



Suggested RFP/RFI Questions for Asset Management Suppliers*

Consider the following questions for asset management services that manage unwanted equipment. Electronic equipment contains numerous hazardous chemicals that require handling in a responsible manner to avoid release into the environment and cause human health issues. The questions below address options for handling unwanted equipment in an environmentally preferable manner including , refurbishment and reuse.

Question	Preferred Answer	Type of Response	Rationale
RECYCLING			
1. Are you and your applicable subcontractors certified as an environmentally responsible electronics recycler by e-Stewards®?	Yes	Yes/No	E-Stewards certified suppliers have committed to not send materials to landfill, not use prison labor, and not send non-working materials to non-OECD countries. Note that e-Steward certification would not apply to some subcontractors (e.g. metal smelters). R2/RIOS is another certification program; however, some view e-Stewards as more stringent for the reasons indicated above.
2. Can you provide a documented outline of the downstream flow of all materials covered in this contract through recycling, refurbishment, resale, donation and disposal? Please attach a copy.	Yes	Yes/No	Outlines the intended route for all end-of life electronics and verifies flow of materials.
a) Does this documented outline include a description of how and where the materials from end-of-life electronics are processed, throughout <i>final disposition</i> ?	Yes	Yes/No	It is important for vendors to reveal the material flow through final disposition to ensure proper handling.
b) Does this documented outline include a description of the testing, repairing, labeling, packaging of whole devices and parts, and the end users for whole units or parts that are donated or sold for reuse?	Yes	Yes/No	It is important for vendors to reveal the material flow through final disposition to ensure proper handling.
3. Do you and your applicable subcontractors ensure data destruction in order to meet HIPAA regulations?	Yes/No/NA	Yes or NA	HIPAA requires health insurance information remain private.

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4. Do you and your subcontractors have an EPA ID number?	Yes	Yes/No	Collection of potentially hazardous waste requires an EPA ID number so wastes can be tracked from cradle to grave.
5. Will all end-of-life electronic products and hazardous wastes be stored in secured enclosures?	Yes	Yes/No	Inadequate storage could cause worker health and safety issues
6. Do you possess and maintain a documented EMS (environmental management system)?	Yes	Yes/No	A written EMS or a third party accredited EMS certification (e.g. ISO 14001) ensures control over the environmental impacts associated with facility operations
7. Do you maintain all records for a minimum of five years, including manifests, bills of lading, import permits, waste records, and chain of custody of all materials transferred from the site destined for downstream markets?	Yes	Yes/No	Records provide evidence of proper handling of hazardous and non-hazardous materials.
8. Do you maintain a documented process for the evaluation and selection of all subcontractors that receive <i>environmentally sensitive materials</i> either directly or through intermediaries, through final disposition? Please attach a copy.	Yes	Yes/No	Oversight is required to ensure vendors handle electronic materials in an environmentally sound manner. Televised investigations have demonstrated lack of oversight.
9. Do you maintain a documented process for the evaluation and selection of subcontractors that assesses the environmental, health and safety impacts of their operations? (Does not apply to equipment or components that are tested, labeled, and functional for reuse)	Yes	Yes/No	Vendors should provide safe environment for workers and be held accountable.

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10. Can you provide upon request copies of verifiable documentation of the chain of custody for all environmentally sensitive materials throughout final disposition, including the identification of all vendors receiving these materials, directly or through intermediaries, contract language with subcontractors, bills of lading covering a minimum of 3 months of product flow to acceptable destinations, and written consent from "competent authority" in importing countries if any materials are exported? Certificates of Recycling and ISO certification are not adequate documentation by themselves. (Does not apply to equipment or components that are tested, labeled, and functional for reuse)	Yes	Yes/No	This is an important consideration to ensure vendors maintain records proving responsible handling of materials.
11. Can you provide verifiable documentation that each downstream vendor to which you, the primary vendor, sends environmentally sensitive materials (directly or through intermediaries) manages these materials in a way that protects worker safety, public health and the environment through final disposition? (Does not apply to equipment or components that are tested, labeled, and functional	Yes	Yes/No	
12. Do you ensure that all equipment and components that contain or comprise <i>environmentally sensitive materials</i> and are destined for reuse are tested, labeled, and fully functional prior to selling?	Yes	Yes/No	Environmentally sensitive materials must be in working condition before export is a consideration and should be tested by you or a subcontractor.
13. For subcontractors who accomplish the testing, labeling and sending only tested working equipment, do you audit annually and obtain verifiable documentation from the subcontractor?	Yes/NA	Yes/No/NA	Environmentally sensitive materials must be in working condition before export is a consideration and should be tested by you or a subcontractor.
14. Do you ensure zero hazardous wastes go to landfills or incinerators, including waste to energy incineration?	Yes	Yes/No	Incinerated or landfilled materials could pose significant environmental and human health risks.

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15. Can you ensure that you and your subcontractors do not send any un-tested or non-working equipment or components, leaded glass, circuit boards, batteries and mercury in any form to landfill, incinerators (including waste to energy incinerators), prison recycling operations and non-OECD/non-EU countries?	Yes	Yes/No	Incinerated or landfilled materials, especially hazardous wastes, could pose significant environmental and human health risks. Ensure environmentally sensitive materials are not sent to non-OECD countries where already hundreds of millions of pounds of electronic waste are finding their way and harming the environment and human health.
16. [Company] is committed to not sending hazardous and non-hazardous waste to landfill, not exporting to non-OECD countries, and not processing using prison labor. Do you and all sub-vendors comply with this?	Yes	Yes/No	
17. Do you and your subcontractors have a process in place to recycle used batteries?	Yes	Yes/No	Alkaline and rechargeable batteries should be recycled to reuse metals and avoid landfilling.
18. Do you and all of your subcontractors subscribe to any other guidelines, certifications or auditing programs?	Yes/No	Yes/No	Options include EPA Plug-In to eCycling (www.epa.gov/osw/partnerships/plugin), ISO 9001 certified (www.iso.org), Responsible Recycling "R2" Guidelines (www.epa.gov/epawaste/conservation/materials/ecycling/r2practices.htm), OHSAS 18001 Certified (www.ohsas.org).
REUSE AND REFURBISHMENT			
19. Do you perform tests on equipment to determine reuse, upgrade and refurbishment needs?	Yes or No	Yes/No	This question determines the services they provide. Testing process questions follow.
20. Do you send equipment to subcontractors for testing, upgrading, repair, or refurbishment?	Yes or No	Yes/No	This question determines the services they provide. Testing process questions follow.
a) If Yes, do you annually audit and obtain verifiable documentation from the subcontractor?	Yes or NA	Yes/No/NA	Only Yes answers in #18 need to respond. Ensure supplier monitors testing results to ensure credible information.
21. Do you ensure all equipment and components which contain or comprise <i>environmentally sensitive materials</i> , and are destined for reuse, are tested, labeled and fully functional prior to selling?	Yes or NA	Yes/No/NA	If any of the answers from #17-18 are "yes", supplier should ensure products are tested, labeled and fully functional.
22. Do you have a policy that dictates certain units or parts must be tested as working prior to resale?	Yes	Yes/No	If any of the answers from #17-19 are "yes", supplier should have a policy on testing before resale.
23. Do you keep records, by serial number, of all equipment and parts resold?	Yes	Yes/No	Supplier should maintain records which can be viewed upon request.

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DONATION**			
24. Do you and your subcontractors focus on providing only needed and requested equipment and supplies for the direct benefit of the poor? (Yes/No)	Yes	Yes/No	It is important to follow the WHO Principles of Good Donation. Health care equipment donation should benefit the recipient to the maximum extent possible. Research by the Catholic Health Association has found that nine out of ten hospitals reported donating supplies due to expiration while 60% donate broken equipment. Beneficiary organizations report expired supply donations, broken equipment and a lack of expertise to operate medical equipment which sits idle or is disposed. For more information, read CHA's Medical Surplus Donation Study, http://www.chausa.org/MedicalSurplus/
25. Do you and your subcontractors have ready access to biomedical engineers beyond volunteer or week-end only support? (Yes/No)	Yes	Yes/No	Biomedical engineers are needed to ensure equipment is in good working order or can be repaired.
26. Are key needed or complementary items (parts and supplies, operations and maintenance manuals) purchased as necessary? (Yes/No)	Yes	Yes/No	
27. Do you and your subcontractors restrict donation of specialized items that can't be operated or maintained in developing world environments? (Yes/No)	Yes	Yes/No	
28. Do you conduct an in-depth needs assessment with beneficiaries? (Yes/No)	Yes	Yes/No	
29. Do you maintain a database of beneficiary organizations, needs, contacts, shipments, feedback, etc.? (Yes/No)	Yes	Yes/No	
30. Are the amounts of disposed of or recycled items tracked and reported to donors? (Yes/No)	Yes	Yes/No	
31. Do you prohibit the shipment of expired items? (Yes/No)	Yes	Yes/No	
32. Do you provide ongoing hospital education to keep hospital staff aware of what constitutes surplus, the impact of appropriate donations and new developments? (Yes/No)	Yes	Yes/No	

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Environmentally sensitive materials - Electronic equipment, parts, and materials destined for recycling or disposal but not for direct reuse, that contain, consist of or are derived from (e.g. shredded, granulated, separated or mixed materials): 1) mercury-containing materials or devices, such as fluorescent lamps, relay switches batteries. (2) Polychlorinated biphenyl (PCB)-containing devices or materials, (3) Batteries and battery packs, (4) Ink, Powdered toner and toner cartridges, (5) CRTs and leaded CRT glass, including process and unprocessed leaded glass cullet, (6) Circuit boards (whole, shredded, or in any other form).

The definition of "environmentally sensitive materials" does not include:

- New equipment going for use or sale (as opposed to recycling or disposal), or
- Fully functional equipment and parts that are adequately tested, certified and labeled as working, packaged to protect reusability, and that are not intended for disposal or recycling, but for donation, re-use, and/or resale; or
- Non-hazardous waste such as copper unless it is contaminated with a Basel Convention hazardous waste such as lead, cadmium, beryllium, PCBs, mercury, etc. (constituents listed in Basel Annex); or
- Electronic equipment or materials that are to be used as direct feedstock in manufacturing without further processing or preparation (e.g. cleaned CRT cullet), and the "competent authority" of an importing country makes a written determination that the material is not a waste, and therefore not a hazardous electronic waste.

Final Disposition - the point in the recycling/disposal chain beyond which no further processing takes place and the materials are either in a form capable of direct use as a feedstock in manufacturing new products, as an alternative to primary raw materials, or are finally disposed of (e.g. in a landfill or incinerator) This include e.g. smelters, glass-to-glass manufacturing facilities, landfills, incinerators, and waste-to-energy facilities.

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** Questions obtained from Catholic Healthcare's Medical Surplus Donation Study: Preliminary Considerations for Selecting High-Quality Medical Supply and Recovery Organizations (MSROs) (Draft Report August 2011)

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