

# Specialized Purchasing Consultants

1491 East Side River Road

Dummer, NH 03588

(800)750-1538



## FY21 Annual Report

With FY22 Projections

Suzanne Sinnery  
Seaboard Folding Box Corp  
100 Simplex Drive  
Westminster, MA 01473



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

September 2021

Suzanne Sinnery  
Seaboard Folding Box Corp  
100 Simplex Drive  
Westminster, MA 01473

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 Suzanne:

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

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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.

## EQUIPMENT HEALTH STATUS

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**Total Number of Machines** 10

Total Black Photocopiers & MFPs:	5
Total Color Photocopiers & MFPs:	3
Total Black Network Printers:	1
Total Color Network Printers:	1
Total Removed From Service:	0

**# 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 09/25/2020

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** No

**\*\*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 ~~FinFax~~ ~~FinFax~~

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 Phase 2 upgrade needs to take place in 2022. We can discuss the numbers when we talk.

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

**Seaboard Folding Box Corp  
Suzanne Sinnery  
100 Simplex Drive  
Westminster, MA 01473**

**Five-Year Basis beginning with the 2020/2021 Fiscal Year**

**Copies-per-Year: 614,871**

**Present vs. Proposed Recommendations as of 9/25/2020**

**PRESENT SITUATION**

- 1) Guarantees on Photocopiers: **No historical info**
- 2) Annual Price Ceilings Left: **No historical info**
- 3) Console Copiers with 3 million plus: **1**
- 4) Units to be Traded: **18**
- 5) Photocopiers: **4**
- 6) Color Photocopiers: **3**
- 7) MFPs: **6 (4 of which are color)**
- 8) Printers: **8 (3 of which are color)**
- 9) Duplexers: **17**
- 10) Finishers: **1**
- Total number of Units: **18**

**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: **1**
- 4) Replaced: **16 New**
- 5) Photocopiers: **4 with Secure Print/Confidential Mailbox**
- 6) Color Photocopiers: **3**
- 7) MFPs: **7 with 4 Color**
- 8) Printers: **5 with 1 Color**
- 9) Duplexers: **16**
- 10) Finishers: **3**
- Total number of Units: **16 (Closing out 2 to right size equipment)**

**Overall Description of Equipment Fleet:**

**Presently**, you have **seven different manufacturers & fourteen different models** of low-end network printers that are costing you **\$0.02007** per black print & **\$0.20071** for color prints. You also have an existing lease that is high cost and does not credit you back for unused prints. The **new arrangement** will shift to one manufacturer **with one vendor** servicing everything. All supplies will be OEM.

**Print Management:** STARDoc for all devices. This will monitor for potential end of year costs.

**Capital:**

Presently, you have **one** quarterly lease with Conway Office that will be paid off on 9-25-2020. With the new arrangement, you will have **one** master lease. Your first of twenty **quarterly** lease payments will be due on **September 25<sup>th</sup>, 2020**. This is a dollar buyout arrangement. You will own the equipment at the end of the lease.

**Service & Supplies:**

Considering all of your consumable cost centers including service you are averaging **\$0.024983 for black and \$0.111820 for Color**. The new contract will come in at a CPC of **\$0.004766 for Black and \$0.039655 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 organization:

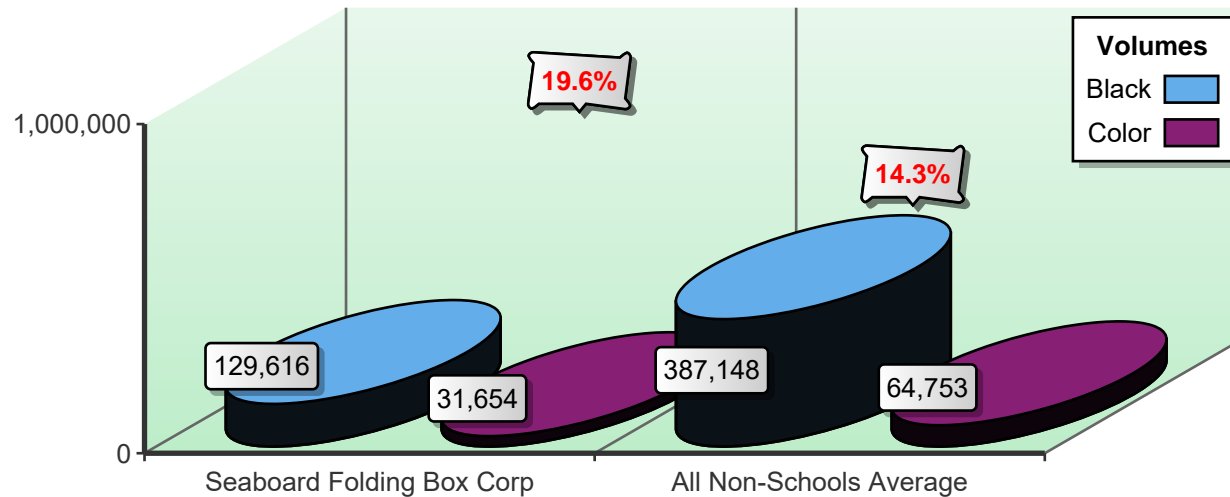
<u>Cost Center</u>	<u>Present</u>	<u>KMBS 9-25-20</u>	<u>KMBS 3-25-21</u>
1. Service & Supplies Color:	\$9,684.03	\$3,434.29	\$3,434.29
2. Service & Supplies Black:	\$13,197.83	\$2,517.78	\$2,517.78
3. Annual Lease: (5 Machines)	\$3,972.00	\$22,131.80*	\$20,008.92
4. Forced Upgrades: (11 Owned Devices)	\$7,000.00	\$00.00	\$00.00
Totals:	\$33,853.86	\$28,083.87	\$25,960.99

**\*Subject to Bank Approval, includes sales tax and SPC's compensation.**

**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.

## 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: 07/01/2015

Make-Model / Speed					
Serial Number / Vendor ID			FY21		
Life Expectancy / Model Intro Date	10/16/2020	06/30/2021	Annual	Cost/Copy	
Equipment Type / Vendor	Meter	Meter	Volume	Annual Cost	Recommendations

### SFBC Office

#### 2nd Floor Debbie Austin

Konica Minolta BH4422 / 42 PPM	0	1,279	1,279	\$0.00490	None at this time.
AAFM011002006 / 9490 8587				\$6.27	
1,000,000 / 08/2018	0	0	0	\$0.00000	
Black Laser MFP / 1796				\$0.00	

#### CAD Department

Konica Minolta BHC3300i / 35 PPM	0	32,022	32,022	\$0.00613	None at this time.
AAJT011001458 / 9490 8592				\$196.29	
750,000 / 04/2019	0	9,720	9,720	\$0.05625	
Color Network Printer / 1796				\$546.75	

#### Finance

Konica Minolta BHC450i / 45 PPM	0	8,026	8,026	\$0.00320	None at this time.
AA7R011001145 / 9502 9764				\$25.68	
1,000,000 / 09/2020	0	5,158	5,158	\$0.04995	
Color Photocopier / 1796				\$257.64	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	10/16/2020 Meter	06/30/2021 Meter	FY21 Annual Volume	Cost/Copy Annual Cost	Recommendations
<b>Finishing - Edwin's Desk</b>					
Konica Minolta BH4422 / 42 PPM	0	26,338	26,338	\$0.00490	None at this time.
AAFM011001992 / 9490 8591				\$129.06	
1,000,000 / 08/2018	0	0	0	\$0.00000	
Black Laser MFP / 1796				\$0.00	
<b>Glueing Department</b>					
Konica Minolta BHC3320i / 35 PPM	0	19,715	19,715	\$0.00400	None at this time.
A93E011007278 / 9514 4584				\$78.86	
750,000 / 05/2019	0	1,377	1,377	\$0.04375	
Color Laser MFP / 1796				\$60.24	
<b>HR Sharon Drake</b>					
Konica Minolta BHC3320i / 35 PPM	0	3,567	3,567	\$0.00400	None at this time.
A93E011005782 / 9514 4585				\$14.27	
750,000 / 05/2019	0	15,399	15,399	\$0.04375	
Color Laser MFP / 1796				\$673.71	
<b>Scheduling</b>					
Konica Minolta BH4422 / 42 PPM	0	14,365	14,365	\$0.00490	None at this time.
AAFM011002033 / 9490 8585				\$70.39	
1,000,000 / 08/2018	0	0	0	\$0.00000	
Black Laser MFP / 1796				\$0.00	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	10/16/2020 Meter	06/30/2021 Meter	FY21 Annual Volume	Cost/Copy Annual Cost	Recommendations
Shipping Dock					
Konica Minolta BH4422 / 42 PPM AAFM011002023 / 9490 8590 1,000,000 / 08/2018 Black Laser MFP / 1796	0  0	5,794  0	5,794  0	\$0.00490 \$28.39 \$0.00000 \$0.00	None at this time.
Shipping Office					
Konica Minolta BH4000i / 42 PPM ACET011000646 / 9490 8586 1,000,000 / 06/2019 Black Network Printer / 1796	0  0	15,040  0	15,040  0	\$0.00490 \$73.70 \$0.00000 \$0.00	None at this time.
Shipping Office - Main Copier/Fax					
Konica Minolta BH300i / 30 PPM AC78011000020 / 9496 3688 750,000 / 08/2020 Black Photocopier / 1796	0  0	3,470  0	3,470  0	\$0.00320 \$11.10 \$0.00000 \$0.00	None at this time.
District Wide Black Totals			129,616	\$634.01	Your Avg Color CPC is \$0.0486
District Wide Color Totals			31,654	\$1,538.34	

## 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 07/01/2020 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
129,616	\$0.02146	\$2,781.56

### CURRENTLY WITH SPC

Current Volume	Current CPC*	Current Cost	Cost Savings	5 Year Savings
129,616	\$0.00489	\$633.82	\$2,147.74	\$10,738.69

\*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  
 $\$2,147.74 \times 1 \text{ years as a Client} = \$2,147.74 \text{ Cost Savings!}$

## 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
SFBC Office	129,616	\$634.01	\$699.93	\$2,444.76	\$3,778.69
<b>TOTALS</b>	<b>129,616</b>	<b>\$634.01</b>	<b>\$699.93</b>	<b>\$2,444.76</b>	<b>\$3,778.69</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 RADF, 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
SFBC Office	31,654	\$1,538.34
<b>TOTALS</b>	<b>31,654</b>	<b>\$1,538.34</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 Black Cost/Copy	FY21 Black S & S Costs	FY22 Black Cost/Copy	FY22 Projected Black S & S Costs
Konica-Minolta Business Solutions	Black Laser MFP	47,776	\$0.00490	\$234.10	\$0.00490	\$234.10
Konica-Minolta Business Solutions	Black Network Printer	15,040	\$0.00490	\$73.70	\$0.00490	\$73.70
Konica-Minolta Business Solutions	Black Photocopier	3,470	\$0.00320	\$11.10	\$0.00320	\$11.10
Konica-Minolta Business Solutions	Color Laser MFP	23,282	\$0.00400	\$93.13	\$0.00400	\$93.13
Konica-Minolta Business Solutions	Color Network Printer	32,022	\$0.00613	\$196.29	\$0.00613	\$196.29
Konica-Minolta Business Solutions	Color Photocopier	8,026	\$0.00320	\$25.68	\$0.00320	\$25.68
TOTALS AND AVERAGES		129,616	\$0.00489	\$634.01	\$0.00489	\$634.01

## 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	16,776	\$0.04375	\$733.95	\$0.04375	\$733.95
Konica-Minolta Business Solutions	Color Network Printer	9,720	\$0.05625	\$546.75	\$0.05625	\$546.75
Konica-Minolta Business Solutions	Color Photocopier	5,158	\$0.04995	\$257.64	\$0.04995	\$257.64
<b>TOTALS AND AVERAGES</b>		<b>31,654</b>	<b>\$0.04860</b>	<b>\$1,538.34</b>	<b>\$0.04860</b>	<b>\$1,538.34</b>

## LEASED/OWNED EQUIPMENT DETAILS

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Total Number of Machines Under Contract	10
Number of Machines on Lease	10
Number of Machines Owned	0
Number of Rental/Loaner Machines	0

Lease Company	Access Municipal Leasing LLC
Term	20 Quarterly
Annual Payment usually due on 8/1	\$2,444.76
Lease Start Date	9/25/2020
Lease End Date	07/25/2025
Remaining Payments	15

\*The Lease End Date has no bearing on Service & Supply and Warranty Contracts.

## LEASED EQUIPMENT

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Building	Room	Make/Model	Serial Number
SFBC Office	2nd Floor Debbie Austin	Konica Minolta BH4422	AAFM011002006
SFBC Office	CAD Department	Konica Minolta BHC3300i	AAJT011001458
SFBC Office	Finance	Konica Minolta BHC450i	AA7R011001145
SFBC Office	Finishing - Edwin's Desk	Konica Minolta BH4422	AAFM011001992
SFBC Office	Glueing Department	Konica Minolta BHC3320i	A93E011007278
SFBC Office	HR Sharon Drake	Konica Minolta BHC3320i	A93E011005782
SFBC Office	Scheduling	Konica Minolta BH4422	AAFM011002033
SFBC Office	Shipping Dock	Konica Minolta BH4422	AAFM011002023
SFBC Office	Shipping Office	Konica Minolta BH4000i	ACET011000646
SFBC Office	Shipping Office - Main Copier/Fax	Konica Minolta BH300i	AC78011000020



## 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