

# Environmentally Preferable Products (EPP) Procurement Program

## EPP Program Annual Report Fiscal Year 2013

Strategic Sourcing Services

---



OPERATIONAL SERVICES DIVISION

[www.mass.gov/epp](http://www.mass.gov/epp)

# Executive Summary

Fiscal Year 2013 marked the eighteenth year of operation for the Commonwealth of Massachusetts' Environmentally Preferable Products (EPP) Procurement Program (EPP Program). This report examines the EPP Program's accomplishments during the period of July 1, 2012 – June 30, 2013 (FY2013) in working with state and local government agencies and departments to implement the directives of the Patrick Administration's Executive Order 515 and promote procurement strategies and practices aimed at providing cost effective solutions to environmental and public health issues. Reaching out to collaborate with national organizations, governments and industry representatives across the country, the efforts lead by Massachusetts have raised the bar on the quality, cost and availability of EPPs and driven prominent changes in the marketplace toward more sustainable manufacturing practices.

Executive Order #515, *Establishing an Environmental Purchasing Policy*, issued on October 27, 2009, represents a critical moment in the history of the EPP Program as it created a formal environmental purchasing policy for the Commonwealth. It recognized the successes of the EPP Program at the time and identified key target areas for improvement in addition to creating an interagency team to launch immediate steps aimed at bringing executive agencies of the state into compliance with the Order. (Details of the Task Force are provided in subsequent sections of this report).

The accomplishments listed in this report document progress the EPP Program has made by tracking and reporting on the purchases made by state agencies and other contract users. Such data indicates an ever increasing use of EPPs that also serves to save the Commonwealth millions of dollars per year through their use. However, purchasing and reporting procedures continue to develop and change which brings new challenges to measure the progress of a successful program.



## Key FY2013 Accomplishments

The EPP Program staff fostered significant progress during FY2013 in maintaining responsible purchasing choices among Massachusetts' contract users, working with the Toxics Reduction Task Force and National Association of State Procurement Officials (NASPO) and, most importantly, enlisting the support of the OSD Strategic Sourcing Services Leads to add and track environmentally preferable products and services throughout the statewide contracts.

Some of the key accomplishments achieved by the EPP Program in FY2013 include the following:

- 1) Documented **over \$4.6 million in cost savings**, reduced carbon emissions by nearly 29,000 tons and a quantified a host of other environmental benefits realized through EPP purchases;
- 2) Lead the Toxics Reduction Task Force in achieving the goals established by the group to actively engage targeted state agencies in implementing the directives of Executive Order 515 with respects to less toxic cleaning chemicals. Additionally, expanding the product offering on Massachusetts' contracts to facilitate purchase and use of these products in new areas;

- 3) Supported OSD in fulfilling the commitments generated through the implementation of the Four Disciplines of Execution (4DX) while ensuring that these initiatives also had a strong focus on increasing statewide contract spending on EPPs;
- 4) Facilitated a partnership between OSD and the Commonwealth's Information Technology Division (ITD) to issue a joint policy requiring the purchase of remanufactured laser printer toner cartridges for purposes of saving money, reducing waste, and fostering local economic development;
- 5) Assumed a leadership position on the OSD team tasked with interviewing and hiring candidates to fill the multiple open positions for Strategic Sourcing Services Leads and Data Analysts;
- 6) Played a prominent role in researching, evaluating and (in several cases) awarding approximately eight new EPP statewide contracts;
- 7) Worked with the Training, Outreach and Marketing staff to incorporate environmental standards into the MASSbuys Expo;
- 8) Worked collectively with other state representatives to develop and shepherd progress on five new environmental purchasing goals as the Vice-Chair of the National Association for State Procurement Officials' Green Purchasing Committee and engage the support and cooperation of other national organizations; and
- 9) Continued a strong program of education and outreach on environmental purchasing issues.

### **Conclusion and Looking Ahead**

As the momentum of environmental purchasing across the state and beyond continues to increase and provide solid examples of cost savings and benefits to the environment and public health, OSD and the EPP Program staff are very proud of the leadership role they have performed in this work and are more motivated than ever to continue to develop innovations that will further progress these practices. As in years past, The EPP Program wishes to extend sincere thanks to OSD's senior staff and Strategic Sourcing Services Leads for their day-to-day diligence in working to promote EPPs throughout statewide contracts; to the members of the Toxics Reduction Task Force for their dedication of time and skills to create valuable materials and keep projects on track; and to the collaborative cooperation of the agencies and national organizations indicted in this report for sharing information vital to the growth and development of these efforts.

As the Program considers the areas in which to focus for FY2014, several initiatives take priority:

- Update the EPP website in order to improve and simplify the quality of the information provided (View the EPP website at [www.mass.gov/EPP](http://www.mass.gov/EPP));
- Ensure that a strong focus of the Toxics Reduction Task Force efforts are placed on developing a model workshop that can be replicated for assisting other agencies to transition to less toxic cleaning products (engage vendor and technical experts in the process);
- Complete the task of streamlining the certified and acceptable products on FAC59 (Green Cleaning Products contract) into an organized list that contract users will find valuable and easy to use;
- Continue to work with agencies to increase and track the purchase of remanufactured printer toner cartridges per the requirements and goals of the Enterprise Printer Cartridge Acquisition Policy;

- Convene a team of large purchasers, technical experts, interested state governments and others to research and draft a new contract for the purchase of less toxic cleaning products, as the current contract will be expiring later in 2014;
- Assist OSD in the implementation of the Four Disciplines of Execution (4DX) with a focus on EPPs;
- Actively participate with OSD's staff and the COMMBUYS team to streamline and improve on the current system of tracking the EPP purchases made by state agencies and other contract users under the new e-procurement system;
- Continue to work with the CommBuys team to highlight EPP products and services at the event;
- Continue current partnerships with national organizations such as the Responsible Purchasing Network (RPN), Northeast Recycling Coalition (NERC) and National Association of State Procurement Officials (NASPO) and others to pool resources and market successes.

## TABLE OF CONTENTS

---

Executive Summary	2
I. EPP Program in Review	6
II. Key Accomplishments in FY2013	7
1. Documented Over \$4.6 Million in Cost Savings and Other Environmental Benefits	7
FY2013 Cost Savings.	7
Environmental and Health Benefits.	9
2. Lead the Toxics Reduction Task Force in Achieving Executive Order 515 Goals	10
3. Supported OSD in Fulfilling 4DX Commitments and Hiring New Staff	11
4. Facilitated Issuance of ITD / OSD Enterprise Printer Cartridge Acquisition Policy	12
5. Played Prominent Role in Awarding Eight New EPP Statewide Contracts	13
6. Actively Promoted Green Purchasing on a National Level	14
7. Continued a Strong Program of Education and Outreach on EPPs	16
III. Tracking of FY2013 EPP Purchases	17
IV. Conclusion	22
V. Considerations for Next Year	23
APPENDIX	25
A. ITD/OSD Enterprise Printer Cartridge Acquisition Policy	25
B. Status Report - Remanufactured Toner Cartridge Purchases	25
C. Case Studies: Chelsea Soldier's Home, Department of Revenue, and the Department of Elementary and Secondary Education	25
D. Sample Contract User Guides	25
ATTACHMENT A	26

---

# I. EPP Program in Review

The primary goal of the Environmentally Preferable Products (EPP) Procurement Program is to leverage the Commonwealth's purchasing power to reduce the environmental and health impacts of the state government's activities, foster markets for recycled content products and promote the purchase of those goods and services that conserve energy, water and other resources while reducing waste and the use of toxic substances. Based in the Operational Services Division (OSD), the central purchasing agency for the Commonwealth of Massachusetts, the EPP Program is well situated to assist state agencies, independent departments, municipalities, public schools, higher education and other Commonwealth buyers to green the purchasing practices of the state in recognition of the fact that procurement is an effective strategy for addressing environmental concerns and protecting public health.

Over the course of the last eighteen years, the EPP Program has worked with the strategic sourcing leads within OSD and their interagency teams to promote and track the purchase and use of EPPs on statewide contracts, assist them in researching information related to EPPs, providing assistance on drafting EPP specifications, and partnering with OSD's Training and Outreach division to educate purchasers on responsible purchasing choices available through the contracting process.

The EPP Program also consults and shares resources with the Executive Office of Energy and Environmental Affairs, Department of Environmental Protection, Department of Energy Resources, Leading By Example and Green Communities Programs, the Department of Public Health, and the Clean Cities Program in the interest of supporting common goals and reducing any duplication of effort.

Beyond Massachusetts, the EPP Program also collaborates with national purchasing organizations and works with industry manufacturers and suppliers to identify and market the economic and environmental benefits associated with EPP purchases and acknowledge emerging technologies that represent new opportunities for resource conservation and long-term cost savings.

With the issuance of Executive Order 515, *Establishing an Environmental Purchasing Policy* for the Commonwealth of Massachusetts, the priorities of the EPP Program were significantly shifted from regularly promoting a broad range of environmental products and services to a strong focus on reducing the use of toxic substances within Executive State Agency operations. The directive supports all prior EPP efforts and requires agencies to continue in their pursuit of green products, but the primary mandate is to transition state government cleaning operations from using conventional, more toxic cleaning chemicals to incorporating more environmentally preferable products as specified in the statewide contracts issued by the Operational Services Division (OSD).

Additional details on the EPP statewide contract and the specifications used to green hundreds of products and services, the guidance materials created for contract users, as well as reports on the collaborative efforts with other agencies and organizations can be found on the EPP website at [www.mass.gov/epp](http://www.mass.gov/epp).



## II. Key Accomplishments in FY2013

### 1. Documented Over \$4.6 Million in Cost Savings and Other Environmental Benefits

The EPP Program has gone through great lengths to document the purchases of environmental products and services by state agencies and other public departments eligible to use Massachusetts statewide contracts. The EPP Program has used available on-line tools to quantify the environmental and health benefits as well as the dollar savings relative to these EPP purchases. Using such tools enables purchasers to more clearly understand the many ways in which preferable products can positively impact their operations and the lives of those individuals whom they employ and serve.

As previously mentioned, the EPP Program has traditionally collected most of this data from annual sales reports submitted by statewide contract vendors. This year, due to limited resources and other factors, those reports were more difficult to obtain. As a result, the cost saving benefits included below for the specific products indicated, reflect those derived from only a percentage of vendor reports actually received. While cost savings are still significant for the current year, they very likely will become even more substantial as the methods of obtaining and calculating data improves.

**FY2013 Cost Savings.** As environmentally preferable products become more the norm and less of an alternative, the cost of these goods and services has also become competitive to many conventional (non-EPP) products. Purchasers may consider the cost saving opportunities associated with buying EPPs a “bonus.”



Some of the savings relevant to purchasing EPPs (when compared to traditional products) include:

- operational efficiencies, where less energy, water or other resource is used;
- maintenance efficiencies, because the products are more durable, longer lasting and require less periodic up keep, as with plastic lumber, CFLs and LED lighting;
- waste reduction attributes that address the fact that less packaging, or unnecessary materials are used that later have to be stored, handled and disposed of at a cost, and
- eliminating toxic substances and substituting with more benign chemicals and/or technologies that do not require harsh chemicals to perform well often simplifies the number of purchases needed, avoids costly equipment and supplies needed to handle harsh materials and serves to promote healthier work environments while reducing the risk of worker injury.

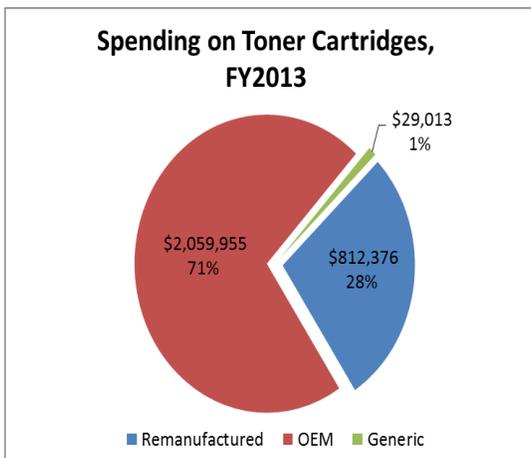
In FY2013, the cost savings just for the specific products shown in the table below totaled over \$4.6 million for the year.

FY2013 Summary: CFLs, Office Equipment, Computers and Remanufactured Toner Cartridge Purchases	
Cost Savings	
Compact Fluorescents (CFLs) (savings / less energy use)*	\$1,539,060
CFLs (savings / reduced labor)*	\$903,467
Office / Computer Equipment (savings / less energy use)	\$1,521,793
Remanufactured Cartridges (savings / lower cost)	\$671,992
<b>TOTAL COST SAVINGS for FY2012</b>	<b>\$4,636,312</b>

\*Partially based on 2012 data

To calculate the cost savings for the energy efficient compact fluorescent lights, the EPP Program uses a tool designed by Program staff several years ago called EnviroCalc. The calculator requires only that purchasers input the number of CFLs (of varying wattages) into the spreadsheet provided and pre-populated formulas within the tool automatically provide the savings in energy usage, cost and reduction in labor. It is available for download and use from the EPP Program website, [www.mass.gov/epp](http://www.mass.gov/epp).

To determine the cost savings for the energy efficient office equipment, including copiers, scanners, multi-function devices and facsimile machines, as well as computer desktops, monitors, laptops and notebooks, the EPP Program uses the Energy Star Calculator developed by the US Environmental Protection Agency in conjunction with the US Department of Energy. This on-line tool contains an estimated utility rate for each individual state across the country, which the EPP Program verifies annually for Massachusetts through OSD's energy specialist. Additional information can be found at [www.energystar.gov](http://www.energystar.gov).



Based on the FY2013 sales reports submitted by the contract vendors, the EPP Program was able to discern that approximately 20,084 remanufactured cartridges were purchased as compared to well over 38,690 in Original Equipment Manufacturer (OEM) products and a few hundred generic brands. Averaging the cost of remanufactured cartridges (across the various models purchased) and comparing it to a similar average cost of an OEM, the EPP Program calculated the savings of \$671,992. This shows an increase in overall remanufactured cartridge use by 43% over FY2012 data.

**Environmental and Health Benefits.** While cost savings are an important focus for purchasing staff at any level, products that offer benefits to human health and the environment have become an increasingly important benefit. Many companies are interested in improving their corporate sustainability profile in such areas as eliminating materials in products that require special (and expensive) disposal practices and reducing the exposure of harsh chemicals to their workers, just to name a few. The EPP Program strives to quantify these types of benefits for a host of products currently available on Massachusetts statewide contracts, such a, but not limited to:



- Products made with post-consumer recycled content, including office papers, janitorial and food service paper goods and lottery tickets; plastic products including recycling containers, compost bins and trash can liners; remanufactured toner cartridges; recycled glass highway spheres (glass beads in highway paint); recycled mulch (from tree stumps), and remanufactured antifreeze.

In FY2013, due to the limited resources mentioned earlier for tracking the reporting data from vendors, details are provided below for only purchases of remanufactured toner cartridges, office papers and envelopes and janitorial paper products. The data was pulled from FY13 vendor reports.

<b>FY2013 Summary: Recycled Content Products including:</b>					
<ul style="list-style-type: none"> <li>• Remanufactured toner cartridges (FY13 data)</li> <li>• Office papers and envelopes; Janitorial paper products (FY13 data used)</li> </ul>					
<b>Environmental Benefit Estimate</b>			<b>Equivalent to...</b>		
<b>Weight of Material Recycled</b>	5,820	tons	<b>Annual solid waste generation of</b>	2,735	households
<b>Landfill space savings</b>	18,508	cubic yards		925	loaded garbage trucks
<b>Wood saved</b>	93,815	trees		938	acres of wood plantation
<b>Energy saved</b>	72,711	million BTU	<b>Energy content of</b>	12,536	barrels of oil
<b>Carbon dioxide emissions</b>	25,584	tons	<b>Annual tailpipe emissions of</b>	5,024	cars

EnviroCalc was the tool also used to quantify the environmental benefits of these products. The tool is pre-populated with such data as the weight of the most common unit of measure for that product, the actual percentage of post-consumer content inherent to the product, and a drop down box in which to designate the type of material included in the products (e.g. paper, plastic). Only the quantity purchased of the above items was used to obtain the information on environmental benefits. EnviroCalc also translated the purchases into equivalents that further illustrate the benefits in easily understood terms (e.g. landfill space saved, number of

trees saved, annual solid waste generation for a certain number of households, the number of cars taken off the road).

---

## 2. Lead the Toxics Reduction Task Force in Achieving Executive Order 515 Goals

---

At the end of the prior fiscal year, this interagency group comprised of members from the Operational Services Division (OSD), the Office of Technical Assistance (OTA), Department of Health (DPH), Department of Environmental Protection (DEP), Department of Labor and Standards (DOL) and the Toxic Use Reduction Institute (TURI) at the University of Massachusetts Lowell Campus developed the following priorities for FY2013:

- Coordinate and conduct specific site visits to DCR locations in an effort to design (and participate in) a comprehensive training program to transition the agency to less toxic cleaning products;
- Review current criteria for disinfectants and evaluate an acceptable standard for less toxic;
- Continue to provide technical assistance to the Department of Corrections' MassCor Industries division for the purpose of obtaining a third-party certification for a number of their cleaning chemicals;
- Prepare a case study based on the Chelsea Soldier's Home use of green cleaning products and use it to market to other agencies;
- Assist OSD in developing technical guidance for janitorial cleaning companies interested in using less toxic chemicals;
- Support the EPP Program by enlisting an intern to work with staff to improve accessibility to the green cleaning products on statewide contract and enlist the participation of the Task Force on identifying and expanding EPP offerings where possible.

During the summer of 2012, the Task Force scheduled two site visits to DCR facilities that represented difficult cleaning situations. The experience brought DCR staff together with contract vendors offering innovative products and produced potential solutions that the agency agreed to pilot during the remainder of the season. Pleased with the process and vendor support, DCR eventually went on to purchase some of the products and continued to work with the vendor to identify other green alternatives for resistant areas. The experiences and data gleaned from the DCR visits as well as a completed case study on the Chelsea Soldier's Home were also shared in the course of two agency training sessions conducted in November of 2012 to provide guidance on using statewide contract FAC59, Green Cleaning Products, Programs, Equipment and Supplies.



One of the most important projects started by the Task Force during this period was their consideration of the criteria currently being used to identify less toxic chemicals used to disinfect various surfaces. The group consulted recent work done by the Responsible Purchasing Network (RPN) for the State of Oregon, and worked with the lab staff at the Toxics Use Reduction Institute (TURI) at UMass Lowell to consider compiling a similar analysis specific to the FAC59 products. TURI reviewed various factors associated with cleaning chemicals and began a comprehensive product analysis that would continue into the subsequent fiscal year. FAC59 state contract for cleaning products will be amended to adopt the updated criteria at some point prior to the issuance of the new contract in late 2014.

Taking this project one step further, the Office of Technical Assistance (Task Force member) enlisted an intern for one semester to assist the group with the product analysis project and also to design a more streamlined listing of the products currently available on the FAC59 contract instead of searching each vendor catalogue for this information. The “Approved Green Products List” as it would come to be called, would prove to be a vast improvement over the prior product spreadsheets. Within days the EPP Program received very positive comments from a number of agency contract users that the new list made finding the products they were looking for so much faster.

On other fronts, The Task Force continued to assist MassCor with the Green Seal application process ([see www.greenseal.org](http://www.greenseal.org)) for several of their cleaning chemicals. It is anticipated that by FY2014 the certification should be received and those products will be added to the statewide contract. In addition, an intern was secured for the spring semester and worked closely with the EPP Program staff to track the EPP purchasing trends, research EPP criteria for adding laundry and dishwashing products to the statewide contract and facilitate communications with vendors to better gauge what they could provide if such products were included. The data derived from this work enabled OSD to add the new products categories to the contract at the renewal date in the summer of 2013.

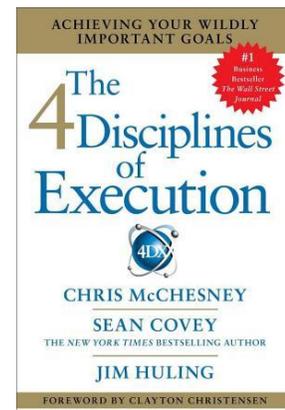
The FY2013 Annual Progress Report for the Toxics Reduction Task Force which will soon be posted on the home page of the EPP website [www.mass.gov/epp](http://www.mass.gov/epp) also contains more in depth coverage on the efforts of the Task Force as well as some of the guidance materials that came out of this work.

---

### 3. Supported OSD in Fulfilling 4DX Commitments and Hiring New Staff

---

In FY2013 OSD implemented a set of practices known as the Four Disciplines of Execution, or 4DX ([the4disciplinesofexecution.com](http://the4disciplinesofexecution.com)). The purpose of the prescribed formula is to enable organizations and/or individuals to focus on and execute their most important strategic priorities in the midst of the day to day “whirlwind” of daily tasks. The contracting group at OSD chose to update the Contract User Guides which are the documents that accompany statewide contract awards for the purpose of summarizing the benefits and specifics of the contract and providing some easy to follow “how-to-use” guidance.



Particularly in light of the reduced staffing situation still prevalent at OSD during this period, the EPP Program took on the responsibility of completely updating several of the Contract User Guides that contain a high volume of EPPs, such as Integrated Pest Management, Green Cleaning Products, Programs, Equipment and Supplies, Scrap Tire Recycling, Hazardous / Hard-to-Manage Waste Materials Collection, Recycling Containers and more. In addition, the EPP staff worked with the other Strategic Sourcing Leads at OSD to ensure that EPP information and benefits were included in dozens of other Contract User Guides being updated by the group. A sample of a Contract User Guide is available for review in the Appendix of this report.

The primary purpose of this project was to increase the use of statewide contracts by all eligible buyers during the final quarter of FY13 and in the months and years to follow. As of the writing of this report, the tracking of contract usage indicates that the purchases made (so far in FY2014) through statewide contracts is up approximately 11% over the prior FY2013 purchases. While this increase cannot be solely attributed to the

improvement in the quality and content of the Contract User Guides, it does imply that the work completed assisted in facilitating use of the contracts.

In another endeavor to support OSD beyond the normal Program mission, the EPP Program Director assumed a principal position on the agency team tasked with interviewing and filling numerous vacant contracting and analyst positions at OSD. Due to many factors, the process continued over the course of several months and dozens of applicants were considered. The result of the experience proved very beneficial to the EPP Program, as it afforded the opportunity to introduce environmental purchasing to all interested candidates and work to secure those with the greatest interest and / or skill to assist in promoting the practice.

---

#### 4. Facilitated Issuance of ITD / OSD Enterprise Printer Cartridge Acquisition Policy

---

Although Massachusetts agencies and departments have been purchasing remanufactured printer toner cartridges for two decades, it is evident that there still some lingering misperception about the performance of the products. In order to support the Governor's Executive Order 515 requiring the purchase of EPPs across many areas, and in light of the significant cost savings that can be gleaned through the use of purchase of remanufactured products, the Operational Services Division and the Commonwealth's Information Technology Division (ITD) agreed to work with the EPP Program in drafting and issuing the [ITD/OSD Enterprise Printer Cartridge Acquisition Policy](#) to address any remaining resistance. The policy requires all Executive State Agencies to purchase remanufactured products wherever they are available and sets goals to increase the use of these supplies during the upcoming years.



The Executive Summary of the Policy is cited below and provides a summary of the established directives and goals:

***Executive Summary of the ITD/OSD Enterprise Printer Cartridge Acquisition Policy***

*In support of the Patrick-Murray Administration's Executive Order 515, Establishing an Environmental Purchasing Policy, the Commonwealth's Information Technology Division (ITD) and the Operational Services Division (OSD) have collaborated to issue this Enterprise Printer Cartridge Acquisition Policy. The purpose of the policy is to establish requirements for the purchase and recycling of laser printer toner cartridges aimed at increasing the purchase and use of remanufactured laser printer cartridges throughout the Commonwealth of Massachusetts Executive Department agencies by 40% during Fiscal Year 2013 (FY13) and by a minimum of 10% annually thereafter.*

*The goal of the Commonwealth is to ultimately ensure that a minimum of 80% of all laser printer toner cartridge purchases by Executive Departments are remanufactured. As a result of this focused shift to remanufactured laser printer toner cartridges, the Commonwealth will not only reduce its environmental footprint by diverting tons of plastic and other materials from the waste stream, but will potentially save hundreds of thousands of dollars annually and work toward stimulating local manufacturing operations within Massachusetts.*

*Remanufactured laser printer toner cartridges are cartridges that have been used one or more times, completely disassembled to replace worn parts, and remanufactured by a company that is certified by the Standardized Test Methods Committee (STMC) to ensure that they are restored to their Original Equipment Manufacturer (OEM) high performance and function. Visit the I-ITC.org link referenced at the end of this document for additional information on the remanufacturing process and required STMC certification for these products. Once the reliability of other types of remanufactured cartridges is proven, this policy will be amended to include those products as well.*

**Remanufactured Toner Cartridge Case Studies** – The EPP Program worked with the Department of Revenue and the Department of Elementary and Secondary Education to document their success in using remanufactured toner cartridges which resulted in two case studies. The [case studies](#) are posted on the EPP website and review cost savings, products used, and tips to help others in their transition to using remanufactured in place of OEM's.

**FY2013 Remanufactured Printer Cartridge Status Report** – At the close of the fiscal year the EPP Program completed a Status Report that compared the progress made on the ITD/OSD Enterprise Cartridge Acquisition Policy during the FY2013 to the purchases of remanufactured cartridges during the prior FY2012. The data in this report is based on the information received from the reports submitted by the vendors on the statewide OFF32, Photocopier, Facsimile, Digital Duplicator Equipment and Service; Photocopier, Facsimile, Digital Duplicator and Printer Supplies, which is the contract intended for the purchase of these supply items. If there were purchases made from other contracts (which is always likely), that data was not accurately captured in this report.

The Status Report documented that the annual purchases of remanufactured printer toner cartridges among Executive State Agencies **increased from 25% in FY12 to 28% by the end of FY13**. While clearly progress is occurring, the Commonwealth is still falling short of the 40% goal established in the ITD/OSD Acquisition Policy.

One of the goals established by the EPP Program for FY2014 is to improve upon the strategy used to work with agencies on this issue and achieve the goal at the next annual review period. Going forward, the Task Force plans to work with agencies to develop additional case studies. All documents referred to above can be found in the Appendix of this report.

---

## 5. Played Prominent Role in Awarding Eight New EPP Statewide Contracts

---

One of the most critical responsibilities of the EPP Program is to provide assistance to the interagency Strategic Sourcing Teams in understanding the increased availability and high quality performance of green products and working with them to award statewide contracts containing these goods and services. As agency staff and team members shift over time, these groups still look to the EPP Program to ensure that the environmental specifications are up to date and valid, to explain any emerging third-party standards that are more commonly being used to define what should be considered as green and educate new team members who may not be as familiar with the aspects of environmental purchasing.

In FY2013, the EPP Program played a prominent role in acting as the Sourcing Lead for *FAC59: Green Cleaning Products, Programs, Equipment and Supplies* and in issuing of at least eight new statewide contracts as briefly described below. Eco-labels, third-party certifications and industry standards are used as required specifications wherever possible. Additional information on the dozens of contracts in Massachusetts now containing EPPs

can be accessed by viewing the EPP website, [www.mass.gov/epp](http://www.mass.gov/epp), and in particular by reading the [Guide to Environmentally Preferable Products and Services on State](#).

- **FAC59 – Green Cleaning Products, Programs, Equipment and Supplies** - Except for disinfectants and sanitizers, all cleaning chemicals are required to be third-party certified by either Green Seal or EcoLogo. The EPP Program has been responsible for managing the team and all aspects of this contract since its inception.
- **FAC81 – Janitorial Cleaning Services, Environmentally Preferable** – Service providers awarded on this contract are required to use only green cleaning products that either appear on the Approved Green Products List or meet the specifications on the FAC59 Green Products contract. Vendors must submit quarterly reports to evidence the products being used.
- **FAC76 – Maintenance, Repair and Operations (MRO) Products, Supplies and Equipment** - This is a contract with multiple product categories (e.g. electrical products, ice melt, building supplies, etc.). EPP specs were specific to each category.
- **FAC77 – Landscaping Services: Irrigation, Tree Trimming, Catch Basin Cleaning, & Snow Removal** - ,EPP specifications include strategies for managing invasive plant species, use of compost, less toxic fertilizers, pest control methods, propane or electric powered equipment and more.
- **FAC80 – Water Treatment Chemicals and Systems** – Some of the alternative water treatment systems available on this contract include a chemical-free system for cooling towers, as well as a salt water generation technology and ionization system for swimming pools and outdoor water fountain treatment that can reduce the use of chlorine by 70%.
- **GRO30 –Grocer Contract** – Vendors on this contract are required to provide (in addition to conventional products) organic fruit and vegetable produce that appear on the Environmental Working Group’s (EWG) list of the “dirty dozen” which represents those products believed to retain the greatest amount of pesticide. Language was also included for locally grown products, labelling and nutritional values.
- **OFF36 – Office Supplies, Recycled paper and Envelopes** – Some of the required specifications in this contract include post-consumer content for all paper items that meets or exceeds the federal Comprehensive Procurement Guidelines (CPG), virtually no virgin paper products are permitted, various plastic office supplies must have minimum percentages of recycled content, and language is included to recognize certifications such as the Forest Stewardship Council and Chlorine Free Products Association.
- **OVM10 – Purchase of Vehicles, Gasoline, Hybrid and Other Alternative Fuel** - 50 alternative fuel vehicles are available on this contract in CNG, Electric Plug-in, and Hybrid.



## 6. Actively Promoted Green Purchasing on a National Level

Over the years it has become apparent that working with other states to share information and promote common responsible purchasing choices will serve to reinforce and strengthen the environmental purchasing

efforts in Massachusetts. As a result, a good portion of the EPP Program’s activity in FY2013 was dedicated to working with organizations and other states to find common ground on EPP product and service specifications and market the purchasing guidance to their buyers. Some of the key committees and conferences in which the EPP Program participated include the following:

**NASPO Green Purchasing Committee** – The EPP Program Director serves as the Vice-Chair on the Green Purchasing Committee (GPC) which works to identify and share best practices in environmentally preferable (green) purchasing and serves as a resource for state members and policymakers on standards, product specifications and policies for implementing green purchasing programs.



In FY2013 the GPC began updates to the online [NASPO Green Purchasing Guide](#), a resource for green purchasers, including concepts, recommended steps, strategies to implement a green purchasing program, and links to other resources. The Committee adopted five new goals including working with the western states to green their cooperative contracts, conducting national webinars on green purchasing successes, maintaining a [Green Purchasing Web Page](#), including useful resources such as webinar recordings, state profiles, fact sheets, green opportunity assessments, and more. The Committee also serves as NASPO's liaison to environmentally-related partnerships, such as with the Sustainable Purchasing Leadership Council and other similar organizations and assists in implementing various initiatives (commitments) as part of those partnerships. Full details can be found on the NASPO website [www.naspo.org](http://www.naspo.org).

**Responsible Purchasing Network (RPN)** - Massachusetts was one of the founding members of this highly visible and valuable on-line resource. Along with members from other state and local governments, the EPP Program continues to serve as an active member on the RPN steering committee



for the purpose of ensuring that the guidance created and assistance provided will be of the greatest possible benefit to purchasers of all levels. Some of the organization’s work involves assisting NASPO and member states with developing EPP contracts across many product categories, including, but not limited to, lamps/ballasts, paint, janitorial cleaning products, compostable service ware, pest control, copy machines/multi-function devices, office supplies, snow and ice removers, and office/dorm furniture. The organization continues to produce guidance and comprehensive materials on a broad range of green purchasing issues. Information can be found at [www.responsiblepurchasing.org](http://www.responsiblepurchasing.org).

Some of the other organizations with whom the EPP Program partners to promote environmental purchasing on both regional and national levels include:



**Clean Water Action Coalition:** Their goals include promoting strategies to ensure clean, safe and affordable water; prevention of health threatening pollution; creation of environmentally safe jobs and businesses; and empowerment of people to make democracy work.



**Product Stewardship Institute:** PSI's mission is to pursue initiatives to ensure that all those involved in the lifecycle of a product share responsibility for reducing its health and environmental impacts, with producers bearing primary financial responsibility.



**Northeast Recycling Council:** NERC's mission is to advance an environmentally sustainable economy by promoting source & toxicity reduction, recycling, and the purchasing of environmentally preferable products & services.



**The Sustainable Purchasing Leadership Council:** The Council brings together visionary professionals from institutions, suppliers, government, standards bodies and NGOs to simplify, optimize and standardize the practice of sustainable procurement. Together, we can leverage the trillions of dollars spent by organizations to drive social, environmental, and

economic sustainability.

---

## 7. Continued a Strong Program of Education and Outreach on EPPs

---

Through the work of the Toxics Reduction Task Force, the EPP Program continued their work with the Massachusetts Facility Managers Association in conducting another full-day workshop within the MAFMA University curriculum. Close to two dozen registered attendees participated from University of Massachusetts campuses and other higher education facilities, Departments of Fire Services, Corrections, and Conservation Recreation and others. The Task Force panel of technical experts, vendors and purchasing staff engaged the group in an open discussion of the challenges of transitioning to less toxic cleaning products and worked with them to develop solutions to those challenges. The session was well received and a number of attendees sought follow up advice from the vendors and technical staff involved in the presentations. The Task Force plans to continue this work with targeted state agencies going forward.

As an active contributor in OSD's annual event, MASSbuys Expo, held in the spring, the EPP Program works with the Training, Outreach and Marketing staff to incorporate environmental standards into the overall event. This includes coordination of such aspects as recycling of cardboard and paper waste for the event; the use of composting food service ware and tote bags with a high percentage of post-consumer recycled plastic; and promoting on the website those exhibitors at the show that have implemented sustainable practices within their business operations. The EPP program collaborated with Task Force member agencies to conduct a workshop on the effectiveness of green cleaning and focused on an audience of state agencies as well as facility managers, schools, higher educational and others.

As part of their regular functions within the purchasing office, the EPP Program also works with the Strategic Sourcing Services Leads (procurement staff) to assist them in the webinars and contract kick-off meetings by providing and presenting information to purchasers and vendors on the EPP specifications and benefits of the contracts. In addition, the EPP Program reaches out to the vendor community to encourage their promotion of EPPs and works with local small business owners to help them understand the process of getting their environmental products onto a statewide contract. The EPP Program supports the goals of the Clean Cities

Program, Green Communities Program and the Leading by Example Program’s Innovation Awards by helping to promote the initiatives and by participating in the State House event.

### III. Tracking of FY2013 EPP Purchases

The EPP Program was able to document EPP purchases totaling \$419,065,465 in FY2013.

As mentioned in last year’s report, the EPP Program made changes to the tracking process in an effort to coordinate the tracking of EPPs with analysis typically performed by OSD staff on the statewide contracts in which the EPPs are offered. By indicating the increase in purchasing relevant to the individual statewide contract, it is anticipated that such data will more likely render greater use of those contracts and, in turn, higher volume purchases of EPPs.

In the past, OSD tracked EPP purchases by product and/or service. Statewide contracts are now tracked by title and correlating purchases. In Massachusetts, there are currently an estimated 65 contracts that contain environmental products and/ or services. OSD typically assigns a prefix and number to a statewide contract based on the contract type. The prefixes for which EPP contracts exist include the following: Clothing and Related Items (CLT), Energy and Fuels (ENE), Facilities (FAC), Grocer and Food Related Equipment/Products (GRO), Information Technology and Related Equipment (ITC), Office Products and Equipment (OFF), Office of Vehicle Management (OVM), Professional Services (PRF), and Vehicle Parts, Maintenance, and Traffic Safety Products (VEH).

The following is a spreadsheet of all of the contracts containing EPP’s during FY2013. In an attempt to understand the general purchasing trends taking place on these contracts within the past year, a comparison is provided for the prior and current fiscal years. However, a percentage increase or decrease was not calculated because the sources for the data differ from last year and any such estimate most likely would not reflect an accurate analysis.

In addition, not all of these contracts are dedicated EPP contracts. A next step in data analysis is to identify the percentage of EPPs actually purchased and include that factor in the calculations. Further information of the data sources and “estimates” immediately follows this Table.

**Table 1 - FY13 Tracking EPP Contract Purchases**

Contract #	Contract Title	FY12 Spend (MMARS)	FY13 Spend (Agencies / MMARS)	FY13 Spend Non-Agency (Estimate)	FY13 Spend Grand Total ALL Users (Estimate)	Data Source
<b>CLT07</b>	Clothing, Uniforms, Footwear, Accessories and Personal Hygiene Supplies	\$3,470,507	\$3,719,518	N/A	\$3,719,518	MMARS
<b>DCR 424</b>	Portable and Composting Toilets / Related Services	\$110,249	\$110,249	N/A	\$110,249	FY12 EPP Data
<b>DCP0711-EX1</b>	Facility Maintenance, Ops. Energy Advisory Services	\$1,324,128	\$979,140	\$344,988	\$1,324,128	FY12 EPP Data

<b>ENE32</b>	Ultra-Low Sulfur Diesel (ULSD)	\$11,059,654	\$713,561	\$12,204,352	\$12,917,913	Vendor Reports
<b>ENE33</b>	Biodiesel	\$2,614,951	\$2,765,452	\$876,443	\$3,641,895	Vendor Reports
<b>ENE34</b>	No. 2 Heating Oil Contract (B5 Bio-heat only)	\$59,073	\$3,551,571	N/A	\$59,073	FY12 EPP Data
<b>ENE35</b>	Propane	\$1,104,603	\$348,479	\$756,124	\$1,047,022	Vendor Reports
<b>ENE36</b>	Natural Gas	\$5,928,560	\$703,857	\$7,617,556	\$8,321,413	Vendor Reports
<b>EOT OFF01</b>	Recyclable, Storage, Corrugated, Reusable Plastic Boxes; EPP Packing	\$29,038	\$29,038	N/A	\$29,038	FY12 EPP Data
<b>EQE-900-011</b>	Diesel School Bus ...Emission Control Retrofits and Services	\$1,468,900	N/A	\$1,468,900	\$1,468,900	FY12 EPP Data
<b>FAC22</b>	Electrical And Lighting Supplies And Equipment	\$3,757,508	N/A	N/A	N/A	Rolled into FAC76/MRO
<b>FAC27</b>	Building Materials and Supplies	\$4,848,914	N/A	N/A	N/A	Rolled into FAC76/MRO
<b>FAC28</b>	Industrial/Commercial Equipment and Supplies	\$11,107,716	\$8186 + MRO	N/A	N/A	Rolled into FAC76/MRO
<b>FAC33</b>	Solid Waste and Recycling Services	\$5,668,838	\$6,135,817	\$515,349	\$6,651,166	MMARS + FY12 data
<b>FAC77</b>	Grounds Keeping / Landscaping, ... Snow Removal Services	\$8,154,396	\$3,259,145	N/A	\$3,259,145	MMARS
<b>FAC74</b>	Pest Control Services: Integrated Pest Management	\$1,460,097	\$505,552	\$505,785	\$1,011,337	MMARS + FY12 data
<b>FAC53</b>	Hazardous, Medical, Hard-to-Manage Waste Collection, Disposal/Emergency Response	\$1,436,220	\$1,804,225	N/A	\$1,804,225	MMARS
<b>FAC54/79</b>	Recycled Plastic Lumber and Other Recycled Plastic and Rubber Products	\$362,282	N/A	N/A	N/A	Rebid (late) as part of FAC79
<b>FAC55</b>	Imprinted Plastic Trash Bags, Recycled	\$2,517,727	N/A	\$53,807	\$2,571,534	Vendor Reports

<b>FAC58</b>	Plumbing, Heating and HVAC Supplies	\$4,973,645	N/A	N/A	N/A	Rolled into FAC76/MRO
<b>FAC59</b>	Green Cleaning Products, Programs, Equipment & Supplies	\$6,804,254	\$3,497,652	\$3,720,623	\$7,218,275	Vendor Reports
<b>FAC60</b>	Environmental Diagnostic Testing and Monitoring	\$491,613	\$350,074	\$205,792	\$555,866	MMARS + FY12 data
<b>FAC61</b>	Recycling Containers and Compost Bins	\$2,515,400	N/A	\$2,515,400	\$2,515,400	FY12 EPP Data
<b>FAC63</b>	Carpet and Flooring Products and Installation	\$1,211,196	\$911,878	\$444,616	\$1,356,494	MMARS + FY12 data
<b>FAC65</b>	Water Treatment Chemicals and Systems	\$807,157	\$807,077	N/A	\$807,077	MMARS
<b>FAC66</b>	Landscaping and Outdoor Application Products	\$1,509,737	\$465,805	\$600,257	\$1,066,062	MMARS + FY12 data
<b>FAC67</b>	Janitorial Services - Environmentally Preferable	\$4,640,731	\$6,212,919	N/A	\$6,212,919	MMARS
<b>FAC71</b>	Lawns & Grounds Equipment, Parts and Services	\$6,221,318	\$5,364,048	\$3,079,238	\$8,443,286	MMARS + FY12 data
<b>FAC73</b>	Asbestos, Lead and Mold Analysis	\$7,888	\$2,549	\$3,302	\$5,851	MMARS + FY12 data
<b>FAC76</b>	Maintenance, Repair and Operations (MRO) Products, Supplies and Equipment	\$366,421	\$15,862,548	\$122,140	\$15,984,688	MMARS + FY12 data
<b>FAC78</b>	Moving Services, State Surplus Disposal Services	\$1,459,135	\$671,085	\$415,320	\$1,086,405	MMARS + FY12 Data
<b>GRO14/30</b>	Prime Grocer(s)	\$17,093,054	\$17,475,824	N/A	\$17,475,824	MMARS
<b>GRO22</b>	Grocery Paper Products /Foodservice Supplies	\$2,024,175	N/A	N/A	N/A	Rolled into FAC59
<b>GRO29</b>	Foodservice Equipment - Institutional Commercial Grade, Large and Small...	\$4,553,543	\$2,840,025	\$2,065,268	\$4,905,293	MMARS + FY12 Data
<b>GRO26</b>	Bottled & Emergency Bottled Water, Water Filtration Services, Reverse Osmosis Services/ Supplies	\$853,343	\$724,180	\$176,087	\$900,267	MMARS + FY12 Data
<b>ITC02</b>	IT Hardware--Operational Term Leasing	\$11,221,963	\$8,927,147	\$1,870,327	\$10,797,474	MMARS + FY12 Data

<b>ITC16A/47</b>	IT Hardware Computers, Mobile Equipment, Servers, Storage and Services	\$27,220,868	\$6,378,448*	\$8,180,647	14,559,095	MMARS + Vendor Data *Lenovo, Dell, HP only
<b>ITC36</b>	IT Computer Supplies and Accessories	\$840,529	N/A	N/A	N/A	Rolled into ITC47
<b>ITC44</b>	IT Hardware, Computers, Laptops, Peripherals, NASPO/WSCA Agreement	\$4,958,022	\$765,507	\$826,337	\$1,591,844	MMARS + FY12 Data
<b>ITC47</b>	Information Technology Hardware, Project Mgt., Integration / Maintenance	\$2,890,652	\$38,048,114	\$481,775	\$38,529,889	MMARS + FY12 Data
<b>LOT 1211</b>	Instant Tickets, Game Design, and Marketing Services (Recycled Content)	\$4,434,134	\$4,434,134	N/A	\$4,434,134	FY12 EPP Data
<b>OFF15/33</b>	Printing and Mail Services	\$13,960,428	N/A	N/A	N/A	Rolled into ITC47
<b>OFF20</b>	Office, School and Library Furniture, Accessories and Installation, Statewide	\$16,126,312	\$11,750,648	\$5,080,893	\$16,831,541	MMARS + FY12 Data
<b>OFF22</b>	Multi-State Postage, Mail Processing Equipment, Accessories, Service/Supplies	\$2,012,669	\$810,645	\$777,903	\$1,588,548	MMARS + FY12 Data
<b>OFF24/35</b>	Art & Instructional School Supplies	\$267,075	\$142,238	N/A	\$142,238	MMARS
<b>OFF27</b>	Document Solutions, Microfiche, Microfilm, Imaging Equipment, Software, Supplies Services	\$3,316,143	\$3,159,632	N/A	\$3,159,632	MMARS
<b>OFF28</b>	Office Supplies, Recycled Paper and Envelopes	\$12,910,190	\$9,225,569	\$4,067,594	\$13,293,163	MMARS + FY12 Data
<b>OFF30</b>	Audio, Video, Studio Prod. Presentation Equipment Systems, Peripherals, Supplies, Services.	\$2,989,195	\$1,922,342	N/A	\$1,922,342	MMARS
<b>OFF30a</b>	Box Sales of Audio, Video, Studio Prod. Presentation Equipment, Systems Suppl.	\$20,602	\$75,414	N/A	\$75,414	MMARS
<b>OFF31</b>	Small Package Delivery	\$0	\$505,576	N/A	\$505,576	MMARS

<b>OFF16/32</b>	Photocopier, Fax Digital Duplc. Equipment /Service; Copier... / Printer Supplies	\$11,730,186	\$7,586,335	\$5,140,194	\$12,726,529	MMARS + FY12 Data
<b>OFF33</b>	Print, Copy... Services (Categories 1 & 2 only)	\$12,313,456	\$8,127,730	\$1,646,972	\$9,774,702	MMARS + FY12 Data
<b>OFF33</b>	Printed Promotional Items (Category 4 only)	\$1,062,649	\$ 1,831,919	\$292,614	\$2,124,533	MMARS + FY12 Data
<b>OVM02</b>	Short-term Rental of Various Light Duty Vehicles	\$349,383	\$207,593	N/A	\$207,593	MMARS
<b>OVM05/10</b>	Vehicles: Gasoline, Hybrid and Alternative Fuel	\$11,578,008	\$4,732,742	\$4,727,116	\$9,459,858	MMARS + FY12 Data
<b>OVM08</b>	Windshield and Glass Replacement for Vehicles	\$145,102	\$186,852	N/A	\$186,852	MMARS
<b>PRF36</b>	Promotional Incentives Acquisition Services	\$1,062,649	N/A	N/A	N/A	Rebid as part of OFF33
<b>PRF46</b>	Management Consultants, Program Coordinators and Planner Services	\$10,206,837	\$9,963,702	\$3,579,021	\$13,542,723	MMARS + FY12 Data
<b>VEH77A</b>	Scrap Tire Disposal Services	\$74,717	\$82,766	N/A	\$82,766	MMARS
<b>VEH92</b>	Traffic Safety Products	\$1,353	\$75,705	N/A	\$75,705	MMARS
<b>VEH83</b>	New Tires, Retreads/ Retreading and Total Tire Management Program	\$1,566,613	\$1,581,258	\$102,489	\$1,683,747	MMARS + FY12 Data
<b>VEH84A</b>	Vehicle Maintenance Management Services & Accident Subrogation	\$0	\$3,341,178	N/A	\$3,341,178	MMARS
<b>VEH86</b>	Alternative Snow and Ice Products	\$1,890	N/A	N/A	N/A	Rolled into FAC76/MRO
<b>VEH89 / OVM03</b>	Motorized Vehicle Parts, Re-Refined Motor Oil, Remanufact. Antifreeze, Other Lubricants	\$3,993,467	\$3,168,038	\$937,726	\$4,105,764	MMARS + FY12 data
<b>(Various)</b>	MassDOT (Highway Construction/Maintenance)	\$137,852,362	\$137,852,362	N/A	\$137,852,362	FY12 EPP Data
<b>Grand Total</b>	<b>All EPP Contracts</b>	<b>\$404,109,630</b>	<b>\$336,512,189</b>	<b>\$75,402,955</b>	<b>\$419,065,465</b>	

## Data Sources Used to Identify Purchasing Trends

The EPP Program typically relies on the information obtained from sales reports submitted by the statewide contract vendors to track the purchases of environmentally preferable products. Per the terms of their respective contracts, as of FY2013, the vendors are required to submit this data on a quarterly basis. In order to acquire data in a consistent format from the vendors across all contracts and as a means to ensure that specific data necessary to track purchasing trends is included in these reports, the EPP Program and OSD's Sourcing staff designed an excel-based reporting template to standardize this procedure. The template is customized to individual contracts as the data needed often varies (for example, OFF28 asks for post-consumer recycled content of office product purchases, and FAC76 asks for CFL and LED designation in addition to wattage) .

OSD and the EPP Program understand that once the new e-procurement system, COMMBUYS, is implemented toward the end of FY2014, the process for reporting will most likely change again. One of the goals of the new system is to simplify and streamline the tracking process. In the meantime, in order to report on the FY2013 EPP purchases in a manner that is as consistent as possible across these statewide contracts, the EPP Program used three data sources in the tracking process this year, as indicated in the last column on the table above and as described below.

- **Vendor Reports** - On most of the contracts for which 85-100% of the vendor reports were received, the data from such reports was used to document the FY2013 purchases. However, distinctions in purchasing entities were not clear, and had an impact on accuracy. In the cases of exception, MMARS data was used in an attempt to maintain consistency in reporting style.
- **MMARS Data** – The Massachusetts Management Accounting and Reporting System tracks all purchases done by Commonwealth state agencies and represents one of the most consistent ways to assess spending on statewide contracts. However, it does not include purchases made by political subdivisions, including cities, towns, schools, higher education institutions and others eligible entities to use the statewide contracts. In an effort to factor in the purchases from the political subdivisions, the EPP Program used the purchasing volumes indicated in the FY2012 report and applied the total to the MMARS FY2013 figures. For those contracts with a **MMARS + FY12 Data** source indicated in the table above, the column titled *Non-Agency FY13 Spend (Estimate)* represents the purchasing volume that was carried over.
- **FY2012 Data** – For a very limited number of contracts that could not be easily located in MMARS because they are issued by individual agencies (as opposed to OSD issued statewide contracts), and for which vendor reports were not available, the data indicated for these purchases from the prior fiscal year was used in an effort to create a “placeholder” and recognize that these EPP procurements exist.

As the EPP Program moves forward to directly capture this information in FY2014 from the respective agencies responsible for such purchases, it is anticipated that the data will represent a more accurate picture of the actual purchasing activity.

## IV. Conclusion

The EPP Program takes pride in the accomplishments of maintaining a cost savings total of over \$3 million for several years running, implementing initiatives that serve to address the directives of Executive Order 515 and actively collaborating both in state and across the nation to raise the awareness of environmental purchasing. As a result of the EPP Program's cumulative efforts throughout the year, several industry players are moving in a

positive direction to manufacture and sell products that provide a benefit to the environment and public health and buyers in Massachusetts and elsewhere are able to take advantage of higher quality products produced in the marketplace at cost-competitive prices.

We will continue to examine the EPP data in order to find easier and more streamlined ways to track purchases and savings, and to highlight additional environmental benefits of using EPP's in statewide contracts.

Throughout the various state government administrations in Massachusetts, the EPP Program recognizes that it has been privileged to have the top-down support of OSD's staff and various other agency heads, dedicated and passionate Task Force member agencies and a network of states, organizations and individuals across the country that are interested in pursuing similar goals. The combined effort of all levels of government in partnership with the private sector is an essential dynamic if a financial incentive is to be provided to move industry and markets toward greener innovation.

## V. Considerations for Next Year

As OSD and the EPP Program move forward in their implementation of a new e-procurement system as well as innovative strategies to promote EPPs and an updated website on which to share lessons learned and a host of relevant information, FY2014 should hold even greater advancements in environmental purchasing. In addition, many of the staff changes taking place within OSD can be considered a positive step for the EPP mission, as new managers are being brought on board to learn about environmental purchasing and assist the program in continuing their progress. Although the challenge always exists for the EPP Program to address age-old misperceptions of performance with respects to some environmental products, continuing to cultivate a network of agency personnel that will serve to maintain consistent messaging throughout communications surrounding green issues will be an important step in ensuring future success.

As a result, the EPP Program looks forward to working in FY2014 with the staff at OSD, interagency colleagues and national partners to consider the following:

- Improve upon the website developed and maintained by the EPP Program in order to improve upon the quality of the information provided and make access to it more efficient;
- Further market the EPP Program with a re-introduction of the EPP Buyer Update newsletter, this time aimed at reaching out to vendors as well as buyers;
- Ensure that a strong focus of the Toxics Reduction Task Force efforts are placed on developing a model workshop that can be replicated for assisting other agencies to transition to less toxic cleaning products (engage vendor and technical experts in the process);
- Complete the task of streamlining the certified and acceptable products on FAC59 (Green Cleaning Products contract) into an organized list that contract users will find valuable and easy to use;
- Continue to work with agencies to increase and track the purchase of remanufactured printer toner cartridges per the requirements and goals of the Enterprise Printer Cartridge Acquisition Policy;
- Convene a team of large purchasers, technical experts, interested state governments and others to research and draft a new contract for the purchase of less toxic cleaning products, as the current contract will be expiring later in 2014;
- Assist OSD in the implementation of the Four Disciplines of Execution (4DX) with a focus on EPPs;

- Work with the Training, Outreach and Marketing staff to incorporate environmental standards into the MASSbuys Expo and develop EPP focused workshops for participants;
- Actively participate with OSD's staff and the COMMBUYS team to streamline and improve on the current system of tracking the EPP purchases made by state agencies and other contract users under the new e-procurement system;
- Continue current partnerships with national organizations such as the Responsible Purchasing Network (RPN), Northeast Recycling Coalition (NERC) and National Association of State Procurement Officials (NASPO) and others to pool resources and market successes.

## APPENDIX

---

### A. ITD/OSD Enterprise Printer Cartridge Acquisition Policy

---

In support of the Patrick-Murray Administration's Executive Order 515, *Establishing an Environmental Purchasing Policy*, the Commonwealth's Information Technology Division (ITD) and the Operational Services Division (OSD) have collaborated to issue this Enterprise Printer Cartridge Acquisition Policy. The document is posted on the home page of the EPP website and can be accessed directly via this link:

View at: [www.mass.gov/anf/research-and-tech/policies-legal-and-technical-guidance/it-policies-standards-and-procedures/ent-pols-and-stnds/enterprise-printer-cartridge-policy.html](http://www.mass.gov/anf/research-and-tech/policies-legal-and-technical-guidance/it-policies-standards-and-procedures/ent-pols-and-stnds/enterprise-printer-cartridge-policy.html)

---

### B. Status Report - Remanufactured Toner Cartridge Purchases

---

Please see Attachment A.

---

### C. Case Studies: Chelsea Soldier's Home, Department of Revenue, and the Department of Elementary and Secondary Education

---

As part of their effort to market the purchase of EPPs, the EPP Program develops success stories, or case studies to feature those departments having success with particular EPPs. The three agencies highlighted here include the Chelsea Soldier's Home (CHE) for their comprehensive use of green cleaning products and the Department of Revenue (DOR) and the Department of Elementary and Secondary Education for their expanded use of remanufactured printer toner cartridges.

DOE: [www.mass.gov/anf/docs/osd/epp/eppdorcasestudyv2.pdf](http://www.mass.gov/anf/docs/osd/epp/eppdorcasestudyv2.pdf)

CHE: [www.mass.gov/anf/docs/osd/epp/fact-sheets/chelseasoldiershomeflyer.pdf](http://www.mass.gov/anf/docs/osd/epp/fact-sheets/chelseasoldiershomeflyer.pdf)

DESE: <http://www.mass.gov/anf/docs/osd/epp/dese-reman-case-study.pdf>

---

### D. Sample Contract User Guides

---

As mentioned in the report, OSD and the EPP Program revised many of the Contract User Guides in FY2013 in order to increase the overall usage of statewide contracts among eligible users. Below is a link to a list of the Users Guides currently available on the OSD and EPP websites.

View at: [www.mass.gov/anf/budget-taxes-and-procurement/procurement-info-and-res/buy-from-a-state-contract/statewide-contract-user-guides.html](http://www.mass.gov/anf/budget-taxes-and-procurement/procurement-info-and-res/buy-from-a-state-contract/statewide-contract-user-guides.html)

---

# ATTACHMENT A



**OPERATIONAL SERVICES DIVISION**  
**OFFICE OF STRATEGIC SOURCING SERVICES**

Kathleen K. Reilly  
Director

**THE COMMONWEALTH OF MASSACHUSETTS**  
**Executive Office for Administration and Finance**  
**OPERATIONAL SERVICES DIVISION**

One Ashburton Place, Suite 1017  
Boston, MA 02108-1552

Deval L. Patrick  
Governor

Glen Shor  
Secretary

Gary J. Lambert  
Assistant Secretary for  
Operational Services

TO: Gary Lambert, Assistant Secretary for Operational Services  
John Letchford, Commonwealth Chief Information Officer, Information Technology Division  
FROM: OSD's Environmental Purchasing Program  
DATE: September 30, 2013  
RE: ITD/OSD Enterprise Cartridge Acquisition Policy

Dear Gary and John,

Attached you will find the FY13 Status Report on the progress of the ITD/OSD Enterprise Cartridge Acquisition Policy. The data in this report is based on the information received from the reports submitted by the vendors on the statewide OFF32, Photocopier, Facsimile, Digital Duplicator Equipment and Service; Photocopier, Facsimile, Digital Duplicator and Printer Supplies. This is the contract intended for the purchase of these supply items.

**We are happy to report that that progress toward increasing the purchases of remanufactured cartridges has been made as a result of the Policy and our outreach to agencies; however, we must also report that we are not quite on target yet.**

We also need to report that a significant number of printer cartridge purchases have surfaced on another statewide contract (OFF28 Office Supplies) and that these purchases were never taken into consideration during FY12. In addition, there are some inconsistencies in naming conventions for the agencies in the vendor reports as well as other puzzling discrepancies which may change the results in this status report. It is our initial opinion that such discrepancies will not create significant changes, but we cannot be certain until further research is conducted, preferably via conversations with actual agency staff responsible for purchasing these products and various contract vendors.

For now, here is a narrative summary of the results indicated in the attached excel spreadsheet. Please let us know if you have any questions.

#### **FY13 Printer Cartridge Analysis - Summary of Results**

1. **Overall Trend:** Overall the annual purchases of remanufactured printer toner cartridges among Executive State Agencies have **increased from 25% in FY12 to 28% by the end of FY13**. While clearly progress is being made, we are still falling short of the 40% goal established in the ITD/OSD Acquisition Policy.
2. **Targeted Agency Trends:** The average rate of improvement for the top six high volume agencies is 5%. However, even within the agencies that are currently exceeding the 40% goal, there were some reductions in the purchases of remanufactured cartridges. Understanding the details and the challenges associated with this trend will be a focus of our continued outreach going forward.
  - a. Several of the ANF agencies also exhibited progressively good trends, but the data in many of these cases was not consistent. The vendor reports did not clearly indicate the correct names of some of these agencies, and/or the data just was not included. Follow up is needed to clarify these occurrences.

Tel: (617) 720-3300

[www.mass.gov/osd](http://www.mass.gov/osd)

TDD: (617) 727-2716



Follow us on Twitter: @Mass\_OSD

Fax: (617) 727-4527

3. **Strategies Implemented during FY13 to Promote the Policy:** Although the FY13 progress of the Executive Agencies is less than stellar, we believe that a number of the strategies we have implemented during the year are beginning to gain traction and we anticipate a greater rate of growth for FY14. Some of these strategies include:
  - a. Redesigned website with information and guidance in one place;
  - b. Developed two case studies to showcase the success stories of agencies that are exceeding the Policy goal;
  - c. Worked with agencies and vendors to develop a resolution guidance document on how to overcome some of the typical challenges in purchasing remanufactured cartridges;
  - d. Created a Frequently Asked Questions fact sheet and posted it to our website; and
  - e. Assisted agencies on a one-on-one basis in considering pilot (test) projects and working with them to track results.
  
4. **Status and Comments:** The report briefly indicates a general status for each of the targeted agencies as well as a note on next steps. As we develop our strategy to move forward in FY14, we will design a custom approach for each agency in need of follow up and share that with both OSD and ITD prior to implementation in order to solicit your feedback, advice and support.
  
5. **Considerations Going Forward:** We understood from the beginning that achieving the goals of this policy would be an uphill challenge, as overcoming the age-old misperceptions of remanufactured cartridges requires a significant educational piece and lots of direct contact. In addition, we need to remember that since remanufactured products represent a significant savings over OEMs (\$30.40 / cartridge on average per our recent calculations) purchasing dollars do not accurately reflect quantity. Thus, building on the successes we have achieved in FY13 and focusing to an even greater extent on the cost saving opportunities of these products, we feel strongly that the trend will continue to improve in the months to come.

The ongoing support of ITD and OSD during this process is greatly needed and much appreciated. We look forward to the continued collaboration between our agencies during the remainder of the fiscal year.

Sincerely,

Marcia Deegler and Julia Wolfe  
Co-Directors, Environmental Purchasing Program  
Operational Services Division