



## Customer Service History Report

Status of Data 5/6/2020

Sold To City of Biddeford  
Month (MM/YYYY) JULY 2019 - APRIL 2020

## SPC Evaluation Report

We were surprised by the high call volume for such a short year, especially with the pandemic issue that curtailed a lot of activity. Three copiers had more than 5 service calls; last year no machine had more than 3. Last year your average copies between calls was nearly twice as high as it is this year as is the total number of hours down. Uptime is down as well from 99.84% to 99.69%. However, response time went from 4.1 average hours last year to 2.6 average hours this year, which is well within the bid specifications. Details on the copiers with more than 5 service calls are in the yellow highlighted box below the main table.

You would do well to consider updating some of your equipment as it is aging and parts will be harder to locate for repairs.

| 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 %        | 10               |
| Police Department                    | 39 ALFRED ST  | BIDDEFORD               | BIZ20          | A32R012009424 | Black Laser MFP          | 1            | 12,683  | 0.0                | 3.8           | 99.81 %         | 976              |
|                                      |               | <b>TOTALS FOR MODEL</b> | <b>BIZ20</b>   |               | <b>Black Laser MFP</b>   | <b>1</b>     | <b>12,683</b>                                 | <b>0.0</b>         | <b>3.8</b>    | <b>99.91 %</b>  | <b>493</b>       |
| City Hall                            | 205 MAIN ST   | BIDDEFORD               | BIZ4050        | A6VF011008574 | Black Laser MFP          | 0            | 0   | 0.0                | 0.0           | 100.00 %        | 7,037            |
|                                      |               | <b>TOTALS FOR MODEL</b> | <b>BIZ4050</b> |               | <b>Black Laser MFP</b>   | <b>0</b>     | <b>0</b>                                      | <b>0.0</b>         | <b>0.0</b>    | <b>100.00 %</b> | <b>7,037</b>     |
| City Hall                            | 205 MAIN ST   | BIDDEFORD               | BIZ554E        | A61D011005820 | Black Photocopier        | 0            | 0   | 0.0                | 0.0           | 100.00 %        | 6,071            |
| Fire Department                      | 152 ALFRED ST | BIDDEFORD               | BIZ554E        | A61D011006419 | Black Photocopier        | 5            | 2,518   | 1.2                | 15.0          | 99.25 %         | 1,369            |
|                                      |               | <b>TOTALS FOR MODEL</b> | <b>BIZ554E</b> |               | <b>Black Photocopier</b> | <b>5</b>     | <b>2,518</b>                                  | <b>1.2</b>         | <b>15.0</b>   | <b>99.63 %</b>  | <b>3,720</b>     |
| Police Department                    | 39 ALFRED ST  | BIDDEFORD               | C454E          | A5C0011023149 | Color Photocopier        | 3            | 24,025  | 4.6                | 11.7          | 99.41 %         | 9,333            |
| City Hall                            | 205 MAIN ST   | BIDDEFORD               | C454E          | A5C0011023313 | Color Photocopier        | 1            | 42,740  | 3.1                | 4.5           | 99.77 %         | 787              |
| Fire Department                      | 152 ALFRED ST | BIDDEFORD               | C454E          | A5C0011023325 | Color Photocopier        | 1            | 85,115  | 1.0                | 2.4           | 99.88 %         | 4,522            |
| City Hall                            | 205 MAIN ST   | BIDDEFORD               | C454E          | A5C0011023385 | Color Photocopier        | 0            | 0   | 0.0                | 0.0           | 100.00 %        | 2,800            |
| Wastewater Plant                     | 63 WATER ST   | BIDDEFORD               | C454E          | A5C0011023432 | Color Photocopier        | 0            | 0   | 0.0                | 0.0           | 100.00 %        | 755              |
| City Hall                            | 205 MAIN ST   | BIDDEFORD               | C454E          | A5C0011023468 | Color Photocopier        | 7            | 14,114  | 1.9                | 17.3          | 99.13 %         | 10,484           |
| Housing Authority                    | 22 SOUTH ST   | BIDDEFORD               | C454E          | A5C0011023480 | Color Photocopier        | 1            | 35,374  | 3.9                | 5.1           | 99.74 %         | 5,453            |
| Public Works                         | 371 HILL ST   | BIDDEFORD               | C454E          | A5C0011023485 | Color Photocopier        | 6            | 12,392  | 3.5                | 24.7          | 98.76 %         | 5,502            |
| Police Department                    | 39 ALFRED ST  | BIDDEFORD               | C454E          | A5C0011023489 | Color Photocopier        | 1            | 0   | 0.8                | 2.6           | 99.87 %         | 5,557            |
| City Hall                            | 205 MAIN ST   | BIDDEFORD               | C454E          | A5C0011023516 | Color Photocopier        | 3            | 15,474  | 2.3                | 12.4          | 99.38 %         | 3,602            |
| City Hall                            | 205 MAIN ST   | BIDDEFORD               | C454E          | A5C0011023522 | Color Photocopier        | 2            | 71,915  | 3.1                | 5.1           | 99.74 %         | 3,243            |
| Police Department                    | 39 ALFRED ST  | BIDDEFORD               | C454E          | A5C0011023548 | Color Photocopier        | 0            | 0   | 0.0                | 0.0           | 100.00 %        | 1,842            |
|                                      |               | <b>TOTALS FOR MODEL</b> | <b>C454E</b>   |               | <b>Color Photocopier</b> | <b>25</b>    | <b>37,644</b>                                 | <b>2.9</b>         | <b>85.8</b>   | <b>99.64 %</b>  | <b>4,490</b>     |
| Recreation Department                | 189 ALFRED ST | BIDDEFORD               | C554E          | A5AY011013876 | Color Photocopier        | 2            | 53,137  | 1.8                | 6.2           | 99.69 %         | 3,952            |
| City Hall                            | 205 MAIN ST   | BIDDEFORD               | C554E          | A5AY011013899 | Color Photocopier        | 2            | 120,213                                       | 3.9                | 9.9           | 99.50 %         | 5,617            |
| City Hall                            | 205 MAIN ST   | BIDDEFORD               | C554E          | A5AY011014819 | Color Photocopier        | 0            | 0   | 0.0                | 0.0           | 100.00 %        | 4,773            |
| Police Department                    | 39 ALFRED ST  | BIDDEFORD               | C554E          | A5AY011014823 | Color Photocopier        | 1            | 79,641  | 3.4                | 8.6           | 99.57 %         | 8,521            |
|                                      |               | <b>TOTALS FOR MODEL</b> | <b>C554E</b>   |               | <b>Color Photocopier</b> | <b>5</b>     | <b>84,330</b>                                 | <b>3.0</b>         | <b>24.6</b>   | <b>99.69 %</b>  | <b>5,716</b>     |
| <b>TOTALS &amp; AVERAGES OVERALL</b> |               |                         |                |               |                          | <b>36</b>    | <b>43,795</b>                                 | <b>2.6</b>         | <b>129.2</b>  | <b>99.69%</b>   | <b>4,391</b>     |

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

**BH554E, A61D011006419, Fire Department:** Unit had 5 service calls. These calls were for paper jams (3) and error codes (2). Each call was for a different issue.

**BHC454E, A5C0011023468, City Hall:** This unit experienced 7 service calls. At least 2 calls took place and were resolved on the same day. Three calls were for jamming, while the others were toner issues, failure to print, and error codes for various issues.

**BHC454E, A5C0011023485, Public Works:** There were 6 service calls for this copier. Two of the calls were for jamming; two calls were for loud noise, one call was for a scanning issue, with and the sixth was for failure to print, which occurred on the same day as the scanning issue.