

Specialized Purchasing Consultants  
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FY21  
Annual  
Report

With FY22 Projections

Christa Chambers  
South Burlington School District  
550 Dorset Street  
South Burlington, VT 05403



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

December 2021

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South Burlington School District  
550 Dorset Street  
South Burlington, VT 05403

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 Ó@ãæ

We at Specialized Purchasing Consultants wish to thank you for your continued confidence in us for the **past 13 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.

## FIVE-YEAR FLEET MANAGEMENT (FYFM)

---

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.

## EQUIPMENT HEALTH STATUS

---

**Total Number of Machines** **102**

Total Black Photocopiers & MFPs:	28
Total Color Photocopiers & MFPs:	11
Total Black Network Printers:	55
Total Color Network Printers:	8
Total Removed From Service:	0

**# of Units Not in Use for FY21** **1**

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

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

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

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

Contract Commencement Date 08/02/2020

All Warranties and Service Contracts Expire 06/30/2026

# of Annual Payments Left on Lease 4

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 Christa,

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. Black pre-COVID usage averaged 2,291 copies per student but this year is down to 1,284 copies per student ... **your actual usage average is 1,227 for black.** Color pre-COVID usage averaged 216 copies per student but this year is down to 182 copies per student .... **your actual usage average is 159; however, we budgeted for 274 copies per student.**

Your vendor seems to be taking good care of your fleet (see Service History Report), and your machines seem to be running well, which is to be expected with new equipment. If you do have any questions or concerns, we can discuss this at our meeting.

Sincerely,

Skip



**South Burlington School District**  
**David Young**  
**550 Dorset Street, South Burlington, VT 05403**  
**Five-Year Basis beginning with the 2020/2021 Fiscal Year**

**Copies-per-Year: 5,746,906**

**Present vs. Proposed Recommendations as of 8/2/2020**

**PRESENT SITUATION**

- 1) Guarantees on Photocopiers: **1 Year**
- 2) Annual Price Ceilings Left: **1 Years**
- 3) Console Copiers with 3 million plus: 17
- 4) Units to be Traded: 55
- 5) Photocopiers: 26
- 6) Color Photocopiers: 7
- 7) MFPs: 12 (3 color devices)
- 8) Printers: 67 (8 Color Printers)
- 9) Duplexers: 97
- 10) Finishers: 26
- Total number of Units: 105

**PROPOSED SITUATION**

- 1) Guarantees for both New, Recons & Used Machines: **Five + Years**
- 2) 5% or CPI Annual Ceilings, whichever is less: **Five + Years**
- 3) Console Copiers with 3 Million plus: 17
- 4) Replaced: **57 New**
- 5) Photocopiers: **25 with Secure Print/Confidential Mailbox**
- 6) Color Photocopiers: **8**
- 7) MFPs: **16 with 3 Color**
- 8) Printers: **65 with 8 Color & 1 MICR**
- 9) Duplexers: **106**
- 10) Finishers: **25**
- Total number of Units: **107 (Closing out 5 locations)**

**Overall Description of Equipment Fleet:**

**Presently**, you have **3 different manufacturers & twenty-one different models** of copiers and printers. Serious concerns have been raised over long-term viability. With National's bid, they offered Kyocera devices top to bottom and are an authorized dealer for Kyocera. They bid OEM for all toner including printers.

**Board Approval Date: August 5<sup>th</sup>, 2020**

**Print Management:** STARDoc for all devices and Papercut MF for select devices (**25 Devices**). Additionally, OCR modules will be installed on all 25 copiers in the district.

**National Papercut MF: \$7,444.00 Annually**

**Symquest Papercut MF: \$4,845.00 Annually**

**Capital:**

Presently, you have **one** municipal lease that will be paid off on August 2<sup>nd</sup>, 2020. With the new arrangement, you will again have **one** municipal master lease at 3.34% interest. Your first of five annual lease payments will be due on **August 1<sup>st</sup>, 2021**.

**Service & Supplies:**

Considering all of your consumable cost centers including service you are averaging **\$0.003933 for black and \$0.044207 for Color**. The new contract will come in at a CPC of **\$0.003394 for Black and \$0.034663 for Color**.

**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>FY21 National</u>	<u>FY22 National</u>	<u>FY21 Symquest</u>	<u>FY22 Symquest</u>
1. Service & Supplies Color:	\$29,618.44	\$23,223.89	\$23,223.89	\$27,351.78	\$27,351.78
2. Service & Supplies Black:	\$19,966.13	\$17,228.26	\$17,228.26	\$18,154.11	\$18,154.11
3. Annual Muni Lease:	\$63,060.84	\$63,060.84	\$74,685.52	\$63,060.84	\$69,799.69
4. Forced Upgrades (#7 Owned Printers):	<u>\$800.00</u>	<u>\$00.00</u>	<u>\$00.00</u>	<u>\$00.00</u>	<u>\$00.00</u>
Totals with Papercut:	\$113,436.58	\$103,512.99	<b>\$115,137.67</b>	\$108,566.73	<b>\$115,305.58</b>

**The successful bidders** will have a blanket servicing contract that includes all consumables excluding only staples and paper for all of the equipment that is under their factory authorized ability to service. They will provide one easy CPC billing plan done twice a year in July & January with a reconciliation invoice in June. Your service contract will be fixed through **June 30<sup>th</sup>, 2021**. 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.

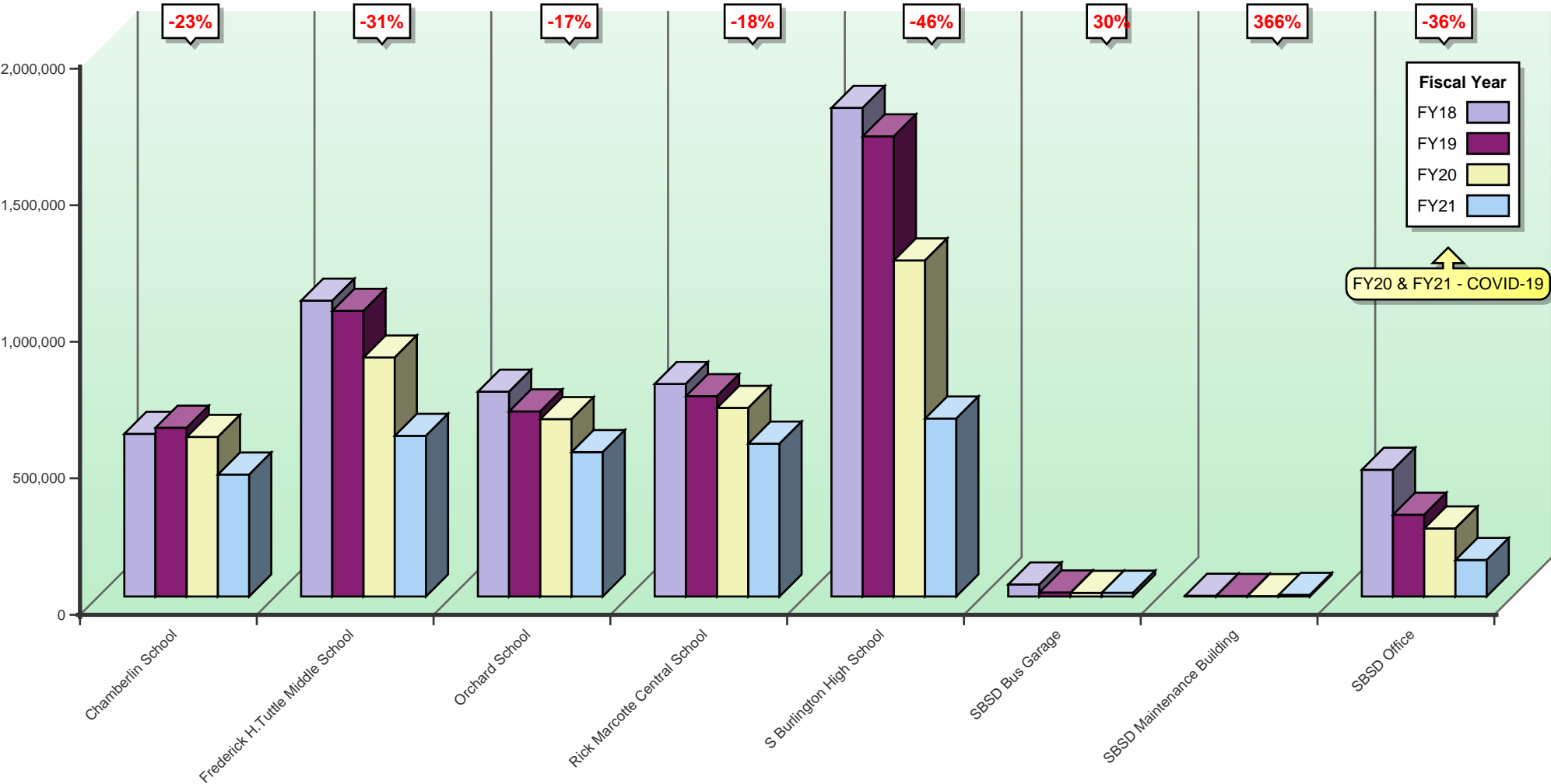
**Security package:** Hard Drive Wipes are included in these prices.

**NON-CONTRACTED DEVICES**

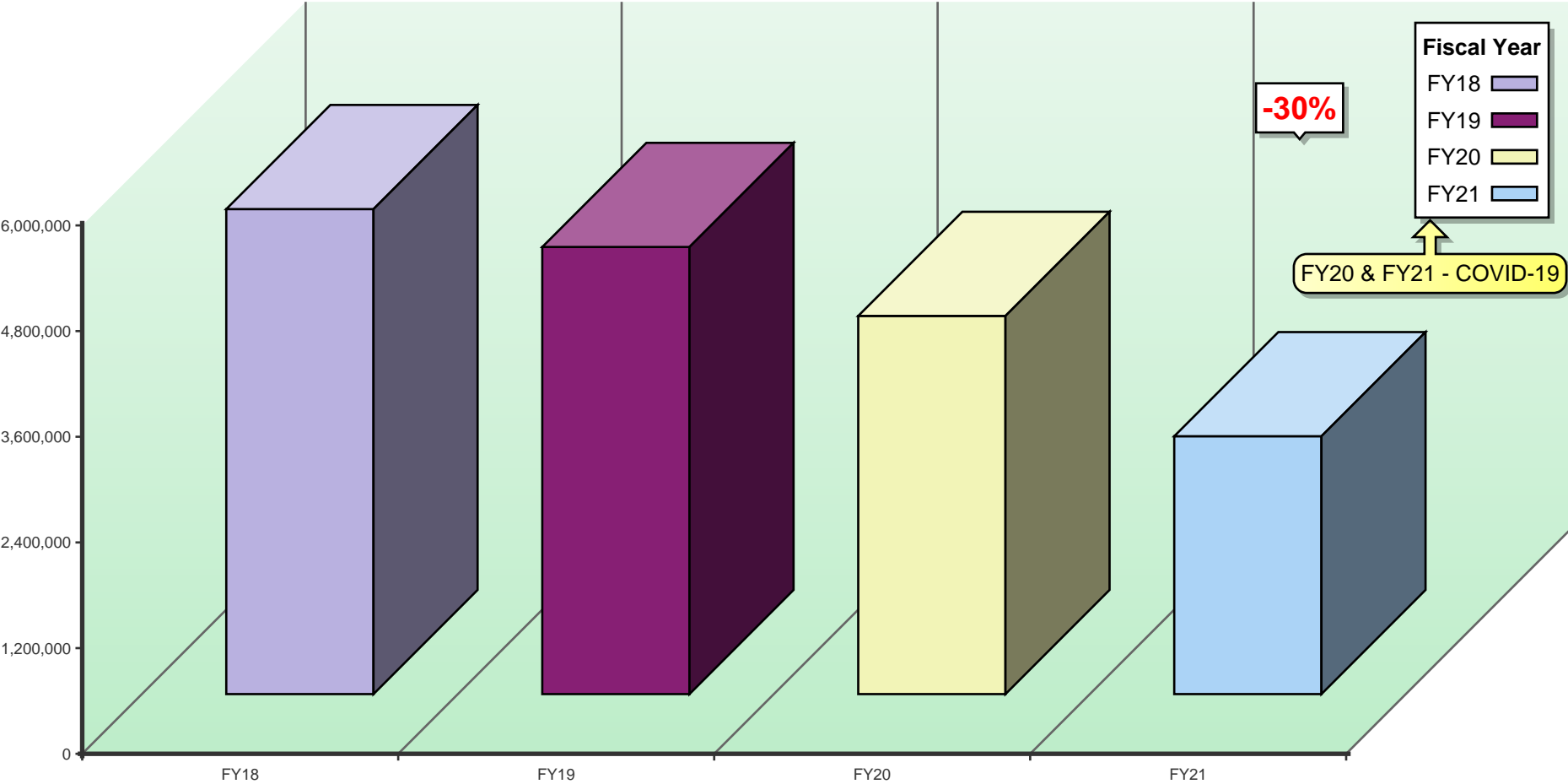
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Make - Model	Serial Number	IP Address	Last Update
CANON TX-3000	BAHY01324	172.18.30.5	2021-12-06 05:37:18

ANNUAL BLACK VOLUME BY LOCATION



ANNUAL BLACK VOLUME OVERALL



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

## AVERAGE STUDENT-TO-COPY USAGE - BLACK - UPGRADE

Using the projected costs by building as the basis, this table represents the BUDGETED average usage and cost per student for each building.

Building	Student Population	Annual Black Volume	Total School Cost*	Average Annual Black Prints Per Student	Average Annual Black Cost Per Student
Chamberlin School	245	618,042	\$14,344.90	2,523	\$58.55
Frederick H.Tuttle Middle School	486	1,046,012	\$24,453.17	2,152	\$50.32
Orchard School	415	673,641	\$15,543.89	1,623	\$37.46
Rick Marcotte Central School	391	731,407	\$17,130.07	1,871	\$43.81
S Burlington High School	908	1,672,142	\$39,486.41	1,842	\$43.49
SBSD Bus Garage	0	14,777	\$390.26	0	\$0.00
SBSD Maintenance Building	0	2,083	\$49.39	0	\$0.00
SBSD Office	0	315,656	\$7,425.97	0	\$0.00
<b>Totals</b>	<b>2,445</b>	<b>5,073,760</b>	<b>\$118,824.06</b>	<b>2,075</b>	<b>\$48.60</b>

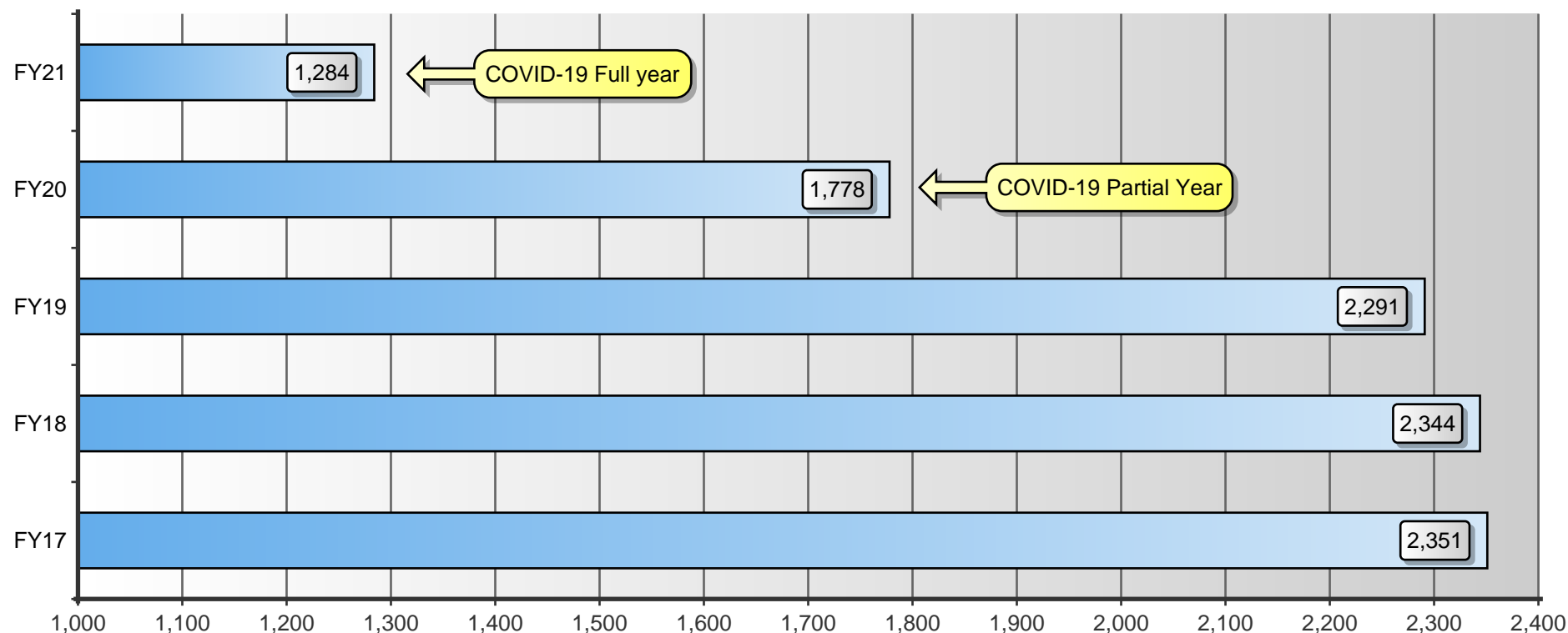
\*Total School Cost refers to the cost of Service & Supplies, Paper, and Equipment. See Projected Equipment Costs by Building table later in this report.

# INDUSTRY AVERAGE COPIES PER STUDENT - BLACK

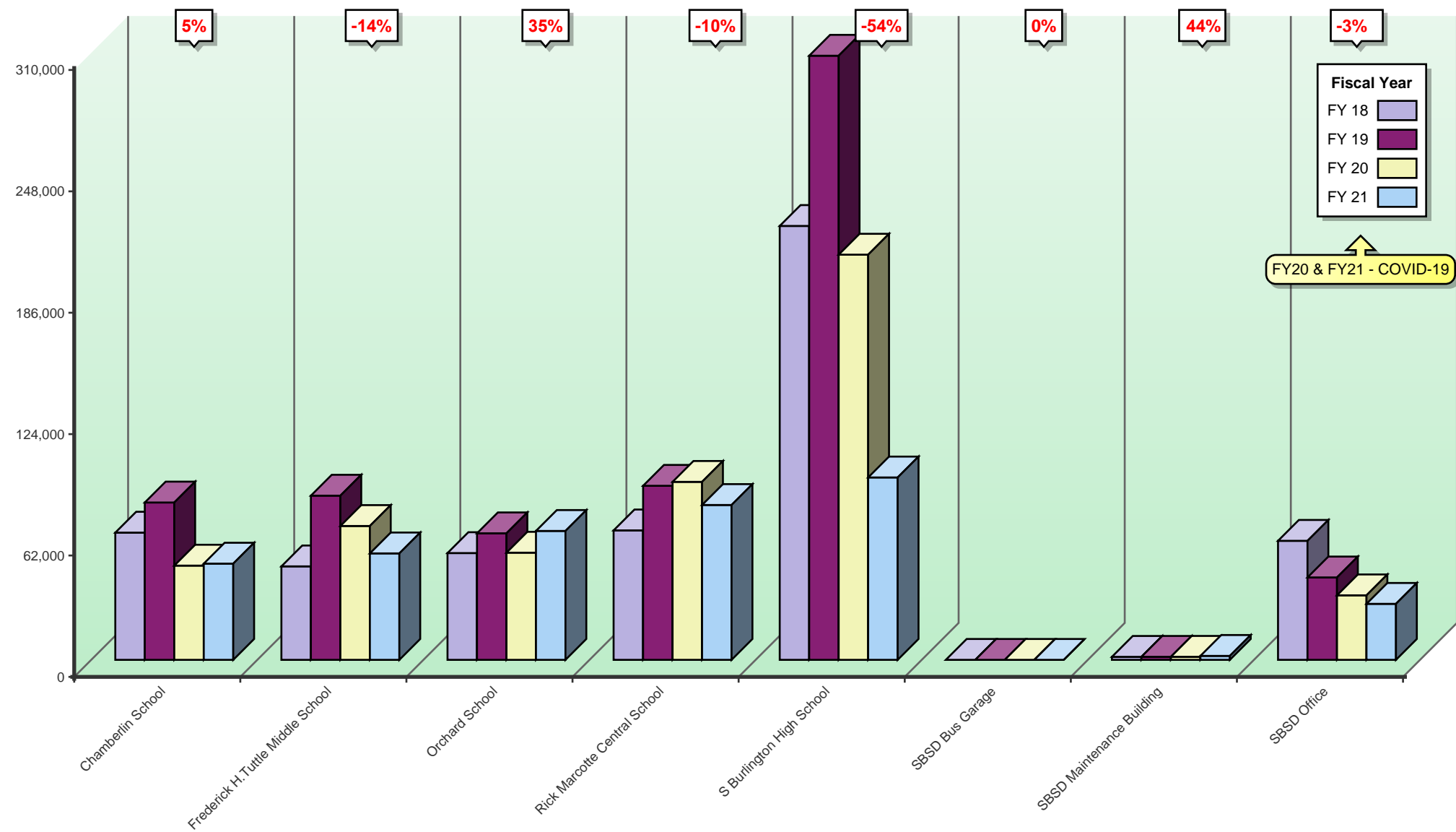
This is an SPC comparison contrasting your district with other client school districts throughout the states of Maine, New Hampshire, and Vermont. By comparing to the Average Student to Copy Usage, this will help you to set up future budgets if student populations increase or decrease within the district or if you plan to build an addition or a new school.

	Total Student Population	Total Annual Volume	Total District Cost*	Annual Copies Per Student	Annual Cost Per Student
All Schools w/Student Populations	74,829	96,111,166	\$2,941,043.66	1,284	\$39.30

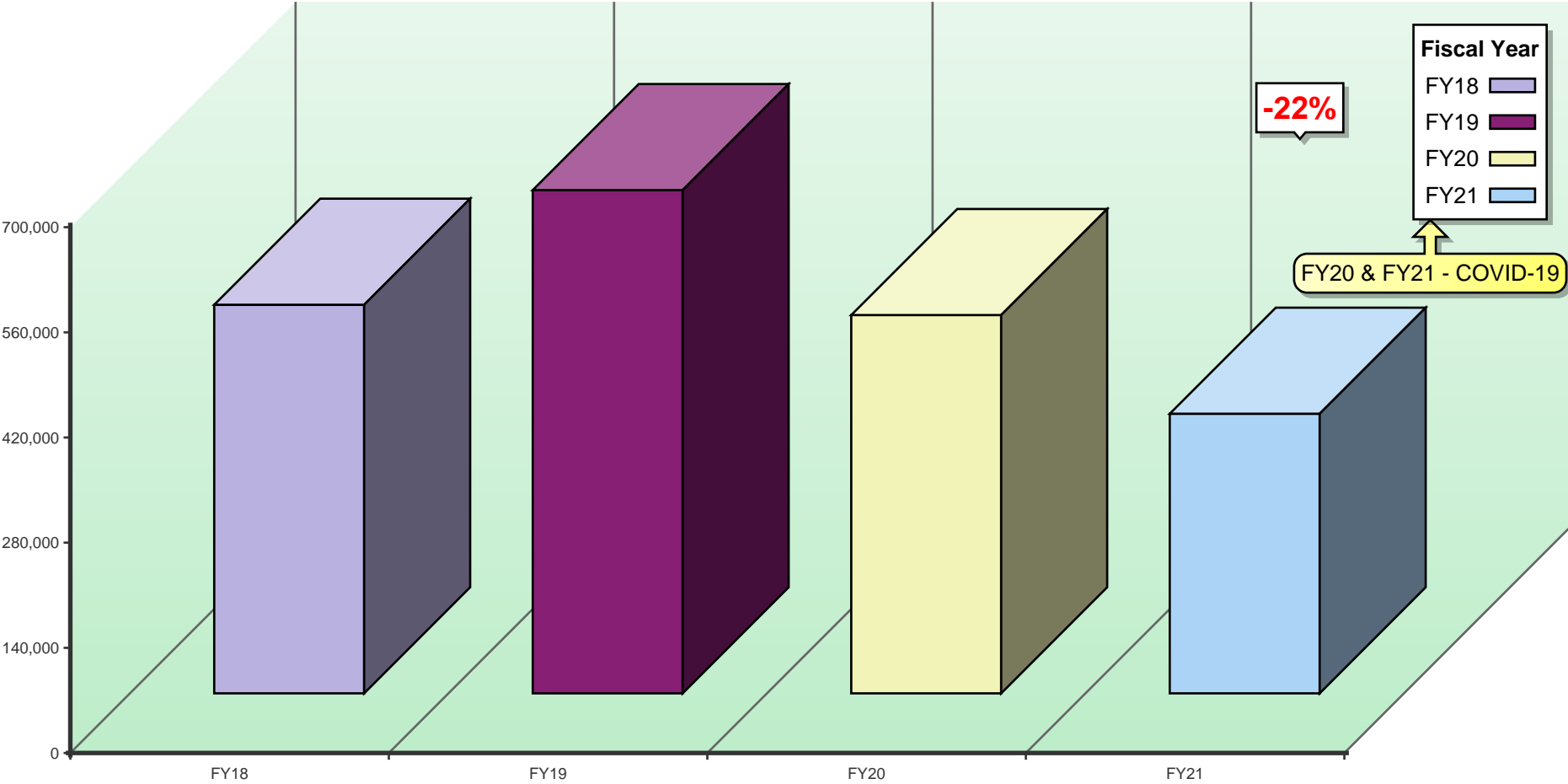
\*Total District Cost refers to the cost of Service, Supplies, Paper, and Equipment.



ANNUAL COLOR VOLUME BY LOCATION



ANNUAL COLOR VOLUME OVERALL



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



## AVERAGE STUDENT-TO-COPY USAGE - COLOR - UPGRADE

Using the projected costs by building as the basis, this table represents the BUDGETED average usage and cost per student for each building.

Building	Student Population	Annual Color Volume	Total School Cost*	Average Annual Color Prints Per Student	Average Annual Color Cost Per Student
Chamberlin School	245	80,375	\$2,934.57	328	\$11.98
Frederick H.Tuttle Middle School	486	83,864	\$3,309.79	173	\$6.81
Orchard School	415	57,490	\$2,410.06	139	\$5.81
Rick Marcotte Central School	391	88,902	\$3,027.11	227	\$7.74
S Burlington High School	908	315,721	\$11,079.23	348	\$12.20
SBSD Bus Garage	0	0	\$0.00	0	\$0.00
SBSD Maintenance Building	0	1,543	\$59.17	0	\$0.00
SBSD Office	0	42,095	\$1,440.75	0	\$0.00
<b>Totals</b>	<b>2,445</b>	<b>669,990</b>	<b>\$24,260.69</b>	<b>274</b>	<b>\$9.92</b>

\*Total School Cost refers only to Service & Supplies as Paper and Equipment are included in the previous table for black prints.

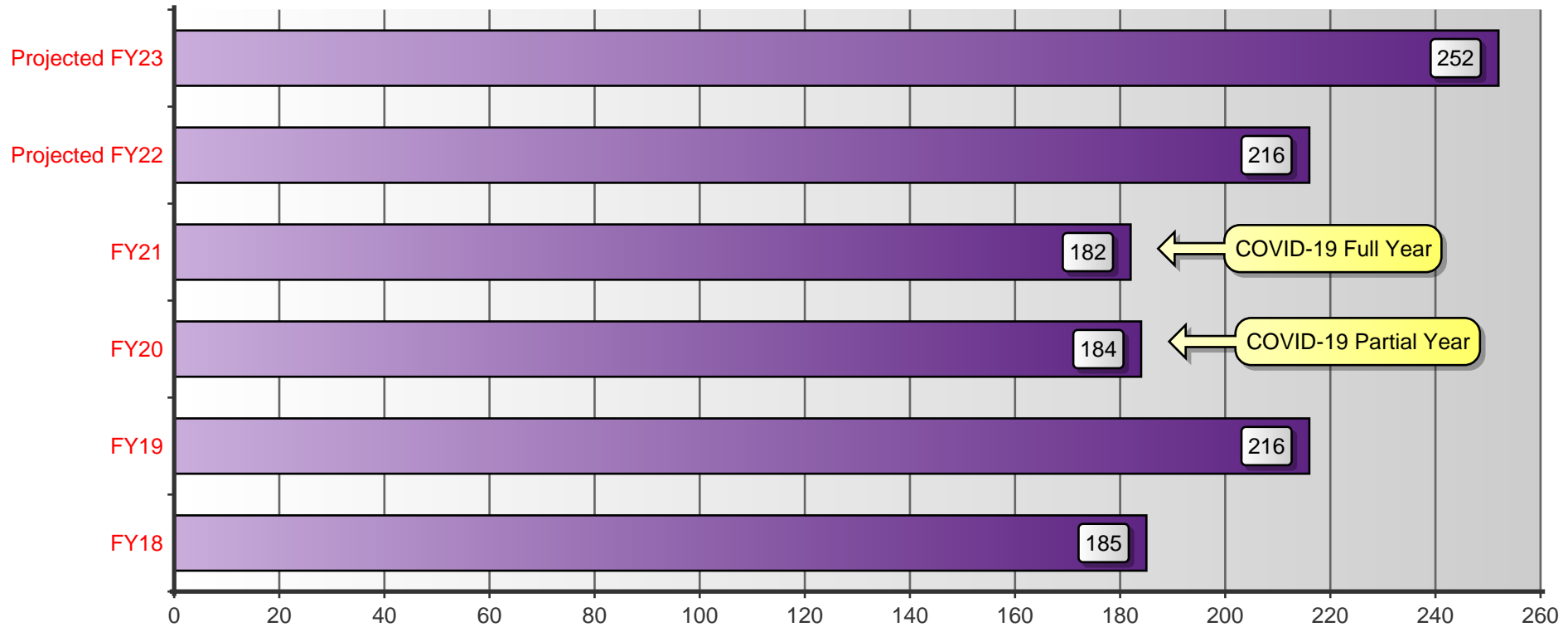
Note: STARDoc tool will flag any future high color usage. See page 35 of STARDoc Features. Current industry ratio averages 182 color prints per student per year. Your ACTUAL color usage averaged 159 prints per student.

## INDUSTRY AVERAGE COPIES PER STUDENT - COLOR

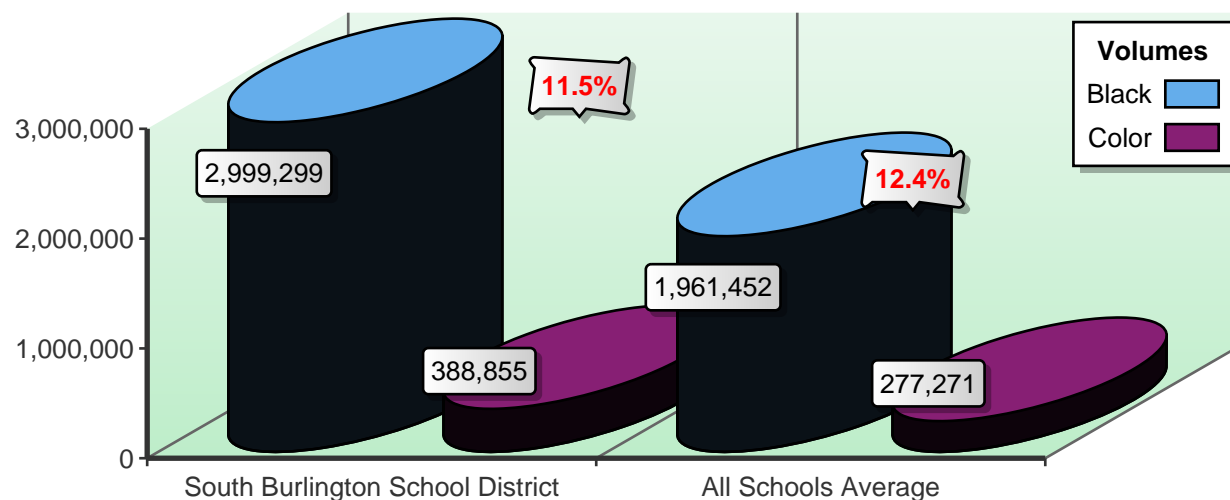
This is an SPC comparison contrasting your district with other client school districts throughout the states of Maine, New Hampshire, and Vermont. By comparing to the Average Student to Copy Usage, this will help you to set up future budgets if student populations increase or decrease within the district or if you plan to build an addition or a new school.

	Total Student Population	Total Annual Volume	Total District Cost*	Annual Copies Per Student	Annual Cost Per Student
All Schools w/Student Populations	74,829	13,586,276	\$651,358.83	182	\$8.70

\*Total District Cost refers to the cost of Service, Supplies, and Paper. Equipment is calculated only into the Black Volume.



## 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 — PRE- AND POST-UPGRADE — BLACK PRINTS

Building	Volume Prior to Upgrade	Cost Prior to Upgrade	Volume After Upgrade	Cost After Upgrade	Total Volume	Total Costs
Chamberlin School	5,827	\$24.06	446,545	\$1,330.40	452,372	\$1,354.46
Frederick H.Tuttle Middle School	11,342	\$49.09	588,262	\$1,833.66	599,604	\$1,882.75
Orchard School	6,923	\$22.49	528,693	\$1,548.90	535,616	\$1,571.39
Rick Marcotte Central School	4,953	\$24.01	559,739	\$1,772.54	564,692	\$1,796.55
S Burlington High School	15,372	\$128.53	651,699	\$2,052.92	667,071	\$2,181.44
SBSD Bus Garage	0	\$0.00	13,745	\$84.26	13,745	\$84.26
SBSD Maintenance Building	243	\$2.08	5,835	\$20.42	6,078	\$22.50
SBSD Office	26,482	\$100.31	133,639	\$519.11	160,121	\$619.43
<b>Totals</b>	<b>71,142</b>	<b>\$350.57</b>	<b>2,928,157</b>	<b>\$9,162.21</b>	<b>2,999,299</b>	<b>\$9,512.78</b>

## EQUIPMENT USAGE — PRE- AND POST-UPGRADE — COLOR PRINTS

Building	Volume Prior to Upgrade	Cost Prior to Upgrade	Volume After Upgrade	Cost After Upgrade	Total Volume	Total Costs
Chamberlin School	1,497	\$70.37	49,143	\$1,760.75	50,640	\$1,831.12
Frederick H.Tuttle Middle School	4,098	\$242.26	54,375	\$2,085.23	58,473	\$2,327.49
Orchard School	2,554	\$142.67	65,846	\$3,036.32	68,400	\$3,178.99
Rick Marcotte Central School	2,529	\$88.54	79,097	\$2,625.23	81,626	\$2,713.77
S Burlington High School	2,233	\$160.40	93,160	\$3,283.58	95,393	\$3,443.99
SBSD Bus Garage	0	\$0.00	0	\$0.00	0	\$0.00
SBSD Maintenance Building	229	\$24.08	2,015	\$75.32	2,244	\$99.40
SBSD Office	3,476	\$141.27	28,603	\$1,001.15	32,079	\$1,142.42
<b>Totals</b>	<b>16,616</b>	<b>\$869.59</b>	<b>372,239</b>	<b>\$13,867.58</b>	<b>388,855</b>	<b>\$14,737.17</b>

## 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 01/15/2008 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
2,999,299	\$0.01620	\$48,588.64

### CURRENTLY WITH SPC

Current Volume	Current CPC*	Current Cost	Cost Savings	5 Year Savings
2,999,299	\$0.00313	\$9,387.81	\$39,200.84	\$196,004.19

\*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  
 $\$39,200.84 \times 13 \text{ years as a Client} = \$509,610.89$  Cost Savings!

## PROJECTED EQUIPMENT COSTS BY BUILDING - BLACK - UPGRADE

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
Chamberlin School	618,042	\$1,909.92	\$3,337.43	\$9,097.55	\$14,344.90
Frederick H.Tuttle Middle School	1,046,012	\$3,407.45	\$5,648.46	\$15,397.25	\$24,453.17
Orchard School	673,641	\$1,990.27	\$3,637.66	\$9,915.97	\$15,543.89
Rick Marcotte Central School	731,407	\$2,414.19	\$3,949.60	\$10,766.28	\$17,130.07
S Burlington High School	1,672,142	\$5,842.99	\$9,029.57	\$24,613.86	\$39,486.41
SBSD Bus Garage	14,777	\$92.95	\$79.80	\$217.52	\$390.26
SBSD Maintenance Building	2,083	\$7.48	\$11.25	\$30.66	\$49.39
SBSD Office	315,656	\$1,074.98	\$1,704.54	\$4,646.44	\$7,425.97
<b>TOTALS</b>	<b>5,073,760</b>	<b>\$16,740.23</b>	<b>\$27,398.30</b>	<b>\$74,685.53</b>	<b>\$118,824.06</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!

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 - UPGRADE

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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
Chamberlin School	80,375	\$2,934.57
Frederick H.Tuttle Middle School	83,864	\$3,309.79
Orchard School	57,490	\$2,410.06
Rick Marcotte Central School	88,902	\$3,027.11
S Burlington High School	315,721	\$11,079.23
SBSD Bus Garage	0	\$0.00
SBSD Maintenance Building	1,543	\$59.17
SBSD Office	42,095	\$1,440.75
<b>TOTALS</b>	<b>669,990</b>	<b>\$24,260.69</b>



## SERVICE & SUPPLY USAGE PROFILE BY VENDOR - BLACK - UPGRADE

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.

Vendor	Billing Type	Equipment Type	FY21 Black Volume	FY21 Black Cost/Copy	FY21 Black S & S Costs	FY22 Projected Black Volume	FY22 Black Cost/Copy	FY22 Projected Black S & S Costs
OSV	Close-Out	Black Laser MFP	18	\$0.01052	\$0.19	0	\$0.00000	\$0.00
OSV	Close-Out	Black Laser MFP	0	\$0.01302	\$0.00	0	\$0.00000	\$0.00
OSV	Close-Out	Black Laser MFP	3,003	\$0.00856	\$25.71	0	\$0.00000	\$0.00
OSV	Close-Out	Black Network Printer	15,819	\$0.00856	\$135.41	0	\$0.00000	\$0.00
OSV	Close-Out	Black Network Printer	12	\$0.01052	\$0.13	0	\$0.00000	\$0.00
OSV	Close-Out	Black Network Printer	1,909	\$0.01302	\$24.86	0	\$0.00000	\$0.00
OSV	Close-Out	Black Photocopier	36,896	\$0.00305	\$112.53	0	\$0.00000	\$0.00
OSV	Close-Out	Color Laser MFP	380	\$0.00856	\$3.25	0	\$0.00000	\$0.00
OSV	Close-Out	Color Laser MFP	585	\$0.01302	\$7.62	0	\$0.00000	\$0.00
OSV	Close-Out	Color Network Printer	434	\$0.00856	\$3.72	0	\$0.00000	\$0.00
OSV	Close-Out	Color Network Printer	30	\$0.01302	\$0.39	0	\$0.00000	\$0.00
OSV	Close-Out	Color Photocopier	12,022	\$0.00305	\$36.67	0	\$0.00000	\$0.00
OSV	Close-Out	High Production Black Photocopier	34	\$0.00305	\$0.10	0	\$0.00000	\$0.00
NATIONAL	Upgrade	Black Laser MFP	37,834	\$0.00613	\$231.92	51,353	\$0.00629	\$323.01

Vendor	Billing Type	Equipment Type	FY21 Black Volume	FY21 Black Cost/Copy	FY21 Black S & S Costs	FY22 Projected Black Volume	FY22 Black Cost/Copy	FY22 Projected Black S & S Costs
NATIONAL	Upgrade	Black Network Printer	216,212	\$0.00613	\$1,325.38	541,190	\$0.00629	\$3,404.09
NATIONAL	Upgrade	Black Photocopier	2,394,071	\$0.00280	\$6,703.40	4,032,427	\$0.00287	\$11,573.07
NATIONAL	Upgrade	Color Laser MFP	9,585	\$0.00350	\$33.55	9,390	\$0.00359	\$33.71
NATIONAL	Upgrade	Color Network Printer	33,241	\$0.00613	\$203.77	42,479	\$0.00629	\$267.19
NATIONAL	Upgrade	Color Photocopier	237,214	\$0.00280	\$664.20	396,921	\$0.00287	\$1,139.16
TOTALS AND AVERAGES			2,999,299	\$0.00317	\$9,512.78	5,073,760	\$0.00330	\$16,740.23

## SERVICE & SUPPLY USAGE PROFILE BY VENDOR - COLOR - UPGRADE

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.

Vendor	Billing Type	Equipment Type	FY21 Color Volume	FY21 Color Cost/Copy	FY21 Color S & S Costs	FY22 Projected Color Volume	FY22 Color Cost/Copy	FY22 Projected Color S & S Costs
OSV	Close-Out	Black Photocopier	0	\$0.00000	\$0.00	0	\$0.00000	\$0.00
OSV	Close-Out	Color Laser MFP	1,377	\$0.10517	\$144.82	0	\$0.00000	\$0.00
OSV	Close-Out	Color Network Printer	2,726	\$0.10517	\$286.69	0	\$0.00000	\$0.00
OSV	Close-Out	Color Photocopier	12,513	\$0.03501	\$438.08	0	\$0.00000	\$0.00
NATIONAL	Upgrade	Color Laser MFP	7,925	\$0.03738	\$296.24	11,683	\$0.03835	\$448.04
NATIONAL	Upgrade	Color Network Printer	64,170	\$0.05625	\$3,609.56	59,057	\$0.05771	\$3,408.18
NATIONAL	Upgrade	Color Photocopier	300,144	\$0.03319	\$9,961.78	599,250	\$0.03405	\$20,404.46
<b>TOTALS AND AVERAGES</b>			<b>388,855</b>	<b>\$0.03790</b>	<b>\$14,737.17</b>	<b>669,990</b>	<b>\$0.03621</b>	<b>\$24,260.69</b>

## LEASED/OWNED EQUIPMENT DETAILS

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Total Number of Machines Under Contract	102
Number of Machines on Lease	52
Number of Machines Owned	50
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	\$74,685.53
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Lease Start Date	08/02/2020
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Lease End Date	08/01/2025
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Remaining Payments	4
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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
Chamberlin School	Library	Kyocera P3I55dn	R4A9Y07544
Chamberlin School	Main Office	Kyocera TASKalfa 4053ci	RFB0203986
Chamberlin School	Nurse's Office	Kyocera M2640idw	VCM9Z09246
Chamberlin School	Room 16	Kyocera P3I55dn	R4A9Y07548
Chamberlin School	Room 17	Kyocera TASKalfa 8003i	RRG0600639
Chamberlin School	Staff Room	Kyocera TASKalfa 8003i	RRG0600620
Chamberlin School	Staff Room	Kyocera TASKalfa 8003i	RRG0600638
Frederick H.Tuttle Middle School	Custodial Office	Kyocera P3I55dn	R4A9Y07550
Frederick H.Tuttle Middle School	Guidance	Kyocera P3I55dn	R4A9Y07547
Frederick H.Tuttle Middle School	Library	Kyocera P3I55dn	R4A9Y07546
Frederick H.Tuttle Middle School	Main Office	Kyocera TASKalfa 4053ci	RFB0204007
Frederick H.Tuttle Middle School	Main Office	Kyocera TASKalfa 8003i	RRG0500543
Frederick H.Tuttle Middle School	Room 221	Kyocera P3I55dn	R4A9Y07537
Frederick H.Tuttle Middle School	Room 233	Kyocera P2040dw	VD27306828
Frederick H.Tuttle Middle School	Room E265	Kyocera TASKalfa 8003i	RRG0500568
Frederick H.Tuttle Middle School	Room W139	Kyocera TASKalfa 8003i	RRG0600637
Orchard School	2/3 Hall Closet	Kyocera TASKalfa 8003i	RRG0500574
Orchard School	Main Office	Kyocera TASKalfa 4053ci	RFB0203945
Orchard School	Main Office	Kyocera TASKalfa 8003i	RRG0600634
Rick Marcotte Central School	Front SPED Office	Kyocera P3I55dn	R4A9Y07545
Rick Marcotte Central School	Grade 5 Project Room	Kyocera P3I55dn	R4A9Y07541
Rick Marcotte Central School	Library	Kyocera P3I55dn	R4A9Y07540
Rick Marcotte Central School	Main Office	Kyocera P3I55dn	R4A9Y07543
Rick Marcotte Central School	Main Office Hallway	Kyocera TASKalfa 4053ci	RFB9601618
Rick Marcotte Central School	Nurse's Office	Kyocera M2640idw	VCM9Z09247
Rick Marcotte Central School	Primary Wing Storage Closet	Kyocera TASKalfa 8003i	RRG0600635
Rick Marcotte Central School	Room C2 Vader	Kyocera TASKalfa 8003i	RRG0600631
Rick Marcotte Central School	Room C2 Yoda	Kyocera TASKalfa 8003i	RRG0500569
Rick Marcotte Central School	Special Education Office	Kyocera P3I55dn	R4A9Y07534
S Burlington High School	2nd Floor Copy	Kyocera TASKalfa 8003i	RRG0600628
S Burlington High School	Attendance Office	Kyocera P3I55dn	R4A9Y07542
S Burlington High School	Guidance Office	Kyocera P3I55dn	R4A9Y07536
S Burlington High School	Guidance Office	Kyocera TASKalfa 5053ci	RF70405869
S Burlington High School	Main Library	Kyocera P3I55dn	R4A9Y07535
S Burlington High School	Main Office	Kyocera TASKalfa 8003i	RRG0600643
S Burlington High School	Math Office	Kyocera P3I55dn	R4A9Y07538

# South Burlington School District

Building	Room	Make/Model	Serial Number
S Burlington High School	Nurse's Office	Kyocera M2640idw	VCM9Z09245
S Burlington High School	Room 105	Kyocera P3I55dn	R4A04I7620
S Burlington High School	Room 112 - AV Lab	Kyocera TASKalfa 6053ci	RF3960I316
S Burlington High School	Room 112 - AV Lab	Kyocera TASKalfa 8003i	RRG0600627
S Burlington High School	Room 138B - Library Copy Room	Kyocera TASKalfa 8003i	RRG0600633
S Burlington High School	Room 204	Kyocera P3I55dn	R4A05I85I9
S Burlington High School	Room 205	Kyocera P3I55dn	R4A05I858I
S Burlington High School	Room 206	Kyocera P3I55dn	R4A05I8574
S Burlington High School	Room 220 Office	Kyocera M2640idw	VCM9Z09250
S Burlington High School	Room 235	Kyocera P3I55dn	R4A04I7630
S Burlington High School	Science	Kyocera TASKalfa 8003i	RRG0500572
SBSD Bus Garage	Manager's Office	Kyocera M2640idw	VCM9Z09257
SBSD Office	Business Office (HS)	Kyocera TASKalfa 5053ci	RF70405905
SBSD Office	Central Office	Kyocera TASKalfa 8003i	RRG0500565
SBSD Office	Central Office (MS)	Kyocera TASKalfa 4053ci	RFB0204004
SBSD Office	SPED (replace with color)	Kyocera P6230cdn	RCB0504078

## OWNED EQUIPMENT

Building	Room	Make/Model	Serial Number
Chamberlin School	Library Circulation Desk	Kyocera P6I30cdn	V5Q590I825
Chamberlin School	Main Office	Kyocera P2I35DN	LVK6X53729
Chamberlin School	Room I - Office	Kyocera P2I35DN	LVK6X53736
Chamberlin School	Room I3	Kyocera P2I35DN	LVK6X53724
Chamberlin School	Room I8/I9 Project Room	Kyocera P2I35DN	LVK6X53734
Frederick H.Tuttle Middle School	Kitchen	Kyocera M2535DN	LVZ6633792
Frederick H.Tuttle Middle School	Nurse's Office	Kyocera M2535DN	LVZ6633784
Frederick H.Tuttle Middle School	Room I0I	Kyocera P2I35DN	LVK6X55I87
Frederick H.Tuttle Middle School	Room I68	Kyocera P2I35DN	LVK6X53733
Frederick H.Tuttle Middle School	Room 22I	Kyocera P2I35DN	LVK6X53728
Frederick H.Tuttle Middle School	Room 223	Kyocera P3I55dn	R4A9Y07539
Frederick H.Tuttle Middle School	Room 224 Lab	Kyocera P2I35DN	LVK6X55I93
Frederick H.Tuttle Middle School	Room 238	Kyocera P6230cdn	RCB0504077
Frederick H.Tuttle Middle School	Room 244	Kyocera P2I35DN	LVK6X5522I
Frederick H.Tuttle Middle School	Room 260	Kyocera P2040dw	VD26Z03728
Frederick H.Tuttle Middle School	Room 267	Kyocera P2I35DN	LVK6X53723
Frederick H.Tuttle Middle School	Room 274	Kyocera FS-C8650DN	NXW690I12I
Orchard School	4/5 Project Room	Kyocera P2040dw	VD2730682I
Orchard School	Library Tech Alley	Kyocera P6I30cdn	V5Q6403028
Orchard School	Room I6 Guidance	Kyocera P2040dw	VD27305552
Orchard School	Room 27 SPED	Kyocera P2I35DN	LVK6X55I94
Rick Marcotte Central School	Main Office	Kyocera M2640idw	VCM9Z08995
Rick Marcotte Central School	Primary Wing Storage Closet	Kyocera P2I35DN	LVK695I963
Rick Marcotte Central School	Room II6 Music	Kyocera P2I35DN	LVK6X55I70
S Burlington High School	Athletics Office	Kyocera M2635dw	VCA6X007I7
S Burlington High School	Career Center	Kyocera P2I35DN	LVK6X55I80
S Burlington High School	Custodial Office	Kyocera P2040dw	VD26Z03744
S Burlington High School	Health Office	Kyocera P2I35DN	LVK6X53735
S Burlington High School	IT Storage	Kyocera P2I35DN	LVK6X53725
S Burlington High School	Kitchen	Kyocera P2040dw	VD2740923I
S Burlington High School	Main Office	Kyocera 306CI	V7E7Y04248
S Burlington High School	Music Office	Kyocera P2I35DN	LVK6X53727
S Burlington High School	Room I0I	Kyocera P2I35DN	LVK6X5372I
S Burlington High School	Room III	Kyocera P2I35DN	LVK6X5373I
S Burlington High School	Room II4	Kyocera P2I35DN	LVK6X53737
S Burlington High School	Room I24	Kyocera P2I35DN	LVK6X53730

<b>Building</b>	<b>Room</b>	<b>Make/Model</b>	<b>Serial Number</b>
S Burlington High School	Room 138	Kyocera P6130cdn	V5Q6503178
S Burlington High School	Room 139	Kyocera P2135DN	LVK6X53726
S Burlington High School	Room 141	Kyocera P6130cdn	V5Q5901836
S Burlington High School	Room 232 Work Room	Kyocera P2135DN	LVK6X53732
S Burlington High School	Room 240	Kyocera P6130cdn	V5Q7X06022
S Burlington High School	Room 241	Kyocera P2135DN	LVK6X53719
S Burlington High School	Science Office 230	Kyocera P2135DN	LVK6X53718
S Burlington High School	Tripple S Office	Kyocera P2135DN	LVK6X53722
SBSD Bus Garage	Break Room	Kyocera M2535DN	LVZ6633777
SBSD Maintenance Building	Maint. Office	Kyocera 306CI	V9W6601966
SBSD Office	Business Office (MICR)	HP Laser Jet 600 M604	CNDCJCG124
SBSD Office	Central Office	Kyocera P2040dw	VD28116803
SBSD Office	Central Office - Maura	Kyocera M2535DN	LVZ6633782
SBSD Office	IT Help Desk	Kyocera 306CI	V9W6601972



## STARDoc USER NAMES

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Name	User Name
Andy Pearson	apearson@sbschools.net
Christa Chambers	cchambers@sbschools.net
Gary Marckres	gmarckres
Krista Chadwick	kchadwick
Mike Vining	mvining@sbschools.net
Steven Walker	swalker@sbschools.net



## 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