.4 When using a State car or being reimbursed for mileage for travel, consider carpooling to help reduce gas usage and emissions.

8. END-OF-LIFE MANAGEMENT

- 8.1 Require that all surplus or outdated equipment/facilities/materials be identified as surplus and, under SC Regulation 19-445.2150, be considered to have remaining useful life and available for disposal.
- 8.2 Focus on in-state reuse by State agencies, towns, municipalities and other state supported agencies to avoid duplicate procurement and encourage reuse of resources throughout every level of state government.
- 8.3 Preplan projects with one-time contracting to remove items considered surplus property and deliver to other state agencies or sell to the general public.
- 8.4 Consider buying material that at the end-of life can be reutilized as-is or recycled, such as aluminum signs, metal fencing, and metal shelving.

9. IMPLEMENTATION

- 9.1** The S.C. Budget and Control Board's Materials Management Office (MMO) will oversee the statewide implementation of this policy.
- 9.2** MMO will, as required by law (S.C. Solid Waste Policy and Management Act of 1991, Section 44-96-140, (www.scstatehouse.gov/code/t44c096.htm), maintain and update annually a list of products with recycled-content specifications (S.C. Recycled Products Guide, (www.mmo.sc.gov/MMO/spo/MMO-spo-recycled.phtm)). The S.C. Department of Health and Environmental Control's (DHEC) Office of Solid Waste Reduction and Recycling will assist MMO as needed with this requirement.
- 9.3** MMO will establish a Green Purchasing Workgroup of no less than seven members to be selected from state agencies as well as colleges and universities that will meet at least quarterly. The state's Chief Procurement Officer will chair the workgroup. The mission of the workgroup will be to enhance and facilitate the coordination and implementation of this policy. Specifically, the workgroup will:
- 9.3.1** identify immediate priorities, establish a process for identifying additional priorities and set deadlines for implementation;
 - 9.3.2** develop and implement an education and outreach program on this policy that may include workshops, conferences, training, media events and electronic newsletters.
 - 9.3.3** research and recommend recycled-content products for consideration on state contracts;
 - 9.3.4** review, research and make recommendations for updates to the S.C. Recycled Products Guide;
 - 9.3.5** develop, implement and assist state agencies and colleges and universities in tracking their green purchasing progress; and
 - 9.3.6** review and revise (if necessary) the standards of this policy on at least an annual basis.
- 9.4** All state agencies, including colleges and universities, are required to provide a Green Purchasing Initiative" contact to MMO to assist with the implementation of this policy.
- 9.5** All state agencies, including colleges and universities, are required by law (S.C. Solid Waste Policy and Management Act of 1991, Section 44-96-140, (www.scstatehouse.gov/code/t44c096.htm)) to report their recycled-content purchases annually by September 15th to DHEC's Office of Solid Waste Reduction and Recycling (Office). The Office will then compile the information that is reported and publish an annual report on the state's overall progress.

- 9.6 Upon request, buyers making the selection from competitive bids should be able to provide justification for product choices that do not meet the environmentally preferable purchasing criteria in this policy. Suggested revised language: Purchasers should be able to provide justification for product choices that do not meet the environmentally preferable purchasing criteria in this policy.

10. DEFINITIONS

- 10.1 **BIODEGRADABLE:** capable of being broken down by microorganisms into simple, stable compounds such as carbon dioxide and water.
- 10.2 **COMPOST:** the product resulting from the decomposition of organic materials such as yard trimmings and food scraps.
- 10.3 **COMPOSTING:** the conversion of organic material to compost by microorganisms. Composting is an effective solid waste management method for reducing the organic portion of garbage including yard trimmings, leaves and food scraps.
- 10.4 **COMPREHENSIVE PROCUREMENT GUIDELINES (CPG):** the guidelines established by the U.S. Environmental Protection Agency (EPA) CPG program that promotes the use of materials recovered from solid waste. One key component of the program is EPA's list of designated products with recycled-content recommendations. Products are grouped into eight categories: construction; landscaping; non-paper office; paper and paper products; park and recreation; transportation, vehicles and miscellaneous.
- 10.5 **ELECTRONIC PRODUCT ENVIRONMENTAL ASSESSMENT TOOL (EPEAT):** a procurement tool to help institutional purchasers in the public and private sectors evaluate, compare and select desktop computers, notebooks and monitors based on their environmental attributes.
- 10.6 **ENERGY STAR:** EPA's energy efficiency product labeling program.
- 10.7 **ENERGY EFFICIENT:** a product that is in the upper 25 percent of energy efficiency for all similar products, or that is at least 10 percent more efficient than the minimum level that meets Federal standards.
- 10.8 **ENVIRONMENTAL PERFORMANCE:** considerations include the use of renewable resources, improved energy and water efficiency, the reduction of air contaminants and greenhouse gas emissions, waste reduction, increased reuse and recycling, and the reduction of hazardous waste and toxic pollutants.

- 10.9 ENVIRONMENTALLY PREFERRED:** products and services that have a lesser or reduced effect on human health and the environment over the life cycle of the products and services when compared with competing products or services that serve the same purpose. This comparison applies to the acquisition of raw materials, manufacturing, packaging, distribution, use, reuse, operation, maintenance and end-of-life management.
- 10.10 GREEN BUILDING PRACTICES:** a whole-systems approach to the design, construction, and operation of buildings and structures that help mitigate the environmental, economic, and social impacts of construction, demolition, and renovation. Green Building Practices such as those described in the LEED™ Rating System, recognize the relationship between natural and built environments and seeks to minimize the use of energy, water, and other natural resources and provide a healthy productive environment.
- 10.11 GREEN GLOBES:** Green Globes is a Green Building Rating System for new and existing buildings used in Canada and the USA. In the USA, Green Globes is owned and operated by the Green Building Initiative (GBI).
- 10.12 GREEN SEAL:** an independent, non-profit environmental labeling organization. Green Seal standards for products and services meet the U.S. EPA's criteria for third-party certifiers. The Green Seal is a registered certification mark that may appear only on certified products
- 10.13 HARDSCAPE:** part of a building's grounds made with hard materials such as patios, retaining walls, and walkways.
- 10.14 HEAT-ISLAND EFFECT:** warmer temperatures in urban areas compared to adjacent rural area as a result of solar energy retention on constructed surfaces such as streets, sidewalks, parking lots and buildings.
- 10.15 IMPERVIOUS:** surfaces that do not permit the penetration or passage of liquids.
- 10.16 INTEGRATED PEST MANAGEMENT (IPM):** an ecosystem-based strategy that focuses on long-term prevention of pests or their damage through a combination of techniques such as biological control, habitat manipulation, modification of cultural practices, and use of resistant varieties. Pest control materials are selected and applied in a manner that minimizes risks to human health, beneficial and non-target organisms, and the environment.
- 10.17 LEED:** Leadership in Energy and Environmental Design is a Green Building Rating System established by the U.S. Green Building Council and designed for rating new and existing commercial and residential buildings and community developments.
- 10.18 LIFE-CYCLE COSTS ANALYSIS:** the study of the costs associated with a product throughout its life cycle – from acquisition to its end-of-life management.

- 10.19 PERMEABLE:** the permitting of liquids to pass through.
- 10.20 POST-CONSUMER MATERIAL:** a finished material which would normally be disposed of as a solid waste, having reached its intended end-use and completed its life cycle as a consumer item, and does not include manufacturing or converting wastes.
- 10.21 PRE-CONSUMER MATERIAL:** material or by-products generated during or after manufacture of a product is completed but before the product reaches the end-use consumer. Pre-consumer material does not include mill and manufacturing trim, scrap, or broke which is generated at a manufacturing site and commonly reused on-site in the same or another manufacturing process.
- 10.22 PRODUCER RESPONSIBILITY:** an environmental strategy in which producers assume financial and/or physical responsibility for the management of post-consumer products so that those who produce and use those products bear the costs of recycling and proper disposal.
- 10.23 RECOVERED MATERIAL:** fragments of products or finished products of a manufacturing process, which has converted a resource into a commodity of real economic value, and includes pre-consumer and post-consumer material but does not include excess resources of the manufacturing process.
- 10.24 RECYCLED CONTENT:** the percentage of recovered material, including pre-consumer and post-consumer materials, in a product that otherwise would have been discarded. Recovered material that would have been discarded that is used in a product. Recycled content material can be pre-consumer or post-consumer.
- 10.25 REMANUFACTURED PRODUCT:** any product diverted from the supply of discarded materials by refurbishing and marketing said product without substantial change to its original form.
- 10.26 REUSED PRODUCT:** any product designed to be used many times for the same or other purposes without additional processing except for specific requirements such as cleaning, painting or minor repairs.
- 10.27 SOURCE REDUCTION:** products that result in a net reduction in the generation of waste compared to their previous or alternate version and includes durable, reusable and remanufactured products; products with no, or reduced, toxic constituents; and products marketed with no, or reduced, packaging.
- 10.28 LIFE-CYCLE COSTS ANALYSIS:** the study of the costs associated with a product throughout its life cycle – from acquisition to its end-of-life management.
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- 10.38 S.C. RECYCLED PRODUCTS GUIDE:** a listing of products with recycled-content specifications.
- 10.39 SURFACTANT:** an agent that, when dissolved in water, works to loosen dirt to allow cleaning agents better removal of dirt from surfaces.
- 10.40 SUSTAINABLE:** the needs of the present are met without compromising the ability of future generations to meet their own needs.
- 10.41 U.S. DEPARTMENT OF ENERGY (DOE):** a federal agency that promotes energy conservation.

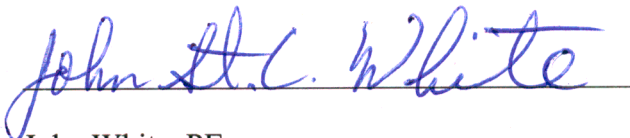
- 10.42 U.S. ENVIRONMENTAL PROTECTION AGENCY (EPA):** a federal agency that leads the nation's environmental science, research, education and assessment efforts to protect human health and the environment.
- 10.43 U.S. EPA GUIDELINES:** the Comprehensive Procurement Guidelines established by the U.S. Environmental Protection Agency for federal agency purchases as of May 2002 and any subsequent versions adopted.
- 10.44 WATER-SAVING PRODUCTS:** products that are in the upper 25 percent of water conservation for all similar products, or at least 10 percent more water conserving than the minimum level that meets the Federal standards.
- 10.45 WATERSENSE:** a partnership program sponsored by the U.S. Environmental Protection Agency, makes it easy for Americans to save water and protect the environment. Look for the WaterSense label to choose quality, water-efficient products.

11. SOURCES

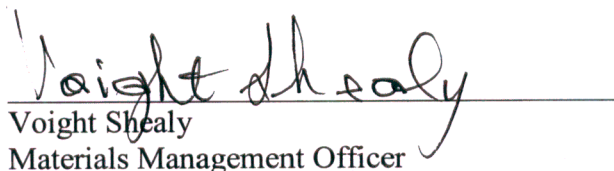
- 11.1** City of Oakland, Environmentally Preferable Purchasing Policy
- 11.2** City of Seattle, Sustainable Purchasing Policy
- 11.3** Clemson University, Sustainable Procurement Policy
- 11.4** King County (Washington), Recycled Product Procurement Policy
- 11.5** Rutgers, The State University of New Jersey, Green Purchasing Policy and Guidelines



Mike Spicer
Information Technology Management Officer



John White, PE
State Engineer



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Materials Management Officer

The College of Charleston has committed to making sustainability a high priority for its campus and its operations through the establishment of 5 critical sustainability goals: Zero Waste, Carbon Neutrality, Institutional Resilience Holistic Sustainability Learning, and Active Sustainability Culture. As necessary components to our operations and in support of these efforts, all vendors, contractors, consultants, and all other outside agents doing business on or for our campus are expected to support these efforts by following our Vendor Sustainability Code of Conduct. The Vendor Sustainability Code of Conduct states that vendors shall:

- (1.) Comply with all regional and federal laws, rules, and regulations.
- (2.) Provide the College with sustainability tracking metrics upon request.
- (3.) Operate with sustainable business practices and a mindful, responsible use of resources.
- (4.) Follow the College of Charleston's Materials Management Hierarchy while on campus and conducting business for campus:



- (5.) Be aware of the [College of Charleston's Sustainability Goals & Strategies](#) and contribute towards them while on campus and conducting business for campus.
- (6.) Comply with the labor standards established by the [Fair Labor Association \(FLA\)](#) of which the College is a member.
- (7.) Be open and willing to work with the College and the Office of Sustainability on sustainable initiatives involving their purpose for being on campus.

PROCUREMENT AND SUPPLY SERVICES

[Training, Tutorials and Manuals](#)[Procurement Services and Supply Manual](#)[Administering Purchases](#)[► Assistance to Minority Vendors](#)[Ethical Principles](#)[Funding](#)[Glossary of Common Terminology](#)[New Laws Affecting Procurement](#)[Non Conforming Purchases Ratification](#)[Organization](#)[Other Purchasing Services](#)[Procurement Authority](#)[Property Management](#)[Sources and Methods of Purchasing](#)[Supply Management](#)[Surplus Property](#)[Types of Purchases](#)[Unauthorized Purchases](#)[Vendor Relations](#)[Forms and Procedures](#)[Solicitations](#)[Awards](#)[Vendor Guide](#)[Inventory Control Procedures](#)[Public Notices](#)[Contact Us](#)[COLLEGE HOME](#) / [PROCUREMENT AND SUPPLY SERVICES](#) / [PROCUREMENT SERVICES AND SUPPLY MANUAL](#) / [ASSISTANCE TO MINORITY VENDORS](#)

Assistance to Minority Vendors

Assistance To Minority Vendors

Minority Business: The College of Charleston is committed to the fair and equal treatment of all persons interested in doing business with this institution. Additionally, the Procurement Office is interested in identifying South Carolina minority vendors for participation on the procurement process at the College. A minority vendor, as defined by Article 21, Subarticle 1, Item 2, Subsection A; "At least fifty-one percent owned by one or more citizens of the United States, who are determined to be socially or economically disadvantaged." It further defines socially and economically disadvantaged individuals as "those individuals who have been subject to racial or ethnic prejudice or cultural bias because of their identification as members of a certain group, without regard to their individual qualities." Such groups include but are not limited to Black Americans, Hispanic Americans, Native Americans (including American Indians, Eskimos, Aleuts, and Native Hawaiians), Asian Pacific Americans, white females and other minorities to be designated by the board or designated agency." If you are doing business with a vendor that you think may qualify as a minority, please indicate this on the purchase requisition, so that we may assist them in obtaining minority certification from the Governor's Office for Small and Minority Business Assistance. Any assistance that departments or program activities can provide in identifying these vendors will be greatly appreciated.

Minority Business Utilization Plan: Each year the College files a Minority Business Utilization Plan with the Governor's Office of Small and Minority Business Assistance to direct, record and report minority utilization. Each quarter we must report our progress. Our plan addresses the following six areas:

1. Advertising for prospective bidders
2. Inviting 25% MBE bidders to bid
3. Establishing percentage and dollar goals for competitive awards based on controllable dollars
4. Dividing larger contracts into smaller MBE areas
5. Designation of bids for MBE competition only and
6. Contract clause notifying South Carolina Tax credit for MBE utilization.

Links to minority vendor lists: [SC Certified Minority Vendors](#) and [Local State Certified Minority Vendors](#).

Contact the Office of Procurement to inquire if there are minority vendors available offering the goods or services you need or for a list of non-certified MBE vendors.

Managed Print Services Program FAQ

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- [EQUIPMENT AND TRAINING](#)
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- [COUGARPRINT ADMINISTRATOR CONTACT INFORMATION](#)

OVERVIEW

1. What is the Managed Print Services Program (MPSP)?

College of Charleston has selected Xerox to provide Managed Print Services for the campus. Currently we have approximately 1476 devices made up of Xerox Multi-Function Devices (MFDs), networked laser printers, non-networked laser printers, and inkjet printers. An enterprise-wide approach to the management of these devices will allow us to achieve standardization, enhance our ability to meet sustainability goals, and provide cost efficiencies through a phased plan to “right size” our printing fleet. Pursuant to a College of Charleston contract awarded via the State of South Carolina Managed Print Services Request for Proposal (RFP), for the next 5 years, Xerox will be managing the service and consumable supplies for in-scope devices for the entire College.

The MPSP program offers a significant overall cost savings to the College. These savings, along with the opportunity to offer consulting on best practices, training on available functionality, and alternative options to achieve sustainable, cost efficient goals prompted the Executive Vice Presidents to approve moving forward with the program.

Through the MPSP, CofC will be able to utilize Xerox’s technology and expertise to reduce hard costs, provide a stable and consistent support system, and reduce the use of non-renewable resources. These goals are consistent with College of Charleston’s Strategic Plan to achieve financial security, to provide appropriate, up-to-date facilities and infrastructure to support and enhance academic programs and co-curricular opportunities for students, and to support the College’s commitment to sustainability and reach our “envisioned future.”

2. What is CougarPrint?

CougarPrint is a branding campaign for the Managed Print Services Program at College of Charleston to bring campus-wide, conscientious awareness and excitement to document creation, output and distribution practices at CofC.

3. What does the Managed Print Services Program include?

- Equipment to include printers, copiers, scanners, and faxes
- Supplies
- Preventive maintenance and parts
- Guaranteed service level response times

- Detailed account usage and simplified billing process
- Single contract for increased efficiency in managing contract terms and conditions

4. How will the MPSP benefit College of Charleston?

- **On-site, Proactive Service and Support:** The program will provide direct phone numbers to call for each device type for quick and efficient help regarding your device, saving you valuable time. Xerox monitoring technology allows the CougarPrint team to view issues with networked devices, such as low toner or service codes (based on manufacturers' parameters). By intercepting the issue early, Xerox can dispatch a first responder to provide service, rather than waiting on a call from the user to report a problem with the device. If for some reason, Xerox is not able to fix the problem, they will call a service technician to address your issue.
- **Reduce Overall Output Costs:** Printing is one of the most overlooked and unmanaged expense within organizations. It is also one of the most costly. The MPSP will help the College get costs for printing under control by a process of leveraging our current technology and right-sizing. During challenging financial times, it is imperative for the College to adopt cost saving measures.
- **Increase Productivity:** Many users either have devices that are underutilized and cost too much or are over-utilized and need constant service. The MPSP works to "right-size" the devices to ensure you have the proper equipment, with the proper features, to do the job in the most cost-effective and efficient way.
- **Security:** Users are concerned about confidentiality when they print. Xerox devices have the ability to print securely. With the locked print feature enabled, your job can be retained in the print queue until you enter a unique PIN at the device when you are ready to pick up your documents.
- **Sustainability:** The MPSP Program will assist in advancing CofC's environmental and sustainability initiatives through the elimination of equipment that consumes high levels of energy. Equipment default settings may be set to reduce energy consumption and minimize paper and ink usage. These are very important benefits that coincide with the College of Charleston's plan to become carbon neutral.

5. What type of equipment is included in the MPSP?

- College of Charleston owned printers and multifunction devices
- *Excluded: Inkjet Devices which will be phased out over time.*

6. Does my equipment have to be networked to be in the MPSP?

No, both networked and locally-connected devices are included in the MPSP.

7. What happens if a department's output requirements change?

If a department notices a substantial change in output needs such as volume, number of users, application changes, etc., please call the CougarPrint team at 843.953.3849. The team will re-evaluate the needs of the department and make suggestions appropriate to your requirements.

PROGRAM ROLLOUT

8. How does my department engage with the CougarPrint team for consultation on our requirements? How will we be contacted?

All departments will be notified by the CougarPrint team and will receive a visit from the team in a logical, geographically driven order. If you have concerns of an immediate nature, you may contact the CougarPrint team to quickly schedule an appointment.

9. What criteria are used to determine the department's equipment needs?

When placing hardware, the MPSP considers multiple factors to ensure the satisfaction of all users. Although monthly volume is a major consideration, they will also evaluate other needs such as: speed, quality, finishing capabilities, ease-of-use, paper handling capacity, and geography of an area. Xerox will also review the department's need to print from special applications to ensure that the appropriate device is specified.

10. What does the departmental assessment include? How will I know when they are coming to my area?

There are three steps:

- **Inventory and tagging:** Phase I where Xerox representatives and College members of the CougarPrint team came to your office and looked at each device started almost one year ago and is almost completed. This included a second visit in which the list of devices was verified and updated. The next task within this phase will begin in a day or two and will include another visit by the CougarPrint team to affix the appropriate tag(s) to your device(s).

The tag will have service and supply phone numbers to call specifically for the device type to which it is affixed. Once the tag is placed on the device, it becomes a part of the CougarPrint program.

- **Assessment:** Based on the data collected during the inventory process, Xerox will utilize print management technology to optimize the print environment and provide a comprehensive report of devices, utilization, and operational costs per device (approximately 3 months after tagging).
- **Recommendation:** Based upon the inventory and assessment, Xerox will provide alternatives for document print flow to maximize productivity and increase cost savings. This phase involves business process optimization. Xerox will be working with each department to analyze current business processes to enhance productivity and efficiency.

11. I have security and compliance requirements. Can you accommodate those requirements?

All security and compliance requirements will be noted during the assessment and factored into the final recommendation.

12. Will equipment be removed from the department?

After the initial inventory and early discussions, it appears there may be several opportunities for managing our print environment more efficiently. Findings in the initial review may reveal College of Charleston's current fleet includes: too much equipment, the wrong type of equipment, and redundant layers of equipment. With this in mind, cost savings and workflow productivity enhancements can be achieved by skillfully balancing the ratio of equipment to users and matching equipment needs more effectively to the user base throughout the campus. Each department assessment will take into consideration the current printing environment and recommend cost savings and efficiency opportunities within the assessment proposal.

13. What if my department doesn't agree or understand the assessment proposal and wants to retain or add additional equipment?

Based on the thorough assessment, you will be presented with the options that best fit your specific, departmental requirements. If your department has alternative suggestions or comments to compliment the assessment findings and proposed solution, your representative may send an e-mail to the CougarPrint team at CougarPrint@cofc.edu to discuss options and request clarification.

EQUIPMENT AND TRAINING

14. What is the order and billing process after Xerox presents me with a proposal for a leased multifunction device?

- Fill our Xerox MFD form under Showcased Services in eProcure. New equipment should deliver within 14 business days.
- Your equipment will be added to the Xerox blanket order
- Service will be billed on a monthly basis
- Training from a qualified Xerox representative may be scheduled after delivery and installation at a time that is convenient for you.

New, multifunction devices from Xerox are billed in accordance with the SC State contract on a cost per copy basis monthly. All billing questions can be directed to Accounts Payable.

15. Will departments have to buy new equipment after we enroll in the program?

No, your department may continue to use your existing equipment until it is time for it to be replaced. All equipment, service, maintenance and supplies (excluding paper) are included in the managed print services program.

16. How do I request a new laser printer?

To make a request to purchase a new laser printer, the Laser Printer Request Form will need to be completed and forwarded to the CougarPrint administrator at CougarPrint@cofc.edu. The Laser Printer Request Form can be found in eProcure under the Showcased Services. The request will be reviewed and the requestor will be notified of the recommendation.

16(a). I just bought new equipment. What should I do?

Contact the CougarPrint administrator so the device can be tagged immediately upon install and all benefits of the program will be applied. Xerox will assess the equipment and determine the best process to implement cost savings measures.

17. Will training be provided if I receive new equipment?

Xerox will provide on-site training for all devices placed under the Managed Print Services Program as necessary. If there are specific questions or you would like additional training, please contact the CougarPrint administrator at CougarPrint@cofc.edu. A Managed Print Services Program policy document with Procedures will be available on the Procurement web page and on the College of Charleston Policy web site.

SERVICE AND SUPPLIES

18. After I have been placed in the MPSP program, who should I contact for equipment service?

Once your printer/multifunction device is inventoried and tagged, it becomes a part of the CougarPrint program. If you need service for your tagged printer/multifunction device:

- Service calls for MFD's should be made directly to Xerox at 800.821.2797
- Service requests for laser printers should be addressed to the College Helpdesk at 843.953.3375. Depending on the type of service required, the request may be forwarded to Xerox for completion.

You will be asked to provide the following information:

- Xerox serial number and device model from tag
- Brief description of the problem you are experiencing with the device
- Your location and contact information.

Un-resolved service issues will be escalated to the CougarPrint support specialists who will promptly respond to the request.

19. What will Xerox's response time be?

Xerox will provide a four (4) hour response time for Xerox equipment, per the state Cost per Copy contract.

Non-Xerox equipment response time is eight (8) hour, or next day, depending on the time the call is placed.

20. After I have been placed in the MPSP program, who should I contact for supplies?

Once your fleet device is inventoried and tagged, Xerox will become your "one-stop shop" for all toner and supplies in the CougarPrint program with the exception of paper. Please contact Central Warehouse for your paper needs.

If you need to place a toner or supply order for your tagged printer / multifunction device, follow these steps:

- Xerox automatically replenishes supplies for MFDs and networked laser printers
- For non-networked laser printers, the user orders supplies by calling the number indicated on the device tag (866.237.9728).

21. Are departments required to purchase extra supplies? Will departments be responsible for ordering, installing and tracking supplies?

No. You will not be required to purchase any supplies. Xerox will order, install and track all supplies associated with in scope print devices that are part of the program. All operational costs are included in the cost per impression or the monthly fee.

COUGARPRINT ADMINISTRATOR CONTACT INFORMATION

23. Who should I contact for additional questions or information?

If the answer to your question is not available here, you may contact the CougarPrint administrator as follows:

Email: CougarPrint@cofc.edu

CougarPrint Administrator direct line: 843.953.3849

Service Delivery Manager, Sean VanHannegeyn: 843.953.3849

Hours: Monday – Friday, 8:30AM – 5:00PM

2F. SUSTAINABILITY EXPECTATIONS

Sustainability, zero waste, and carbon neutrality are high priorities for the College. The College desires a food service program that will strategically plan and partner with the Office of Sustainability on innovative programs and holistic practices that foster zero waste and has set a goal to become a zero waste institution by 2025. As an integral part of the campus' waste profile, Dining Services must be a partner in achieving this goal.

As a member of the Association for the Advancement of Sustainability in Higher Education (AASHE), the College is committed to having ten (10) percent of its total purchasing for food service as local and community based by 2016. Goals of fifteen (15) percent by 2018 and twenty (20) percent by 2020 have also been set. A sustainability intern paid by dining services who is actively involved with the College's Office of Sustainability should assist in programming, educational activities, as well as tracking and reporting for the dining services office. The sustainability program must address the following areas:

- Initiatives that ensure kitchen and serving operations reduce food waste in food preparation
- Use of ecologically sensitive packaging; reduce landfill via recycling and composting
- Water conservation as well as pollution prevention practices
- Use of environmentally friendly and compostable products in all aspects of dining services
- Emphasis on utilizing locally produced, regionally grown, and sustainably certified food products as well as local vendors to include [GrowFood Carolina](#)

L. **Summary of Carpet Cleaning Expectations: As a minimum, contractor shall do the following:**

- (1.) **Clear / move furniture as needed.**
- (2.) **Dry Soil Removal** through vacuuming in three areas: overall with an efficient commercial vacuum; in entries to remove abrasive particle soils; and along edges (perimeter of rooms) to remove dust and dirt build-up that can cause soil filtration.
- (3.) **Identify Fibers** before cleaning agents or processes are used. Most carpets on campus are of nylon content, but once a cleaning agent or process has been selected, it should be tested in an inconspicuous area to ensure it does not adversely affect fibers, dyes or fabrics. When possible, identify carpet by manufacturer by consulting with the Contract Administrator and then consult / follow manufacturer's cleaning instructions.
- (4.) **Soil Suspension by Hot Water Extraction Cleaning Process:** Use chemical action to dissolve, suspend and emulsify soils; an elevated temperature (heat) of 110-130 degrees to excite chemicals for optimum performance; agitation for uniform chemical distribution to achieve maximum contact with soils; and dwell time to allow chemicals to suspend embedded or oxidized soils (typically 10-15 minutes). The College requires the use of biodegradable, low VOC "green" products. Chemicals that leave a residue shall not be used. All cleaning products shall meet the environmental standards as listed below.
 - (a.) Green Seal standard (GS-34) "Cleaning/Degreasing Agents"

(b.) Green Seal standard (GS-37) "Industrial & Institutional Cleaners"

(c.) Environmental Choice Program's EcoLogo for Cleaning and Janitorial Products

(d.) Greenguard Environmental Institute standards for GREENGUARD Indoor Air Quality

(e.) Certified® Products and the United States Environmental Protection Agency's Design for the Environment

Program (DFE)

(5.) **Wet Extraction** of suspended soils through absorption, wet vacuuming, rinsing to flush suspended soils from fibers, and/or dry

vacuuming following cleaning and drying to remove detergent and soil residues. Under no circumstances should there be remaining foam and/or residue. **No spin bonnet machines or abrasive scrubbing/grinding measures are to be used.** The Contractor shall not empty any holding tanks on College property. All waste shall be removed from campus by the Contractor and disposed of per EPA guidelines.