SITA Technology Certification

Third-party Consumables

Technology Advisory Services (TAS)

June 2025

# Background

Third-party consumables in Government

❖ Departments have requested the option since ~2005:

  ➢ Cost savings

  ➢ Competition for OEMs

  ➢ Recycling initiative

❖ Reasons SITA created a standard for consumables:

  ➢ Very cheap, poor-quality products were being sold to Government

  ➢ Drill-and-fills done in sub-standard environment

  ➢ No minimum standard or quality checks

  ➢ Misleading and deceptive cost figures: "It's cheaper than the OEM!"

  ➢ Risk to Government IT infrastructure, productivity

  ➢ Prevent fruitless expenditure

Enable Government to procure high-quality alternative consumables, rather than cheap, unreliable ones

Complexity of Consumables Environment

❖ ~12 quality levels for **each component**

@ ~100 parts/cartridge ➔ **millions** of different quality permutations

❖ Not enough info available to judge quality

❖ Clients are risk-averse and **uninformed**

❖ OEMs and suppliers spread **misinformation**
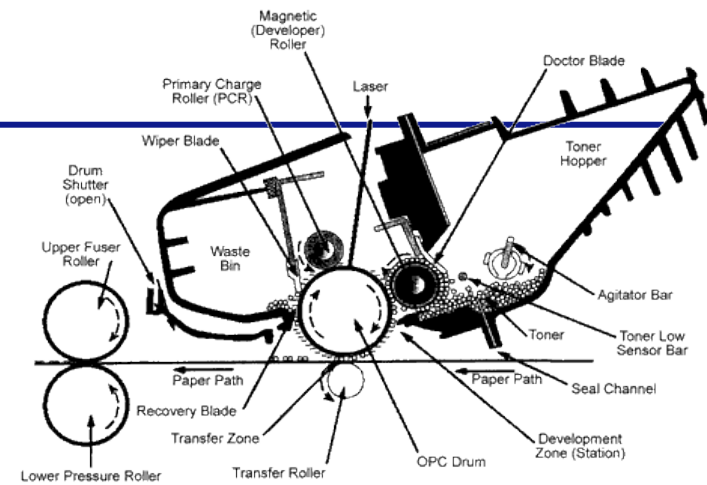
Misinformation, Fraud and Corruption

❖ Counterfeiting:

➢ Refills or clones sold as new/original

➢ OEM packaging being stolen and used to legitimise cheap cartridges

❖ Fraud:

➢ Collection of "expired cartridges"

➢ Poor-quality cartridges sold as equivalent to OEM

❖ FUD (fear, uncertainty, doubt):

➢ OEMs illegally threaten to void printer warranties

➢ 3rd-party parts & consumables are allowed under SA law

Dear Sir / Madam

URGENT FRAUD NOTICE : COLLECTION OF [REDACTED] PRINTER/TONER CARTRIDGES

1. The above matter refers.

2. Kindly note we have become aware that certain <u>imposters/fraudsters</u> have been misrepresenting to Government Department officials that:
   2.1   they have been duly authorised to collect used [REDACTED] Printer, Toners, Drums and Cartridges (" the Consumables") for recycling or disposal; or.
   2.2   they have been duly authorised to collect new unused expired [REDACTED] Consumables to exchange ("*swap-out*") for new unexpired [REDACTED] Consumables .

3. <u>**Kindly note further that:**</u>
   3.1   [REDACTED] will only collect [REDACTED] Consumables for the purposes of recycling or disposal of used/empty [REDACTED] Consumables;
   3.2   [REDACTED] does not allow exchange/swap-out of any [REDACTED] Consumables, whether expired or otherwise, once purchased; and
   3.3   Should any persons represent to you that they are authorised by [REDACTED] to collect or exchange [REDACTED] Consumables, kindly contact our [REDACTED] by email : [REDACTED] Product Manager) in order to obtain confirmation that such persons are employed by [REDACTED] .

Important terminology

❖ Original (produced by printer OEM)

❖ **Re**furbished

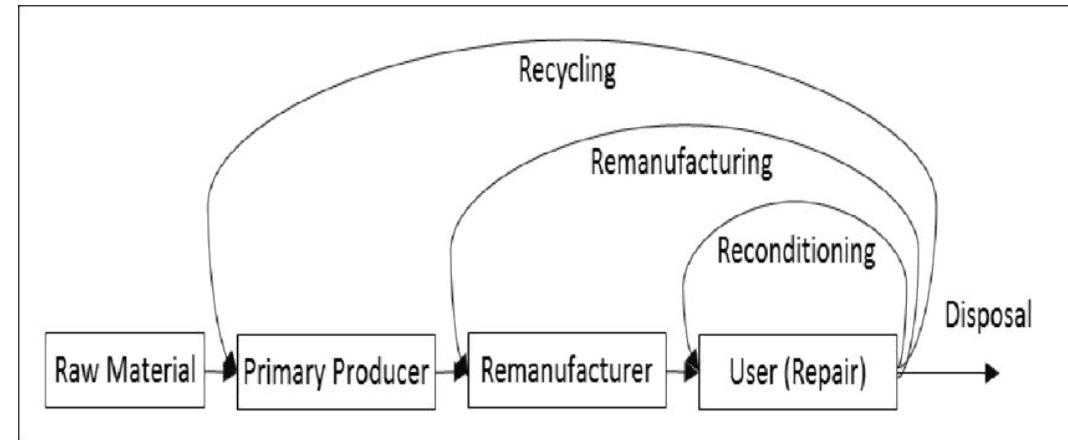❖ **Re**manufactured

❖ **Re**-engineered

Rebuilt and replenished using empty OEM chassis + same quality components

❖ ~~**Re**filled~~

❖ Compatible

❖ Clone

❖ Generic

Not allowed

Product Approval Process

Standards for Consumables

- ❖ ISO9000: quality system

- ❖ ISO14000: environment

- ❖ RoHS: no toxic substances

- ❖ ISO yield tests:

  - ➢ Toner: 19752, 19798

  - ➢ Ink: 24711

- ❖ STMC

- ❖ DIN 33870 / 33871

- ❖ SITA quality criteria

Criteria for Consumables

❖ Only high-capacity cartridges

❖ Excludes relational products/solutions, e.g. RT3 (rentals)

❖ Service: printer warranty from consumable OEM

❖ Quality requirements:

➢ Equivalent print quality, page yield (or cpp), components, build quality same as OEM product

➢ Remans must replace all parts needed for product and print quality (all essential parts)

➢ Completely new toner and OPC (drum)

➢ No refills!

➢ No counterfeits!

❖ No IP infringements!

SITA Technology Lab

❖ Products are tested in the **Technology Lab** @ SITA Erasmuskloof

❖ Tested against the standards defined in the specifications

❖ Specifications and documents @
www.sita.co.za/prodcert.htm

Consumable Lab Tests

❖ Capture product details

➢ Model number, page yield

➢ Packaging details

➢ Product markings

➢ Photos

❖ Verify compliance with all tech specs

❖ Performance tests

➢ Print quality

➢ Compare with original / standard print quality

Certification Documents

❖ Detail spec determines what is acceptable for Government: minimum standards, capabilities and services

  ➢ OEMs certify product against this spec

  ➢ Suppliers **must adhere** to the spec!

❖ Product certificate is **mandatory** – can't sell without it

  ➢ Audit finding for Departments

  ➢ Blacklisting for OEMs and resellers

❖ Supplier quotation **must** include the SITA certificate

Detail spec

Consum: Consumables for

| Line # | Specification |

Product brand name
Product name/model number
OEM or OEM representative

SECTION 1: TECHNICAL SPECIFICATION (Mandatory)

Note: Section 1 specifies mandatory capabilities and component that must be supported by the offered system (included in the base price, implemented and fully functional across a subsystems).

A. **Functional requirements**

A.1 Range of alternative or third-party consumables for printing devices currently and previously certified by SITA and in us by Government. Includes toner cartridges, drums, ink, printheads and other printer consumable components

A.2 Note: Original (OEM) consumables are certified as part of the device certification process, and do not need to be certified separately

A.3 Warranty and support included in solution price: countryw on-site with full coverage (parts and labour for entire soluti including upgrades and accessories) during office hours (7:30 - 17:00), with 4-hour call confirmation and next business day resolution (Zone-dependent according to Conditions) for 3 years (36 months) from date of delivery

B. **Standard components** (Included in Base Price)

Note: This section lists functionality and components that must included in the Base Price. All other components are price separately in Section 2.

B.1 Fully functional consumable items as specified, including SLA, documentation, packaging and onsite delivery

C. **Properties and functionality**

C.1 State printer brand for which consumables are offered
C.1a) Consumables must be listed below (Section 2) per brand and printer model number, along with OEM ceiling price.
C.2 To reduce TCO, only the highest capacity versions of consumables must be offered
C.3 Note: consumables will not be certified for devices intended for a cost per copy (click charge) environment such as Contract RT3

Product Certificate

SITA SOC Ltd, 459 Tsitsa Street, Erasmuskloof, Pretoria, South Africa • PO Box 26100, Monument Park, 0105, South Africa
Tel: +27 12 482 3000 • Fax +27 12 367 5151 • Reg. No 1999/001899/30 • www.sita.co.za

Our Ref: Product Certification
Enquiries: tas@sita.co.za
Tel: 012 482 2872
Date: 2022-06-15

Attention:

SITA PRODUCT CERTIFICATE

In accordance with the SITA Act and applicable regulations, SITA hereby certifies the following product(s) as compliant with Government requirements and technical specifications as noted below.

Technology domain	Peripherals
Brand name	
Item	MF1
Product	
Spec version	Periph version 2.2
Certificate number	Periph 446
Certification date	2015-01-27
Expiry date	2023-12-31
Website	www.sita.co.za/prodcert.htm

Conditions of certification:

• Products supplied to Government under this standard must comply with all requirements, specifications and conditions of certification as captured and approved in the OEM's technical submission to SITA.

• SITA reserves the right to remove OEMs or products from the database at any time.

Engagement Process

Guidelines for Procurement

❖ Brand- and model-specific RFQ is a **MUST** for printers

  ➢ Otherwise suppliers cannot know what cartridge to quote

  ➢ Define **as-is** scenario: "I use the following printer …"

❖ Can Departments stipulate "OEM only"?

  ➢ Needs motivation – disregarding a clear cost savings

  ➢ Opportunity for **huge savings** of ~20%+ on printer cartridges

  ➢ OEMs are spreading **FUD** (fear, uncertainty and doubt) about third-party consumables

❖ We recommend doing a **TCO analysis** before deciding on OEM vs 3rd-party

Service and Support

❖ Standard warranty and SLA clause:

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Warranty and support included in solution price: countrywide
on-site with full coverage (parts and labour for entire
solution, including upgrades and accessories) during office
hours (7:30 - 17:00), with 4-hour acknowledgement and next
business day resolution (Zone-dependent as per Definitions)
for 3 years (36 months) from date of delivery.
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❖ 3-year on-site with 4-hour response, NBD repair

❖ Cartridge OEM carries **warranty for printer** as well – **if** problem is proven to be caused by the consumable

Conclusion

❖ Suppliers are bound by contract conditions and technical specs, including **product certification**

➤ Must deliver what is specified!

➤ *Ignorantia iuris non excusat*

❖ OEMs are bound by MOA and technical specs

➤ Accountable for brand issues and supplier non-performance

❖ Specifications and product database available at www.sita.co.za/prodcert.htm

❖ Contact TAS for further info and assistance