



Konica Minolta Business Solutions U.S.A., Inc.

KONICA MINOLTA

Customer Service History Report

Status of Data	8/23/2019
Sold To	City of Biddeford
Month (MM/YYYY)	JULY 2018 - JUNE 2019

SPC Evaluation Report

Fleet of equipment is doing very well, with an average total uptime of 99.84% and an average response time of 4.1 hours, which is slightly over the 4-hour response time outlined in the bid specifications. When comparing average monthly volume overall (Column M) to the average volume between service calls and maintenance (Column I), your equipment appears to be running very well for long periods of time between calls. No copiers had more than 3 service calls in the fiscal year reporting period, and some of those include preventive maintenance,

Building	Address	City	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM*	Avg Response Time*	Tot Hrs Down*	Uptime %	Avg Mthly Volume
City Hall	205 MAIN ST	BIDDEFORD	BIZ20	A32R012001506	Black Laser MFP	0	0	0.0	0.0	100.00 %	105
Police Department	39 ALFRED ST	BIDDEFORD	BIZ20	A32R012009424	Black Laser MFP	1	27,201	3.5	4.9	99.76 %	1,729
		TOTALS FOR MODEL	BIZ20		Black Laser MFP	1	27,201	3.5	4.9	99.88 %	917
City Hall	205 MAIN ST	BIDDEFORD	BIZ4050	A6VF011008574	Black Laser MFP	1	0	0.0	0.1	100.00 %	2,316
		TOTALS FOR MODEL	BIZ4050		Black Laser MFP	1	0	0.0	0.1	100.00 %	2,316
City Hall	205 MAIN ST	BIDDEFORD	BIZ554E	A61D011005820	Black Photocopier	1	86,262	0.0	0.0	100.00 %	4,944
Fire Department	152 ALFRED ST	BIDDEFORD	BIZ554E	A61D011006419	Black Photocopier	2	23,917	0.5	2.2	99.89 %	1,465
		TOTALS FOR MODEL	BIZ554E		Black Photocopier	3	55,090	0.5	2.2	99.95 %	3,205
Police Department	39 ALFRED ST	BIDDEFORD	C454E	A5C0011023149	Color Photocopier	1	79,708	0.0	0.0	100.00 %	7,143
City Hall	205 MAIN ST	BIDDEFORD	C454E	A5C0011023313	Color Photocopier	1	168,242	1.9	2.9	99.86 %	5,074
Fire Department	152 ALFRED ST	BIDDEFORD	C454E	A5C0011023325	Color Photocopier	0	0	0.0	0.0	100.00 %	4,127
City Hall	205 MAIN ST	BIDDEFORD	C454E	A5C0011023385	Color Photocopier	0	0	0.0	0.0	100.00 %	3,081
Wastewater Plant	63 WATER ST	BIDDEFORD	C454E	A5C0011023432	Color Photocopier	1	31,962	5.9	10.5	99.49 %	953
City Hall	205 MAIN ST	BIDDEFORD	C454E	A5C0011023468	Color Photocopier	2	48,146	7.4	9.0	99.56 %	1,948
Housing Authority	22 SOUTH ST	BIDDEFORD	C454E	A5C0011023480	Color Photocopier	1	0	0.0	0.0	100.00 %	5,464
Public Works	371 HILL ST	BIDDEFORD	C454E	A5C0011023485	Color Photocopier	3	22,565	12.5	14.2	99.31 %	5,591
Police Department	39 ALFRED ST	BIDDEFORD	C454E	A5C0011023489	Color Photocopier	1	179,670	1.0	3.1	99.85 %	3,026
City Hall	205 MAIN ST	BIDDEFORD	C454E	A5C0011023516	Color Photocopier	1	75,073	5.9	7.4	99.64 %	5,007
City Hall	205 MAIN ST	BIDDEFORD	C454E	A5C0011023522	Color Photocopier	0	0	0.0	0.0	100.00 %	3,069
Police Department	39 ALFRED ST	BIDDEFORD	C454E	A5C0011023548	Color Photocopier	0	0	0.0	0.0	100.00 %	2,058
		TOTALS FOR MODEL	C454E		Color Photocopier	11	86,481	5.7	47.1	99.81 %	3,878
Recreation Department	189 ALFRED ST	BIDDEFORD	C554E	A5AY011013876	Color Photocopier	2	47,842	0.0	0.0	100.00 %	5,023
City Hall	205 MAIN ST	BIDDEFORD	C554E	A5AY011013899	Color Photocopier	0	0	0.0	0.0	100.00 %	6,546
City Hall	205 MAIN ST	BIDDEFORD	C554E	A5AY011014819	Color Photocopier	3	116,105	1.8	6.7	99.67 %	4,665
Police Department	39 ALFRED ST	BIDDEFORD	C554E	A5AY011014823	Color Photocopier	3	20,483	1.2	7.2	99.65 %	6,821
		TOTALS FOR MODEL	C554E		Color Photocopier	8	61,477	1.5	13.9	99.83 %	5,764
TOTALS & AVERAGES OVERALL						24	71,321	4.1	68.2	99.84%	3,817

This color represents TOTALS in these columns
This color represents totals and averages for a MODEL of machine
This color represents totals and averages for all equipment.
This color represents potential problem areas

* A "0" means there were no service calls during the 12-month period