

# Specialized Purchasing Consultants

1491 East Side River Road

Dummer, NH 03588

(800)750-1538



## FY21 Annual Report

With FY22 Projections

Ryan Pinheiro  
Saco, City of  
300 Main Street  
Saco, ME 04072



**Specialized Purchasing Consultants Inc.**  
**Serving Maine, New Hampshire & Vermont since 1988**

September 2021

Ryan Pinheiro  
Saco, City of  
300 Main Street  
Saco, ME 04072

Skip Tilton  
President

Corporate Office:  
1491 East Side River Road  
Dummer, NH 03588  
(800) 750-1538

VISIT US ON THE WEB:  
[www.spccopypro.com](http://www.spccopypro.com)

Dear Ryan:

We at Specialized Purchasing Consultants wish to thank you for your continued confidence in us for the **past 17 years**. We hope we can continue this relationship for many years to come.

This year's Annual Report provides an overview of last year's reprographic equipment usage and status. We recognize that this was an unusual year and that accurate usage may not be fully reflected. However, it is still good to compare and review to see just how the pandemic has impacted usage. Recommendations have still been made to address any potential problem areas and help to avoid needless down time and improve equipment reliability.

Every year we strive to improve or enhance our services to save our clients time, money, and effort. Hopefully you have been able to benefit from these services, and we hope to continue to offer new services. In fact, one new service is the Client Warranty and Relief Fund. A description of this valuable service is provided in this year's report. We are pleased to continue offering all of our services to you at no additional charge.

We appreciate the opportunity to provide you with the best possible pricing, service, and equipment. We look forward to our meeting. Feel free to share your thoughts and feelings concerning your overall experience with SPC.

Sincerely,

Skip Tilton  
President

"Protecting Your Copier Interests"

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## MEET YOUR TEAM

**Skip Tilton, President**  
**Billie Jo Tilton, Vice President**



As co-founders of SPC, we are very proud of our team of professionals. The concept of group purchasing to save millions has grown since 1988 into providing over 16 different managerial services that increase reliability and extend the life of your equipment. However, none of this would have been possible without the loyalty of our clients, many of whom we have assisted for more than 20 years! Together, we have realized the lowest prices possible while improving the quality of your service and equipment. We have also been able to find ways to increase your equipment reliability, monitor and track usage variations throughout the year, and keep your costs under control.



**Alex Webster**  
**Operations, Marketing & IT Manager**



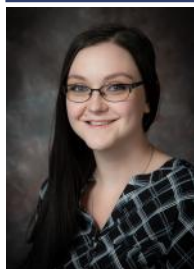
Alex is involved in every aspect of SPC. He actively seeks to improve the cooperative bidding process and is continually seeking to improve the buying power in New England. Alex organizes and prepares the bids for new and existing clients, tabulates the bid results and presents them to our clients. He also presents our Annual Reports each year. He keeps our office equipment up to date, ensuring we are always online and using the latest technology to maintain STARDoc and FM Audit so our clients have access to valuable information on their equipment.

**Pam Weed**  
**Client-Vendor Relations**



Pam helps maintain a good relationship between clients and vendors, overseeing warranty complaints and replacements, equipment upgrades and changes, end-of-year meter collection and billing, and Annual Reports. Pam also assists with marketing SPC services.

**Kelly Fortier**  
**Office Support**



Our newest team member, Kelly creates and maintains Service & Supply contracts and Warranties, equipment additions and upgrades, lease documentation, bookkeeping, and other office support.

**Heidi Tilton**  
**Accounting Support**



Heidi assists with bookkeeping and billing for both clients and vendors, processing payments, contact information updates, and other office support.

**Sue Penney**  
**Accounting Coordinator**



Sue rejoins our team to oversee billing, leases, and purchase transactions.

**Robert Dutil**  
**Information Technology**



Bob keeps SPC running by maintaining and updating database processes as well as assisting in updates to SPC's STARDoc website and the creation of code to create the many reports SPC generates to give you the accurate information of your usage.

**Jamin Tilton**  
**Operations Support**



Jamin plays a vital role in performing onsite and virtual equipment surveys and installation audits. He assists with STARDoc and FM Audit updates as well.

## SPC TIMELINE

### 1988 Specialized Purchasing Consultants opens its doors

- Began offering equipment at the sales representative's cost with continued cooperative buying power obtaining competitive rates on leases, equipment, and Service & Supply contracts.

### 1999 Improved Annual Report

- Revised Annual Report format to include new charts and tables for more expansive usage and budget detail.
- Established Student Ratios.

### 2001 Meter Collection

- Began collecting meter reads directly from client and submitting to vendors via spreadsheet, providing more accurate and consistent billing.

### 2002 Bond Counsel Review

- Added Bond Counsel Review to ensure any and all funding sources provided legal documentation to meet State statutes and regulations.

### 2003 Bond Counsel Review of Contracts and Warranties

- Service & Supply Contracts revised to reflect SPC's commitment to managing a client's account for five years while allowing the client a 30-day cancel option.
- Warranty revised to protect equipment, guaranteeing service or replacement at no charge, even if a vendor goes out of business.

### 2012 STARDoc and Simplified Billing Developed and Implemented

- Live Floor Plans: Allows IT administrators to move devices around on their own floor plans.
- STARDoc: Helps project out the end-of-year costs and potential overages.
- Simplified Billing: Designed to eliminate hundreds of invoices and condenses it down to 2 or 3 a year.

### 2013 STARDoc - Daily Tracking

- Meters gathered daily to track usage

### 2014 STARDoc - Monthly Audits

- Users can see a monthly snapshot of current usage and estimated projections

### 2015 STARDoc - Mapping Options and Asset Management

- Allows mapping of other IT devices (Wireless Access Points, IP Cameras, Projectors, VoIP Phones, etc.)
- IT Asset Management tracks all IT purchases, warranty expirations, etc.

## SPC TIMELINE (Continued)

### 2018 STARDoc - Improved Pinpointing of Budget and Communications

- Improved pinpointing of machines projected to go over budget
- Facilitate communication with your vendor's service manager
- Request service history on any given printer or copier

### 2019 STARDoc – Service Histories, Chromebook Bid

- Mandatory annual fleet service history: Provides data on the overall reliability of the fleet.
- SPC's Chromebook bid allowed organizations to piggyback off our cooperative pricing. Many schools like SAU 67 - Bow and SAU 57 - Salem benefited from this pricing.
- Five-Year Fleet Management (FYFM): Projecting out five-year costs for all equipment based on current and past usage.

### 2020 Mock Bids - Warranty and Relief Fund

- Mock Bids: allows us to show where a client's pricing would come in without having to go out to bid. This allows them to buy off an existing bid, thus saving time and money.
- Warranty and Relief Fund: Due to the pandemic, there are serious upheavals in the industry. In an effort to cushion our clients, this fund was established. For more information, see the last page of the Annual Report.

### 2020 Chromebook Bid

- Third year in a row, awarding primarily to Y & S Technologies for Lenovo
- Sold 3,379 units to 17 clients for just under \$815k in sales

### 2021 Vendor Services and Warranty Relief Equipment

- Vendor Bid Portal allows vendors to electronically submit bids, ensuring accuracy and saving time when calculating bid results for presentation.
- Premier Vendors Classification notes which vendors are not only cooperative to SPC bids but who demonstrate willingness to support SPC's processes before, during, and after the bid.
- Warranty Relief Equipment Base: Premier Vendors will have access to SPC-traded high-quality, low-meter machines. For more information, see the last page of the Annual Report.

### 2022 SPC Roadmap

- STARDoc Upgrade: Plans are being made to give STARDoc a more modern facelift.
- Internal restructuring to ensure our clients receive the best possible service from SPC.

## EQUIPMENT HEALTH STATUS

---

**Total Number of Machines** **30**

Total Black Photocopiers & MFPs:	15
Total Color Photocopiers & MFPs:	8
Total Black Network Printers:	7
Total Color Network Printers:	0
Total Removed From Service:	1

**# of Units Not in Use for FY21** **0**

**# of Units OFF Warranty\*\*** **0**

**# of Units Approaching End of Warranty** **0**

**# of Units Overused** **0**

**# of Units Underused** **0**

Contract Commencement Date 08/02/2018

All Warranties and Service Contracts Expire 06/30/2024

# of Annual Payments Left on Lease 2

SPC's FM Audit Print Management Software Loaded Yes

Printer Contract Signed Yes

**\*\*NOTE:** When a machine goes off warranty, it does not mean that the service contract expires. It simply means that if a replacement machine becomes necessary, it may not be at "no charge."

Dear Ryan,

Client budgets have been significantly impacted for the past two years because of the COVID-19 restrictions. Black usage dropped again by a significant average because of the change to working remotely most of the year.

Your vendor seems to be taking good care of your fleet (see Service History Report), and all of your equipment seems to be running well with no serious issues.

Because prices are coming down, it is our recommendation that you consider an upgrade that would commence on August 2, 2023. Your last lease payment will be made on August 1, 2023. Your first payment of the new lease would be on August 1, 2024. It is our opinion that your lease cost would drop significantly as well as your service-and-supply contract costs. This could result in a savings of \$4,011.01 over five years in color usage at COVID (lower-than-usual) volumes. We can discuss this at our meeting.

Sincerely,  
Skip

**Saco, City of**  
**Ryan Pinheiro**  
**300 Main Street**  
**Saco, ME 04072**  
**Five-Year Basis beginning with the 2018/2019 Fiscal Year**

**Copies-per-Year: 818,735**

**Present vs. Proposed Recommendations as of 8/2/2018**

**PRESENT SITUATION**

- 1) Guarantees on Photocopiers...<One Year
- 2) Annual Price Ceilings Left... <One Year
- 3) High Volume Console Units...0
- 4) Units to be Traded...32
- 5) Photocopiers...16
- 6) Color Photocopiers...10
- 7) MFP's... 3
- 8) Printers....12

Total number of Units...32

- 9) Duplex's...30
- 10) Finisher's...14 w/ 5 Saddle Stitch

**PROPOSED SITUATION**

- 1) Guarantees for both New, Recons & Used Photo's...Five+ Years
- 2) 5% or CPI Annual Ceilings, whichever is less...Five+ Years
- 3) High Volume Console Units with 3 Million plus...0
- 4) Replaced 26 New
- 5) Photocopiers...11 with Secure Print/Confidential Mailbox
- 6) Color Photocopiers...7 (1 of which is the Wide Format Printer)
- 7) MFP's... 10
- 8) Printers...6

Total number of Units...28 closing out 5

- 9) Duplex's... 26
- 10) Finisher's... 11

**Overall Description of Equipment Fleet:**

Presently, you have Three different Manufacturers, 17 different Models & Two vendors. **The new arrangement will shift to one vendor & Two Manufacturers servicing everything with as few models as possible.** This will greatly reduce cost and improve reliability.

**Capital:**

Presently, you have one municipal lease that will be paid off on August 1<sup>st</sup> 2018. With the new arrangement, you will again have one 'municipal' master lease at 3.69% interest. Your first of five annual lease payments will be due on August 1<sup>st</sup> 2019. A legal opinion from SPC's bond counsel (John Larouche in Augusta ME) will be done on this lease transaction. This will assure that all documents are prepared correctly and signed by the appropriate City and bank officials, and that the lease purchase is a tax-exempt obligation with no premium payable by the school district. At your own expense, you can have your own bond counsel also review the documents which would simply duplicate this service.

**Service & Supplies:**

Considering all your consumable cost centers including service you are averaging \$0.00503 for black and \$0.06102 for Color. The new contract will come in at a CPC of \$0.006292 for Black and \$0.03953 for Color including Printers!

**Vendor Packages:**

SPC will bring you multiple different vendor combinations, matching up the best technology available to meet your needs. We would like to highlight the most qualified bids combination for your School District.

<u>Cost Center</u>	<u>Present</u>	<u>KMBS</u>
1. Service & Supplies Color Photo only	\$11,351.41	\$7,543.35
2. Service & Supplies Black Photo only	\$3,089.57	\$3,950.98
3. Annual Muni Lease *	\$22,947.32 *	\$25,758.88*
4. Forced Upgrades (#13 Owned Machines)	\$13,777.00	\$00.00
Totals	\$51,165.30	\$37,253.21

**Wide Format Copier: Currently Owned, New HP DesignJet T830 Lease Cost is included in the Total.**

**\*The Last Lease acquired 20 Machines while the new lease is bringing in 27 new Machines including a Wide Format Printer!**

**# Includes #5 HP's: (1) MICR & (4) Tyler Form Printers which were not part of the previous package.**

**& Without Forced Upgrades total cost = \$37,388.**

**The successful bidders** will have a blanket servicing contract that includes all consumables excluding only staples and paper for all the equipment that is under their factory authorized ability to service. They will provide one easy 'Cost per Copy' billing plan done twice a year in July & January with a reconciliation invoice in June. Your service contract will be fixed through **June 30th, 2019**. A contract extension has been negotiated for four more years, which will have an annual price ceiling of five percent or CPI, whichever is less. You however, only commit funds for one-year at a time to the servicing vendor. And even this scenario allows you to upgrade, lowering the service costs, if it is to your advantage to go out to bid at any time. SPC will set up both the service- supply contracts and the warranty cards with the successful bidding vendors.

Security package: Wiping out old data on trade out units has been included in the package.



**NON-CONTRACTED DEVICES**

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Make - Model	Serial Number	IP Address	Last Update
EPSON UB-E04	X2NN096792	192.100.10.219	2021-09-21 03:02:01
EPSON UB-E04	X2NNI01190	192.100.10.220	2021-09-21 03:02:01
EPSON UB-E04	X2NNI03608	192.100.10.223	2021-09-21 03:02:01
HP LASERJET P4515	CNDY354110	192.100.100.227	2021-09-21 03:02:01

# WARRANTY REPLACED MACHINES

The following copiers or printers have been replaced by the vendor under the service warranty agreement.

Building	Department/Room	Make/Model	Serial #	Vendor ID #	Date of Trade
Saco City Hall	Accounts Payable - 3rd Floor - REMOVED	HP-Laser Jet P4515	CNDY354110	9499 5910	2020-10-29

## FIVE-YEAR FLEET MANAGEMENT (FYFM)

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We have all heard the saying that Information is Power! Beginning with your next upgrade, FYFM will put you in the driver's seat.

### Purpose of FYFM:

Interactive Tool you can alter with your printing habits. With the click of one button, it will incorporate both past, present and future usage, flagging any potential problematic areas. 'Right-Sized Print Management' will help to eliminate overused color copiers.

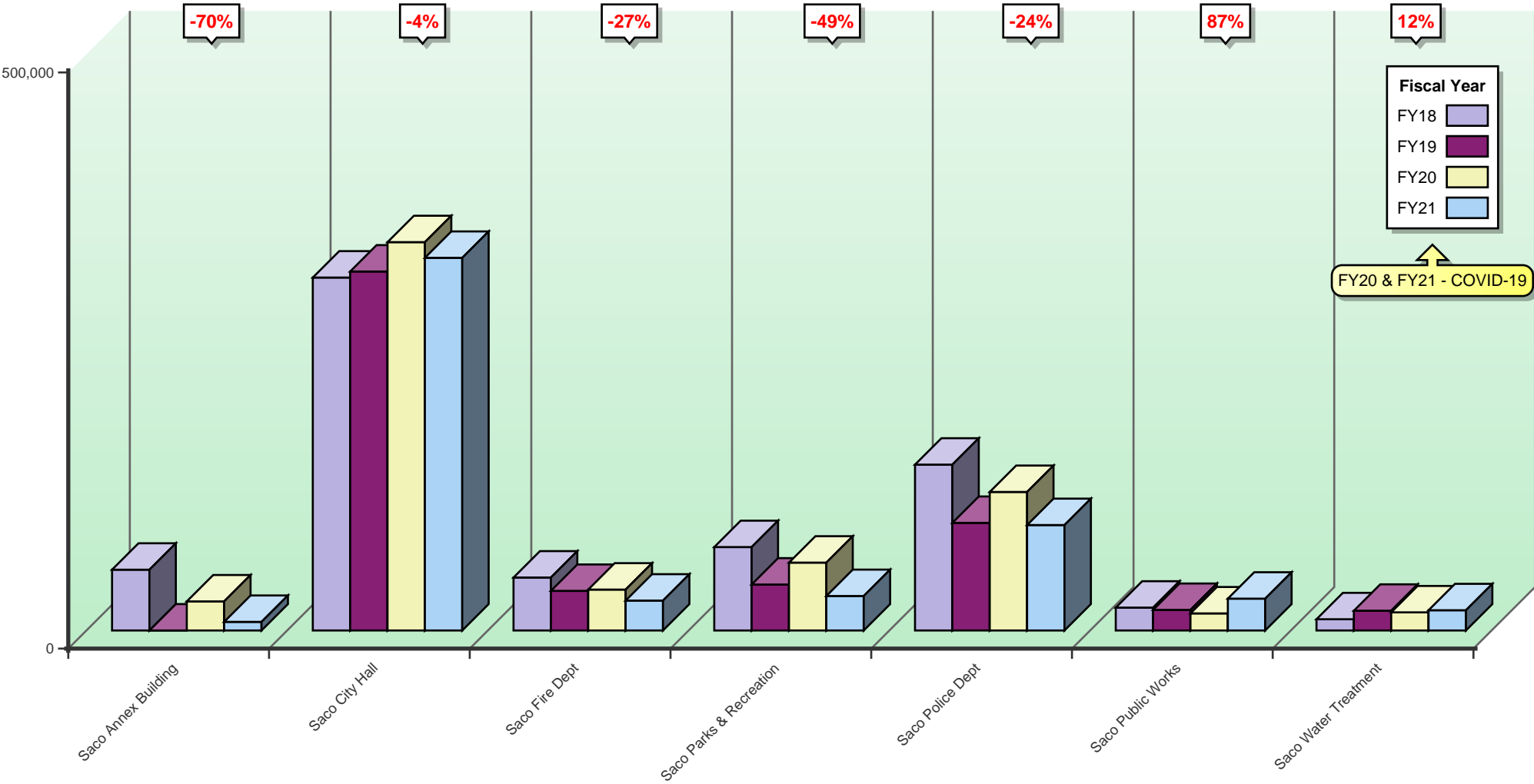
### Setting up Future Budgets:

Projecting out your cost is crucial in setting up your budgets. With FYFM you will be able to take control of your future cost for the entire life of your fleet of copiers, MFP's and printers. STARDoc currently studies your printing habits and projects out for about eight months. FYFM will be able to project out your cost and volume for the entire life of your fleet, usually five years out.

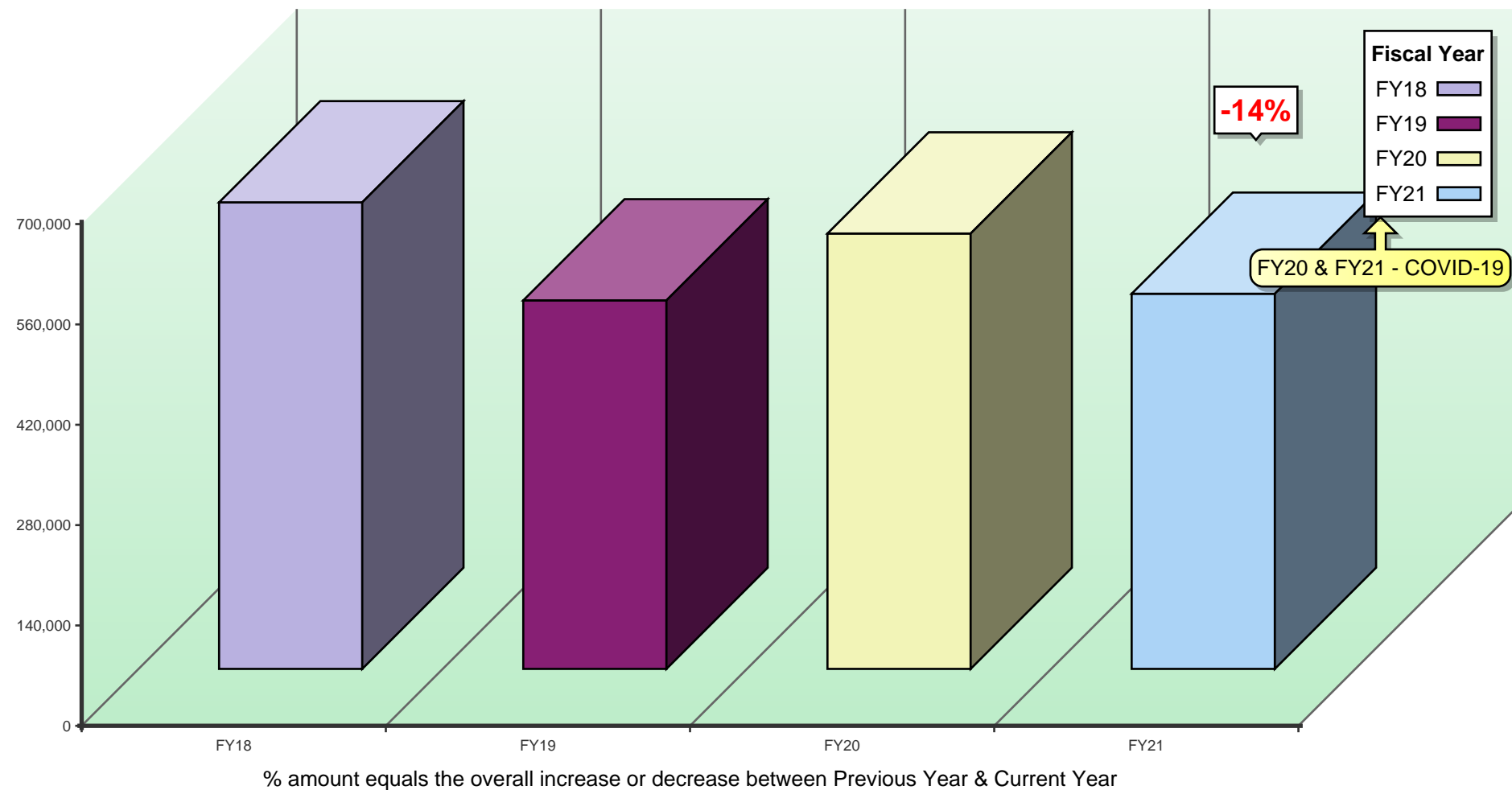
### Problematic Machines:

How would you know if your equipment is truly malfunctioning and needs to be replaced under warranty? FYFM will compare your service calls to all SPC's clients for like models and speeds. It will provide you with the number of service calls in a fiscal year and the average copies between calls so that you will know if your equipment is running efficiently and/or needs to be replaced under warranty at no charge. In awarding future bids, you will be able to see which company and which manufacturer is operating the best in your geographic area.

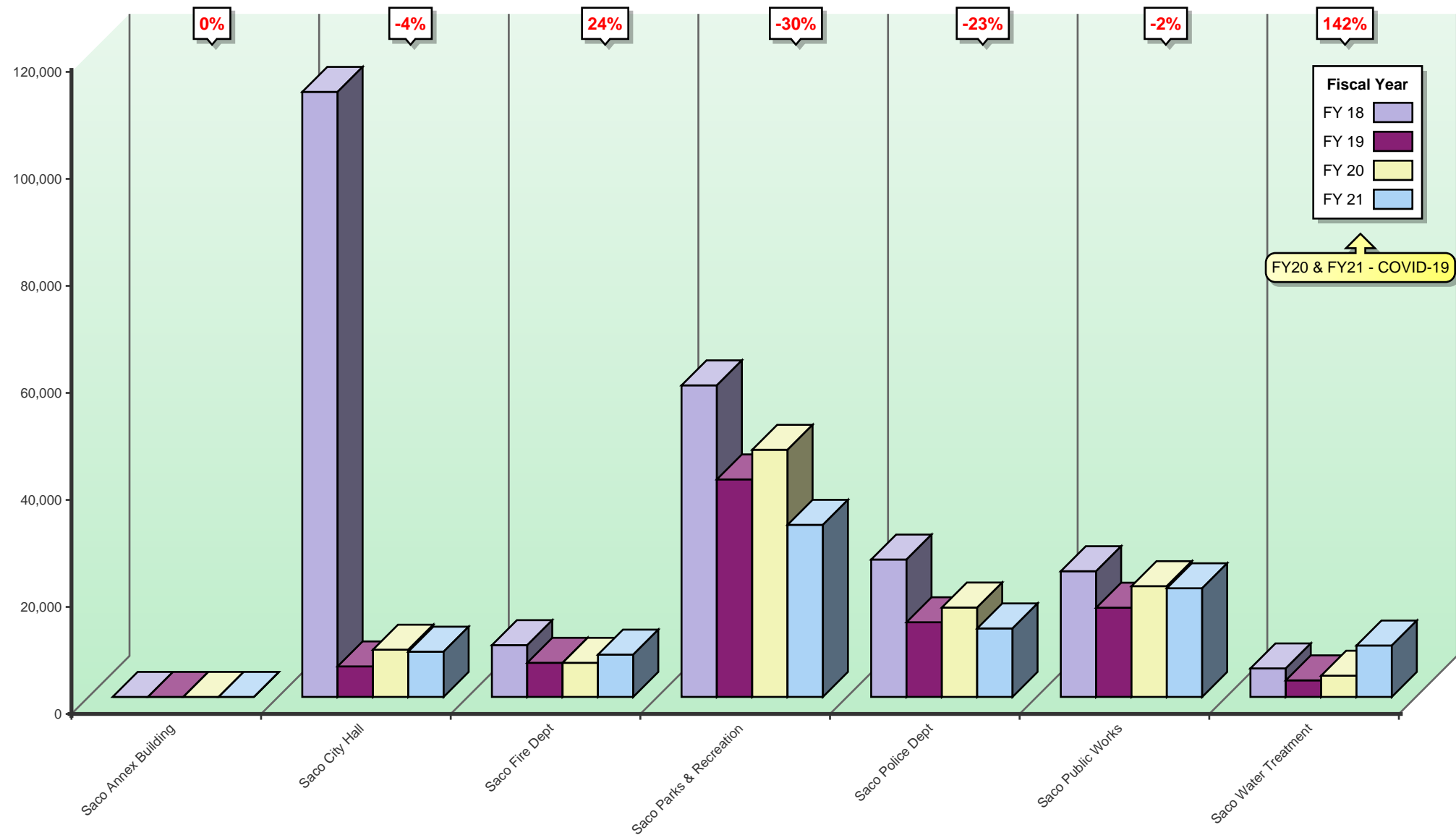
ANNUAL BLACK VOLUME BY LOCATION



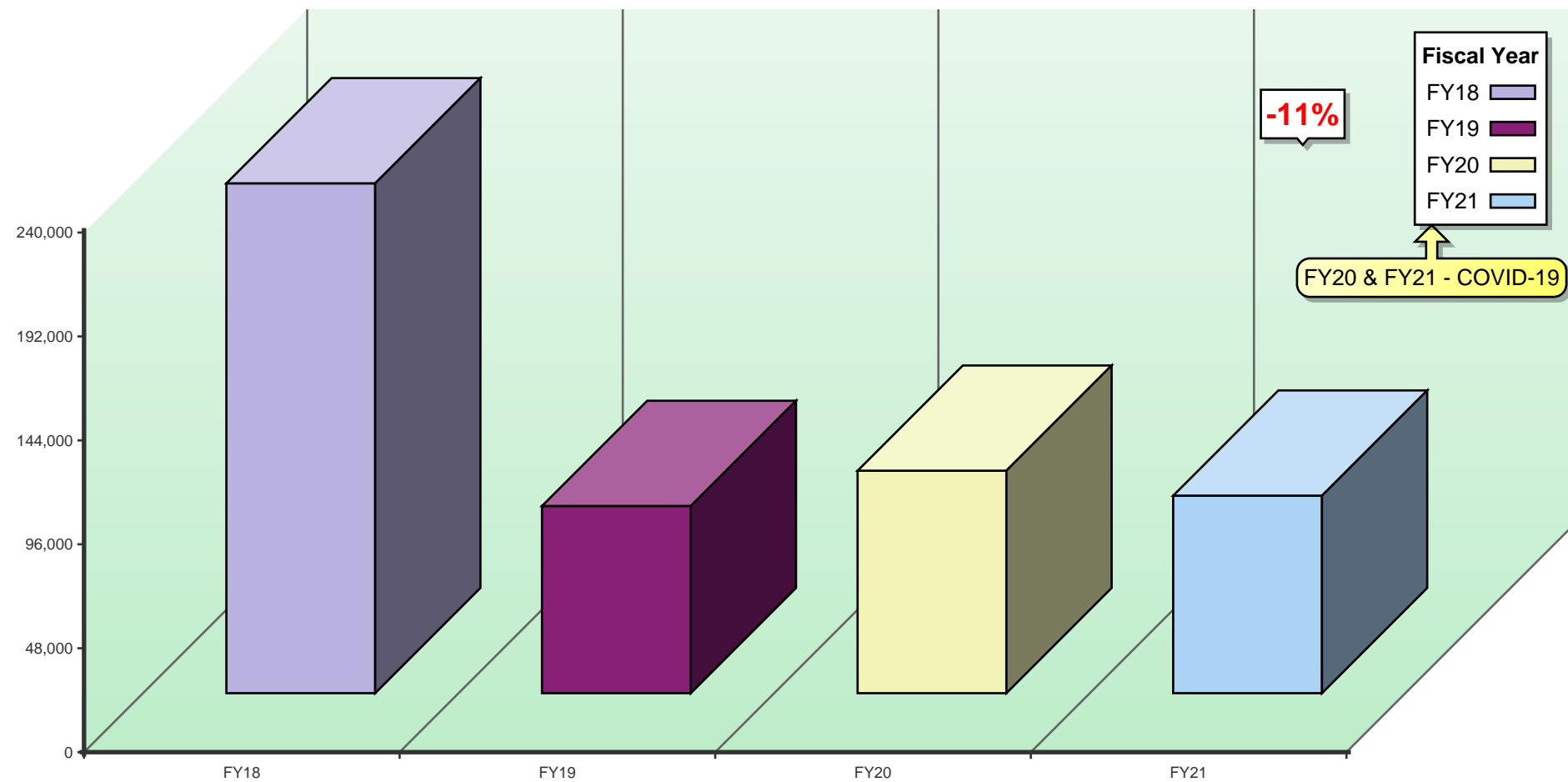
ANNUAL BLACK VOLUME OVERALL



ANNUAL COLOR VOLUME BY LOCATION

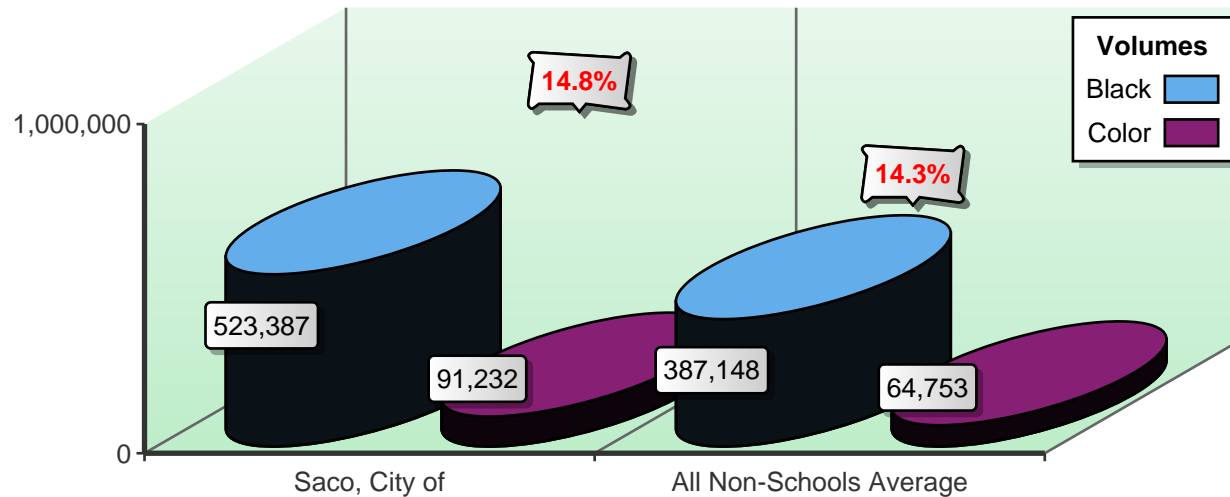


ANNUAL COLOR VOLUME OVERALL



% amount equals the overall increase or decrease between Previous Year & Current Year

## COLOR-TO-TOTAL VOLUME COMPARISON



### SPC Analysis

COLOR printing plummeted from FY19 to FY20 by 20%, but overall it only dropped by just over 2% between FY20 and FY21, even though COVID restrictions affected only three months of FY20 while it affected all of FY21. This indicates that once restrictions are lifted, color usage will again significantly increase. Obviously some color printing is necessary, but if it is not monitored properly, it could blow up your entire printing budget. The best time to financially achieve the color control goal is when you do your next upgrade. For that recommendation, please review the Health Status page.

**SOLUTION:** SPC has incorporated into our bids Right-Sized Print Management software that pinpoints the problematic locations and implements tailor-made software that controls your color printing. Instead of forcing the entire organization to change all printing habits, SPC focuses only on problematic locations.



## EQUIPMENT USAGE & RECOMMENDATIONS

The usage analysis shown here provides an overview of the usage of each piece of equipment currently under contract and monitored by SPC.

Date of Last Upgrade: 08/02/2018

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2020 Meter	06/30/2021 Meter	FY21 Annual Volume	Cost/Copy Annual Cost	Recommendations
Saco Annex Building					
Human Resources					
Konica Minolta BH4422 / 42 PPM AAFM011000233 / 9499 5949 1,000,000 / 08/2018 Black Laser MFP / KMBS	18,839  0	20,407  0	1,568  0	\$0.00409 \$6.41 \$0.00000 \$0.00	None at this time.
Room 1					
Konica Minolta BH4422 / 42 PPM AAFM011000295 / 9499 5950 1,000,000 / 08/2018 Black Laser MFP / KMBS	31,551  0	37,449  0	5,898  0	\$0.00409 \$24.12 \$0.00000 \$0.00	
Subtotal Black			7,466	\$30.54	
Subtotal Color			0	\$0.00	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2020 Meter	06/30/2021 Meter	FY21 Annual Volume	Cost/Copy Annual Cost	Recommendations
Saco City Hall					
Accounts Payable - 3rd Floor					
Konica Minolta BH458 / 45 PPM AA6U011006933 / 94864264 1,000,000 / 08/2016 Black Photocopier/KMBS	72,667  0	86,939  0	14,272  0	\$0.00327 \$46.67 \$0.00000 \$0.00	None at this time.
Accounts Payable - 3rd Floor					
HP Laser Jet 600 M607 / 52 PPM CNBCM4CIML / 2,000,000 / 05/2017 Black Network Printer / KMBS	0  0	1,246  0	1,246  0	\$0.07673 \$95.61 \$0.00000 \$0.00	None at this time.
Accounts Payable - 3rd Floor - REMOVED					
HP Laser Jet P4515 / 62 PPM CNDY354110 / 9499 5910 3,000,000 / 05/2008 Black Network Printer / KMBS	177,287  0	181,512  0	4,225  0	\$0.07673 \$324.18 \$0.00000 \$0.00	Traded.
City Clerk					
Konica Minolta BH458 / 45 PPM AA6U011006936 / 9499 5951 1,000,000 / 08/2016 Black Photocopier / KMBS	125,387  0	223,628  0	98,241  0	\$0.00327 \$321.25 \$0.00000 \$0.00	None at this time.

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2020 Meter	06/30/2021 Meter	FY21 Annual Volume	Cost/Copy Annual Cost	Recommendations
<b>Finance Clerk 1</b>					
HP Laser Jet 600 M607 / 52 PPM	7,049	11,986	4,937	\$0.02302	None at this time.
CNBCL6W0F0 / 94995966				\$113.65	
2,000,000 / 05/2017	0	0	0	\$0.00000	
Black Network Printer / KMBS				\$0.00	
<b>Finance Clerk 2</b>					
HP Laser Jet 600 M607 / 52 PPM	6,491	9,147	2,656	\$0.02302	None at this time.
CNBCL78IC9 / 94995967				\$61.14	
2,000,000 / 05/2017	0	0	0	\$0.00000	
Black Network Printer / KMBS				\$0.00	
<b>Finance Clerk 3</b>					
HP Laser Jet 600 M607 / 52 PPM	6,723	11,191	4,468	\$0.02302	None at this time.
CNBCL78ICZ / 94995969				\$102.85	
2,000,000 / 05/2017	0	0	0	\$0.00000	
Black Network Printer / KMBS				\$0.00	
<b>Finance Clerk 4</b>					
HP Laser Jet 600 M607 / 52 PPM	8,528	12,645	4,117	\$0.02302	None at this time.
CNBCL78ID4 / 94995968				\$94.77	
2,000,000 / 05/2017	0	0	0	\$0.00000	
Black Network Printer / KMBS				\$0.00	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2020 Meter	06/30/2021 Meter	FY21 Annual Volume	Cost/Copy Annual Cost	Recommendations
<b>Finance Clerk MFC 1</b>					
Konica Minolta BH4422 / 42 PPM	84,920	138,040	53,120	\$0.00409	None at this time.
AAFM011000226 / 9499 5909				\$217.26	
1,000,000 / 08/2018	0	0	0	\$0.00000	
Black Laser MFP / KMBS				\$0.00	
<b>Finance Clerk MFC 2</b>					
Konica Minolta BH4422 / 42 PPM	63,311	95,296	31,985	\$0.00409	None at this time.
AAFM011000250 / 9499 5952				\$130.82	
1,000,000 / 08/2018	0	0	0	\$0.00000	
Black Laser MFP / KMBS				\$0.00	
<b>Mail Room</b>					
Konica Minolta BH558 / 55 PPM	182,982	272,487	89,505	\$0.00327	None at this time.
AA6T011002899 / 9486 4217				\$292.68	
3,000,000 / 02/2017	0	0	0	\$0.00000	
Black Photocopier / KMBS				\$0.00	
<b>Payroll/Benefits Specialist</b>					
Konica Minolta BHC458 / 45 PPM	47,694	62,312	14,618	\$0.00327	None at this time.
A79M011027364 / 9486 4215				\$47.80	
1,000,000 / 08/2016	14,552	23,008	8,456	\$0.03975	
Color Photocopier / KMBS				\$336.13	
		<b>Subtotal Black</b>	<b>323,390</b>	<b>\$1,848.69</b>	
		<b>Subtotal Color</b>	<b>8,456</b>	<b>\$336.13</b>	

Make-Model / Speed			FY21		
Serial Number / Vendor ID			Annual	Cost/Copy	
Life Expectancy / Model Intro Date	07/01/2020	06/30/2021	Volume	Annual Cost	Recommendations
Equipment Type / Vendor	Meter	Meter			
<b>Saco Fire Dept</b>					
<b>Main Office</b>					
Konica Minolta BHC458 / 45 PPM	69,990	95,925	25,935	\$0.00327	None at this time.
A79M011030987 / 9486 4214				\$84.81	
1,000,000 / 08/2016	12,778	20,683	7,905	\$0.03975	
Color Photocopier/KMBS				\$314.22	
<b>Subtotal Black</b>			<b>25,935</b>	<b>\$84.81</b>	
<b>Subtotal Color</b>			<b>7,905</b>	<b>\$314.22</b>	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2020 Meter	06/30/2021 Meter	FY21 Annual Volume	Cost/Copy Annual Cost	Recommendations
Saco Parks & Recreation					
Copy Room					
Konica Minolta BH458 / 45 PPM	68,896	85,598	16,702	\$0.00327	None at this time.
AA6U011006959 / 9486 4143				\$54.62	
1,000,000 / 08/2016	0	0	0	\$0.00000	
Black Photocopier/KMBS				\$0.00	
Garage					
Konica Minolta BH4422 / 42 PPM	2,131	2,983	852	\$0.00409	None at this time.
AAFM011000206 / 9499 5926				\$3.48	
1,000,000 / 08/2018	0	0	0	\$0.00000	
Black Laser MFP / KMBS				\$0.00	
Main Office					
Konica Minolta BHC458 / 45 PPM	21,476	29,536	8,060	\$0.00327	None at this time.
A79M011031616 / 9486 4218				\$26.36	
1,000,000 / 08/2016	86,880	119,037	32,157	\$0.03975	
Color Photocopier / KMBS				\$1,278.24	
Reception (Move to 2nd Floor)					
Konica Minolta BH4422 / 42 PPM	6,505	10,796	4,291	\$0.00409	None at this time.
AAFM011000237 / 9499 5780				\$17.55	
1,000,000 / 08/2018	0	0	0	\$0.00000	
Black Laser MFP / KMBS				\$0.00	
Subtotal Black			29,905	\$102.01	
Subtotal Color			32,157	\$1,278.24	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2020 Meter	06/30/2021 Meter	FY21 Annual Volume	Cost/Copy Annual Cost	Recommendations
Saco Police Dept					
Administration					
Konica Minolta BHC458 / 45 PPM A79M011031325 / 9486 4144 1,000,000 / 08/2016 Color Photocopier/KMBS	37,806  15,419	60,831  19,318	23,025  3,899	\$0.00327 \$75.29 \$0.03975 \$154.99	None at this time.
Court Officer					
Konica Minolta BH4422 / 42 PPM AAFM011000251 / 9499 5948 1,000,000 / 08/2018 Black Laser MFP / KMBS	54,026  0	60,964  0	6,938  0	\$0.00409 \$28.38 \$0.00000 \$0.00	None at this time.
Criminal Investigations					
Konica Minolta BHC3351 / 35 PPM A92F011010985 / 9499 5946 750,000 / 04/2017 Color Laser MFP / KMBS	14,377  15,304	21,031  24,208	6,654  8,904	\$0.00409 \$27.21 \$0.05755 \$512.43	None at this time.
Data Entry					
Konica Minolta BH4422 / 42 PPM AAFM011000245 / 9499 5947 1,000,000 / 08/2018 Black Laser MFP / KMBS	10,787  0	21,151  0	10,364  0	\$0.00409 \$42.39 \$0.00000 \$0.00	None at this time.

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2020 Meter	06/30/2021 Meter	FY21 Annual Volume	Cost/Copy Annual Cost	Recommendations
<b>Dispatch</b>					
Konica Minolta BH4422 / 42 PPM	39,527	57,310	17,783	\$0.00409	None at this time.
AAFM011000243 / 9499 5927				\$72.73	
1,000,000 / 08/2018	0	0	0	\$0.00000	
Black Laser MFP / KMBS				\$0.00	
<b>Room 121 Hallway</b>					
Konica Minolta BH458 / 45 PPM	57,250	83,983	26,733	\$0.00327	None at this time.
AA6U011006910 / 9499 5911				\$87.42	
1,000,000 / 08/2016	0	0	0	\$0.00000	
Black Photocopier / KMBS				\$0.00	
		<b>Subtotal Black</b>	<b>91,497</b>	<b>\$333.42</b>	
		<b>Subtotal Color</b>	<b>12,803</b>	<b>\$667.41</b>	



Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2020 Meter	06/30/2021 Meter	FY21 Annual Volume	Cost/Copy Annual Cost	Recommendations
Saco Public Works					
General Supervisor					
Konica Minolta BHC458 / 45 PPM A79M011031589 / 9499 5971 1,000,000 / 08/2016 Color Photocopier/KMBS	32,987  37,410	49,985  55,174	16,998  17,764	\$0.00327 \$55.58 \$0.03975 \$706.12	None at this time.
Office					
Konica Minolta BH4422 / 42 PPM AAFM011002245 / 1,000,000 / 08/2018 Black Laser MFP / KMBS	0  0	5,835  0	5,835  0	\$0.00409 \$23.87 \$0.00000 \$0.00	None at this time.
Office					
Konica Minolta BHC3350i / 35 PPM A93E011007518 / 750,000 / 04/2019 Color Laser MFP / KMBS	0  0	4,798  2,541	4,798  2,541	\$0.00409 \$19.62 \$0.05755 \$146.23	None at this time.
Subtotal Black			27,631	\$99.07	
Subtotal Color			20,305	\$852.35	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2020 Meter	06/30/2021 Meter	FY21 Annual Volume	Cost/Copy Annual Cost	Recommendations
Saco Water Treatment					
Copy Room					
Konica Minolta BHC458 / 45 PPM	27,936	42,677	14,741	\$0.00327	None at this time.
A79M011031685 / 9486 4146				\$48.20	
1,000,000 / 08/2016	7,117	16,723	9,606	\$0.03975	
Color Photocopier/KMBS				\$381.84	
Water Resource Lab					
Konica Minolta BH4702P / 50 PPM	5,000	7,822	2,822	\$0.00627	None at this time.
AAFH011001207 / 9499 5970				\$17.69	
2,000,000 / 08/2018	0	0	0	\$0.00000	
Black Network Printer / KMBS				\$0.00	
Subtotal Black			17,563	\$65.90	
Subtotal Color			9,606	\$381.84	
District Wide Black Totals			523,387	\$2,564.43	
District Wide Color Totals			91,232	\$3,830.19	Your Avg Color CPC is \$0.0420

Estimated color cost savings with your next bid: \$4,011.01 over five years. Our bids are coming in at an average of \$0.03319, with our compensation included.

## SPC SERVICE & SUPPLY COST SAVINGS

These tables compare your equipment cost per copy for service and supplies (black prints or copies only) before becoming an SPC client on 09/15/2004 with your projected cost per copy for the new fiscal year through SPC. Annual Volume represents actual FY 21 black print usage. The second table represents your annual and five-year cost savings compared to your previous cost per copy rate.

### BEFORE SPC

Current Volume	Prior CPC	Average Annual Cost
523,387	\$0.03124	\$16,350.61

### CURRENTLY WITH SPC

Current Volume	Current CPC*	Current Cost	Cost Savings	5 Year Savings
523,387	\$0.00490	\$2,564.60	\$13,786.01	\$68,930.07

\*This CPC is an average of your copiers and printers together. Your copier cpc is substantially lower than this average.

Today the Cooperative Buying of SPC has netted annual cost savings, on average, of  
 $\$13,786.01 \times 17 \text{ years as a Client} = \$234,362.23$  Cost Savings!

## PROJECTED EQUIPMENT COSTS BY BUILDING - BLACK

This table represents PROJECTED expenses for BLACK prints or copies by building based on recent activity. Approximate current paper case costs and **averaged** current annual lease payments are figured in to provide budget information for the upcoming fiscal year.

Building	Projected Black Volume	Projected Black Usage Cost	Approximate Paper Cost	Average Annual Equipment Cost	Total Proj Black Usage Cost
Saco Annex Building	7,466	\$31.43	\$40.32	\$367.27	\$439.01
Saco City Hall	323,390	\$1,904.31	\$1,746.31	\$15,908.12	\$19,558.74
Saco Fire Dept	25,935	\$87.40	\$140.05	\$1,275.79	\$1,503.24
Saco Parks & Recreation	29,905	\$105.10	\$161.49	\$1,471.08	\$1,737.67
Saco Police Dept	91,497	\$343.41	\$494.08	\$4,500.90	\$5,338.39
Saco Public Works	27,631	\$102.05	\$149.21	\$1,359.22	\$1,610.47
Saco Water Treatment	17,563	\$67.91	\$94.84	\$863.95	\$1,026.70
<b>TOTALS</b>	<b>523,387</b>	<b>\$2,641.60</b>	<b>\$2,826.29</b>	<b>\$25,746.33</b>	<b>\$31,214.22</b>

### SPC EQUIPMENT BIDS:

During FY21, our cooperative bids achieved significant cost savings. Despite seeing inflation in almost all markets, with a 5.7% increase on the price index, our bids dropped about 7% for existing clients! So compared to inflation from one year to the next, we achieved a 12% drop! Therefore, based on our results this past year, we feel we can save you another \$4,500.24 if you did an upgrade.

Current bids are coming in between 12% to 17% of Retail compared with the current Salesman's Cost of 50% of Retail.

For Example: A 90-copy-per-minute Ricoh IM9000 black photocopier with RADE, Duplexing, Finisher, 3-Hole Punch, CIF-Print-Color Scan-Hard Drive for Secure Print with a Retail Cost of \$44,743 can be purchased for \$6,453... That's 14% of Retail! Our prices are negotiated with and supported directly by the manufacturer.

## PROJECTED EQUIPMENT COSTS BY BUILDING - COLOR

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This table represents PROJECTED expenses for COLOR prints or copies by building based on recent activity. Current paper case costs and averaged annual lease payments are NOT figured in to this table, as they are covered in the black prints report.

Building	Projected Color Volume	Service & Supply Cost
Saco Annex Building	0	\$0.00
Saco City Hall	8,456	\$346.19
Saco Fire Dept	7,905	\$323.63
Saco Parks & Recreation	32,157	\$1,316.51
Saco Police Dept	12,803	\$687.45
Saco Public Works	20,305	\$877.89
Saco Water Treatment	9,606	\$393.27
<b>TOTALS</b>	<b>91,232</b>	<b>\$3,944.94</b>

## SERVICE & SUPPLY USAGE PROFILE BY VENDOR - BLACK

This table represents ACTUAL and PROJECTED Service & Supply expenses for BLACK usage broken down by equipment type and vendor. Under SPC's Simplified Billing Program, SPC will invoice you directly for 50% of the Projected Annual Volume in July and January, and then reconcile based on actual usage in June. Cost per copy typically increases by 5% or CPI annually, whichever is less. **FY22 increase is 2.6%.**

Vendor	Equipment Type	FY21 Black Volume	FY21 Color Cost/Copy	FY21 Black S & S Costs	FY22 Black Cost/Copy	FY22 Projected Black S & S Costs
Konica-Minolta Business Solutions	Black Laser MFP	138,634	\$0.00409	\$567.01	\$0.00421	\$583.65
Konica-Minolta Business Solutions	Black Network Printer	2,822	\$0.00627	\$17.69	\$0.00646	\$18.23
Konica-Minolta Business Solutions	Black Network Printer	16,178	\$0.02302	\$372.42	\$0.02371	\$383.58
Konica-Minolta Business Solutions	Black Network Printer	5,471	\$0.07673	\$419.79	\$0.07903	\$432.37
Konica-Minolta Business Solutions	Black Photocopier	245,453	\$0.00327	\$802.63	\$0.00337	\$827.18
Konica-Minolta Business Solutions	Color Laser MFP	11,452	\$0.00409	\$46.84	\$0.00421	\$48.21
Konica-Minolta Business Solutions	Color Photocopier	103,377	\$0.00327	\$338.04	\$0.00337	\$348.38
<b>TOTALS AND AVERAGES</b>		<b>523,387</b>	<b>\$0.00490</b>	<b>\$2,564.43</b>	<b>\$0.00505</b>	<b>\$2,641.60</b>

## SERVICE & SUPPLY USAGE PROFILE BY VENDOR - COLOR

This table represents ACTUAL and PROJECTED Service & Supply expenses for COLOR usage broken down by equipment type and vendor. Under SPC's Simplified Billing Program, SPC will invoice you directly for 50% of the Projected Annual Volume in July and January, and then reconcile based on actual usage in June. Cost per copy typically increases by 5% or CPI annually, whichever is less. FY22 increase is 2.6%.

Vendor	Equipment Type	FY21 Color Volume	FY21 Color Cost/Copy	FY21 Color S & S Costs	FY22 Color Cost/Copy	FY22 Projected Color S & S Costs
Konica-Minolta Business Solutions	Color Laser MFP	11,445	\$0.05755	\$658.66	\$0.05928	\$678.46
Konica-Minolta Business Solutions	Color Photocopier	79,787	\$0.03975	\$3,171.53	\$0.04094	\$3,266.48
TOTALS AND AVERAGES		91,232	\$0.04198	\$3,830.19	\$0.04324	\$3,944.94

## LEASED/OWNED EQUIPMENT DETAILS

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Total Number of Machines Under Contract	29
Number of Machines on Lease	26
Number of Machines Owned	3
Number of Rental/Loaner Machines	0

Lease Company	Norway Savings Bank
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Term	5 Annual
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Annual Payment usually due on 8/1	\$25,746.33
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Lease Start Date	08/02/2018
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Lease End Date	08/01/2023
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Remaining Payments	2
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\*The Lease End Date has no bearing on Service & Supply and Warranty Contracts.



## LEASED EQUIPMENT

Building	Room	Make/Model	Serial Number
Saco Annex Building	Human Resources	Konica Minolta BH4422	AAFM011000233
Saco Annex Building	Room 1	Konica Minolta BH4422	AAFM011000295
Saco City Hall	Accounts Payable - 3rd Floor	Konica Minolta BH458	AA6U011006933
Saco City Hall	City Clerk	Konica Minolta BH458	AA6U011006936
Saco City Hall	Finance Clerk 1	HP Laser Jet 600 M607	CNBCL6W0F0
Saco City Hall	Finance Clerk 2	HP Laser Jet 600 M607	CNBCL78IC9
Saco City Hall	Finance Clerk 3	HP Laser Jet 600 M607	CNBCL78ICZ
Saco City Hall	Finance Clerk 4	HP Laser Jet 600 M607	CNBCL78ID4
Saco City Hall	Finance Clerk MFC 1	Konica Minolta BH4422	AAFM011000226
Saco City Hall	Finance Clerk MFC 2	Konica Minolta BH4422	AAFM011000250
Saco City Hall	Mail Room	Konica Minolta BH558	AA6T011002899
Saco City Hall	Payroll/Benefits Specialist	Konica Minolta BHC458	A79M011027364
Saco Fire Dept	Main Office	Konica Minolta BHC458	A79M011030987
Saco Parks & Recreation	Copy Room	Konica Minolta BH458	AA6U011006959
Saco Parks & Recreation	Garage	Konica Minolta BH4422	AAFM011000206
Saco Parks & Recreation	Main Office	Konica Minolta BHC458	A79M011031616
Saco Parks & Recreation	Reception (Move to 2nd Floor)	Konica Minolta BH4422	AAFM011000237
Saco Police Dept	Administration	Konica Minolta BHC458	A79M011031325
Saco Police Dept	Court Officer	Konica Minolta BH4422	AAFM011000251
Saco Police Dept	Criminal Investigations	Konica Minolta BHC335I	A92F011010985
Saco Police Dept	Data Entry	Konica Minolta BH4422	AAFM011000245
Saco Police Dept	Dispatch	Konica Minolta BH4422	AAFM011000243
Saco Police Dept	Room 121 Hallway	Konica Minolta BH458	AA6U011006910
Saco Public Works	General Supervisor	Konica Minolta BHC458	A79M011031589
Saco Water Treatment	Copy Room	Konica Minolta BHC458	A79M011031685
Saco Water Treatment	Water Resource Lab	Konica Minolta BH4702P	AAFH011001207

## OWNED EQUIPMENT

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Building	Room	Make/Model	Serial Number
Saco City Hall	Accounts Payable - 3rd Floor	HP Laser Jet 600 M607	CNBCM4CIML
Saco Public Works	Office	Konica Minolta BH4422	AAFM011002245
Saco Public Works	Office	Konica Minolta BHC3350i	A93E011007518

## STARDoc USER NAMES

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Name	User Name
Amy Oliver	aoliver@sacomaine.org
Bryan Kaenrath	bkaenrath@sacomaine.org
Dorothea Bender	dbender@sacomaine.org
Emily Roy	eroy@sacomaine.org
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Lori Angis	laa
Nancy Binette	nbinette@sacomaine.org
Ryan Pinheiro	rpinheiro@sacomaine.org
William Rankin	wrankin@sacomaine.org



## Benefits of partnering with SPC

### Top Benefits to our CLIENTS:

#### 1. Cooperative Buying

- By definition, is a model that allows a group of buyers with a common interest to pool their buying power in order to negotiate more favorable pricing and better service. SPC's model allows you to pick your preferred vendor!
- SPC's pricing is so strong we pay for our own fee by acquiring prices lower than what you can do on your own.
- We will save you money benefiting from the combined purchasing power of more than 70 clients with over 4,500 devices doing 265 million copies and prints per year (pre-COVID). We purchase approximately 1,200 units annually with 72 million prints out to bid.
- We will save you time by preparing your bid, negotiating with vendors/manufacturers, presenting a total bid analysis, and managing the implementation.
- We will save you frustration. We manage your contracts for up to five years from the date of installation.

#### 2. Exclusive STARDoc Software

- STARDoc: System for Tracking And Reporting Documents.
- Maps all devices and sets up 'Interactive Live Floor Plans' of all printing devices, showing you a Before and After Upgrade look; provides a visual for all decision makers over the next five years.
- STARDoc studies your printing habits and is able to predict your year-end cost months in advance, before you receive your year-end reconciliation invoice.
- Sets up your next year's budget at the click of a mouse.

#### 3. Simplified Billing Program

- Removes the confusion out of billing.
- Eliminates variety of invoices from multiple vendors that come monthly and/or quarterly.
- THREE detailed, easy-to-read invoices are sent each year from ONE billing source.
- Reconciles all of your devices at the end of the year; you pay only for what you use; no minimums.

#### 4. Five-Year Equipment Replacement Schedule

- SPC's staff surveys key locations that determine life of existing equipment.
- Specs out new equipment needed: Does not allow vendors to undersize during the bidding process.
- Manages the entire bid process down to the install.

#### 5. Annual Report

- A crucial document that extends the life of your equipment, often getting 8 to 10 years of guaranteed performance! Flags copying trends within your organization such as overusage.
- You get an overview of your current equipment situation, reports associated with copying and printing costs and, if needed, recommendations for addressing situations posing a problem.

#### 6. Vendor Neutral

- SPC does not recommend just one brand; we suggest what's best for you with serviceability in mind.
- We present you with the bid results and offer recommendations, yet the decision is yours to make.

SPC has been serving their clients since 1988, saving millions of dollars along the way.

Based on current actual volumes and CPCs, SPC has generated Annual Savings of \$2 million for all of our clients. That translates into Savings of more than \$10 million over five years!



## SPC Values Our Vendors

### Overall Benefits to Our Vendors

- Opportunities brought to vendor - Over 1,200 units purchased in FY21 running over 72 million prints
- SPC is well respected in the industry
- SPC values our vendors and speaks highly of them to our clients
- National Contracts that are all negotiated with the manufacturers at your disposal

### Vendor Benefits Pre-Bid & During the Bid Process:

- Sharing of previous bid results that help you to negotiate with your manufacturers
- On-Site Survey of client requirements including mapping all devices
- Writing of the *Five-Year Equipment Replacement Schedule* (Bid Specs)
- Vendor Bid Portal: Greatly reduces bid input time; reduces time from bid submission to bid presentation to the clients in our cooperative
- Control of Bid Specs (Not allowing any vendor to underbid or offer discontinued equipment)
- Selling of vendors' 'Value Add' directly to our clients after the bids are in; Client has the right to pay more than low bid, if desired

### Vendor Benefits Before & During Installation

- Digital Needs Analysis: Matching up the machine to installation site
- Schedule and coordinate Vendor meeting with Client
- Cover the cost of ESP surge protectors, electrical wiring, computer interface and any unexpected costs
- Manage and audit installation
- Capture final meter reads and close books on old devices & contracts

## Vendor Ongoing Support

- Yearly meter reads
- Simplified Billing: SPC manages billing and payment directly with Client and Vendor
- STARDoc: System for Tracking And Reporting Documents... Manages the budget
- Annual Reports that flag machines that are being overused and underused thus improving reliability
- Mediating warranty issues in sensitive locations

## Why do some vendors hesitate to bid?

- Vendors worry that bidding will reduce their margins
- If word gets out on pricing, they feel that their other customers will call and ask for similar prices
- Lose control of their account as winning bidder may beat their pricing
- SPC bids are designed to keep specs equal for all, no chance of providing a lesser piece of equipment

**SPC manages over 4,500 Photocopiers and Printers**  
**Our relationship with our vendors has never been stronger!**



## STARDoc Features

### Cost Projection by Department or Building

- Allows you to formulate next year's budget as early as December
- Allows you to see the projected usage bill in advance
- Tabulate total budgets and total costs district-wide
- Volume or cost pages allow you to pinpoint specific machines on the floorplans
- Timeline - allows you to track historical volume and costs to compare current budget with past years

### Map your devices on Floorplans

- Identifies detailed information (IP address, serial number, vendor ID, CPC, consumed volume, toner and service alerts)
- Device Information tab allows easy access to the printer/copier web interface
- Asset Management (Servers, Wireless Access Points, IP Cameras, Projectors, Apple TVs)

### Floorplan Administration

- Allows IT and Business Manager to move devices around on floorplan
- Paper trail of device locations after summer break
- Shows Previous Devices, Present Equipment, and Proposed Equipment

### Contacts Page

- Control Access and Permissions to STARDoc
- Toggle Email All (Toner Alerts, Service Alerts, Monthly Audits)

### Device Listing Page

- Centralized location for detailed information of District's assets
- Exportable device listing to Excel or PDF
- Non-Reporting Device listing for devices that haven't reported for more than two weeks
- Tracks additional non-contracted devices
- IP Addresses and MAC addresses imported automatically
- Strikethrough on machines that have been removed

### Monthly Audits

- Monthly Cost Snapshot
- Shows number of devices not reporting to help improve projections accuracy

### Last Sync Date

- Shows the last time FM Audit synced for equipment



## Over-Budget Report

- Request service history on any machine right through STARDoc.
- Catch overused equipment early, before equipment begins to break down due to overuse.

## Five-Year Fleet Management (FYFM)

- Projects out five-year costs for all equipment based on current and past usage

## NEW VENDOR CATEGORIES

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In the past we had two vendor categories: Cooperative and Uncooperative. In 2021 we added a third category:

### **Premier: defined as consistently providing ...**

- Quality bids to SPC
- Quality service with a four-hour or less average response time
- Reliable equipment and competitive pricing
- Support to SPC and our mutual clients to resolve concerns
- **Current Premier Vendors**
  - Budget Document Technologies
  - Konica Minolta Business Solutions
  - National 1927
  - Ricoh USA
  - SymQuest Group

### **Cooperative: defined as ...**

- Providing bids as required but lacking in one or more areas listed above, or they have yet to provide a history of strong support

### **Uncooperative: defined as ...**

- Rarely submitting bids to SPC
- Encourages SPC clients to breach existing contracts and undermines SPC's bid process

## WARRANTY RELIEF FUND

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### Why is it Needed?

With the recent pandemic, schools and businesses shut down. In FY20 credits owed were around \$389,000. However, your contracts stipulate that any unused service and supplies are to be refunded. While this may seem like good news, what if the vendor is unable or unwilling to repay those funds? Many companies outside of the copier industry are already filing for bankruptcy. SPC's legitimate concern is, what if this hits the copier industry and we can no longer access the funds owed to the client?

### Other Concerns:

- Vendor refuses to honor a Warranty
- Equipment is no longer under a vendor Warranty
- Vendor refuses to honor a Service-and-Supply Contract at the agreed-upon pricing.
- Vendor gets sold to a venture capitalist entity or to a risky new owner with limited cash reserves

### Purpose:

Since 1989, SPC's goal is to shelter our clients from Industry upheavals. This fund is to set aside monies that can be used by any client, if a need arises.

Funding Source: Initially, \$200,000 no-interest personal loan. To be paid back from two sources...

- Wholesale Trades... For over 10 years these funds have been set aside for warranty replacement units since the industry would provide the same cash price with or without the trade.
- Equipment Purchases... 2% of the gross will be set aside with each upgrade.

### Who Benefits?

All SPC clients...like any insurance fund, by pooling funds from SPC's entire client base, any losses are eliminated.

## WARRANTY RELIEF EQUIPMENT BASE

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### Why is it Needed?

As with credits owed to clients for unused copies, sometimes equipment needs to be replaced or added but there are no funds in the budget. Rather than relying solely on the Warranty Relief Fund, SPC will have an inventory of high-quality, low-meter copiers and printers to use as replacements or additional equipment as needed at a lower cost to the client than a new machine.

### Other Concerns:

- Equipment is no longer under a vendor Warranty
- Vendor refuses to honor a Warranty
- Equipment is damaged by user and not covered under the Warranty

### Purpose:

- To replace or add a machine when needed

### Who Benefits?

- All SPC clients...by pooling high-quality equipment from past client upgrades, equipment can be replaced with minimal impact on the client