



Environmentally Preferable Purchasing Program

Buying Green Online Greening Government E-Procurement of Office Supplies



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ACKNOWLEDGMENTS

The Environmental Protection Agency (EPA) would like to thank all of the agencies and individuals who shared lessons learned and encouraged us in the development of this document. In particular, the foresight and innovation of Sandia National Laboratories (SNL) and the Naval Undersea Warfare Center (NUWC) in Newport, RI inspired EPA—as a purchaser and as an encourager of other purchasers—to explore the green purchasing opportunities that agency-specific e-catalogs could provide to federal agencies. These two organizations helped us immeasurably in understanding how an agency could go about developing an agency-specific, green e-catalog.

We greatly appreciate the assistance and valuable editing input of the Office of the Federal Environmental Executive (OFEE) and the Executive Order 13101 Interagency Advisory Group (EOIAG). We want to thank the former Procurement Executives Council (PEC) for helping to identify agencies with e-catalogs in place. Thanks also to EPA’s Comprehensive Procurement Guidelines Program whose staff were key partners in the development of EPA’s Environmentally Preferable Purchasing Criteria for office products (included as Appendix A to this report) and to the Integrated Acquisition Environment E-Marketplace Group (including representatives from GSA and DLA) for review of this report.

We also offer our sincere thanks to EPA’s Office of Acquisition Management, particularly, Kerrie O’Hagan, Karen Lee, Cheryl Upton and Kristin Wright. Their interest in and commitment to creating a Blanket Purchase Agreement (BPA) for green office supplies at EPA provided the impetus for this report.

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DISCLAIMER

This report provides an overview of recent federal government office supply e-procurement initiatives and includes references to specific products and technologies. These references are included to provide additional details and do not constitute endorsement of or recommendation for use of these products by the U.S. Environmental Protection Agency (EPA). This report features representative federal government online purchasing activities. It does not represent the online purchasing efforts of every federal government agency initiating such activities and it does not describe every activity initiated by the agencies highlighted.

THE GENESIS AND PURPOSE OF THIS REPORT

The purpose of this report is to help government agencies green their purchases of office supplies.

All federal procurement officials are required by Executive Order (E.O.) 13101 and the Federal

Acquisition Regulation (FAR) to engage in Environmentally Preferable Purchasing (EPP), the practice of buying products and/or services that have a lesser or reduced impact on the environment and human health, when compared to competing products or services that serve the same purpose. However, identifying greener products or services and educating agency purchasers on which products and/or services to buy has been challenging. Concerns about access to accurate product information and increased decentralization of government purchasing have limited green purchasing. This is particularly true for office supplies, many, if not most, of which are obtained via small purchases made with Purchase Cards.

In 2002, the EPA launched an effort to purchase all non-electronic office supplies bought with Purchase Cards via one nationwide BPA. This BPA gives EPA access to a commercially owned, agency-specific e-catalog, an online directory of products and services available for sale based on customer-specific requirements under a pre-negotiated contract vehicle. EPA made a commitment to maximize the number of green products available for purchase through this e-catalog. Toward this goal, EPA reviewed existing criteria, standards and guidelines used by a variety of U.S. organizations to define green office products. EPA then developed its own office product green purchasing criteria (See Appendix A).

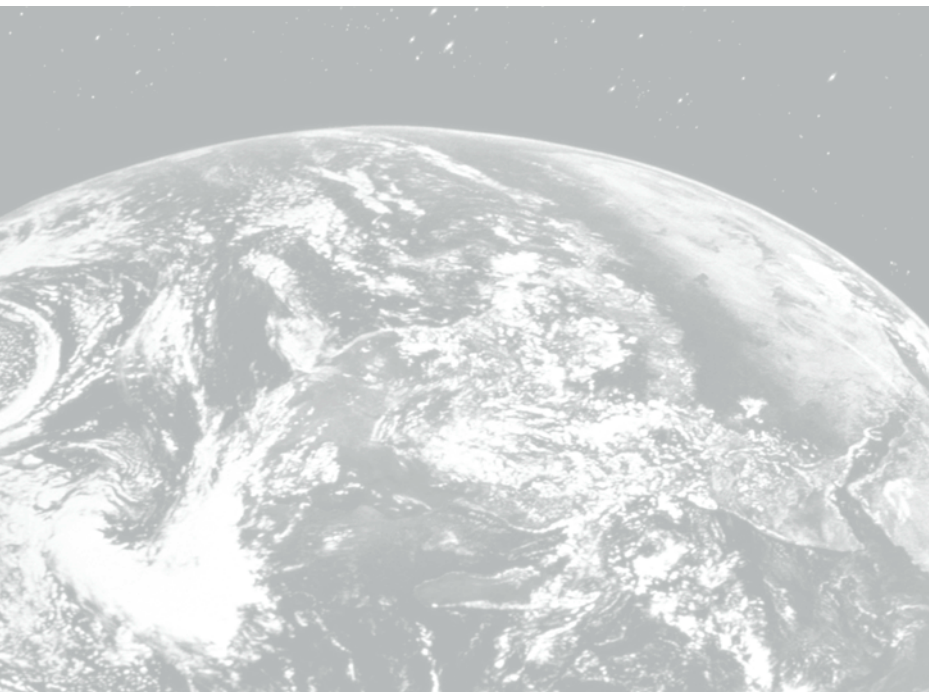
In preparation for launching this e-catalog, EPA identified and interviewed procurement and environmental staff representing a variety of government agencies who provide access to office supplies through agency-specific e-catalogs. EPA selected these interviewees based on recommendations from the E.O. 13101 Interagency Advisory Group (EOIAG), the Procurement Executives Council (PEC) and government office supply vendors. Learning about the various approaches agencies took to developing their catalogs and the ways some agencies have made green products available to their purchasers through these e-catalogs has greatly informed EPA's efforts. Through this report EPA will share the lessons learned to help other government agencies green their office supply purchases made via current or future agency-specific e-catalogs.

The purpose of this report is to help government agencies green their office supply purchases by sharing information about how EPA and other federal agencies purchase green products through agency-specific e-catalogues.

Environmentally Preferable Purchasing (EPP) refers to the practice of buying products and/or services that have a lesser or reduced impact on the environment and human health, when compared to competing products or services that serve the same purpose.

The intended audience for this report includes federal government staff who may be involved in the development and/or maintenance of their agency's Blanket Purchase Agreement (BPA) for office supply purchases, accessed by an agency-specific e-catalog. This includes federal government Information Technology (IT) managers, Purchase Card Program Managers, Acquisition Managers, advocates of green purchasing and staff participating in the development of Environmental Management Systems (EMS) for government facilities. This report also may apply to efforts by public or private purchasers to green the e-procurement of other categories of products and services.

For additional information related to the contents of this report, please contact Holly Elwood of the EPA's Environmentally Preferable Purchasing Program at (202) 564-8854. For additional information on the EPP Program or to access existing resources that can help you identify and purchase green products, please visit the EPP Program's website at www.epa.gov/oppt/epp.



As a result of the research conducted to complete this report, EPA has learned that:

- ◆ Many Federal agencies currently are purchasing office supplies via agency-specific e-catalogs, based on both national and facility-specific contracts.¹ Agencies cited cost savings through group discounts, reduced time spent on routine processing of orders, improved tracking and monitoring capabilities and increased ability to direct purchasers to products meeting agency purchasing priorities as the main reasons for providing access to office products through these vehicles.
- ◆ Some agencies have made an effort to increase the number of green products available for purchase via their e-catalog (see Chart 1, page 10). Certain agencies limit the products available for purchase to those that meet EPA's recycled content guidelines. As a result of offering only products compliant with the Comprehensive Procurement Guidelines (CPG) in specific product categories, the Department of Energy's Sandia National Laboratories reported that purchases of recycled content products increased from less than 50 percent of overall purchases in FY00 to more than 80 percent in FY 02.²
- ◆ Some agencies have made the agency-specific e-catalog the only authorized mechanism for the purchase of office supplies. Between FY 01 and FY 02, NASA's Kennedy Space Center noted a 20 percent increase in purchases of recycled products as a percentage of total purchases via their mandatory e-catalog.³
- ◆ Federal agencies use government Purchase Cards for most of their non-electronic office supply purchases. According to the Office of Management and Budget, slightly more than 400,000 Purchase Cards were in circulation as of April 2002 and government agencies spent more than \$15 billion dollars via government Purchase Cards in FY 02. While exact figures for annual office supply purchases do not exist:
 - ◆ EPA estimates annual office supply expenditures of \$5 million, or about 14 percent of its \$35.8 million total purchases via 2,000 Purchase Cards.⁴

¹See Charts 1 and 2, pages 10–13 for a list of federal agencies using online ordering systems contacted for this report.

²Personal communication, Jimmy Romero, SNL, September, 2003.

³Personal communication, Shannah Trout, KSC, September, 2003.

⁴EPA BPA for Office Supplies Technical Evaluation Team

- ◆ The Department of Energy's laboratories recorded more than \$34 million in Purchase Card transactions for office supplies, about 16 percent of their total \$207.5 million in Purchase Card activity.⁵
- ◆ The Army spends approximately \$100 million on office supplies each year or about 6 percent of their \$1.7 billion dollars in purchases via more than 100,000 Purchase Cards.⁶
- ◆ In FY 2001, the U.S. Postal Service spent \$125 million for office supplies, nearly 5 percent of their \$2.6 billion total procurement of goods and services.⁷
- ◆ The Department of Homeland Security (DHS) has estimated that its 170,000 employees spend \$85 million per year on non-electronic office supplies. DHS currently is developing green purchasing specifications for a forthcoming solicitation.⁸
- ◆ In addition, the Federal Procurement Data Center reports \$141 million in contracted transactions (greater than \$25,000) for Office Supplies and Devices for fiscal 2002.⁹
- ◆ EPA's green purchasing criteria (see Appendix A) are more comprehensive than any other known federal government effort, to date, to provide greener office products to agency staff. For those product categories for which EPA has established green purchasing criteria, products that meet or exceed EPA's standards for positive environmental attributes (including recycled content, processed chlorine free paper, reduced toxicity and non-ozone depleting) will be the products of choice. The green purchasing criteria will be altered and strengthened as office products with additional positive environmental attributes become available.
- ◆ EPA's office products contract requires recycling of all used toner cartridges and batteries.
- ◆ Vendor evaluation criteria used in the award of EPA's Office Supply BPA included having an Environmental Management System(EMS) in place or in development and green fleet purchase and maintenance programs.

⁵Data on government Purchase Card use from Federal Supply Service, GSA Smart Pay Program Office, included in the Federal Procurement Report. The Federal Procurement Report is available at <<http://www.fpdc.gov/fpdc/FPR2002a.pdf>>

⁶<<http://purchasecard.saalt.army.mil>>

⁷GAO-03-230 Contract Management, January 2003.

⁸Meeting between EPA and DHS Office Supplies Commodities Council, October 28, 2003.

⁹Federal Procurement Data Center Agency summary for FSC Group 75, Office Supplies and Devices <http://www.fpdc.gov/fpdc/fpdc_home.htm>

DEFINITIONS AND ACRONYMS

Agency-specific e-catalog—An online directory of products and services available for sale only to staff of the agency.

Blanket Purchase Agreement (BPA)—a simplified method of filling anticipated repetitive needs for supplies or services by establishing a contract or contracts with qualified sources of supply.

Commercially owned e-catalog—A vendor owned and maintained online directory of products and services available for sale and purchase from that vendor.

Commercially owned, agency-specific e-catalog—An online directory of products and services available for sale and purchase by staff of an agency, based on customer-specific requirements under a pre-negotiated contract vehicle with a commercial vendor.

E-procurement—The sale and purchase of products and services via the internet.

Federally owned, agency-specific e-catalog—An online directory, maintained by a federal agency, of products and services available for sale and purchase by staff of that agency based on customer-specific requirements under pre-negotiated contract vehicles with multiple commercial vendors.

Federally managed e-catalog—A federally managed online directory of products and services available for purchase by staff of federal agencies via negotiated commercially owned e-catalogs and the federal catalog of managed National Stock Numbers (e.g., DOD E-Mall).

Federally owned e-catalog—A federal government owned and operated online directory of products and services available for sale and purchase by staff of federal agencies based on pre-negotiated contract vehicles with multiple commercial vendors (e.g., GSA Advantage).

BPA	Blanket Purchasing Agreement
CPG	Comprehensive Procurement Guidelines
DHS	Department of Homeland Security
DOD	Department of Defense
DOE	Department of Energy
DOT	Department of Transportation
EOIAG	E.O. 13101 Interagency Advisory Group
EMS	Environmental Management System
EO	Executive Order
EPA	Environmental Protection Agency
EPP	Environmentally Preferable Purchasing
FAR	Federal Acquisition Regulation
FEMP	Federal Energy Management Program

GSA	General Services Administration
INEEL	Idaho National Engineering and Environmental Laboratory
IT	Information Technology
JWOD	Javits Wagner O'Day Act
KSC	Kennedy Space Center
LaRC	Langley Research Center
NASA	National Aeronautics and Space Administration
NIB	National Industries for the Blind
NUWC	Naval Undersea Warfare Center
OARM	Office of Administration and Resources Management (EPA)
OEM	Original equipment manufacturer
OFEE	Office of the Federal Environmental Executive
OFPP	Office of Federal Procurement Policy
OPM	Office of Personnel Management
OSDBU	Office of Small and Disadvantaged Business Utilization
RCRA	Resource Conservation and Recovery Act
PEC	Procurement Executives Council
PNNL	Pacific Northwest National Laboratory
SNL	Sandia National Laboratories
USDA	U.S. Department of Agriculture
VA	Department of Veterans Affairs

Government procurement officials have an increasingly challenging job. They must fulfill ongoing and immediate demands for goods and services, while navigating an increasingly varied and complex array of procurement vehicles, methods, and practices. In addition, they must continually integrate new federal requirements into both ongoing and planned procurements.

The introduction of e-catalogs offers an opportunity to simplify access to environmentally preferable products and, thus, to increase their purchase.

Incorporation of environmental considerations into the federal government purchasing process has been a requirement for more than twenty years. Various federal laws, Executive Orders and the FAR require federal agencies to buy green. All federal procurement officials are required by the Federal Acquisition Regulation and Executive Order 13101, Greening the Government through Waste Prevention, Recycling and Federal Acquisition, to assess and give preference to those products and services that are environmentally preferable. Environmentally preferable products and services are defined as those which “have a lesser or reduced effect on human health and the environment when compared to other products and services that serve the same purpose. This comparison may consider raw materials acquisition, production, manufacturing, packaging, distribution, reuse, operation, maintenance or disposal of the product or service.”¹⁰ The FAR Part 23 addresses government policy on acquisition of recycled content, biobased, environmentally preferable and energy efficient products and services; Part 7 emphasizes consideration of the environmental and energy impacts of acquisition. EO 13101 requires agencies to consider the following factors in acquisition planning for all procurements and in the evaluation and award of contracts: “elimination of virgin material requirements; use of biobased products; use of recovered materials; reuse of product; life cycle cost; recyclability; use of environmentally preferable products; waste prevention (including toxicity reduction or elimination); and ultimate disposal.”¹¹ Section 6002 of the 1976 Resource Conservation and Recovery Act (RCRA) requires federal agencies to purchase EPA-designated products with recycled content and Section 9002 of the 2002 Farm Security and Rural Investment Act directs federal agencies to purchase USDA-designated biobased products.

The chart found on page 10 indicates that a variety of federal agencies and facilities are using BPAs to purchase office supplies. Most BPAs give Agencies access to e-catalogs tailored to meet their needs. Agencies have demonstrated that the introduction of e-catalogs offers an opportunity to simplify access to environmentally preferable products and, thus, to increase their purchase.

¹⁰E.O. 13101, Section 201

¹¹E.O. 13101, Section 401



This document illustrates how federal agencies have incorporated green purchasing into the e-procurement of office supplies by and for government workers. As noted in the acknowledgments, this report is based on interviews with procurement and environmental staff from a diverse group of government agencies and installations, many of whom already purchase green products through agency-specific e-catalogs. According to these agencies, some with several years experience with e-procurement, the benefits include: ease of use, reduced transaction costs, reduced product costs, supply chain efficiencies, enhanced tracking and reporting capabilities, quick and simple payment of invoices,

enhanced controls over spending and authorizations, and reduction or elimination of the need to warehouse commonly used products.

The report is organized around five major topics:

- ◆ **The Status of Government Office Supply Purchases**

A discussion of how federal facilities currently purchase office supplies;

- ◆ **Establishing a Green Office Supply Contract**

How agencies have integrated green requirements into their BPAs and provided access to office supplies via agency-specific e-catalogs;

- ◆ **Choosing Green Office Products**

How agencies identify and select green products;

- ◆ **Monitoring Green Purchases**

How agencies are tracking the purchase of green products; and

- ◆ **Enhancing Green Purchasing**

Examples of green purchasing program outreach and training efforts

Status of Government Office Supply Purchasing

At the forefront of changes in government procurement is the way government agencies and facilities purchase office supplies. These changes are due to the typical small dollar value of individual office supply orders, the off-the-shelf availability of office supply products, access to these products via e-catalogs, and increased reliance on government Purchase Cards. Although individual office supply purchases are small, the overall size of this federal government market is huge. According to the Federal Procurement Data Center, the total dollar value of contracted transactions (greater than \$25,000) for Office Supplies and Devices for fiscal year 2002 was nearly \$141 million.¹² However, since most office supplies are obtained via micro purchases

¹²Federal Procurement Data Center <http://www.fpdc.gov/fpdc/fpdc_home.htm>, Agency summary for FSC Group 75, Office Supplies and Devices.

(less than \$2,500) made with Purchase Cards, the market actually is much larger than this figure indicates. EPA, for example, estimates annual office supply expenditures of \$5 million, or about 14 percent of its \$35.8 million total purchases via nearly 2,000 Purchase Cards. The Department of Energy's laboratories recorded more than \$34 million in Purchase Card transactions for office supplies, about 16 percent of a total \$207.5 million in Purchase Card activity.¹³ The Army spends approximately \$100 million on office supplies each year, or about 6 percent of their \$1.7 billion dollars in purchases via more than 100,000 Purchase Cards.¹⁴ In FY 2001, the U.S. Postal Service spent \$125 million for office supplies, nearly 5 percent of their \$2.6 billion total procurement of goods and services.¹⁵ The Department of Homeland Security (DHS) has estimated that its 170,000 employees spend \$85 million per year on non-electronic office supplies. DHS currently is developing green purchasing specifications for a forthcoming solicitation.

A recent trend in federal office supply purchases is the development of BPAs with office supply vendors who provide access to products via agency-specific e-catalogs. The BPA consolidates access to product offerings from a large number of manufacturers and suppliers under a single contract.

Agencies buy office supplies from a variety of sources including GSA Advantage, DOD E-mail, commercially owned catalogs, and brick and mortar stores. A recent trend in federal office supply purchases is the development of BPAs with office supply vendors who provide access to products via agency-specific e-catalogs.

The BPA allows procurement staff to use the contracting process to pre-select one or more vendors from whom workers purchase all office supplies. The BPA consolidates access to product offerings from a large number of manufacturers and suppliers under a single contract. The individual customer is able to look through all of the product offerings and use an identification number or Purchase Card to order the exact quantity of each item they need, when they need it. Customers may select products from paper or e-catalogs and purchase via telephone, fax, or the internet. The contracted vendor may become a partner in the design and maintenance of an agency-specific e-catalog, to ensure that the selection and presentation of products meets the current needs of the organization and is capable of responding to future changes in procurement requirements. The vendor also may provide a single point of contact who will work with a federal client to provide staff training in e-procurement and to resolve any problems. The contracted vendor under a BPA is usually paid by a percentage of sales of the products sold through the BPA.

¹³Data on government Purchase Cards from Federal Supply Service, GSA Smart Pay Program Office, included in the Federal Procurement Report. The Federal Procurement Report is available at <<http://www.fpdc.gov/fpdc/FPR2002a.pdf>>

¹⁴<<http://purchasecard.saalt.army.mil>>

¹⁵GAO-03-230 Contract Management, January 2003.

Drivers for E-Procurement of Office Supplies

According to federal agency staff interviewed for this report, the following drivers led them to establish office supply BPAs and provide access to office supplies via agency-specific e-catalogs:

- ◆ Cost savings;
- ◆ Reduced time spent on routine processing of orders;
- ◆ Improved tracking and monitoring capabilities;
- ◆ Increased availability of up-to-date product information;
- ◆ Ease of use;
- ◆ Increased ability to meet mandatory source-of-supply requirements;
- ◆ Increased ability to meet agency-specific purchasing goals; and
- ◆ Improved satisfaction of customers and procurement professionals.

Cost Savings

Micro-purchasing is the bane of any organization, since it involves high volume purchases of low dollar value items. As much as 80 percent of an organization's purchasing volume may constitute only about 20 percent of the dollars spent, so procurement staff often spends an inordinate amount of time processing purchase orders and billing for small purchases. The National Association of Purchasing Management estimates the administrative cost of processing a typical paper purchase order is between \$120 and \$150, for an order usually worth less than \$500.¹⁶ The Institute for Supply Management estimates that the cost of an online transaction from requisition to receipt of product is 90 percent less than the cost of the same transaction via paper purchase order.¹⁷

BPAs allow contracting officials the opportunity to negotiate competitive pricing, such as a given percentage reduction from the retail price for each item. Due to guaranteed volumes, contracted prices should be lower than

GSA schedule prices. For example, the U.S. Department of Agriculture (USDA) negotiated a BPA that offers office supplies at up to 69 percent below list.¹⁸ The State of California established a BPA which gives them

The U.S. Department of Agriculture (USDA) negotiated a BPA that offers office supplies at up to 69 percent below list.

office supplies at 63 percent below list. The contract includes a one percent price incentive for payments made via Cal Card.

To compete with brick and mortar stores, more and more BPAs incorporate Just-In-Time (JIT) delivery provisions. As its name implies, a JIT agreement indicates that the vendor will deliver specific office supply items within an established time period. For example, in their Master Purchase Agreement

¹⁶*GovTech Magazine*, 1998, <www.govtech.net/magazine/govinternetguide/gig98/multistate.phtml>

¹⁷Personal communication from U.S. Postal Service, Office of Supply Management, September 15, 2003.

¹⁸Bulletin 02-200 Procurement and Property Division, Policy Branch, AFM/ARS

for office supplies, the State of California requires the vendor to deliver the most commonly ordered office products to the customer within 24 hours.¹⁹

BPAs with JIT delivery also offer substantial cost savings by eliminating the need for onsite warehousing. The Naval Undersea Warfare Center (NUWC) discovered that elimination of warehousing and secondary delivery of common supplies saved NUWC \$0.36 per \$1.00 on locally stocked items.

The Naval Undersea Warfare Center discovered that their BPA eliminated the need for onsite warehousing and secondary delivery of common supplies, saving NUWC \$0.36 per \$1.00 on locally stocked items.

J. Hix, Intramart Manager, NUWC

Improved Tracking and Monitoring of Procurement Activities

Federal agencies have established vendor tracking and reporting requirements in their office supply BPAs, since merchants have line item detail (Level-3) reporting capability. Contracted vendors provide transaction data in a configuration that can be accessed, consolidated and formatted to help agencies manage, analyze and report on their procurement activities. Access to these data significantly improves an agency's ability to document performance against green purchasing requirements and socio-economic goals, such as purchases from Javits Wagner O'Day (JWOD) program sources or small businesses. These data also may assist in identifying areas where improvement may be needed.

From the data we receive, we can monitor all recycled, mandatory source, small business, minority owned and best buy purchases from the BPA holder. We currently are running at about 65 percent of all purchases falling within these areas.

J. Hix, Intramart Manager, NUWC

John Hix, Intramart Manager at NUWC in Newport, RI, noted that NUWC is using their commercially-owned, agency-specific e-catalog to provide data on the dollars spent on green products, as well as products purchased from small, minority or woman-owned businesses and the National Industries for the Blind.

One of NUWC's BPAs includes the following reporting requirements:

- ◆ Daily download including procurement request number, originating code, job order number, originator's name, location and total amount of the procurement, as well as a description, unit price, quantity extended price, serial number and category of each line item.
- ◆ Monthly usage/sales reports which detail in chronological order each individual purchase including date, account number, item(s) description, and quantity.
- ◆ Quarterly electronic report of the above information organized by department.
- ◆ Quarterly electronic report of the above information organized by account or organization.

¹⁹Personal communication, Robert Riola.

- ◆ Quarterly report on purchases of recycled products by category (i.e., paper) and quantity.
- ◆ Quarterly report on purchases from small, disadvantaged and women-owned businesses.

The Department of Energy's Sandia National Laboratories (SNL) in New Mexico has established separate BPAs for the purchase of printer toner cartridges, office paper, and janitorial paper products (toilet paper, tissues, paper towels etc.) with small (8A), local businesses. SNL purchases all other office supplies via a BPA with national vendor, Boise Office Solutions. SNL staff purchases from all of these contracts via a single, federally owned, agency-specific e-catalog.

With SNL's Oracle-based online ordering system, all of the necessary tracking information (item, price, recycled content, vendor etc.) is already captured in the database through the ordering process. SNL staff reduces the data by performing key word searches in the Item Description field (i.e. searching for paper, toner, binder, etc.) and then downloads that data into a separate program that matches the unique product item number with the associated requirement(s).²⁰

Increased Availability of Up-to-Date Product Information

Vendor catalogs contain a wide range of information including product descriptions and prices, vendor and manufacturer names, parts numbers and any unique attributes associated with the product. Several agencies cited the benefits of e-catalogs when compared to paper catalogs. They found that paper catalogs are cumbersome to search and frequently out-of-date. Since vendors update both commercial and agency-specific e-catalogs several times

each year, adding new products and price adjustments, e-catalogs are usually up-to-date and can indicate, immediately, whether an item is in the warehouse inventory or must be back ordered. In addition, while

Anyone can place an order online. You choose the product you want, put it in your shopping cart, hit approve and it's ordered. You don't have to keep any paperwork.

J. Romero, Buyer, DOE/SNL

paper catalogs are vendor specific, agency-specific e-catalogs may provide access to thousands of items on multiple contracts in a searchable database. Some agencies still use both paper and e-catalogs; others, such as NUWC, allow purchases of office supplies only via the e-catalog.

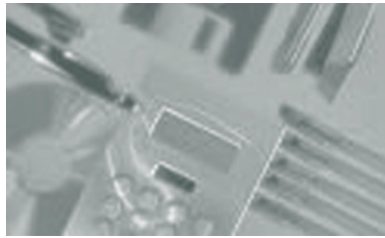
Ease of Use

E-catalogs are easy to use. Agency customers place orders from their desktop computers using screens that are familiar to them. Depending on how the agency-specific e-catalog is developed, each customer may be able to create a quick reference, personal list for those items ordered frequently. Contracted vendors generally guarantee desktop delivery of most items within 24 hours, and can process "no questions asked" returns online, as well. Procurement policies and restrictions can be built into the system, freeing the customer from concerns about buying prohibited items. In addition, procurement staff may have reduced responsibilities for initiating and managing micro-purchases.

²⁰Personal communication, Stacy Richardson, SNL, December, 2003.

Drivers for Greening Online Ordering Systems

The federal government is the largest purchaser of goods and services in the world. Federal agencies can leverage this purchasing power to encourage the



use of products and services that minimize consumption of raw materials, reduce waste and improve the quality of the environment. Federal agencies that have established BPA's based on green criteria for office supplies have taken two approaches to incorporating these environmental criteria into their e-catalogs:

- ◆ Identifying green products within a larger universe of products available by placing a symbol next to the environmental product's entry in the catalog, or
- ◆ Limiting offerings to only those products with positive environmental attributes.

The following drivers were cited by agencies successful in greening the product offerings in their agency-specific e-catalogs:

- ◆ Legal requirements;
- ◆ Improved access to green products;
- ◆ Increased purchase of green products;
- ◆ Improved tracking and monitoring of green purchases; and
- ◆ Improved environmental performance for the agency.

Meet Legal Requirements

As noted in the introduction, all federal procurement officials are required to assess and give preference to those products and services that are environmentally preferable. E.O. 13101 requires each agency to create goals for purchasing environmentally preferable products and to document progress toward meeting these goals. Section 6002 of the Resource Conservation and Recovery Act (RCRA) directs federal agencies to purchase those recycled content products designated by EPA in the Comprehensive Procurement Guidelines (CPG).²¹

The Farm Security and Rural Investment Act of 2002 directs the U.S. Department of Agriculture (USDA) to designate biobased products and provide guidance for purchasing those products, similar to the buy-recycled program under RCRA. USDA plans to designate products in multiple categories which may include fibers, paper and packaging, inks and plastics. Federal agencies will be required to purchase biobased products when price and performance equal that of competing products. Biobased products currently used by Federal agencies include soy-based inks, citrus-based and other biobased cleaning products, compostable food service products, absorbents, ethanol, biodiesel, lubricants, compost, and mulch. USDA also will establish a voluntary biobased

²¹For additional information on the Comprehensive Procurement Guidelines (CPG) visit www.epa.gov/cpg/

products labeling program.²² Government agencies will track their purchases of biobased products and report on them to the Office of Federal Procurement Policy (OFPP) and the Office of the Federal Environmental Executive (OFEE).

EO 13123 specifies that Agencies shall select, where life-cycle cost-effective, ENERGY STAR® and other energy-efficient products. For product groups where ENERGY STAR® labels are not yet available, agencies shall

Purchases of recycled content products increased by \$106,000 in the fiscal year after the Naval Undersea Warfare Center's Intramart became the mandatory source for office supplies.

J. Hix, Intramart Manager, NUWC

select products that are in the upper 25 percent of energy efficiency as designated by FEMP. Agencies shall incorporate energy-efficient criteria consistent with ENERGY STAR® and other FEMP-designated energy efficiency levels into product

specification language developed for Basic Ordering Agreements, Blanket Purchasing Agreements, Government Wide Acquisition Contracts and all other purchasing procedures.²³

Under EO 13221, Agencies that purchase products that use external standby power devices or products that contain an internal standby power function should select those that use no more than one watt in their standby power consuming mode. If compliant products are not available, agencies should purchase products with the lowest standby power wattage.

Improve access to and purchase of green products

According to Kerrie O'Hagan, EPA's National Purchase Card Program Manager, "EPA decided to make the agency's BPA 'green' because of the opportunity to use our purchases to actualize our mission—to protect the environment. In addition to providing bulk discounts and improved tracking, our new BPA will make it easier for EPA Purchase Card users to buy green office supplies every time they make a purchase, increasing our overall green product purchases. It's a win-win-win situation for us."

Some agencies have worked with their contracted vendor(s) to ensure that the products offered in their agency-specific e-catalogs meet or exceed all relevant environmental criteria specified in the BPA and to identify those green products for agency customers. Creating an e-catalog in which the available product offerings meet applicable agency green purchasing criteria eliminates the challenge of depending on each individual purchaser to select green products from the range of products available for purchase. The customer simply orders what he or she needs, confident that the selection is environmentally sound.

John Hix reports that purchases of recycled content products increased by \$106,000 in the fiscal year after the Naval Undersea Warfare Center's Intramart became the mandatory vehicle for purchasing office supplies.²⁴ NASA's Kennedy Space Center reported a 20 percent increase in purchases of recycled content products via the agency-specific e-catalog over one year.²⁵

²²For further information on these reporting requirements, visit <<http://www.ofee.gov/gp/bioproduct.html>>

²³For further information visit <<http://www.eere.energy.gov/femp/resources/exec13123.html>>

²⁴Personal communication, John Hix, NUWC, June, 2003.

²⁵Personal communication, Shannah Trout, KSC, September, 2003.

Improve Tracking and Monitoring of Green Purchases

As stated previously, agencies are required to track and report on their green purchases. To comply with Section 6002 of the Resource Conservation and Recovery Act (RCRA), beginning in FY 2004, all federal agencies will be required to report to OFPP and OFEE on their purchases of products that meet the recycled content

John Hix, Intramart Manager at NUWC, notes that he is able to monitor purchases of recycled content products using data received from NUWC's office supply vendor.

standards in EPA's Comprehensive Procurement Guidelines.²⁶ In addition, federal agencies will be required to report on their purchases of biobased products once those products are designated by USDA. These data will assist in the government's annual review and monitoring of the buy recycled and buy bio efforts.

The ability to generate reports that include line item (Level-3) detail on purchases of specific kinds of products will be essential to agency compliance with these enhanced reporting requirements. See Section 4.2, Transaction Data, for a complete description of procurement item details for Level-1, Level-2 and Level-3 data.

Some agencies have found that having a BPA for office supplies simplifies the generation of reports of purchases of specific kinds of products since vendors can track and report on all purchases made through the pre-negotiated contract vehicle. An e-catalog makes it easy for vendors to generate line item detail (Level-3) reports on specific kinds of products purchased online, such as detailed reports on an agency's green purchases. For example, John Hix, Intramart Manager at the Naval Undersea Warfare Center notes that he is able to monitor purchases of recycled content products using data received from NUWC's office supply vendor. It is important for management and staff to understand the potential to use these data to identify opportunities for increasing green purchasing.

Improve Agency Environmental Performance and Meet Agency Goals

Many government agencies have established green purchasing programs and green purchasing goals as part of new or enhanced programs targeting sustainability, environmental stewardship and EMS. Individually, and in combination, these internal requirements create opportunities to add environmental attributes to product performance, availability and cost as key factors in government office supply purchasing decisions.

Representative Federal Agency-Specific E-Catalogs

While many of the federal government's office supplies are purchased through GSA Advantage or directly from major office product company commercial e-catalogs or brick and mortar stores, the charts which follow summarize the findings from EPA's research with representatives of federal agencies known to be purchasing office supplies through agency-specific e-catalogs, either at one facility or nationwide. Some of these agency-specific e-catalogs offer office products that meet green criteria, as established by that agency, for specific product categories. Most have focused on ensuring that the office products they buy meet EPA's CPG recycled content levels.

²⁶For further information on these reporting requirements, visit <http://www.ofee.gov/gp/RCRA_Report_2003.pdf>

Representative Federal Agency-Specific Green Office Product E-Catalogs

Agency	Facility	Vehicle	Primary Office Supply Vendor(s)	Voluntary/Mandatory	Green Standard	Attributes	Restrictions	Tracking/Reporting	Training	Increased Purchase of Green Products
DOD	Naval Undersea Warfare Center (NUWC)	BPAs with multiple vendors	Office Depot Corporate Express	Mandatory	CPG	Recycled content	More than 2,500 products default to a CPG-compliant, recycled-content option	Vendor reports by CPG product category and quantity purchased	General awareness only; system restrictions limit customers to recycled items	Recycled content paper purchases as a percentage of total paper purchases increased from 72% in FY 00 to 77% in FY 02.
DOE	Idaho National Engineering and Environmental Laboratory (INEEL)	BPAs with multiple vendors	Bangs Office Products Mower Business Systems (toner cartridges) Unisource (paper products)	Mandatory	CPG	Recycled content Remanufactured	Only the CPG-compliant recycled content product is available through the e-catalog	Vendor reports "green" purchases as percentage of total purchases	Buyers and Purchase Card holders trained in Affirmative Procurement, restrictions and use of software	yes
	Pacific Northwest National Laboratory (PNNL)	BPAs (Master Agreements) with multiple vendors	Guy Brown (local supplier for Boise Office Solutions) and Pacific Office Solutions (local supplier for Corporate Express)	Voluntary	Farm Security Act 9002-EO13134 RCRA 6002-EO13101 Energy Act-EO13123	Biobased, Energy/Water Efficient, recycled content	Green products are promoted on vendor websites, PNNL offers Green Guide to Purchasing, and staff are trained on need to purchase green products	All purchases via Purchase Card and the reasons for any inability to purchase CPG items are tracked and reported electronically in the software system	Green purchasing is a component of the Purchase-Card training	Purchased recycled paper for high speed machines since 1993; today purchasing almost 100 percent of CPG items incl. justified exceptions
	Sandia National Laboratory (SNL)	BPAs with multiple vendors	Boise Office Products Document Solutions (toner cartridges) Sandia Paper (paper products)	Voluntary	CPG	Recycled content Remanufactured	Only the CPG-compliant recycled content product is available through the e-catalog	Database tracks each purchase. Data reviewed quarterly to determine total recycled content purchases and recycled as percentage of total purchases	Green purchasing information on website; quarterly print and online reminders	Purchases of recycled content products increased from less than 50 percent of overall purchases in FY00 to more than 80 percent in FY 02.

Representative Federal Agency-Specific Green Office Product E-Catalogs (continued)

Agency	Facility	Vehicle	Primary Office Supply Vendor(s)	Voluntary/ Mandatory	Green Standard	Attributes	Restrictions	Tracking/ Reporting	Training	Increased Purchase of Green Products
EPA	Agency-wide	BPA with a single vendor	Corporate Express	Mandatory	Multiple standards: CPG, EPA Paper Policy, <i>Green Seal Choose Green Report: Office Supplies</i> , others	See Appendix A	Only the green product is available through the e-catalog, where feasible. Emphasis on green products manufactured by JWOD and/or small businesses	Vendor reports quarterly on purchases of products that meet EPP specifications, including CPG	Online training will be available for all users and Purchase Card holders. Purchase Card holder training includes green purchasing	Pilot program in winter, 2004 with goal of nationwide availability by close of FY 04
NASA	Kennedy Space Center (KSC)	BPA with a single vendor	Boise Office Products	Mandatory	CPG	Recycled content	Employees must file waiver request to justify purchase of products that are not CPG-compliant	Vendor reports total purchases and total compliant purchases by CPG product category	Only trained buyers use the system. Online training in EPP and AP under development	Purchases of recycled products as a percentage of total purchases increased from 56% in FY01 to 76% in FY02.
NASA	Langley Research Center	BPA with a single vendor	Boise Office Products	Voluntary	CPG	Recycled content	Environmental Policy specifies use of a waiver for non-compliant purchases	Vendor required to report total purchases and total CPG-compliant purchases	Procurement Office provides a list of recycled products. Some guidance on website	yes

Chart 2: Representative Federal Agency and Quasi Federal Agency Online Office Supply Systems

Agency	Facility	Vehicle	Primary Vendor(s)	Use is Voluntary/ Mandatory	Restrictions	Tracking/ Reporting	Training	Greening system
National Institutes of Health (NIH)	13 of 26 Institutes	NIH Intra-Mall	All major vendors of products used by NIH, including office supplies	Voluntary	To the extent that participating vendors offer their products, mandatory sources come up first and are marked with a flashing green light	Online system populates a log for each user with Level-3 data. A separate NIH tracking system tracks by category and dollars spent	Training in the use of the system offered several times each month.	Not yet
DOE	Rocky Flats Environmental Technology Site	BPA with single vendor	Faison Office Products	Voluntary	Must obtain permission and complete a justification to make purchases outside the e-catalog	Can run a report on purchases by project or commodity class.	Training room with computers running web-based system. 10 percent of staff are registered users who receive training.	Recycled paper, remanufactured toner cartridges available
USDA	Agency-wide	BPA with single vendor	Boise Cascade	Voluntary	Block purchase of commercial items that are “essentially the same” as JWOD item. Vendor’s electronic matching process automatically substitutes the JWOD item and notifies customer. Each bureau has goals to increase purchases from JWOD and small businesses	Boise tracks all orders and reports on dollars spent in each commodity category by Bureau. Use metrics to negotiate with Boise and to compare Bureau performance and progress toward goals. In two years, use of the e-catalog has grown from \$100,000 in the first quarter to \$2 million per quarter	Included in initial training when Purchase Card is issued. Each Bureau has a Purchase Card Manager who encourages staff to use the online system	Not yet. Looking forward to considering green specifications based on EPA guidance. Will incorporate bio-based products based on pending USDA guidance
DOD	Air Force Materiel Command	BPAs with multiple vendors	Air Force Advantage (GSA) DOD Email and four NIB organizations	Voluntary at this time, but a switch to mandatory purchasing of all office supplies online is being considered for 2004	Encourage access to JWOD and small business sources.	Pilot tracking program being tested at 12 AF bases	Staff is trained on procurement rules and policies	Affirmative Procurement items will be identified by a symbol. Considering green specifications based on EPA guidance.

Chart 2: Representative Federal Agency and Quasi Federal Agency Online Office Supply Systems (continued)

Agency	Facility	Vehicle	Primary Vendor(s)	Use is Voluntary/ Mandatory	Restrictions	Tracking/ Reporting	Training	Greening system
DOE	Lawrence Livermore National Laboratory	BPA with single vendor	Boise Cascade	Voluntary	Default to JWOD products is built into the system.	Individual customers record their purchases in the system. Can run a report by commodity or project.	Three times/year as part of training for Purchase Card holders	Compliance with AP is a DOE policy. Green products are identified in the system
Smithsonian Institution	Agency-wide	BPAs with multiple vendors	Boise Cascade George W.Allen	Voluntary	JWOD items are marked in each online catalogue.	Vendor reporting capability is a requirement of the contract. Capable of tracking by item number.	In-house small purchase training for Purchase Card users. Contractor provided one-time training in use of e-catalog. Contractor representative trains new users.	Recycled content products are marked in e-catalog
Treasury	Comptroller of the Currency	Contract with single vendor	Corporate Express	Voluntary	Default to JWOD products built into system	Vendor reports JWOD purchases as percent of total expenditures		Copy paper orders default to recycled content product
Treasury	Internal Revenue Service	BPAs with multiple vendors	Corporate Express Office Depot	Voluntary	Default to JWOD products is built into the system			Copy paper orders default to recycled content product
U.S. Postal Service	Nationwide	Modified Requirements Contract with single vendor	Boise Cascade	Mandatory	Default to JWOD products built into system	USPS eBuy System incorporates 20 different vendor catalogues. Can run a report by small business purchases, recycled content purchases, specific products etc.	Online training in the use of the USPS eBuy System	Currently under discussion. Do purchase paper products with recycled content.

Federal agencies have found that green contracting language can easily be incorporated into an RFP (see example green criteria and contracting language in Appendices A and B). Some vendors already have experience offering access to green products via an agency-specific e-catalog through their work with the agencies featured in this report. Vendors are prepared to work with federal agencies to establish a green office supply BPA accessed via an agency-specific e-catalog that encourages and supports green purchasing. Through the contracting process, each agency can incorporate green criteria for the appropriate office products into a Request for Proposals (RFP) and evaluate potential office supply vendors on the basis of their ability to provide products that meet price and performance standards, as well as these environmental criteria. Our research has demonstrated that the following contracting considerations helped the agencies interviewed for this report develop green office supply contracts that are successfully serving the needs and goals of each agency's purchasing culture.

Agency Working Group

The agencies interviewed for this report established contracts that resulted in agency-specific e-catalogs that meet the needs of all of their staff. This was accomplished by encouraging input from agency staff representing a wide range of diverse viewpoints. Each organization selected staff from appropriate organizations to participate in designing the BPA, based on the agency's mission and agency procurement goals and targets. For example, within an organization, representatives of Environmental, Purchase Card, Procurement, Contracting, Small and Disadvantaged Business Utilization, (OSDBU) and Information Technology staff may work together to develop the criteria for the most effective mechanism to support e-procurement of green office supplies for that organization.

Considerations for Multiple BPAs vs. a Single BPA

EPA has selected a BPA with a single, nation-wide vendor for its office supply purchases. EPA anticipates that overall contract management, including tracking of purchases and updates to the offerings on the system, will be more cost- and time-efficient with a single BPA. EPA also is hoping to get the largest group discount possible for the office supplies they purchase by buying them through a single vendor. A potential disadvantage of a single BPA, however, is reliance on the resources of a single vendor for access to products.

EPA anticipates that overall contract management, including tracking of purchases and updates to the offerings on the system, will be more cost- and time-efficient with a single BPA.

Other organizations, such as DOE's Sandia Labs and DOD's Naval Undersea Warfare Center, have established agency-specific e-catalogs for office supplies backed by a series of BPAs with both local and national vendors.

Each of the contracted vendors provides a specific product or group of products, and contractual arrangements ensure that vendors provide only those products that meet the agency's environmental criteria. The system is invisible to the customer who purchases through one agency-specific e-catalog that provides access to all available products.

The Department of Energy's Sandia National Laboratories (SNL) in New Mexico established separate BPAs for printer toner cartridges, office paper, office supplies and janitorial paper products because they already had established positive relationships with local vendors of green paper products and remanufactured toner cartridges and wanted to maintain those relationships. SNL staff purchases from these contracts via a federally-owned, agency-specific e-catalog where employees select among only those products that meet SNL's green criteria.

NUWC established The Intramart to manage facility e-procurement. The office supplies section of the Intramart is based on BPAs with Office Depot and Corporate Express. Customers select products from commercially owned, agency specific e-catalogs offering more than 20,000 items, of which more than 4,000 are recycled content products. Use of the Intramart is mandatory; NUWC staff is not permitted to purchase office

supplies from other sources. Purchases are limited to individual orders of less than \$2,500 and the BPAs clearly state that the seller "shall not honor orders exceeding this limitation."

One Purchase Card is embedded into the e-procurement system and all NUWC purchases are recorded onto this single Purchase Card. When placing an online order, the individual customer enters a job order number, which coincides with the procuring organization's account. Both Office Depot and Corporate Express provide monthly reports on purchases. One staff person reconciles the vendor reports with the Purchase Card invoice. JIT delivery requirements ensure desktop delivery of office supplies within 24 hours, which enabled NUWC to eliminate costly warehousing of office products.

At the Department of Energy's Sandia National Laboratories (SNL) in New Mexico, purchasing staff worked hand-in-hand with the environmental program to establish separate, sole source, JIT BPAs for printer toner cartridges, office paper, office supplies and janitorial paper products (toilet paper, tissues, paper towels etc.). Office paper, janitorial paper products, and toner cartridge vendors are separate local small businesses; the office supply contract is with a national vendor, Boise Cascade. SNL staff decided to adopt multiple local BPAs because they already had established positive relationships with local vendors of green paper products and remanufactured toner cartridges and wanted to maintain those relationships. In addition, SNL requires delivery only to Albuquerque, NM locations. Direct local purchase reduces overhead and transportation costs and the environmental impacts of moving goods over long distances.

SNL staff purchases from these contracts via a federally-owned, agency-specific e-catalog where employees select among only those products that meet SNL's green criteria. A staff pollution prevention specialist identified green products and developed purchasing specifications that were incorporated into the bid documents and the final contracts. The contract mechanisms are invisible to the customers. The customer simply chooses from among the products offered, enters a Purchase Card or project charge number and sends an electronic order directly to the appropriate vendor. Although use of

the e-catalog is voluntary, ease of use makes the e-catalog the most popular purchasing mechanism for SNL staff.

SNL owns its e-catalog and, thus, manages the purchase data from multiple vendors. Some agencies may find it more challenging to compile and manage all office supply purchase data when the information comes from several sources. However, SNL is pleased that they have significantly increased their purchases from small (8A), local businesses through their agency-specific e-catalog.²⁷

Considerations for the Source Selection Process

Price, performance, availability, and JIT delivery are common procurement standards. In addition, EPA and other federal facilities have created agency-appropriate specifications for green office products for inclusion in their Request For Proposals (RFP). Vendor selection requirements may include green criteria for the products in the e-catalog, vendor environmental performance and vendor ability to meet tracking and reporting requirements.

For example, EPA's RFP for a green online ordering system, issued on October 24, 2003 (see Appendix B), incorporates the existing Federal requirements (e.g., CPG and EPP) pertaining to green office supply purchases. It also allows for changes to be made as green purchasing knowledge advances—for example, adding biobased products after USDA's biobased products list becomes available. Other agencies have requested that vendors provide evidence that they will:

Our contracts generally are awarded on a “best overall value” basis, not low net price. One of the best value criteria was the vendor’s ability to help us meet our green purchasing goals.

J. Romero, Buyer, DOE/SNL

- ◆ offer access to an acceptable range of green products;
- ◆ offer products that meet the agency’s green purchasing criteria;
- ◆ provide an acceptable level of detail concerning each product’s environmental attributes;²⁸
- ◆ provide icons or other indicators in both paper and online catalogues to help staff identify and purchase environmentally preferable products;
- ◆ guarantee that the products offered meet price and performance considerations; and
- ◆ continually add more green products to the system.

SNL awards contracts on a “best overall value” basis, rather than net low price. One of their best value criteria was the vendor’s ability to assist SNL in meeting its green purchasing goals. Vendors are asked to provide the names of

²⁷Personal communication, Jimmy Romero, SNL, September, 2003.

²⁸EPA’s contracted office supply vendor requires its suppliers to self-certify that their products meet or exceed the agency’s green specifications.

clients who can speak to their past performance in meeting similar green requirements for other customers.

In addition to establishing green requirements for the products that will be available in the e-catalog, agencies have included other green selection criteria including whether the vendor:

- ◆ has trained key contract staff, including buyers, in green purchasing;
- ◆ can provide line item detail (Level-3) reports, including reports outlining CPG and EPP purchases;
- ◆ purchases green products for their own use;
- ◆ has an internal recycling program for appropriate materials;
- ◆ incorporates environmental considerations into contracts for janitorial services (e.g., less toxic cleaning products) and vehicle/fleet purchase and maintenance (e.g., use of alternative fueled and/or high MPG vehicles, re-refined or biobased oils, retread tires, aqueous degreasers etc.);
- ◆ has adopted an ISO 14001 or other Environmental Management System (EMS) or issued a corporate environmental policy; and
- ◆ participates in any Federal Agency voluntary environmental programs, such as ENERGY STAR®, WasteWise, Performance Track, or the SmartWay Transport program.²⁹

NUWC Intramart Manager, John Hix, noted that they queried each vendor's willingness to partner with NUWC in establishing and managing the agency-specific e-catalog. NUWC also asked how the vendor would measure results, improve reporting and increase the availability of green products. NUWC also considered whether the vendor's point of contact would be readily accessible.

Considerations for Mandatory vs. Voluntary E-Catalog Use

At most agencies interviewed for this report, management has supported establishing purchasing restrictions to ensure that the vendor contracted through their office supply BPA, accessed via the agency-specific e-catalog, is the preferred source of supply. Since the e-catalog generally is easy to use,

reduces administrative requirements, offers preferred pricing and can provide access to products that comply with green purchasing standards, making use of the e-catalog mandatory has not been found to create a hardship for customers or procurement

You will never be able to provide an accurate evaluation of how well you are doing in meeting your environmentally preferable purchasing goals if you are missing vital information from purchases not recorded or unknown purchases.

J. Hix, Intramart Manager, NUWC

²⁹For more information on the ENERGY STAR® program visit <<http://www.energystar.gov>>; for WasteWise, visit <<http://www.epa.gov/wastewise/>>; for Performance Track, <<http://www.epa.gov/performancectrack/>>; for SmartWay, <<http://www.epa.gov/otaq/smartway/index.htm>>

personnel. John Hix, the Intramart Manager at NUWC has found that requiring that purchases be made via the e-catalog supports efforts to gather valid data to better manage required programs. He notes that “you will never be able to provide an accurate evaluation of how well you are doing in meeting your green purchasing goals if you are missing vital information from purchases not recorded or unknown purchases.” Implementation of a mandatory e-catalog can reduce or eliminate the potential for loss of vital data if staff fails to document purchases and target increases in green purchasing.

Some agencies where use of the agency-specific e-catalog is voluntary have found that a significant amount of additional staff time is needed to identify and track purchases made outside the system. In addition, these agencies have limited ability to ensure that staff obtains the lowest possible price or selects green products. Also, reduced purchase volume via the BPA may affect the agency’s leverage, in terms of system changes, prices etc., with the contracted vendor.

Socio-Economic Considerations

The federal government has established certain mandatory sources from which federal agencies must purchase products and services, if they are available. The Javits-Wagner-O’Day (JWOD) Program, for example, creates jobs and training opportunities for people who are blind or who have other severe disabilities. JWOD sells a variety of office products via their commercially owned e-catalog (<www.jwod.com>), and some agencies list JWOD products first in their agency-specific e-catalog, to encourage the purchase of these items. Some agencies block the purchase of products from other suppliers and automatically switch purchases to the item offered through a mandatory source of supply.

Some purchasers have expressed concern that limiting purchases to green products might reduce the use of JWOD and other preferential purchasing programs, such as small, women-owned or minority-owned businesses. In fact, environmental considerations readily co-exist with

Some purchasers have expressed concern that limiting purchases to green products might reduce the use of JWOD and other preferential purchasing programs, such as small, women-owned or minority-owned businesses. In fact, environmental considerations readily co-exist with these other preference programs.

these existing preference programs. Through agency specific e-catalogs, agencies have been able to improve tracking and monitoring of their dollars going to JWOD and/or small business vendors, and even increase these purchases while simultaneously meeting their green purchasing goals. One federal facility, PNNL, purchases office supplies from small, minority-owned (and, in one case, local) suppliers of products from national office supply companies. This allows PNNL to meet their small business purchasing goals, while providing staff with access to the large suite of products and low prices available from nationwide distributors.

JWOD has worked hard to ensure that many of their office products meet the CPG recycled content standards. JWOD offers many common office supplies manufactured with recovered material, including: hanging file folders, clipboards, steno pads, pens, pencils, notebooks, binders, paper towels, nap-

kins, and other paper products. Like any business, JWOD responds to customer demand. The more federal agencies request green JWOD products, the more JWOD will work to incorporate environmental attributes into its products and to communicate that information to potential purchasers. If agencies establish BPAs that include JWOD products that meet their green

At Sandia Labs, all toner cartridges are purchased via a contract with a small, local business. The contract only allows the vendor to provide remanufactured toner cartridges that meet the agency's green criteria. Those JWOD cartridges that do not meet these criteria are not available for purchase by Sandia staff.

J. Romero, Buyer, DOE/SNL

criteria, JWOD purchases may even increase. Agencies can continue to identify JWOD products as mandatory source items, meaning that customers must purchase those JWOD items that meet required green specifications.

Some of the leading manufacturers of green products are small businesses. Some agencies

have required office supply vendors to only sell green products made by small businesses for certain product categories via their agency specific e-catalogs. Others have created period of performance extension incentives for vendors to ensure that a certain percentage of dollars spent via their BPA goes to small business vendors selling green products. A potential resource for locating green small, women and minority-owned businesses is the Small Business Administration's searchable Pro-Net database, which can be accessed at <http://pro net.sba.gov>. In addition, small businesses that manufacture CPG-compliant products are now indicated on the EPA's CPG Supplier Database at www.epa.gov/cpg.

As we have noted, Environmentally Preferable Purchasing, or EPP, refers to the practice of buying products or services that have a lesser or reduced impact on the environment and human health, when compared with competing products or services that serve the same purpose.³⁰ The purchase of green office products can have a significant positive environmental impact. The table, below, demonstrates the annual benefits to EPA of shifting from virgin paper to paper with 30 percent post-consumer recycled content and the increased annual benefits associated with the shift to paper with at least 50 percent post-consumer content in October, 2001.

Environmental Impacts of Increased Post-consumer Recycled Content in EPA Paper Purchases				
Change in percentage of recovered content in paper	Trees Preserved*	Energy Savings**	Net Reduction in Atmospheric Emissions**	Solid Waste Reduction**
0 to 30% post-consumer	5,711	3,999,479,000 Btus	499,176 lbs.	257,393 lbs.
30% to 50% post-consumer	11,348	7,946,859,000 Btus	991,850 lbs.	511,434 lbs.
0 to 50% post-consumer	17,059	11,946,338,000 Btus	1,491,026 lbs.	768,828 lbs.

* based on Conservatree calculations at <[www.conservatree.com/learn/Enviro_Issues/Tree Stats/shtml](http://www.conservatree.com/learn/Enviro_Issues/Tree_Stats/shtml)>
 ** from Paper Calculator at <www.ofee.gov/recycled/cal-index.htm>

Green purchasing may be as simple as buying paper with recycled content or as complex as considering the environmental impacts of each product at each stage in its life cycle—from manufacturing through use to disposal. Office products are made from many materials—paper, plastics, metals and a range of combinations and composites. As a result, the environmental impacts of the manufacture, use and disposal of office products are varied and complex. Agencies have taken a variety of approaches to buying green products. Some do the minimum to ensure that they meet the legal buy recycled requirements; others establish a broad range of green office supply specifications that emphasize the purchase of recycled content, less-toxic and less wasteful products. Each agency must determine its own green purchasing criteria.

Green purchasing makes my job more exciting. I'm doing more than just purchasing; I'm trying to help protect the environment.

J. Romero, Buyer, DOE/SNL

³⁰For additional information on EPP visit <<http://www.epa.gov/opptintr/epp/>>

Reliable Green Purchasing Criteria

There are certain attributes that distinguish green office products from their alternatives. Green office products may be, for example, durable, recyclable, reusable, remanufactured, rechargeable, energy-efficient, and/or less toxic.

EPA offers information, training and other resources on procurement of environmentally preferable products at www.epa.gov/oppt/epp

Green office supplies may be manufactured with biobased or recycled content. Reduced packaging and recyclable packaging also are attributes of green office supplies.

Green purchasing is a dynamic concept that, depending on the product category, will not necessarily be implemented in the same manner from agency to agency or even within one agency. But, there already are excellent green purchasing criteria established by federal, state and local government pioneers who have implemented pilot green procurement projects. Agencies have found that determining which environmental attributes to consider when making a purchasing decision depends on both federal requirements and the goals of their Green Purchasing Program. As the charts beginning on page 10 indicate, agency environmental staff assisted in establishing green purchasing criteria at DOE labs and NASA's LaRC and KSC. See Appendix C for a list of federal agency environmental contacts.

The following resources provide accurate, reliable information concerning green purchasing criteria currently used by federal agencies:

EPA RFP

EPA's Request for Proposals (RFP) for an office products vendor, included as Appendix B to this report, provides reliable, up-to-date (as of October 2002) criteria for negotiating green purchasing standards for office supplies. EPA's

EPA's Request for Proposals (RFP) for an office products vendor, included as Appendix B to this report, provides reliable, up-to-date (October 2002) criteria for negotiating green purchasing standards for an agency-specific e-catalog.

green purchasing criteria assure that each product offered via the agency-specific e-catalog complies with the requirements of RCRA Section 6002 and E.O. 13101. To ensure that their green purchasing criteria maximized information on products readily available for

purchase in the U.S., these green purchasing standards are based on existing standards or guidelines established by U.S. organizations or government agencies. It is understood that these criteria will be updated as the marketplace expands, as new environmental attributes of concern arise, and/or when new standards/guidelines or other information become available.

Agency personnel have begun to consider what will happen to a product at the end of its useful life, as part of the procurement process. They recognize the importance of determining whether a material is recyclable in an agency or community recycling program and whether there is a collection or drop-off program to ensure that it will be separated for recycling. Many organizations are aware of products that the manufacturer will take back for disassembly and reuse. For example, SNL purchases toner cartridges that have been diverted from disposal, remanufactured, and resold by their

contracted vendor. The vendor also collects used cartridges for recycling from SNL. EPA has included toner cartridge collection and remanufacturing requirements in their green office supply BPA, as many office supply vendors have experience operating toner cartridge recovery and remanufacturing programs.

Comprehensive Procurement Guidelines (CPG) Program

The CPG Program is a reliable source of information on buying products manufactured with recycled content. RCRA requires EPA to consider a variety of criteria to determine which items it will designate in the CPG: availability, the potential impact on the solid waste stream, economic and technological feasibility of producing the item, and other uses of the recovered material. EPA also considers comments from end users, manufacturers and other interested parties.

The CPG provides a recommended range of recycled content for paper, paper products and non-paper office supplies. While many agencies are purchasing copy paper with 30 percent post-consumer recycled content, it's important to recognize that EPA has recommended recycled content levels for a variety of office papers, including writing tablets and envelopes. EPA also has recommended recycled content percentages for non-paper office products. Non-paper office products include items such as binders, clipboards, file folders, presentation folders, plastic desktop accessories, office waste and recycling receptacles, printer ribbons and toner cartridges. New products are added to the list frequently. To comply with RCRA Section 6002, 100 percent of an agency's purchases of these products should meet or exceed the EPA guidelines. Additional information is available from the CPG website <www.epa.gov/cpg/products.htm>. To view a database of product brands that meet the CPG recycled content guidelines go to <www.ergweb2.com/cpg/user/cpg_search.cfm>.

Green Seal Choose Green Report: Office Supplies

The independent, non-profit certification organization Green Seal has issued the *Choose Green Report: Office Supplies*, which is available online at <www.greenseal.org/cgrs>. The report addresses 11 product categories including: binders, clipboards, highlighters, markers and correction fluid, envelopes, file folders, index cards, labels, pens and pencils, presentation transparencies, self-stick notes, and toner cartridges. The *Office Supplies* report includes life cycle criteria; a listing of recommended products that meet these criteria, by brand and manufacturer; and sources where the environmentally preferable product is available. EPA has incorporated the Green Seal recommendations into its RFP. Green Seal recommendations for recycled content meet or exceed the CPG, and Green Seal also considers other environmental attributes, including durability and toxicity.

Exposure to toxics can cause minor health problems, such as headaches or nausea, or can lead to long-term problems. There may be economic impacts for an organization when workers are absent due to illness or when chronic health problems affect their



daily performance. It's hard to imagine that common office products contain hazardous chemicals, but some do. Certain markers use aromatic solvents, for example, while others are water based. Some agencies have specified solvent-

The average compact fluorescent bulb lasts 8 to 10 times longer than any incandescent bulb.

*Green Seal Choose Green Report:
Compact Fluorescent Lighting
<www.greenseal.org/cgrs>*

free markers, highlighters and correction fluid as well as PVC-free binders and chlorine-free paper and paper products.

Use of more durable products reduces the quantity of waste and the environmental impacts of disposal in incinerators and

landfills. Procurement staff recognize the importance of reusable, refillable, rechargeable, remanufactured or otherwise more durable products and often compare warranties for office equipment to determine which products will provide the best service. The purchase of a product with a higher initial purchase price, such as rechargeable batteries or low-mercury compact fluorescent lamps, may be justified through a comparison of life cycle costs. Additional durable products include refillable pens, erasable wall calendars and reusable shipping containers.

USDA

As noted earlier, USDA will designate biobased products and provide guidance for purchasing products with biobased content in categories which may include: adhesives, construction materials and composites, fibers, paper, and packaging, fuels and fuel additives, inks, landscaping materials and composted livestock and crop residue, lubricants and functional fluids, paints and coatings, plastics (monomers and polymers), solvents and cleaners and sorbents.

Many Federal agencies already purchase and use biobased products including biobased food service items, biodiesel, ethanol, cleaning products, and compost "tea" for golf courses. For additional information visit <www.ars.usda.gov/bbcc> or <www.ofee.gov>.

ENERGY STAR®

Under E.O. 13123 and 13221, those agencies that incorporate electronic equipment in their e-catalogs also should include energy efficiency in their green purchasing criteria, in particular, energy-efficient standby power devices.

ENERGY STAR® is a voluntary partnership between EPA and the Department of Energy (DOE). More than 35 product categories qualify for the ENERGY STAR® label, indicating that they use less energy and reduce both energy costs and environmental impacts. Consider EPA's ENERGY STAR® criteria and specifications for energy efficient office products such as copiers, printers, fax machines, and other electrical equipment. Product procurement information is available at <www.energystar.gov>. Information on products with low standby power is available from the Federal Energy Management Program (FEMP) at <http://www.eere.energy.gov/femp/procurement/standby_power.html>.

Other green purchasing resources such as case studies are available at <www.epa.gov/oppt/epp>. EPA's Database of Environmental Information for Products and Services <www.epa.gov/oppt/epp/database.htm> is a searchable database of product-specific environmental standards and guidelines, as well as a vendor list of products that meet these standards. The database also provides links to contract language and specifications from a variety of government sources.

Price of Green Products

Prices of green products vary depending on the volume of the purchases and the purchaser's location but, overall, the purchase and use of green office supply products offers positive financial incentives for most federal agencies. Indeed, there may be measurable cost reductions associated with the purchase of certain green office supplies.

For example, in 2002, King County, WA purchased 4,380 remanufactured toner cartridges for laser printers at a cost of approximately \$140,000. The remanufactured cartridges meet original equipment manufacturer's (OEM) standards and provide full performance guarantees. These purchases saved the County \$280,000, as the cost of the remanufactured toner cartridges was approximately one-third the cost of the new cartridges they previously purchased.³¹

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Karen Hamilton, King County

DOE's SNL, in calendar year 2002, saved approximately \$154,000 by purchasing remanufactured toner cartridges from a small, local supplier. The cost savings was calculated based on SNL's negotiated rate for virgin toner cartridges.³²

The Commonwealth of Massachusetts has found that, depending on the model, the purchase of a remanufactured printer toner cartridge can save as much as 60 percent over the cost of a new cartridge.³³ The Massachusetts Buy Recycled Business Alliance notes that the cost of an original equipment cartridge for an HP Laser Jet 4 is \$145 while the cost of the remanufactured option is between \$65 and \$80. Additional cost savings arise through the avoided disposal costs associated with recovering and reusing the toner cartridges.

The common perception is that recycled copy paper costs significantly more than comparable virgin paper. However, EPA purchases processed chlorine free paper with a minimum of 50 percent post-consumer recycled content at per carton prices comparable to those of virgin paper. John Hix at NUWC notes that he has been able to keep the price of recycled paper close

³¹Personal communication, Karen Hamilton, Environmental Purchasing Program, King Country Procurement & Contract Services, December 26, 2002.

³²Personal communication, Stacy Richardson, SNL, September, 2003.

³³Recycled Product Fact Sheet #3. Massachusetts Operational Services Division, February, 1999.

to the price of virgin paper for six years.³⁴ The actual costs for the purchase of recycled copy paper manufactured with 30 percent or higher post-consumer content are determined by each agency or facility's supply and delivery requirements. In cases where the green product is more expensive, agencies may be able to bring the cost down through volume purchases via an agency-specific e-catalog. In addition, as demand for green products increases, the prices for these products are likely to decrease.

Products that are reusable, more durable, or repairable may have a higher initial purchase price, yet the cost of these products over their useful life may be significantly less than disposable or single-use alternatives. Depending on the initial cost of a bulb, for example, the Federal Trade Commission estimates that it costs \$2.60 less per year to power a compact fluorescent bulb than an incandescent bulb.³⁵ The purchase and use of less toxic products may reduce costs by minimizing potential health impacts and lost worker productivity.

Performance of Green Products

Many government agencies still remember the first recycled paper products introduced in the late 1980s. The paper was a darker color and did not perform very well in printers and copiers. Some agencies also had negative

experiences with the first remanufactured toner cartridges. However, green products have come a long way since the initial introduction of recycled products. Today, the U.S. Government

EPA Region 3 uses copy paper with 100 percent post-consumer recycled content and has had no problems with this paper in printers or copiers.

Printing Office (GPO) maintains a list of qualified high-speed recycled copy papers that meet stringent specifications including: a minimum of 30 percent post-consumer recycled fiber, being free of lint and fuzz, and having not more than one paper-caused jam per 5,000 continuous copies.

EPA Region 3 uses copy paper with 100 percent post-consumer recycled content and has had no problems with this paper in printers or copiers. The State of North Carolina's Division of Pollution Prevention and Environmental Assistance reports that, in blind tests, 100 percent post-consumer recycled content paper actually performed better in copiers and printers than paper with 30 percent post-consumer recycled content.³⁶

The six federal agencies (DOD, DOE, GSA, NASA, VA and DOT) that were required to report on their purchases of recycled products indicated that 34 percent of toner cartridge purchases specified a remanufactured cartridge. According to Karen Dickerson, Computer Specialist with EPA, "the remanufactured toner cartridges we purchase are nationally rated for print quality and offer performance above and beyond many other companies. If you get a bad cartridge, the company replaces it free of charge. In the four

³⁴Personal communication, John Hix, NUWC, June, 2003.

³⁵*Green Seal Choose Green Report: Compact Fluorescent Lighting*, p. 1 <www.greenseal.org>.

³⁶Personal communication, M. Giuranna, EPA Region 3

years that I have been buying cartridges, I have had four defective cartridges (which is one a year).” Staff at New York City’s Department of Citywide Administrative Services found that remanufactured toner cartridges they tested actually printed a higher number of quality pages than their OEM counterparts.³⁷

Many agencies have involved staff in product testing before making a commitment to a green product. Kristin Poultney of SAIC, the Environmental Contract Manager at NASA LaRC, found that product testing helped to break down a lot of barriers with people who thought recycled products were inferior. “It’s difficult to get people to change from a familiar product to something new; it’s easier to show them—to buy the product and let them try it. We had blind product testing with evaluation criteria and forms to fill out and they couldn’t tell the difference between the virgin product and the recycled product.”

Purchasing Restrictions

Many organizations restrict purchases to those that meet their environmental criteria (See Charts, pages 10–13). John Hix reports that at NUWC the system shows all available products. If you try to purchase an item that has a green substitute, the system notifies you that you are trying to purchase a restricted product and directs you to the green alternative.

At DOE’s SNL, the vendor contracts are limited to green products. Buyer James Romero notes, “We have control over what is and isn’t entered on our supplier’s catalogs. Thus, each supplier customizes their on-line catalog for Sandia. In the case of office products, the vendor is instructed not to include certain blocked items in their catalog.”

Sandra Cannon of DOE’s Pacific Northwest National Laboratory stated: “We did not restrict the on-line system to only the CPG products, which means that staff can choose a virgin instead of a recycled product. Some federal organizations have made that restriction and their life is much easier.”

At NASA Langley Research Center, Kristin Poultney, SAIC, Environmental Contract Manager, noted, “If someone tries to buy the virgin product, it automatically goes to the product with recycled content. The purchaser has no idea that the block is in place.”

Decisions about how much information to provide to customers may be driven by the agency’s mission. EPA, for example, has elected to market to EPA purchasers the fact that EPA’s agency-specific e-catalog will offer only a green product in those product categories for which green products are

At NUWC, the system shows you all of the available products. However, if you try to purchase an item that has a green substitute, the system notifies you that the product is restricted and directs you to the green alternative.

J. Hix, Intramart Administrator, NUWC

We did not restrict the online system to only the CPG products, which means that staff can choose a virgin instead of a recycled product. Some federal organizations have made that restriction and their life is much easier.

*Sandra Cannon
DOE, Pacific Northwest National Laboratory*

³⁷Memo from Carol Green, DCAS, 1999.

available. Other agencies have taken the opposite approach and give purchasers no indication of the environmental attributes of the products on their system, although only green products are offered. DOE's SNL staff is

We don't market that this is a way to buy green products. As long as it works for them, as long as it meets their quality standard, they don't care whether it's recycled or not.

J. Romero, Buyer, DOE/SNL

concerned that purchasers who are aware that they are buying green will focus on product performance flaws. Buyer James Romero points out: "People don't even realize, as much as possible, that we've converted to recycled [products]. All they see is this is the product, these

are the colors you can pick, this is the price, enter your project and task number and it will arrive on your desk in three days. We don't market that this is a way to buy green products. As long as it works for them, as long as it meets their quality standard, they don't care whether it's recycled or not."

The agencies interviewed for this report have given careful attention to the reporting capabilities of their contracted office supply vendor or vendors to ensure that they receive a range of data on what the organization purchases, who makes those purchases, and the dollar value of green purchases as a subset of overall office supply purchases and procurement expenditures. These data allow agencies to comply with the federal government reporting requirements discussed earlier in this report.

In addition, agencies may require that their individual facilities and installations comply with internal reporting requirements as part of the agency Affirmative Procurement (AP) Program or to meet EMS objectives and targets. Beyond these requirements, monitoring the office product purchases made by agency customers can identify opportunities to assist customers with green purchasing, as well as opportunities to improve an agency's e-catalog offerings to ensure that the e-catalog meets customer needs.

As of FY 2004, all federal agencies must report on purchases of recycled content products. The 2002 Farm Bill mandates reporting on biobased purchases as well.

Tracking Green Purchases

Through the contracting process, agencies define those attributes, such as purchases of recycled content or less toxic products, for which reporting data will be required and determine the kinds of data needed to meet external and internal reporting and other requirements. Office supply vendors are able to provide data on both the dollar value and the quantity of purchases of, for example, products that meet CPG requirements, or products that go beyond CPG requirements, such as 100 percent recycled content, processed chlorine free paper. As discussed previously, vendors also can provide data to track socio-economic requirements including purchases from specific suppliers, such as small businesses or JWOD. To evaluate the effectiveness of your green purchasing program, it's important to have the capability of tracking purchases of individual products, such as copier paper, as well as broader categories, such as overall purchases of paper and paper products manufactured with recycled content.

Through the Intramart, Office Depot and Corporate Express provide data on total purchases of printing and writing paper and the percentage of those purchases that met the CPG guideline of 30 percent post-consumer recycled content, by procuring office or organization.

J. Hix, Intramart Manager, NUWC

Some organizations have found it useful to associate each specific green purchase with the various organizational levels in which the purchase was made (e.g., shop, group, installation, and agency). SNL tracks purchases by project, while NUWC data is organized by the procuring organization. This allows procurement and environmental staff to identify and recognize those organizations that have an exemplary green purchasing program, as well as those that may need assistance in implementing or improving green purchasing.

Transaction Data

Vendors who accept Purchase Cards can provide different levels of data for transactions. Level-1 includes only basic information such as the date, total amount of the purchase and the vendor's name. Level-2 adds items such as shipping charges, tax and purchase order number. Level-3 refers to line item data which includes detailed specific purchase information, such as an item description, quantity, unit-of-measure, per unit price, and sales tax, combined with merchant information. Level-3 data provides significantly more information about each purchase than a standard Purchase Card statement. Generally, vendors provide only Level-1 or at most Level-2 data. Some office supply vendors are able to provide Level-3 data for purchases made via an agency office supply BPA.

For tracking and reporting purposes, the agencies interviewed for this report collect Level-3 data for their office product purchases from the contracted vendor. This includes information about the specific products purchased (item name, manufacturer, quantity, per item cost) as well as the green attributes of those products. If staff uses only the agency-specific e-catalog for office supply purchases, the agency is able to use vendor supplied data to track and report on all purchases.

If staff makes purchases from a variety of vendors outside the office supply BPA, it is not always possible to obtain Level-3 data for those

“We went to the trouble of setting up these green contracts and our vendors expect a certain level of business from us . . . People should be reluctant to use their Purchase Cards to make purchases outside the system when they've gotten so spoiled with our e-catalog.”

Jimmy Romero, SNL

purchases. In some cases, an agency uses account numbers for tracking purchases via the e-catalog, but also allows individual customers to purchase office supplies from brick and mortar stores or other sources, using a Purchase Card. These external purchases may create costly tracking and monitoring challenges. For

example, DOE's SNL tracks e-catalog purchases via project numbers. Buyer James Romero notes that Purchase Cards provide a mechanism for individuals to make purchases from vendors that do not have BPAs with SNL. He notes, “we went to the trouble of setting up these green contracts and our vendors expect a certain level of business from us. I'm positive that the majority of our purchasers use the e-catalog; it works really well for us. People should be reluctant to use their Purchase Cards to make purchases outside the system when they've gotten so spoiled with our e-catalog.”

At DOE's INEEL the customer is required to complete an electronic receipt for each purchase made outside of the e-catalog and to indicate whether the item purchased met the lab's environmental criteria. These electronic receipts must be verified by procurement staff to document that all purchases meet government guidelines. A significant outlay of staff time is required to confirm that staff followed the INEEL purchasing guidelines.

Vendor Role in Tracking and Monitoring

Perhaps the easiest and most accurate method of tracking green purchases is monitoring actual orders using data provided by the contracted office product

vendor. As we have noted, the major office supply vendors are familiar with tracking and monitoring requirements and experienced in providing a wealth of detailed information regarding office product purchases. Once particular products have been tagged as green products, there are seemingly limitless possibilities as to what can be tracked. This can include aggregating and reporting green purchases at various organizational levels over various time intervals (e.g., monthly, quarterly, or annually). With e-catalog data, it also is possible for an agency to track and report on green purchases as a component of overall purchases within a particular product category, and to generate reports showing the volume of purchases of CPG compliant, biobased or otherwise green products. It is even possible to identify opportunities for additional green purchasing.

Tracking can best be accomplished using detailed information on individual purchases, provided by the contracted office product vendor, based on purchases via an agency-specific e-catalog. The issuing bank can provide a consolidated record of purchases made with Purchase Cards, but these records currently provide only the dollar amount spent with a particular vendor. If your organization has thousands of Purchase Cards in use, the process of verifying all purchases and confirming compliance with green purchasing requirements creates an administrative burden. It's

The State of California's office supply contract requires the vendor to prepare a report on the quantity and dollar amount of green purchases for any office, on demand.
R. Riola, Lead Buyer, State of California

important to note that if your organization still uses charge accounts to pay for office supply purchases, the same approach to tracking by either product name or key terms can be used. NASA currently is implementing an agency-wide financial software system that will integrate with Purchase Card Solutions software to track Purchase Card use. According to Kim Dagleish, former NASA Agency Credit Card Manager, staff are investigating approaches to ensuring that green purchases are monitored within the new system.

Agencies have found that their office supply vendor is the most critical player in efforts to monitor green purchases. By establishing tracking and reporting requirements as part of the vendor contract, the office supply ordering system should be able to deliver the data to meet all monitoring and reporting needs. The key to success is up-front planning. It includes working with the vendor to ensure their understanding concerning products you want tracked, what information you want regarding individual purchases, and how you want this information aggregated and reported.

Agencies have found it useful to work with the vendor as well as purchasers and Purchase Card holders to ensure that everyone agrees on the organization's green purchasing requirements, objectives and expectations. Through the contracting process, each agency can decide whether and how to ensure that the office supply vendor(s) identify the green office products that are available and block the purchase of non-green products when green substitutes are available. A key provision is the requirement that the vendor identify and test new green products so that they can be added to the e-procurement system. EPA created a period of performance extension incentive to encourage their office supply vendor to continue to seek out new products that meet the EPA green purchasing criteria and make them available for purchase through the contract.

EPA created a period of performance extension incentive to encourage their office supply vendor to continue to seek out new products that meet EPA's Green purchasing criteria and make them available for purchase through the contract.

The key to a successful green purchasing program is cooperation. The agencies participating in the development of this report recognize outreach to the organization and staff training as key to continuous improvement in green office supply e-procurement. Each agency's environmental staff is familiar with green products and can be instrumental in continual improvement and expansion of the green office products offerings through the BPA and via an agency-specific e-catalog (See Appendix C for Agency contacts). Procurement and contracting staff manage the tools that make green purchasing possible. Green purchasing requires buyers and other procurement staff to add detailed knowledge about the environmental impacts of products, materials and services to their proficiency in standard purchasing evaluation criteria like price and performance.

Employee Training

If purchases are limited to the BPA, which offers only those office products that meet all environmental criteria, staff may not require specific training to allow them to select the green products. However, if agency staff selects among a wide range of products from a variety of vendors, and only some of the products offered are green (both recycled content and virgin paper products are available, for example), then all customers should be made aware of their responsibilities under RCRA Section 6002 and E.O. 13101.

At Sandia National Labs, Purchase Card holders must attend a mandatory two-hour training session. The training includes information on what they cannot buy as well as a detailed presentation about green products and why they have to buy certain items with recycled content.
S. Richardson, P2 Coordinator, DOE/SNL

Some examples of federal agency training in green purchasing include:

- ◆ The National Park Service, Pacific Region has initiated Environmental Contracting training for 40 Pacific West Region procurement/contracting officers and project managers.
- ◆ EPA offers an interesting online introductory EPP training that introduces EPP concepts in a government procurement context at www.epa.gov/oppt/epp/gentt/index.htm.
- ◆ Shannah Trout, Dynamac, Recycling and Affirmative Procurement Specialist, reports that staff of Kennedy Space Center, NASA's Principal Center for Recycling and Affirmative Procurement, are responsible for keeping NASA personnel up-to-date on environmentally preferable procurement. Some of the tools NASA uses to increase awareness include:
 - ◆ Procurement Information Circulars (PICs), the official NASA procurement rules for buyers. Affirmative Procurement requirements are addressed in PIC 01-20, 01-27 and 02-12, item 78 www.hq.nasa.gov/office/procurement/regs/pic02_12.html;
 - ◆ Quarterly video conferences featuring new products and EPP success stories, attended by representatives of environmental, procurement and property disposal from all NASA centers; and
 - ◆ Site visits to three NASA Centers per year to provide focused environmental purchasing training for procurement and contracts personnel, as well as staff in facilities and logistics.
- ◆ The Office of the Federal Environmental Executive, in conjunction with OFPP, EPA and DOE, is working with the Office of Personnel Management (OPM) to create an on-line green purchasing training course with separate tracks for Purchase Card holders and contract management officers/specialists. This course will be available in calendar year 2004 on OPM's GoLearn e-learning site.

Outreach to Customers

Federal agencies have used a variety of methods to notify top management and all potential customers of the availability of a new opportunity to buy office products from their desks via an agency-specific e-catalog. Here are some recommended approaches:

Give potential users a heads up

EPA used Buylines, an electronic newsletter, to notify Purchase Card holders nationwide of the green office supply BPA and the forthcoming agency-specific e-catalog.

Hold a BPA Signing Ceremony

On Tuesday, December 9, 2003, EPA held a signing ceremony for their new Green Office Products BPA with Corporate Express. The ceremony was attended by EPA's Assistant Administrators (AA) for Pesticides Prevention and Toxic Substances and Solid Waste and Emergency Response, as well as

the Deputy AA for Administration and Resources Management and key staff. The signing ceremony provided an opportunity for EPA to celebrate the agency's commitment to buying green products, including office supplies.

Issue a policy statement

EPA has created a variety of green purchasing goals to reduce the agency's environmental footprint. EPP goals for office supplies and other products were distributed to all employees on Earth Day, 2003 via office-wide e-mail. For more information, visit www.epa.gov/greeningepa/p2/eppgoals.htm.

Keep employees informed of reduced environmental impacts from their green purchases

Some agencies maintain a flow of information about green products and green purchasing. NASA Ames Research Center, for example, keeps staff informed of its efforts to increase the use of 100 percent post-consumer content, processed chlorine-free paper through articles in Astrogram, center-wide e-mails and special events.

Send regular green purchasing bulletins to all staff, contractors and vendors

King County, WA issues regular bulletins describing successful EPP efforts; read them at www.metrokc.gov/procure/green/bullindex.htm. EPA sent an E-mail from the Office of Administration and Resources Management (OARM) to all EPA employees announcing their new office products BPA and agency-specific e-catalog. A copy of this announcement is included as Appendix D to this report.

Create an informational display or kiosk

EPA created a demo "green office" which was placed at the entrance to the Agency's Office of Administration and Resource Management. NUWC in Newport, RI holds an annual Earth Day event to publicize the staff's green purchasing options.³⁸

Issue annual [or more frequent] reports on green office supply purchases

NUWC and Sandia National Labs use tracking data to create graphs and charts that document green purchases as a percentage of total agency office supply purchases as well as total procurement dollars.

Include green purchasing in training

Take advantage of new employee orientation and other regularly scheduled agency training sessions, including required training for Purchase Card holders, to promote your office supply BPA and the concept of green purchasing.

³⁸Many federal facilities host exhibits and events for Earth Day and/or America Recycles Day. Past winners of the White House Closing the Circle Award for Education and Outreach use these events to promote their facilities' green purchasing efforts.

Include green purchasing on the agenda

Agencies have begun to encourage staff to include green purchasing as a line item on the agenda for briefings to upper level management, and for regular meetings of the Environmental Compliance or Quality Committee, Safety Committee, Contracts Customer Relations Committee (CCRC) and other organizations. At EPA, the Assistant Administrator for OARM distributed a fact sheet describing the green office products BPA to all EPA AAs at their regular monthly meeting and highlighted the Agency's green purchasing efforts at the annual EPA Acquisition Conference.

Hold an interactive teleconference

Teleconferences are an excellent tool for sharing information with multiple organizations within your agency. Staff from the NASA Principal Center conduct quarterly video conferences with all NASA Centers to discuss affirmative procurement concerns. DOE holds monthly national green purchasing teleconferences for their green acquisition advocates. EPA announced development of their system on their Contracts Customer Relations Committee teleconference and holds monthly national "Greening EPA" conference calls.

Recognize and reward efforts to enhance the online system

Your green purchasing efforts may be able to receive agency or government-wide recognition. The U.S. Fish and Wildlife Service, Region 6 received a 2003 White House Closing the Circle Award based, in part, on initiating the use of 100 percent post-consumer recycled content, chlorine-free copier paper in the regional office and the field stations and coordination with Region 6 contracting and general services to ensure waste prevention and green procurement are incorporated into all contract documents. NUWC also received a Closing the Circle award for their green office supply BPA. To apply for a Closing the Circle award, go to www.ofee.gov.

This report illustrates how representative federal agencies purchase environmentally preferable products through BPAs accessed via agency-specific e-catalogs. For those government agencies seeking to establish or enhance BPAs for office supplies or other products, this report hopefully has identified significant opportunities to increase and better track and manage green purchases through these vehicles. In addition to increasing green purchasing, e-procurement through BPAs also allows federal agencies and other institutional purchasers to reduce costs, streamline the small purchase process, and improve tracking of purchases to meet green, socio-economic and internal reporting requirements.

Research done for this report found that at least 16 BPAs for office supplies have been put in place by federal facilities or federal agencies to date. Some of these entities, such as DOE's SNL, PNNL and INEEL, DOD's NUWC and NASA's KSC and LaRC, have successfully greened their office supply purchases by greening their office supply BPAs. EPA is in the process of implementing their new agency-wide BPA for office supplies, which builds on the efforts of some of these early pioneers by limiting the products available for purchase to those that meet the agency's green criteria (see Appendix A).

EPA is anxious to learn more about federal agency efforts to buy greener products and services through BPAs for office supplies and e-procurement. Please contact Holly Elwood at elwood.holly@epa.gov to let us know how you are greening the procurement process.

A Product Specific Green Purchasing Criteria (as of 1/20/03)

Product Categories on Core List	Products Included in This Category	Green Standard/ Guidelines	Standard Environmental Attributes Thresholds	Vendor List/ Further Information
1. Cut Sheet and Continuous Fold Paper	Copy paper	EPA's paper policy	Minimum 50% post-consumer recycled content Processed chlorine free	Contact: Russell Clark 202-564-8856
2. Other Paper Products	Commercial/Industrial Sanitary Tissue Products <http://www.epa.gov/cpg/avail.pdf/tissue.pdf>			
	Bathroom tissue	CPG	20–100% recovered content, 20–60% post-consumer content	
	Paper towels	CPG	40–100% recovered content, 40–60% post-consumer content	
	Paper napkins	CPG	30–100% recovered content, 30–60% post-consumer content	
	Facial tissue	CPG	30–100% recovered content, 10–15% post-consumer content	
	General purpose industrial wipers	CPG	40–100% recovered content, 40% post-consumer content	
	Miscellaneous Papers			
	Tray liners	CPG	100% recovered content, 50–75% post-consumer content	
	Newsprint	CPG	20–100% recovered content, 20–85% post-consumer content	< http://www.epa.gov/cpg/avail.pdf/newsprnt.pdf >
	Paperboard and Packaging Products			
	Corrugated containers	CPG	<300 psi: 25–50% recovered content, 25–50% post-consumer content; 300 psi: 25–30% recovered content, 25–30% post-consumer content	
	Solid fiber boxes	CPG	40% recovered content, 40% post-consumer content	

EPA Product Specific Green Purchasing Criteria (as of 1/20/03) (continued)

Product Categories on Core List	Products Included in This Category	Green Standard/ Guidelines	Standard Environmental Attributes Thresholds	Vendor List/ Further Information
2. Other Paper Products	Folding cartons	CPG	100% recovered content, 40–80% post-consumer content	
	Industrial paperboard	CPG	100% recovered content, 45–100% post-consumer content	
	Miscellaneous	CPG	90–100% recovered content, 75–100% post-consumer content	
	Padded mailers	CPG	5–15% recovered content, 5–15% post-consumer content	
	Carrierboard	CPG	10–100% recovered content, 10–15% post-consumer content	
	Brown papers	CPG	5–40% recovered content, 5–20% post-consumer content	
	Printing and Writing Papers			
	Reprographic	CPG	30% recovered content, 30% post-consumer content	
	Offset	CPG	30% recovered content, 30% post-consumer content	
	Tablet	CPG	30% recovered content, 30% post-consumer content	
	Forms bond	CPG	30% recovered content, 30% post-consumer content	
	Envelopes	CPG	Wove: 30% recovered content, 30% post-consumer content Kraft, white and colored: 10–20% recovered content, 10–20% post-consumer content Kraft, unbleached: 10% recovered content, 10% post-consumer content	

EPA Product Specific Green Purchasing Criteria (as of 1/20/03) (continued)

Product Categories on Core List	Products Included in This Category	Green Standard/ Guidelines	Standard Environmental Attributes Thresholds	Vendor List/ Further Information
2. Other Paper Products	Cotton fiber	CPG	30% recovered content, 30% post-consumer content	< http://www.epa.gov/cpg/avail.pdf/paper.pdf >
	Text and cover	CPG	30% recovered content, 30% post-consumer content	
	Supercalendered	CPG	10% recovered content, 10% post-consumer content	
	Machine finished groundwood	CPG	10% recovered content, 10% post-consumer content	
	Papeteries	CPG	30% recovered content, 30% post-consumer content	
	Check safety	CPG	10% recovered content, 10% post-consumer content	
	Coated		10% recovered content, 10% post-consumer content	
	Carbonless	CPG	30% recovered content, 30% post-consumer content	
	Dyed filing products	CPG	20–50% recovered content, 20% post-consumer content	
	Index and card stock	CPG	50% recovered content, 20% post-consumer content	
	Pressboard	CPG	50% recovered content, 20% post-consumer content	
	Tags and tickets	CPG	20–50% recovered content, 20% post-consumer content	
	Post-it Notes	Green Seal	100% recycled paper and 30% post-consumer material	

EPA Product Specific Green Purchasing Criteria (as of 1/20/03) (continued)

Product Categories on Core List	Products Included in This Category	Green Standard/ Guidelines	Standard Environmental Attributes Thresholds	Vendor List/ Further Information
3. Inkjet and Toner Cartridges	Toner cartridges	Green Seal	All cartridges tested by remanufacturer, parts removed from spent cartridges recycled, recycled content in replacement parts	Choose Green Report: Office Supplies (includes list of vendors meeting these requirements) < http://www.greenseal.org/cgrs/OfficeSupplies_finalCE.pdf >
4. Time Management Systems		Paper and binders —CPG	See Paper and Binders—CPG	
5. Ribbons (Printer)	Printer ribbons	CPG	Procure printer ribbon reinking or reloading services or procure reinked or reloaded printer ribbons	< http://www.epa.gov/cpg/avail.pdf/nonpaper.pdf >
6. Binders	Plastic covered paperboard	Green Seal	Plastic at least 25% total recycled content, paperboard at least 90% total recycled content, with 75% post-consumer. At a minimum paper bleached without elemental chlorine, but preferably paper that is free of both elemental chlorine and chlorine derivatives or unbleached.	Choose Green Report: Office Supplies < www.greenseal.org/cgrs >
	Paper covered paperboard	Green Seal	90% total recycled content with at least 75% post-consumer. At a minimum paper bleached without elemental chlorine, but preferably paper that is free of both elemental chlorine and chlorine derivatives or unbleached.	
	Cardboard	Green Seal	100% post-consumer content. At a minimum paper bleached without elemental chlorine, but preferably paper that is free of both elemental chlorine and chlorine derivatives or unbleached.	

Product Specific Green Purchasing Criteria (as of 1/20/03) (continued)

Product Categories on Core List	Products Included in This Category	Green Standard/ Guidelines	Standard Environmental Attributes Thresholds	Vendor List/ Further Information
6. Binders	Solid plastic	CPG	HDPE: 90% post-consumer content, 90% total recycled content PE: 30–50% post-consumer recycled content, 30–50% total recycled content PET: 100% post-consumer content, 100% total recycled content Miscellaneous plastics: 80% post-consumer content, 80% total recycled content	
7. Writing Instruments	Pens and pencils	Green Seal	100% total recycled content with 60% post-consumer content	<i>Choose Green Report: Office Supplies</i> www.greenseal.org/cgrs
	Highlighters and markers	Green Seal	water base, certified AP nontoxic, conforming to ASTM D-4236 dry erase: low odor	
8. Diskettes	Floppy disks	Green seal	Recycled Recycle old disks	<i>Choose Green Report: Office Supplies</i> www.greenseal.org/cgrs
9. Magnetic and Optical Media	CDs	Green seal	Recycle old CDs	<i>Choose Green Report: Office Supplies</i> www.greenseal.org/cgrs
10. Other Office Products	Plastic envelopes	CPG	25% post-consumer recycled content and 25–35% total	http://www.epa.gov/cpg/avail.pdf/nonpaper.pdf
	Plastic trash bags	CPG	10–100% post-consumer recycled content	http://www.epa.gov/cpg/avail.pdf/nonpaper.pdf
	Plastic desktop accessories	CPG	25–80% post-consumer recycled content	http://www.epa.gov/cpg/avail.pdf/nonpaper.pdf

EPA Product Specific Green Purchasing Criteria (as of 1/20/03) (continued)

Product Categories on Core List	Products Included in This Category	Green Standard/ Guidelines	Standard Environmental Attributes Thresholds	Vendor List/ Further Information
10. Other Office Products	Office waste receptacles	CPG	Plastic: 20–100% post-consumer Steel: 16% post-consumer, 25–30% total	http://www.epa.gov/cpg/avail.pdf/nonpaper.pdf
	Office recycling containers	CPG	Corrugated paper: 25–50% post-consumer, 25–50% total Solid fiber boxes: 40% post-consumer Industrial paperboard: 40–80% post-consumer, 100% total	http://www.epa.gov/cpg/avail.pdf/nonpaper.pdf
	Clipboards	Green Seal CPG plastic clipboards HDPE: P.S. Misc. plastics	100% recycled content with at least 50% post-consumer content. At a minimum paper bleached without elemental chlorine, but preferably paper that is free of both elemental chlorine and chlorine derivatives or unbleached. 90% post-consumer, 90% total 50% post-consumer, 50% total 15% post-consumer, 15–80% total	Choose Green Report: Office Supplies www.greenseal.org/cgrs
	File folders	Green Seal	100% recycled content with at least 30% post-consumer content. At a minimum paper bleached without elemental chlorine, but preferably paper that is free of both elemental chlorine and chlorine derivatives or unbleached	Choose Green Report: Office Supplies www.greenseal.org/cgrs
	Clip portfolios and presentation folders	CPG Plastic clip portfolios HDPE CPG plastic presentation folders HDPE	90% post-consumer, 90% total 90% post-consumer, 90% total	http://www.epa.gov/cpg/avail.pdf/nonpaper.pdf

Product Specific Green Purchasing Criteria (as of 1/20/03) (continued)

Product Categories on Core List	Products Included in This Category	Green Standard/ Guidelines	Standard Environmental Attributes Thresholds	Vendor List/ Further Information
10. Other Office Products	◆ Corrugated	CPG	25–50% post-consumer recycled content, 25–50% total	< http://www.epa.gov/cpg/avail.pdf/nonpaper.pdf >
	◆ Solid fiber boxes	CPG	40% post-consumer recycled content	< http://www.epa.gov/cpg/avail.pdf/nonpaper.pdf >
	◆ Industrial paperboard	CPG	40–80% post-consumer, 100% total	< http://www.epa.gov/cpg/avail.pdf/nonpaper.pdf >
	Labels	Green Seal	50% total recycled content with 30% post-consumer	<i>Choose Green Report: Office Supplies</i> < www.greenseal.org/cgrs >
	Padded mailers	(see envelopes)		
	Batteries	INFORM	rechargeable where applicable, long lasting, product takeback for rechargeable batteries bought, exploration of nonrechargeable batteries bought	< www.informinc.org/cwp2fsbattery.htm >
	Battery rechargers	INFORM	chargers can recharge several types of batteries	< www.informinc.org/cwp2fsbattery.htm >
	Correction fluid	Green Seal	non-ozone depleting, water based, non-toxic	<i>Choose Green Report: Office Supplies</i> < www.greenseal.org/cgrs >

EPA Product Specific Green Purchasing Criteria (as of 1/20/03) (continued)

Product Categories on Core List	Products Included in This Category	Green Standard/ Guidelines	Standard Environmental Attributes Thresholds	Vendor List/ Further Information
10. Other Office Products	Transparencies	Green Seal (Canada's Environmental Choice also has a standard)	50% recycled content, 25% post-consumer	<i>Choose Green Report: Office Supplies</i> < www.greenseal.org/cgrs >
	Desk calendar	CPG	see paper	
	Plastic desktop accesories (desk organizers, sorters, trays, and memo, note and pencil holders)	CPG	25–80% post-consumer recycled content	< http://www.epa.gov/cpg/avail.pdf/nonpaper.pdf >
	Cleaning products	Green Seal GS 37 standard		<i>Choose Green Report: Office Supplies</i> < www.greenseal.org/standards/industrialcleaners.htm >

BLANKET PURCHASE AGREEMENT FOR OFFICE SUPPLIES WITH EMPHASIS ON EPP AND JWOD PRODUCTS

A. Background

The U.S. Environmental Protection Agency (EPA) will enter into a Blanket Purchase Agreement (BPA) for two-day delivery of office supplies to approximately 2000 Purchase Card Holders within approximately 70 EPA facilities located in the 48 contiguous United States. A BPA issued pursuant to this Statement of Work (SOW) will provide EPA personnel with a source for use as the mandatory first option for satisfying the majority of the EPA's office supply requirements, and will place special emphasis on providing EPA users with EPP and JWOD office products. For the purpose of this BPA, "EPP" or "Environmentally Preferable Products" is defined in Executive Order 13101 as "...products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose..." See Attachment 2 for the EPA Green purchasing criteria for products purchased under this system.

The vendor, hereafter referred to as "the contractor," selected for a BPA shall be a current holder of a General Services Administration Federal Supply Schedule (GSA/FSS) 75 II A, Office Supplies Products and Equipment.

B. Specific Requirements

1. The contractor shall fully comply with all specifications, clauses and terms and conditions in the contractor's GSA/FSS 75 II A, and the specific terms and conditions contained in this BPA. This BPA shall include all general office supplies offered under Special Item Number (SIN) 75 200 only. Office Services under SIN 75 210 will not be ordered via this BPA. New or improved office products offered under SIN 7599, New Products/Technology, may be ordered at the discretion of the EPA. Users will not purchase business machines and computers, computer software, or office furniture using this BPA.

2. The contractor shall fill all orders placed before 2:00 p.m. within two business days. The contractor shall also provide the option of next day delivery. The contractor shall acknowledge all orders via facsimile, telephone, or electronically. If an item is not available for delivery, the contractor shall notify the EPA cardholder prior to delivery of the other items, and give the user the option to cancel the order or place the item on back order.

3. The contractor shall ensure that all costs for performing under this BPA, including desktop delivery, payment by credit card, reporting, and any other deliverables or requirements set forth in this BPA, are included in the prices for the supplies ordered. The 1 percent Industrial Funding Fee required by GSA and shipping costs are to be included in the prices for supplies. Unless

specifically authorized in the BPA, EPA will not be responsible for paying for any costs or prices other than those for the supplies ordered, received and accepted by EPA. The contractor shall not bill EPA for any items on back order until such items are shipped.

4. The contractor shall retain the order history of all cardholders as a means to assist them with repeat orders of the same products. The online ordering system must offer users the option of viewing their previous purchases, and a shortcut process to place repeat orders for the same items.

5. The contractor shall provide all reports electronically, and/or in paper form, as directed in writing by the Project Officer(s), in accordance with the schedule identified in Section H, Deliverables.

6. The contractor shall offer cardholders the option of delivery to their established location or another approved address to be specified at the time the order is placed. Attachment 3 to this SOW is a listing of approximately 70 EPA order point locations to which the contractor may be required to make delivery. Personnel employed by the contractor to perform deliveries must be able to obtain access to the required EPA facilities.

7. The contractor shall implement a toner cartridge and battery recycling program at all delivery locations. The contractor shall collect used toner cartridges and batteries and ensure that the used items are delivered to an appropriate entity for recycling. The contractor shall publicize and promote the recycling procedures to EPA users through the ordering system and other means.

8. The contractor shall provide an electronic catalog and ordering system accessible via the Internet that provides the following on-line capabilities:

- a. Ordering by authorized EPA cardholders;
- b. Status review of all orders placed within the last 90 days, including:
 - Order Number
 - Date the order was submitted
 - Date of shipment in response to the order
 - Total amount of order
 - Line-item detail for each order
 - Return status
- c. Immediate order verification and product availability;
- d. Suggested substitutions for unavailable items;
- e. Special identification and designation of those items which meet Green purchasing criteria, NIB/NISH and Unicor;
- f. Cancellation of items due to non-availability upon request of cardholder; and
- g. Viewing capacity for those that are not authorized EPA Purchase Card Holders.

9. The contractor shall provide EPA Project Officer(s) with electronic access to cardholders' information to submit approved cardholder add, change, and delete cardholder information or order point locations.

10. JWOD(NIB/NISH) and Unicor items—the contractor shall provide all items produced by NIB, NISH and Unicor vendors that fall under GSA Supply Schedule 75 II A. To ensure compliance with statutory and regulatory requirements, the contractor shall ensure the ordering system is designed to easily identify such items on the system

11. Environmentally Preferable Products (EPP)—similarly, the contractor shall provide an extensive selection of EPP or “green” products, which meet the Environmentally Preferable Product (EPP) Criteria list contained in Attachment 2. The contractor shall ensure that all products offered on this system meet the appropriate EPP Criteria attached. The contractor shall continue to work with EPA to identify new EPP products as they become available, detailing these efforts, and actively market those products to EPA cardholder personnel on the ordering system. The contractor shall offer on the system a minimum of _____ new EPP products each year of the BPA, which will count toward the Award Term Incentive Goal for new EPP products. The contractor shall adapt the on-line ordering catalogue to promote EPA’s efforts to utilize EPP office supplies. The system must not show any items that are not available to EPA users, it must not offer specifically non-EPP items when EPP items are available.

12. The contractor shall offer only recycled/remanufactured toner cartridges on the system, unless a recycled cartridge does not exist for a particular cartridge model. All toner cartridges offered on the system must be supplied by small businesses. recycled/remanufactured toner cartridge sales shall count toward the Small Business Supplied Goal on which the Award Term Incentive is based, in part.

13. The contractor shall provide a customized, hard copy, EPA catalog at the beginning of each option year. The catalog will contain EPA specific ordering instructions and shall have a cover designed to be visually distinct from the contractor’s commercial or open market catalog. The contractor shall clearly identify JWOD (NIB/NISH), UNICOR (Federal Prison Industries), and EPP products within the catalog. The catalog must identify those items offered to EPA users, and clearly indicate which items are not available to EPA users under this system. The contractor shall update pricing in the EPA catalog no less than twice a year. The first issuance will be at the beginning of each Option Year of the contract.

14. The contractor shall develop and implement an on-line training module demonstrates the online ordering system and procedures to EPA cardholder personnel. The training module must be in place within 45 calendar days after BPA award. At a minimum, the contractor’s training program shall cover, but is not limited to, the following areas:

- a. Instructions and specific details on how the contractor’s ordering system works;
- b. A description of how to read the contractor’s packing slip;
- c. An explanation of the procedures for returning items;
- d. An explanation of the procedures for recycling toner cartridges and batteries
- e. Procedures for the handling of situations when items are reflected on the packing slip, but not delivered; and

- f. A full description of the contractor's problem resolution process which incorporates the established EPA Disputes Process detailed in Attachment 7;
- g. A full description of the customer service line.

15. All payments for purchases under this BPA will be made by the EPA cardholders using a Government Purchase Card. The contractor shall provide all EPA cardholders in all EPA locations with uniform service, in terms of pricing, catalog, products, product codes and service levels. The contractor shall provide the credit card vendor with sufficient information to enable third-level billing. For the purposes of this BPA, level three billing includes, at a minimum, specific order information which will allow the credit card holder to reconcile the credit card statements with the orders placed. Such information shall include the order reference number, a description of the supplies ordered and the date ordered.

16. The contractor shall package supply orders separately for each order placed by a cardholder, and label packages with specific addresses and room numbers or drop points. The contractor shall ensure printed material provided to the cardholders (labels, packing slips, etc.) are uniform regardless of location.

17. The contractor shall maintain a toll free customer service and help desk telephone line during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday. The hours of operation shall be those of the location of the servicing area of the contractor. The customer service telephone line is not required on the following Federal holidays:

- New Years Day
- Birthday of Martin Luther King, Jr.
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day

18. Survey—The contractor shall work with the Project Officers to develop Customer Satisfaction Survey questions, and distribute the survey to all cardholders that have placed orders under the BPA on the following schedule:

- Three months after award
- Six months after award
- At the end of each contract period (base and options)

The contractor shall ensure that the Project Officers have access to the raw survey data. Additionally, the contractor shall compile the results of the surveys and provide to them to the EPA Project Officers. The online ordering system shall also identify an e-mail address where users can submit comments regarding the online ordering system or products at any time. The contractor shall forward all e-mail comments directly to the EPA Project Officers.

19. Database of EPA Purchase Card Holders and Order Point Locations— Upon award of a BPA, EPA will provide the contractor with a cardholder database with organizational information, and a list of EPA cardholder locations. The contractor shall maintain the cardholder database and order point locations, at on a quarterly basis at minimum, to reflect changes in EPA cardholder personnel and delivery locations. The database shall be maintained in a version or release of Lotus 123, or other software deemed acceptable, in writing, by the EPA Project Officer. The database is a deliverable under the BPA, and shall be developed and maintained by the contractor as property of the Government. An electronic copy of the database shall be provided to the Project Officer(s) in accordance with the schedule of deliverables as set forth below.

C. Blanket Purchase Agreement (BPA) Estimated Amounts and Period of Performance

1. Estimated BPA Amounts—EPA estimates, but does not guarantee, that the volume of purchases through this agreement may be \$5,000,000 per year. EPA is obligated only to the extent of authorized purchases actually made under the BPA issued pursuant to this Statement of Work.

2. Period of Performance—The anticipated period of performance is stated below. The period of performance of a BPA issued pursuant to this Statement of Work cannot exceed the period of performance of the contractor’s GSA Federal Supply Schedule. Thus, the BPA will expire upon the expiration of the GSA Federal Supply Schedule against which the BPA is written, or at the expiration of the Period of Performance, whichever comes first.

Base Year	Award Date—Award Date + 12 months
Option Year 1	Award Date + 12 Months—Award Date + 24 Months
Option Year 2	Award Date + 24 Months—Award Date + 36 Months
Option Year 3	Award Date + 36 Months—Award Date + 48 Months
Option Year 4	Award Date + 48 Months—Award Date + 60 Months
Award Term Option 1	Award Date + 60 Months—Award Date + 63 Months
Award Term Option 2	Award Date + 63 Months—Award Date + 66 Months
Award Term Option 3	Award Date + 66 Months—Award Date + 69 Months
Award Term Option 4	Award Date + 69 Months—Award Date + 72 Months
Award Term Option 5	Award Date + 72 Months—Award Date + 75 Months

3. Award Term Incentive Options—This BPA contains Award Term Incentive Options, which provide for five three-month options periods to the Period of Performance, if the contractor meets the following goals:

Small Business Supplied Goal per year

(Expressed as a percentage of all purchase dollars): _____

Offering of New EPP Items per year

(New EPP items offered on system): _____

For each period that the contractor meets BOTH goals, the period of performance will be extended by an additional three months (maximum fifteen months). No extension will be awarded if the contractor meets only one of the two goals for that year.

At the end of each base and option period, the Contracting Officer will determine if the contractor met the incentive goals for that period. The contractor must meet both goals during the appropriate period in order to receive a three month extension. Prior to any Award Term extension of the BPA, the Contracting Officer will make a determination that the need for this requirement still exists and that funds are available.

D. Ordering Procedures

1. All purchases made under this BPA will be made by the use of Government Purchase Cards by authorized cardholders. The preferred method for ordering under this contract shall be electronic. The contractor shall, therefore, establish an electronic ordering procedure for orders placed under this BPA. Such a procedure shall include a secure Internet site, receipt of orders, and other processes such as a direct dial-in connection to the contractor's system. The contractor shall also provide a means by which cardholders can place orders by facsimile and telephone.

2. The contractor shall provide a pre-printed form to cardholders for their use in preparing facsimile orders. Cardholders will place telephone orders only in emergency situations. The contractor shall confirm all telephone orders via facsimile or the EPA person placing the order will transmit the order by facsimile as a confirmation of the telephone order. The contractor shall assign a control number to all facsimile and telephone orders, and confirm all facsimile and telephone orders, by return facsimile to the person placing the order.

3. Authority to Place Orders—All orders placed with the contractor under this BPA must be accompanied by an EPA Purchase Card account number. EPA will provide the initial database of Purchase Card Holders. The contractor shall maintain a current and accurate listing of the Purchase Card Holders, and provide a copy of the order point database to the EPA Project Officer, and provide quarterly updates to the database. These cardholders have been granted the authority to place orders and commit Government funds to the maximum dollar authority granted to the Purchase Card. The contractor shall ensure proper electronic authorization is received for each Purchase Card Order before filling the order.

E. Delivery Requirements

1. The contractor shall deliver all supplies ordered under this BPA to the desktop location specified with the order. All deliveries shall be performed by personnel with the requisite access/clearance for the specified EPA facility.

2. The contractor shall fill all orders placed under this BPA, including orders containing NIB/NISH, Unicor and EPP items, within two days for

standard orders, or the next day, as requested at the time the order is placed. If an item is not available for immediate delivery, the contractor will inform the cardholder and offer to cancel the order, or place the item on backorder status.

3. Delivery of all items under this contract shall be Free On Board (FOB) Destination for standard two day delivery, and shall be shipped with all transportation costs included in the cost of the item, unless otherwise established at the time the order is placed.

4. Packing Slip—The contractor shall include a delivery ticket or packing slip with each order placed under this BPA and provide it with the order. The contractor shall ensure the delivery ticket or packing slip contains the following information:

- Name of Supplier
- BPA Order Number
- Order Number
- Date of purchase (order) and the name of the cardholder or customer number
- Placing the order
- Itemized list of supplies furnished, including total cost of the order
- Quantity, unit price, and extension of each item
- Date of delivery of shipment

5. The printed name and signature of the EPA employee receiving the supplies and two copies of the signed Packing Slip shall be given to the person receiving the order and the original retained by the contractor.

F. Transaction Review and Disputes

1. All purchases made under this BPA will be made using the EPA Purchase Card. Therefore, the traditional invoicing requirements do not exist. The contractor shall utilize the alternative system on the EPA Intranet for Purchase Card reconciliation and cost allocation. This system was developed by EPA's Financial Services Division and is the Agency's recommended system for cardholders to review and allocate Purchase Card transactions. The contractor shall ensure that each Purchase Card transaction contains Level III data, which is required for cardholders to perform efficient reconciliation.

2. Cardholders will review all electronic transaction data for accuracy. If there is the need for a credit or debit, the cardholder will notify the Contractor's Customer Service Department immediately. The cardholder should attempt to resolve all product, delivery or quality discrepancies with the vendor and to obtain a credit when appropriate. The Contractor shall provide the cardholder with a tracking number for each transaction for further reference or follow up.

3. The contractor shall have 30 days or one billing cycle to make the correction. If the cardholder is unable to obtain a credit from the vendor within 30 days or one billing cycle, then the item should be formally disputed within 60 calendar days of the posted date on the account. Disputes procedures are contained in Attachment 7.

G. Contract Administration Data

1. Contracting Officer—The Contracting Officer is the only person authorized to make or approve any changes in any of the requirements of this BPA, and notwithstanding any clauses contained elsewhere in this contract, the said authority remains solely with the Contracting Officer. In the event the Contractor makes any changes at the direction of any person other than the Contracting Officer, the change will be considered to have been made without authority and no adjustment will be made in the Contract price to cover any increase in cost incurred as a result thereof. The Contracting Officer for individual orders will be noted on the orders.

2. The Contracting Officer responsible for administration of this BPA is

Kristin Wright
U.S. EPA, Mail Code 3803R
1200 Pennsylvania Ave., NW
Washington, DC 20460
Telephone: (202) 564-4467
Fax: (202) 565-2554
E-Mail: Wright.Kristin@epa.gov

3. The Contract Specialist for administration of this BPA is:

U.S. EPA, Mail Code 3803R
1200 Pennsylvania Ave., NW
Washington, DC 20460
Telephone: (202) _____
Fax: (202) _____
E-Mail: _____

4. The EPA Project Officer(s) will represent the Contracting Officer in the administration of technical details within the scope of this BPA. The Project Officer is also responsible for final inspection and acceptance of all reports, and such other responsibilities as may be specified in the BPA. The Project Officer is not otherwise authorized to make any representations or commitments of any kind on behalf of the Contracting Officer or the Government. The Project Officer does not have authority to alter the Contractor's obligations or to change the BPA specifications, pricing, terms or conditions. If, as a result of technical discussions, it is desirable to modify the BPA requirements or the Statement of Work, changes will be issued in writing and signed by the Contracting Officer.

5. The Project Officer assignment for this BPA may be changed at any time by the Government without prior notice to the Contractor. However, the Contractor will be notified of the change in writing. The Project Officer(s) for this BPA are:

Karen Lee
U.S. EPA/Mail Code 3802R
1200 Pennsylvania Ave., NW
Washington, DC 20460
(202) 564-4378
(202) 565-2553—fax

Lee.Karen@epa.gov
Alternate:
Cheryl Upton/Mail Code 3802R
1200 Pennsylvania Ave., NW
Washington, DC 20460
(202) 564-6242
(202) 565-2553—fax
Upton.Cheryl@epa.gov

H. Deliverables

1. The contractor shall submit all deliverables to EPA in accordance with the following schedule. Except for the Order Point Database, usage reports identified below shall be submitted electronically using Lotus or Wordperfect. The Order Point Database shall be submitted in Lotus.

Deliverable Description	Due Date	Submit To
Office Supplies	Within two business days to EPA locations within the 48 contiguous states	Address specified at time of order
Cardholder Database	Within two weeks of receipt of cardholder information from EPA, quarterly maintenance due on the fifth day after the end of the quarter	Project Officer
Reports:		
25 Most Commonly Purchased Items	Fifth business day after the end of each month	Project Officer
Value and Percentage of all purchases that are NIB, NISH & Unicor Items	Fifth business day after the end of each month	Project Officer

Deliverable Description	Due Date	Submit To
Value and Percentage of all purchases supplied by Small Businesses	Fifth business day after the end of each month and yearly on the fifth business day after the expiration of Base and Option Year	Project Officer & Contracting Officer
Value and Percentage of all Purchases that are EPP items	Fifth business day after the end of each month	Project Officer
Value and Percentage of all CPG items purchased	Fifth business day after the end of each month	Project Officer
Quarterly and Fiscal Year-to-Date Expenditures detailed by function, office, REFM and Business Units	Fifth business day after the end quarter, and/or fiscal year	Project Officer
Quarterly Summary of expenditures by Order Point Number and Organization	Fifth business day after the end of the quarter	Project Officer
Quarterly Report of Activities to Identify, Promote and Offer new EPP items.	Fifth business day of each quarter	Project Officer & Contracting Officer
Number of new EPP items offered on system per year.	Fifth business day after End of Base or Option Period	Project Officer & Contracting Officer
Delivery Report (on time, late and back orders)	Fifth business day of each month	Project Officer
Quarterly report on toner cartridge and battery recycling activity	Fifth business day of quarter	Project Officer

I. Rehabilitation Act of 1973 and Rehabilitation Act Amendments of 1998, Section 508 Information Technology Accessibility Requirements— Electronic and information technology products, if any, including Web-based internet information and applications, provided under a BPA awarded pursuant to their SOW shall comply with the information technology accessibility standards required by Section 508 of the Rehabilitation standards required by the Rehabilitation Act Amendments of 1998.

(a) EPA has a legal obligation under the Rehabilitation Act of 1973, 29 U.S.C. 791, to provide reasonable accommodation to persons with disabilities who wish to attend EPA programs and activities. Under this contract, the contractor may be required to provide support in connection with EPA programs and activities, including conferences, symposia, workshops, meetings, etc. In such cases, the contractor shall, as applicable, include in its draft and final meeting announcements (or similar documents) the following notice:

It is EPA's policy to make reasonable accommodation to persons with disabilities wishing to participate in the agency's programs and activities, pursuant to the Rehabilitation Act of 1973, 29 U.S.C. 791. Any request for accommodation should be made to the specified registration contact for a particular program or activity, preferably one month in advance of the registration deadline, so that EPA will have sufficient time to process the request.

(b) Upon receipt of such a request for accommodation, the contractor shall immediately forward the request to the EPA contracting officer, and provide a copy to the appropriate EPA program office. The contractor may be required to provide any accommodation that EPA may approve. However, in no instance shall the contractor proceed to provide an accommodation prior to receiving written authorization from the contracting officer.

(c) The contractor shall insert in each subcontract or consultant agreement placed hereunder provisions that shall conform substantially to the language of this clause, including this paragraph, unless otherwise authorized by the contracting officer.

APPENDIX C FEDERAL AGENCY ENVIRONMENTAL POINTS OF CONTACT

DHS: bill.mcgovern@dhs.gov
DOC: pwixed@doc.gov
DOD: John.Coho@osd.mil
DOE: donald.lentzen@eh.doe.gov
DOHS: Brent.Paul@fema.gov
DOI: catherine_cesnik@ios.doi.gov
DOJ: heckerma@usdoj.gov
DOL: Clark-Patricia-C@dol.gov
DOS: holdforthje2@state.gov
DOT: catherine.johnson@ost.dot.gov
EPA: green.bucky@epa.gov
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November 6, 2003

MEMORANDUM

SUBJECT: Agency Wide Blanket Purchase Agreement for Ordering Green Office Supplies

FROM: Morris X. Winn/s/
Assistant Administrator

TO: All EPA Employees

As the EPA's Environmental Executive, I take great pleasure in announcing the award of an Agency wide Blanket Purchase Agreement (BPA) for Green Office Supplies. The new BPA with Corporate Express, which was made possible through the joint efforts of the Office of Acquisition Management, the Office of Pollution Prevention and Toxics, and the Office of Solid Waste, will enable the Agency to buy those products which meet or exceed EPA's recycled content guidelines or are environmentally preferable in some other way. The Agency Purchase Card will be your membership into the new, user friendly, web based ordering system. In most cases, next day delivery of ordered supplies will be available.

Using the BPA will dramatically increase the Agency's purchase and use of green products which will, in turn, greatly help the environment. For example, EPA conservatively estimates that our contract purchases of recycled copy paper saved approximately 11,000 trees and resulted in solid waste reductions of more than 500,000 pounds last year alone. By using the BPA to increase our Purchase Card purchases of green office supplies, the Agency will be able to significantly reduce atmospheric emissions, save energy, reduce materials going to landfills, and improve the overall health and well being of our employees and customers.

EPA is planning a phased implementation of the BPA throughout the Agency. A web based training tutorial will be available, as well as a Help Desk number, to assist our BPA users in placing orders. The Office of Acquisition Management plans to have the first customers using this new acquisition tool by January, 2004. The use of this BPA will be made mandatory for purchasing office supplies via Purchase Card by the end of FY 2004. Details for the full implementation of this BPA will be distributed shortly.

I want to challenge each of you to work together to be leaders in buying "green." For additional information, contact Karen Lee, EPA Purchase Card Team, at lee.karen@epa.gov or 202 564 4378.



United States
Environmental Protection Agency
(7409)
Washington, DC 20460

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