



***Specialized Purchasing Consultants***

1491 East Side River Road

Dummer, NH 03588

(800) 750-1538

[www.spccopypro.com](http://www.spccopypro.com)

**2017-2018 Annual Report**

**Year - End Photocopier Analysis**

**With projected costs for 2018-19**

Brian Phinney  
Biddeford, City of  
205 Main Street  
Biddeford, ME 04005



**Specialized Purchasing Consultants Corp.**  
*Serving Maine & New Hampshire since 1988*

November 2018

Skip Tilton  
President

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

Brian Phinney  
Biddeford, City of  
205 Main Street  
Biddeford, ME 04005

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

Dear Brian:

We at Specialized Purchasing Consultants, wish to thank you for your continued confidence in us. Our relationship is **now 17 years strong**, and we hope that your trust in us and this relationship will continue for many years to come.

The following Annual Report provides an overview of last year's reprographic equipment usage and status. Recommendations are included based on usage and remaining life expectancy to address potential problem areas. This will 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. For the past number of years, numerous new features have been implemented to benefit our clients such as Simplified Billing, FMAudit automated meter reading, STARDoc and IT Asset Management. We hope you have found these services to be beneficial and time-saving. We are very pleased to offer these services at no additional charge.

During our meeting with you to review this report, we would like to take some time to review our current services as well as new services soon to be offered and how you can benefit from these services.

Again, we appreciate the opportunity to continue to provide you with the best possible pricing, service, and equipment. If you have any questions or are in need of more information, please let us know.

Sincerely,

Skip Tilton  
President

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## ***The SPC Team...***

***would like to personally thank you for your continued trust and confidence!***

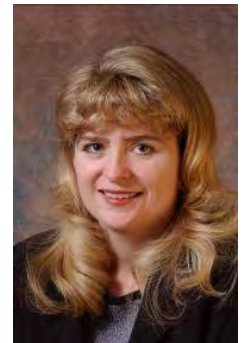


***Skip Tilton, President***

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

As co-founders of SPC, Billie Jo and I 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, as well as providing ways to increase your equipment reliability and the ability to monitor and track usage variations throughout the year to keep your costs under control.



***Jessica Paradis***

***Accounting Coordinator***

As the new accounting director for SPC, my focus is to ensure transactions are handled with importance, accuracy, and timeliness. My goal is for all communication, with client or vendor, to be satisfactory for all parties. I am

excited to be part of this team, and I am available to answer any billing or contract questions you may have.

***Alex Webster***

***Operations Manager***

My top priority is ensuring that our clients receive the absolute best customer service possible. Whether you have a question about your SPC STARDoc site, an upcoming upgrade or your existing equipment, I am here to answer any questions you may have. I am very excited about the new features that we have on STARDoc. We are now able to offer *at no additional charge to our clients* features that normally cost thousands of dollars.



***Pam Weed***

***Client-Vendor Relations***

It is always my goal to ensure a good working relationship between clients and vendors. This applies to billing, upgrades, equipment reliability, and everything in between. I am available to assist you with smooth transitions and quick resolutions.

***Joel Heffernan***

***Implementation Specialist***

With over 40 years of experience in the copier/printer industry, I am able to deliver knowledgeable assistance before, during, and after equipment changeover. I am available to our clients to address any concerns they may have and to assure our clients have a pleasant experience with SPC.



***Robert Dutil***

***Director of Information Technology***

I work behind the scenes to keep everything running smoothly. I appreciate SPC's honesty, work ethic and loyalty, and it is my goal to make sure SPC has the tools it needs to continue improving their technology to better serve their clients and to be as productive as possible. By doing this, our clientele has the ability to monitor their assets and keep their costs down. I am excited about what the future holds for SPC and our clients.

## Equipment Health Status

<b>Total Number of Machines:</b>	<b>31</b>
<b>Total Black Photocopiers</b>	<b>5</b>
<b>Total Color Photocopiers</b>	<b>16</b>
<b>Total Black Network Printers</b>	<b>8</b>
<b>Total Color Network Printers</b>	<b>2</b>
<b>Total Removed from Service:</b>	<b>0</b>
<b># of Units OFF Warranty:</b>	<b>8</b>
<b># of Units Approaching End of Warranty:</b>	<b>2</b>
<b># of Units Overused:</b>	<b>0</b>
<b># of Units Underused:</b>	<b>0</b>
<b>Commencement Date:</b>	<b>8/2/2015</b>
<b># of Annual Payments Left on Lease</b>	<b>2</b>
<b>All Warranties and Service Contracts Expire:</b>	<b>6/30/2020</b>
<b>SPC's FM Audit Print Management Software Loaded</b>	<b>Yes</b>
<b>Printer Contract</b>	<b>[ gu</b>

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 Brian,

It has been three years since your last upgrade and you could benefit from an onsite visit and an upgrade since costs have come down over the years. You have 2 machines that are nearing the end of warranty as well as 8 that are already off warranty. These are the HP P3015's and the Konica Bizhub 20's. Also, keep in mind there are some powerful print management software that you may want to consider this time around. (See page # 11)

In order to stay ahead of your reliability curve, that upgrade could take place as early as the Summer of 2018. In that way you would only have one payment left. That being said, a second alternative is to wait until August of 2019 when your last payment will have been made. Either way, I am confident that there are other needs that an onsite visit will be able to address.

Sincerely,  
Skip

## Aging Equipment Summary

The following equipment is seven or more years from the date they were first offered for sale by the manufacturer. This is a major factor because availability of parts, cost of operation and warranties all become diminished at 10 years from the Date of Introduction. Usage, age, and service history need to be considered to see if they are due for replacement soon.

Building	Department	Make / Model	Serial Number	Vendor Name	Intro Date
Biddeford City Hall	City Clerk	HP Laser Jet P3015	VND3F87542	AXIS	07/2008
Biddeford City Hall	City Clerk	HP Laser Jet P3015	VND3F82493	AXIS	07/2008
Biddeford City Hall	City Clerk's Office	HP Laser Jet P3015	VND3F87532	AXIS	07/2008
Biddeford City Hall	Council Chambers	Konica Minolta BH20	A32R012001506	KMBS	08/2010
Biddeford City Hall	Finance Department	HP Laser Jet P3015	VND3F87538	AXIS	07/2008
Biddeford City Hall	Finance Office	HP Laser Jet P3015	VND3F87539	AXIS	07/2008
Biddeford City Hall	Personnel	HP Laser Jet P3015	VND3F87540	AXIS	07/2008
Biddeford City Hall	Room 204 - Computer Room	HP Laser Jet P3015	VND3F87541	AXIS	07/2008
Biddeford Police Dept	Dispatch	Konica Minolta BH20	A32R012009424	KMBS	08/2010
Biddeford Rec Dept	Main Office	HP Laser Jet 4250	CNRXS25925	AXIS	01/2004

## Non Contracted Devices

**Biddeford, City of**

Make - Model	Serial Number	IP Address	Last Update
HP Designjet T1200	CN9CG2H02P	192.168.150.181	10/7/2018 3:26:59 PM
CANON iPF760	AAGP0483	192.168.150.174	10/4/2018 3:33:15 PM
OKI DATA ML420		192.168.150.179	10/8/2018 7:10:01 AM
TOSHIBA TEC eCos		192.168.150.232	10/8/2018 7:10:01 AM

**Machine Count: 4 ...Our Goal with the next upgrade is to get all non contract devices under a CPC agreement.**



#### **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 and supply contracts.

#### **1999 Improved Annual Reports**

- Revised Annual Report format to include new charts and tables for more expansive usage and budget detail
- Initiated 5% cost per print annual increase cap

#### **2001 Solid-Ink Printers and Meter Collection**

- Offered low-cost-of-operation solid-ink network printers to help reduce printing costs
- 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 endure any and all funding sources provided legal documentation to meet State statutes and regulations

#### **2003 Contracts and Warranties Updated**

- 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

#### **2005 Economic Municipal Relief Fund Established**

#### **2006 Data Collection Agent**

- Data Collection Agent Software offered for meter collection convenience

#### **2007 Insurance Fund**

- Insurance Fund established for equipment upgrades with SPC monitoring installations from start to finish. SPC absorbs cost of returning leased equipment, electrical or network drop installs or upgrades, and surge protectors (ESPs)

#### **2012 STARDoc - Print Management Software Developed and Implemented**

- Live Floor Plans allow IT administrators to move devices around on their own floor plans
- Low-end network printers added to contracts and monitored
- Simplified Billing introduced

#### **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.

**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



- **Cost Projection by Department or Building** - Who Benefits? Accounts Payable, Business Manager and Superintendent
  - Allows you to formulate next year's budgets 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 floor plans
  - Timeline - allowing you to go back to see how your budget compares to previous years
- **Map your devices on Floorplans** - Who Benefits? Business Manager, IT
  - Identifies detailed information (IP address, serial number, vendor ID, CPC, consumed volume, toner and service alerts)
  - Device information tab will allow you to easily access the web interface of the printer/copier
  - Non-Reporting device listing for devices that haven't reported for more than 2 weeks
  - Asset Management (Servers, Wireless Access Points, IP Cameras, Projectors, Apple TV's)
- **Floor Plans Admin** - Who Benefits? Business Manager and IT
  - Allows IT and Business Manager to move devices around on Floor Plan
  - Paper trail of device locations after summer break
  - Will show Previous Devices, Present Equipment and Proposed Equipment

- **Contacts Page** - Who Benefits? Business Manager and IT
  - Control Access and Permissions to Star Doc
  - Toggle Email all (Toner, Service Monthly Audits)
- **Device Listing Page** - Who Benefits? Business Manager and IT
  - Centralized location for detailed information of District's assets
  - Exportable device listing to Excel or PDF
  - Tracks additional non-contract devices
  - IP Addresses and MAC addresses automatically imported
  - Strikethrough on machines that have been removed
- **Monthly Audits** - Who Benefits? Business Manager and Superintendent
  - Monthly Cost Snapshot
  - Shows amount of devices not reporting to help improve accuracy of projections
- **Timeline:** Who Benefits? Business Manager
  - Track historical volume and cost per building
- **“Last Sync Date”** Who Benefits? IT Manager
  - Shows the last time that FMAudit synced for that client

## New Features

### Industry Wide

**Consult: Secure Print Release, also known as Follow Me Print or Find-Me Printing.**


- Print to a single global queue, walk up, and collect at any device.
- The application allows jobs to be held at the server level and released when the user engages it at any multi-function device (MFD). It allows users to print at any area within the building as long as the MFD has the features needed by the user.

### STARDoc

**NEW! Over Budget Report feature**

- Allows user to select the Over Budget feature to produce a report showing each machine currently running over projected volumes, listed with highest amount over first.
- Catch overused equipment early, before equipment begins to break down due to over use.
- Request service history on any machine right through STARDoc.

**Over Budget** ✕



**Room:** Room 201 Principal's Office

**Make & Model:** Canon IRC5051

**Serial Number:** GQM65369

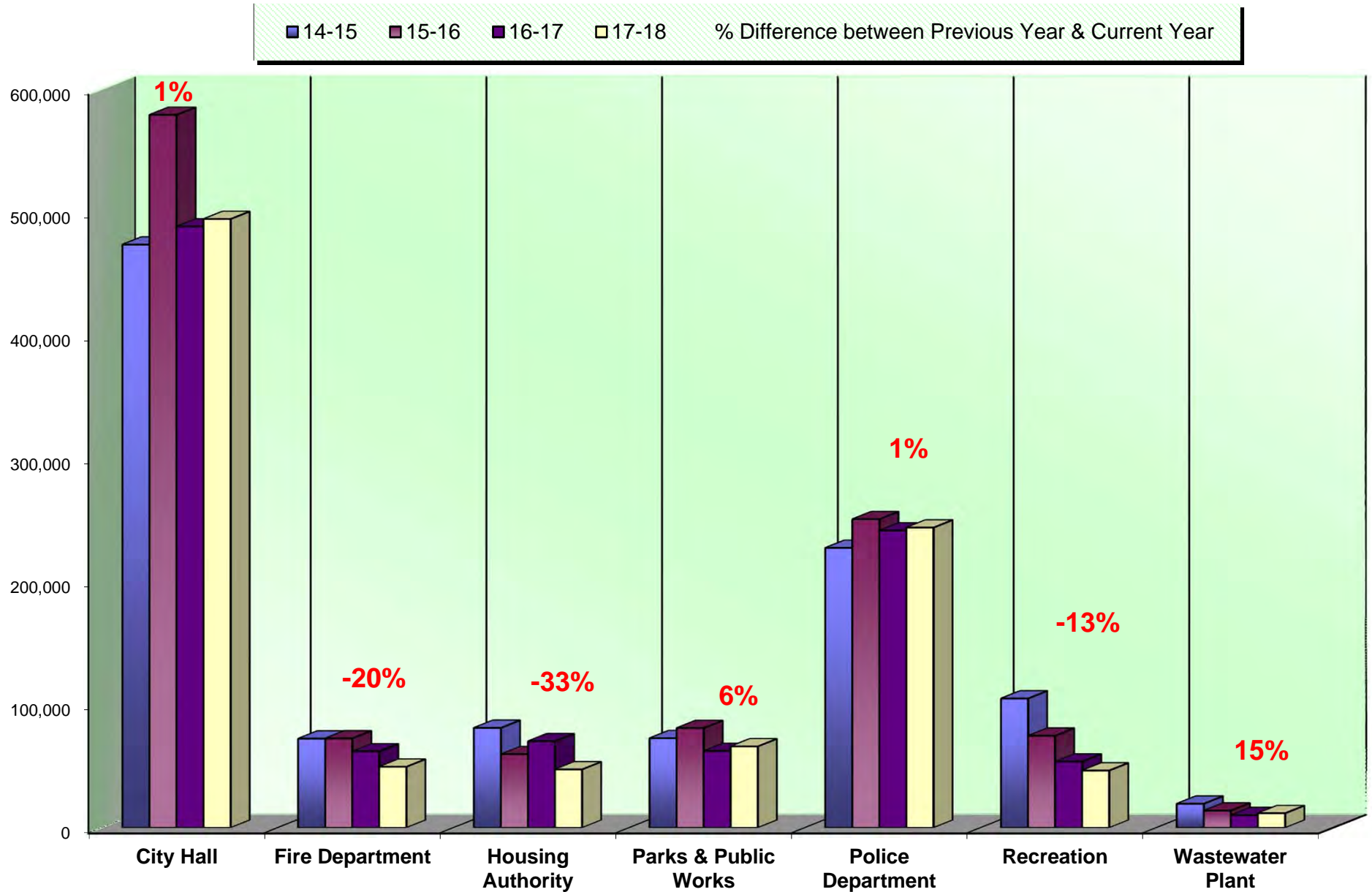
**IP Address:** 172.16.10.145

**Projected Amount Over Budget:** \$1,902

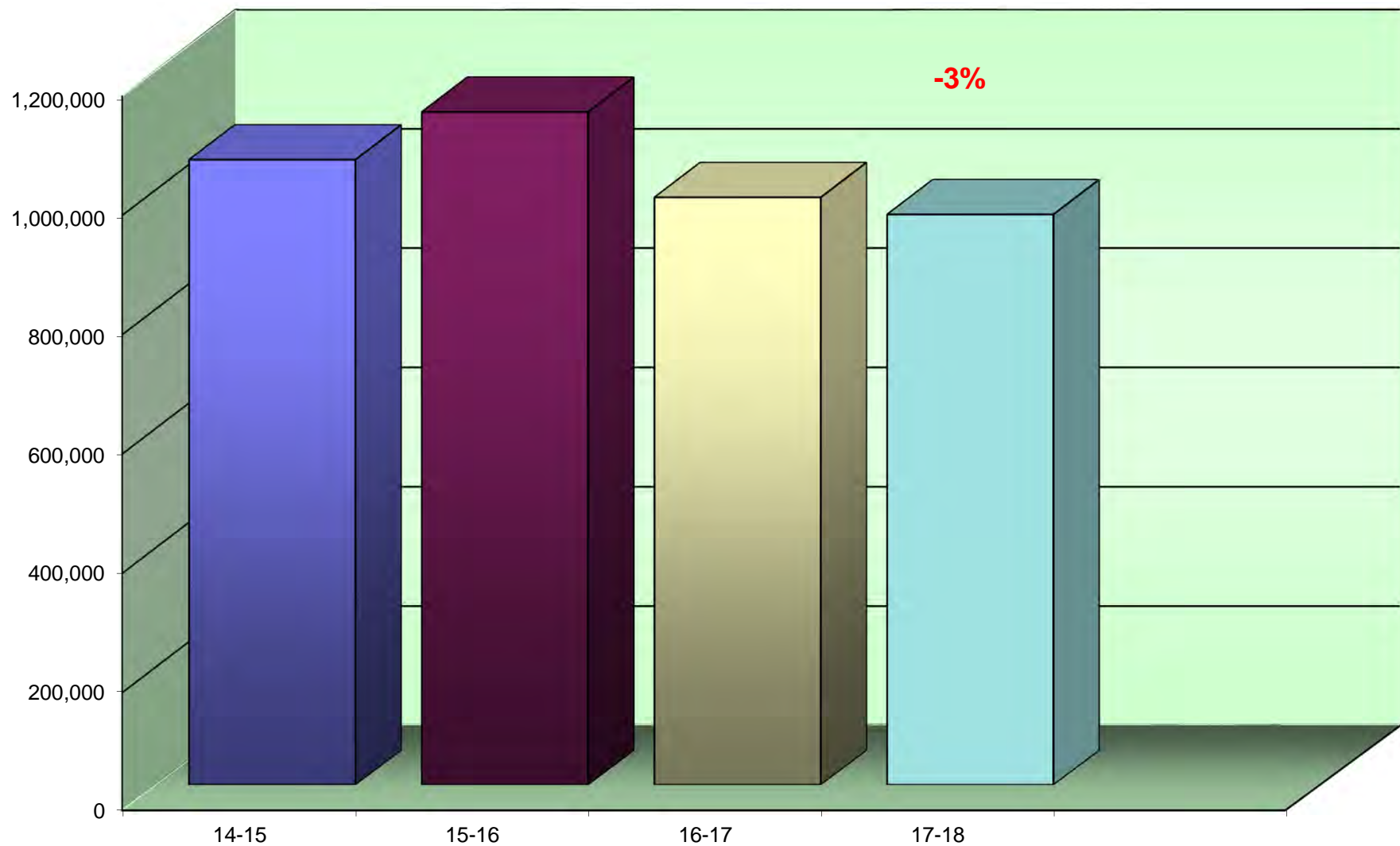
Previous
Next

Request Service History
Close

## Annual Black Volume by Building

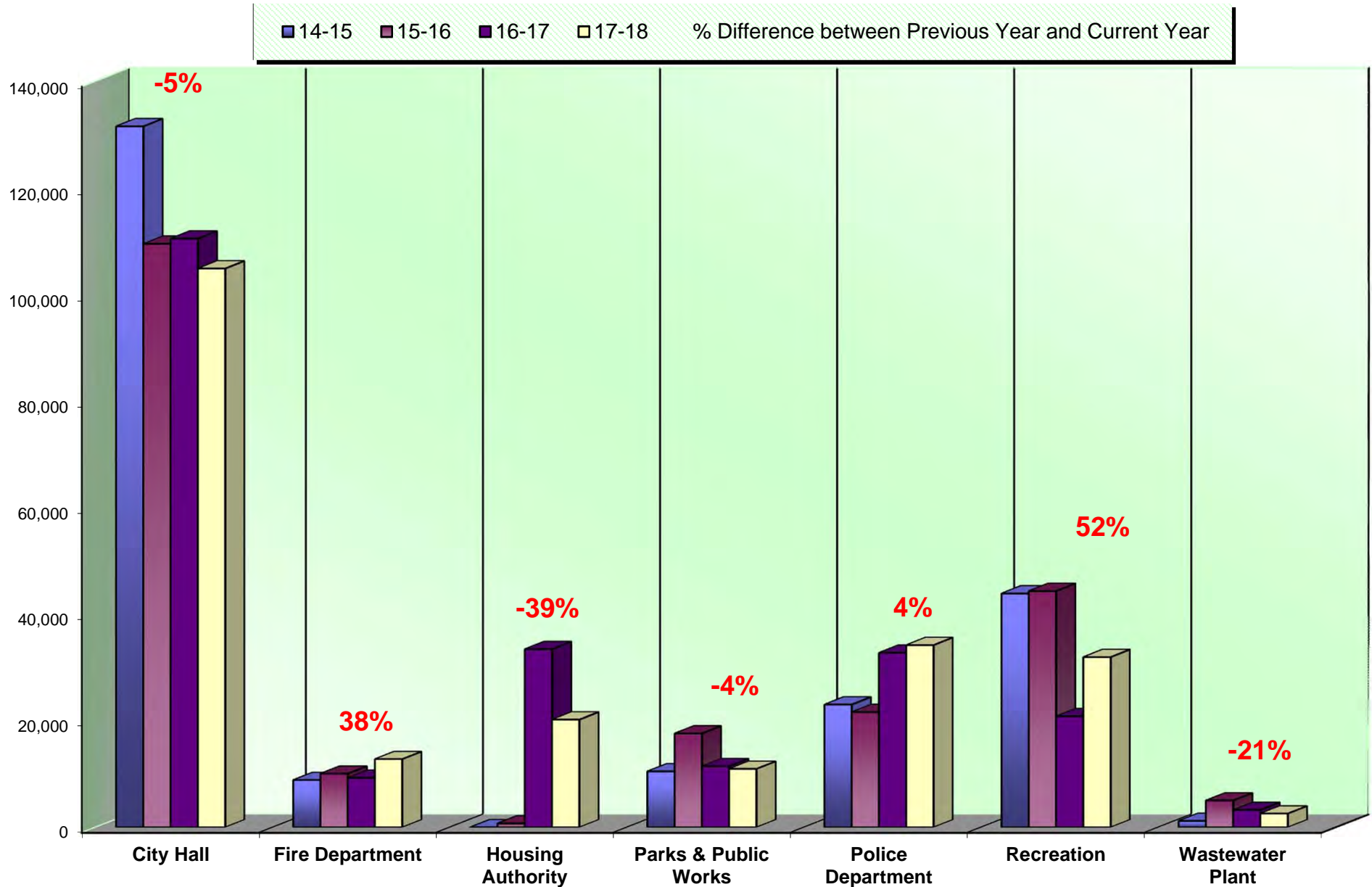


## Annual Black Volume Overall

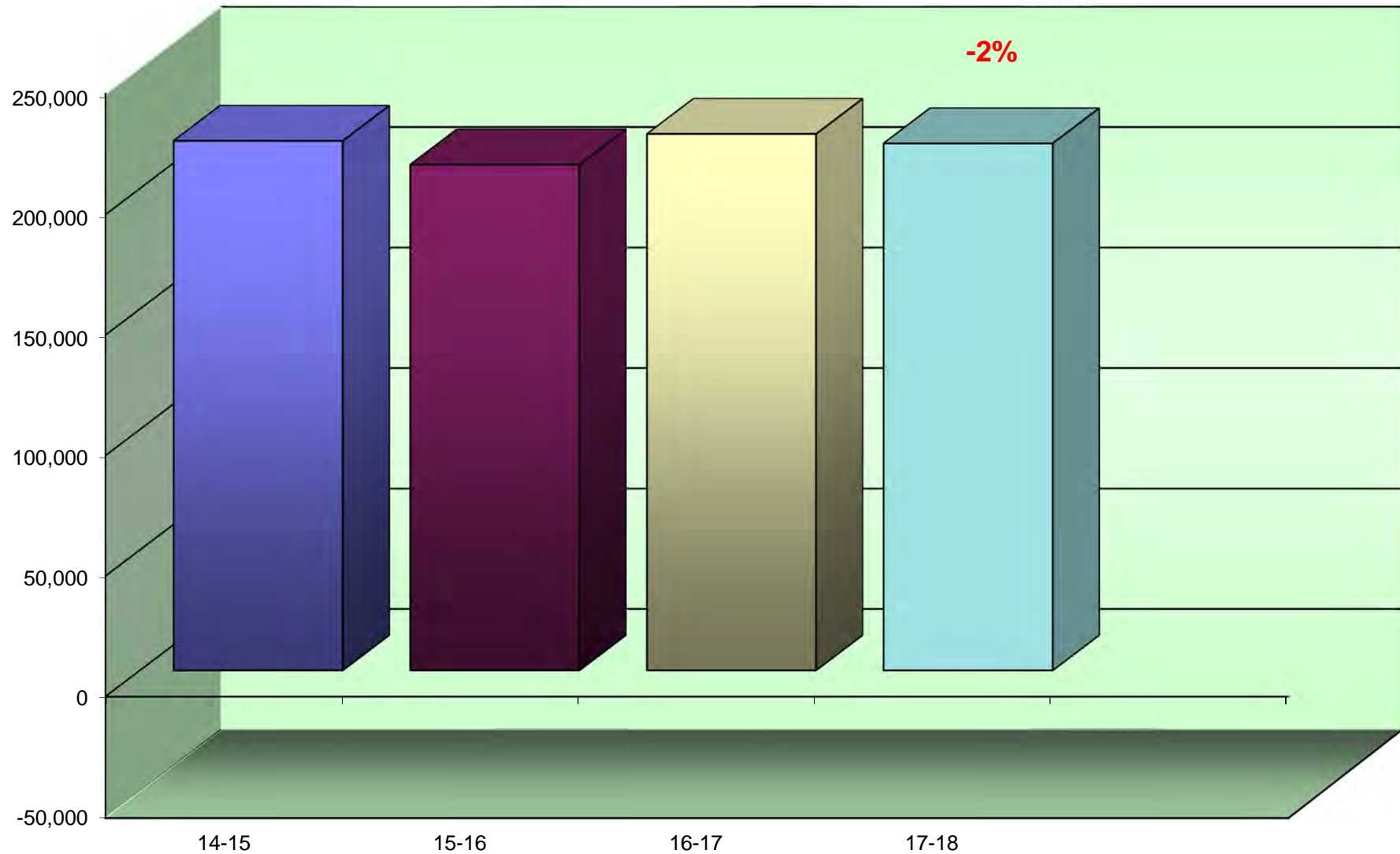


% amount equals the overall increase or decrease between Previous Year and Current Year

## Annual Color Volume by Building

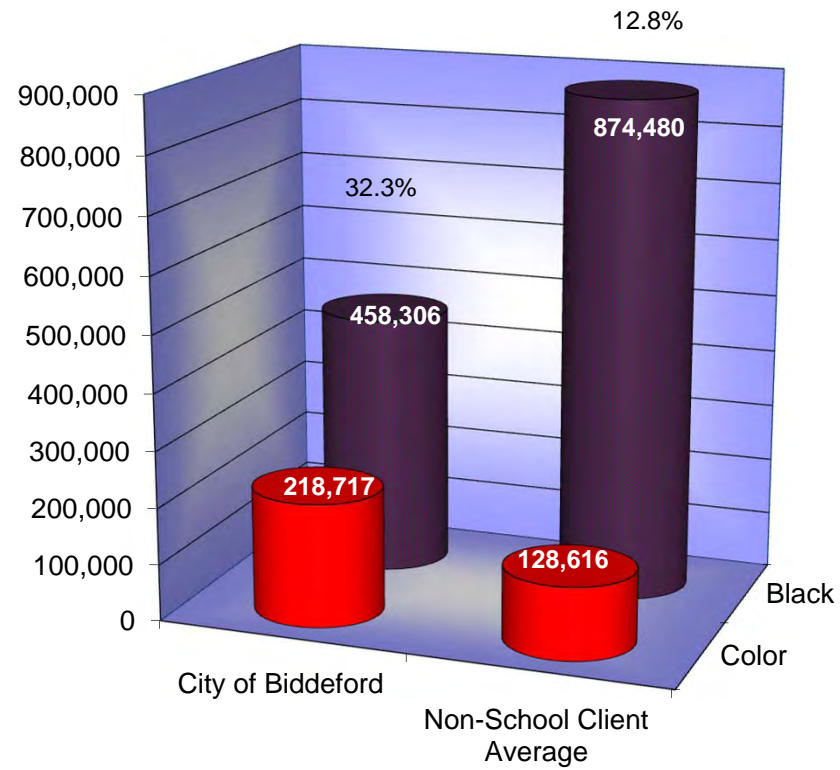


## Annual Color Volume Overall



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

### Color to Total Volume Percentage



## *Usage Profile for Service & Supplies*

The usage analysis shown here provides an overview of the usage of each piece of equipment currently under contract and monitored by SPC. Projected Volume comparison is based on projected volume figured on your most recent Five-Year Equipment Replacement Schedule.

Make-Model / Speed					Date of Last Upgrade: 8/2/2015	
Serial Number / Vendor ID						
Life / Intro Date						
Vendor	7/1/2017 Meter	6/30/2018 Meter	2017-18 Annual Volume	Cost/Copy Annual Cost	Recommendations	
BIDDEFORD CITY HALL						
City Clerk						
HP Laser Jet P3015 / 42 PPM	938	8,964	8,026	\$0.012800	10 years from Intro.	
VND3F82493 /				\$102.73		
500,000 / 07/2008	0	0	0	\$0.00000		
Black Network Printer				\$0.00		
AXIS						
HP Laser Jet P3015 / 42 PPM	894	2,888	1,994	\$0.012800	10 years from Intro.	
VND3F87542 /				\$25.52		
500,000 / 07/2008	0	0	0	\$0.00000		
Black Network Printer				\$0.00		
AXIS						
Konica Minolta BHC454E / 45 PPM	160,833	223,966	63,133	\$0.003310	None at this time.	
A5C0011023468 / 9355 6896				\$208.97		
1,000,000 / 11/2013	34,924	49,207	14,283	\$0.05166		
Color Photocopier				\$737.86		
KMBS						

<i>Make-Model / Speed Serial Number / Vendor ID Life / Intro Date</i>				<i>Date of Last Upgrade: 8/2/2015</i>	
<i>Vendor</i>	<i>7/1/2017 Meter</i>	<i>6/30/2018 Meter</i>	<i>2017-18 Annual Volume</i>	<i>Cost/Copy Annual Cost</i>	<i>Recommendations</i>
<b>BIDDEFORD CITY HALL</b>					
<b>City Clerk's Office</b>					
HP Laser Jet P3015 / 42 PPM VND3F87532 / 500,000 / 07/2008	28,683 0	37,036 0	8,353 0	\$0.012800 \$106.92 \$0.00000	10 years from Intro.
Black Network Printer AXIS				\$0.00	
<b>Code Enforcement</b>					
Konica Minolta BHC454E / 45 PPM A5C0011023313 / 9356 4795 1,000,000 / 11/2013	78,274 21,122	113,393 29,426	35,119 8,304	\$0.003310 \$116.24 \$0.05166	None at this time.
Color Photocopier KMBS				\$428.98	
<b>Council Chambers</b>					
Konica Minolta BH20 / 32 PPM A32R012001506 / 8802 5127 750,000 / 08/2010	13,569 0	14,366 0	797 0	\$0.032320 \$25.76 \$0.00000	8 years from Intro.
Black Laser MFP KMBS				\$0.00	
<b>Engineering 3rd Floor</b>					
Konica Minolta BHC554 / 55 PPM A5AY011014819 / 9355 6898 3,000,000 / 08/2012	76,476 48,544	110,232 71,827	33,756 23,283	\$0.003310 \$111.73 \$0.05166	None at this time.
Color Photocopier KMBS				\$1,202.80	

<i>Make-Model / Speed</i>	<i>Date of Last Upgrade: 8/2/2015</i>				
<i>Serial Number / Vendor ID</i>					
<i>Life / Intro Date</i>					
<i>Vendor</i>	<i>7/1/2017 Meter</i>	<i>6/30/2018 Meter</i>	<i>2017-18 Annual Volume</i>	<i>Cost/Copy Annual Cost</i>	<i>Recommendations</i>
<b>BIDDEFORD CITY HALL</b>					
<b>Finance Department</b>					
HP Laser Jet P3015 / 42 PPM	51,296	78,243	26,947	\$0.012800	10 years from Intro.
VND3F87538 /				\$344.92	
500,000 / 07/2008	0	0	0	\$0.00000	
Black Network Printer				\$0.00	
AXIS					
<b>Finance Office</b>					
HP Laser Jet P3015 / 42 PPM	166,198	238,649	72,451	\$0.012800	10 years from Intro.
VND3F87539 /				\$927.37	
500,000 / 07/2008	0	0	0	\$0.00000	
Black Network Printer				\$0.00	
AXIS					
Konica Minolta BH554E / 55 PPM	129,820	204,620	74,800	\$0.003310	None at this time.
A61D011005820 / 9355 6889				\$247.59	
3,000,000 / 10/2013	0	0	0	\$0.00000	
Black Photocopier				\$0.00	
KMBS					
<b>Mayor's Office</b>					
Konica Minolta BHC454E / 45 PPM	116,685	156,296	39,611	\$0.003310	None at this time.
A5C0011023516 / 9355 6894				\$131.11	
1,000,000 / 11/2013	19,590	29,193	9,603	\$0.05166	
Color Photocopier				\$496.09	
KMBS					

<i>Make-Model / Speed</i> <i>Serial Number / Vendor ID</i> <i>Life / Intro Date</i> <i>Vendor</i>			<i>Date of Last Upgrade: 8/2/2015</i>		
	<i>7/1/2017</i> <i>Meter</i>	<i>6/30/2018</i> <i>Meter</i>	<i>2017-18</i> <i>Annual</i> <i>Volume</i>	<i>Cost/Copy</i> <i>Annual Cost</i>	<i>Recommendations</i>
<b>BIDDEFORD CITY HALL</b>					
<b>Personnel</b>					
HP Laser Jet P3015 / 42 PPM VND3F87540 / 500,000 / 07/2008 Black Network Printer AXIS	20,736 0	31,213 0	10,477 0	\$0.012800 \$134.11 \$0.00000 \$0.00	10 years from Intro.
<b>Room 107 - Welfare</b>					
Konica Minolta BHC454E / 45 PPM A5C0011023522 / 9356 4793 1,000,000 / 11/2013 Color Photocopier KMBS	44,278 18,017	69,159 27,754	24,881 9,737	\$0.003310 \$82.36 \$0.05166 \$503.01	None at this time.
<b>Room 204 - Computer Room</b>					
HP Laser Jet P3015 / 42 PPM VND3F87541 / 500,000 / 07/2008 Black Network Printer AXIS	10,959 0	14,801 0	3,842 0	\$0.012800 \$49.18 \$0.00000 \$0.00	10 years from Intro.
<b>Room 207 - Asessor's Office 2nd Floor</b>					
Konica Minolta BHC454E / 45 PPM A5C0011023385 / 9355 6891 1,000,000 / 11/2013 Color Photocopier KMBS	47,229 26,328	63,684 41,375	16,455 15,047	\$0.003310 \$54.47 \$0.05166 \$777.33	None at this time.

<i>Make-Model / Speed</i> <i>Serial Number / Vendor ID</i> <i>Life / Intro Date</i> <i>Vendor</i>			<i>Date of Last Upgrade: 8/2/2015</i>		
	<i>7/1/2017</i> <i>Meter</i>	<i>6/30/2018</i> <i>Meter</i>	<i>2017-18</i> <i>Annual</i> <i>Volume</i>	<i>Cost/Copy</i> <i>Annual Cost</i>	<i>Recommendations</i>
<b>BIDDEFORD CITY HALL</b>					
<b>Room 209 - Planning 2nd Floor</b>					
Konica Minolta BHC554 / 55 PPM A5AY011013899 / 9355 6907 3,000,000 / 08/2012 Color Photocopier KMBS	89,767	142,194	52,427	\$0.003310 \$173.53	None at this time.
	51,931	76,555	24,624	\$0.05166 \$1,272.08	
<b>Tax Collectors Office</b>					
Konica Minolta BH4050 / 42 PPM A6VF011008574 / 8802 1685 1,000,000 / 02/2014 Black Laser MFP KMBS	41,099	62,320	21,221	\$0.003310 \$70.24	None at this time.
	0	0	0	\$0.00000 \$0.00	
	<b>Subtotals Black</b>		<b>494,290</b>	<b>\$2,912.75</b>	
	<b>Subtotals Color</b>		<b>104,881</b>	<b>\$5,418.15</b>	

<i>Make-Model / Speed</i> <i>Serial Number / Vendor ID</i> <i>Life / Intro Date</i> <i>Vendor</i>			<i>Date of Last Upgrade: 8/2/2015</i>		
	<i>7/1/2017</i> <i>Meter</i>	<i>6/30/2018</i> <i>Meter</i>	<i>2017-18</i> <i>Annual</i> <i>Volume</i>	<i>Cost/Copy</i> <i>Annual Cost</i>	<i>Recommendations</i>
<b>BIDDEFORD FIRE DEPT</b>					
<b><i>Admin Office</i></b>					
Konica Minolta BH554E / 55 PPM	30,854	46,547	15,693	\$0.003310	None at this time.
A61D011006419 / 9355 6892				\$51.94	
3,000,000 / 10/2013	0	0	0	\$0.00000	
Black Photocopier				\$0.00	
<b>KMBS</b>					
<b><i>Chief's Office</i></b>					
Konica Minolta BHC454E / 45 PPM	103,420	137,078	33,658	\$0.003310	None at this time.
A5C0011023325 / 9355 6897				\$111.41	
1,000,000 / 11/2013	19,672	32,667	12,995	\$0.05166	
Color Photocopier				\$671.32	
<b>KMBS</b>					
<b><i>Subtotals Black</i></b>			<b>49,351</b>	<b>\$163.35</b>	
<b><i>Subtotals Color</i></b>			<b>12,995</b>	<b>\$671.32</b>	

<i>Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Vendor</i>					<i>Date of Last Upgrade: 8/2/2015</i>	
	<i>7/1/2017 Meter</i>	<i>6/30/2018 Meter</i>	<i>2017-18 Annual Volume</i>	<i>Cost/Copy Annual Cost</i>	<i>Recommendations</i>	
<b>BIDDEFORD HOUSING AUTH</b>						
<b>Main Office</b>						
Konica Minolta BHC454E / 45 PPM	129,559	176,768	47,209	\$0.003310	None at this time.	
A5C0011023480 / 9356 4794				\$156.26		
1,000,000 / 11/2013	34,463	54,948	20,485	\$0.05166		
Color Photocopier				\$1,058.26		
<b>KMBS</b>						
<b>Subtotals Black</b>			<b>47,209</b>	<b>\$156.26</b>		
<b>Subtotals Color</b>			<b>20,485</b>	<b>\$1,058.26</b>		

Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Vendor					Date of Last Upgrade: 8/2/2015	
	7/1/2017 Meter	6/30/2018 Meter	2017-18 Annual Volume	Cost/Copy Annual Cost	Recommendations	
BIDDEFORD POLICE DEPT						
1st Floor Hall						
Konica Minolta BHC554 / 55 PPM A5AY011014823 / 9356 4791 3,000,000 / 08/2012 Color Photocopier KMBS	155,767  17,805	238,941  31,611	83,174  13,806	\$0.003310 \$275.31 \$0.05166 \$713.22	None at this time.	
1st Floor Records						
Konica Minolta BHC454E / 45 PPM A5C0011023149 / 9355 6888 1,000,000 / 11/2013 Color Photocopier KMBS	150,274  12,610	229,850  18,374	79,576  5,764	\$0.003310 \$263.40 \$0.05166 \$297.77	None at this time.	
Chiefs Office						
Konica Minolta BHC454E / 45 PPM A5C0011023489 / 9355 6893 1,000,000 / 11/2013 Color Photocopier KMBS	69,774  11,687	101,221  17,666	31,447  5,979	\$0.003310 \$104.09 \$0.05166 \$308.88	None at this time.	
Det. Office 2nd Floor						
Konica Minolta BHC454E / 45 PPM A5C0011023548 / 9355 6890 1,000,000 / 11/2013 Color Photocopier KMBS	61,882  12,973	85,965  21,849	24,083  8,876	\$0.003310 \$79.71 \$0.05166 \$458.53	None at this time.	

<i>Make-Model / Speed</i>					<i>Date of Last Upgrade: 8/2/2015</i>	
<i>Serial Number / Vendor ID</i>			<i>2017-18</i>			
<i>Life / Intro Date</i>			<i>Annual</i>			
<i>Vendor</i>	<i>7/1/2017</i>	<i>6/30/2018</i>	<i>Volume</i>	<i>Cost/Copy</i>	<i>Recommendations</i>	
<b>BIDDEFORD POLICE DEPT</b>						
<b><i>Dispatch</i></b>						
Konica Minolta BH20 / 32 PPM	131,042	156,328	25,286	\$0.032320	<b>8 years from Intro.</b>	
A32R012009424 / 9355 6807				\$817.24		
750,000 / 08/2010	0	0	0	\$0.00000		
Black Laser MFP				\$0.00		
<b>KMBS</b>						
<b><i>Subtotals Black</i></b>		<b>243,566</b>	<b>\$1,539.75</b>			
<b><i>Subtotals Color</i></b>		<b>34,425</b>	<b>\$1,778.40</b>			

Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Vendor					Date of Last Upgrade: 8/2/2015	
	7/1/2017 Meter	6/30/2018 Meter	2017-18 Annual Volume	Cost/Copy Annual Cost	Recommendations	
BIDDEFORD PUBLIC WORKS						
Garage Office						
HP Color Laser Jet M651dn / 45 PPM JPCCH5T134 / 1,000,000 / 04/2014 Color Network Printer	17,489	26,343	8,854	\$0.012800 \$113.33	None at this time.	
	6,232	9,137	2,905	\$0.14091		
				\$409.34		
AXIS						
Main Office						
Konica Minolta BHC454E / 45 PPM A5C0011023485 / 9355 6895 1,000,000 / 11/2013 Color Photocopier	125,421	182,391	56,970	\$0.003310 \$188.57	None at this time.	
	23,323	31,553	8,230	\$0.05166		
				\$425.16		
KMBS						
Subtotals Black			65,824	\$301.90		
Subtotals Color			11,135	\$834.51		

<i>Make-Model / Speed Serial Number / Vendor ID Life / Intro Date</i>			<i>Date of Last Upgrade: 8/2/2015</i>		
<i>Vendor</i>	<i>7/1/2017 Meter</i>	<i>6/30/2018 Meter</i>	<i>2017-18 Annual Volume</i>	<i>Cost/Copy Annual Cost</i>	<i>Recommendations</i>
<b>BIDDEFORD REC DEPT</b>					
<b>50 Plus Club</b>					
HP Color Laser Jet M451dn / 21 PPM CNC8DCSS78 / 500,000 / 02/2012 Color Network Printer AXIS	38,929	47,636	8,707	\$0.012800 \$111.45	None at this time.
	14,138	16,697	2,559	\$0.14091 \$360.59	
<b>Main Office</b>					
HP Laser Jet 4250 / 45 PPM CNRXS25925 / 1,000,000 / 01/2004 Black Network Printer AXIS	59,173	72,367	13,194	\$0.012800 \$168.88	14 years from Intro.
	0	0	0	\$0.00000 \$0.00	
Konica Minolta BHC554 / 55 PPM A5AY011013876 / 9355 9606 3,000,000 / 08/2012 Color Photocopier KMBS	79,783	104,194	24,411	\$0.003310 \$80.80	None at this time.
	58,975	88,598	29,623	\$0.05166 \$1,530.32	
<b>Subtotals Black</b>			<b>46,312</b>	<b>\$361.13</b>	
<b>Subtotals Color</b>			<b>32,182</b>	<b>\$1,890.91</b>	

<i>Make-Model / Speed</i> <i>Serial Number / Vendor ID</i> <i>Life / Intro Date</i> <i>Vendor</i>				<i>Date of Last Upgrade: 8/2/2015</i>	
	<i>7/1/2017</i> <i>Meter</i>	<i>6/30/2018</i> <i>Meter</i>	<i>2017-18</i> <i>Annual</i> <i>Volume</i>	<i>Cost/Copy</i> <i>Annual Cost</i>	<i>Recommendations</i>
<b>BIDDEFORD WASTEWATER PLANT</b>					
<b>Main Office</b>					
Konica Minolta BHC454E / 45 PPM A5C0011023432 / 9355 6921 1,000,000 / 11/2013 Color Photocopier KMBS	24,171	35,925	11,754	\$0.003310 \$38.91	None at this time.
	8,503	11,117	2,614	\$0.05166 \$135.04	
	<b>Subtotals Black</b>		<b>11,754</b>	<b>\$38.91</b>	
	<b>Subtotals Color</b>		<b>2,614</b>	<b>\$135.04</b>	

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<i>City Wide Black Totals</i>	958,306	\$5,474.06
<i>City Wide Color Totals</i>	218,717	\$11,786.58

## 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 5/1/2001** with your projected cost per copy for the new fiscal year through SPC. Annual Volume represents actual 2017-18 fiscal year 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	PriorCPC	Average Annual Cost
958,306	\$0.01917	\$18,370.73

### CURRENTLY WITH SPC

Current Volume	Current CPC*	Current Cost	Cost Savings	5 Year Savings
958,306	\$0.00571	\$5,471.93	\$12,898.80	\$64,493.99

*Today the Cooperative Buying of SPC has netted annual cost savings, on average, of \$12,898.80 x 17 years as a Client*

***=\$219,279.58 Cost Savings!***

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

## *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 payment are figured in to provide budget information for the upcoming fiscal year.

Building	Projected Black Volume	Projected Black Usage Cost	Approx.Paper Cost	Average Annual Equipment Cost	Total Projected Black Usage Cost
Biddeford City Hall	494,290	\$2,993.55	\$2,452.67	\$18,539.83	\$23,986.05
Biddeford Fire Dept	49,351	\$167.79	\$244.88	\$1,851.06	\$2,263.73
Biddeford Housing Auth	47,209	\$160.51	\$234.25	\$1,770.72	\$2,165.48
Biddeford Police Dept	243,566	\$1,582.15	\$1,208.57	\$9,135.67	\$11,926.40
Biddeford Public Works	65,824	\$310.22	\$326.62	\$2,468.93	\$3,105.76
Biddeford Rec Dept	46,312	\$371.21	\$229.80	\$1,737.07	\$2,338.09
Biddeford Wastewater Plant	11,754	\$39.96	\$58.32	\$440.87	\$539.16
<b>Total</b>	<b>958,306</b>	<b>\$5,625.40</b>	<b>\$4,755.11</b>	<b>\$35,944.14</b>	<b>\$46,324.66</b>

### *SPC Equipment Bids:*

*Presently our bids are coming in between 14.77% to 20.87% of Retail while the current Salesman's Cost is 50% of Retail. For Example: An Konica Minolta BH 958 RADF Duplex Finisher 3-Hole Punch CIF-Print-Color Scan-Hard Drive for Secure Print 95 Copies per Minute with a Retail Cost of \$45,640 is coming in at \$7,342....16% of Retail! Our prices are negotiated and supported directly by the manufacturer.*

## *Projected Equipment Costs by Building - Color*

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

Building	Projected Color Volume	Service & Supply Cost
Biddeford City Hall	104,881	\$5,570.23
Biddeford Fire Dept	12,995	\$690.16
Biddeford Housing Auth	20,485	\$1,087.96
Biddeford Police Dept	34,425	\$1,828.31
Biddeford Public Works	11,135	\$857.91
Biddeford Rec Dept	32,182	\$1,943.97
Biddeford Wastewater Plant	2,614	\$138.83
<b><i>Total</i></b>	<b>218,717</b>	<b>\$12,117.38</b>

## *Service & Supply Usage Profile by Vendor - Black*

This table represents actual expenses for BLACK prints or copies by vendor for the current year along with projected service & supply expenses for the upcoming fiscal year. Under SPC's new 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. **Current year's increase is 2.8%.**

Vendor	Equipment Type	Annual Volume	2017- 2018 Cost / Copy	Total Cost	2018- 2019 Cost / Copy	Projected Cost
Axis Business Solutions	Black Network Printer	145,284	\$0.01280	\$1,859.64	\$0.01316	\$1,911.94
Axis Business Solutions	Color Network Printer	17,561	\$0.01280	\$224.78	\$0.01316	\$231.10
Konica-Minolta Business Solutions	Black Laser MFP	21,221	\$0.00331	\$70.24	\$0.00340	\$72.15
Konica-Minolta Business Solutions	Black Laser MFP	26,083	\$0.03232	\$843.00	\$0.03322	\$866.48
Konica-Minolta Business Solutions	Black Photocopier	90,493	\$0.00331	\$299.53	\$0.00340	\$307.68
Konica-Minolta Business Solutions	Color Photocopier	657,664	\$0.00331	\$2,176.87	\$0.00340	\$2,236.06
<b>Total</b>		<b>958,306</b>	<b>\$0.00571</b>	<b>\$5,474.06</b>	<b>\$0.00587</b>	<b>\$5,625.40</b>

## *Service & Supply Usage Profile by Vendor - Color*

This table represents actual and projected expenses for COLOR prints or copies by vendor for the current and next fiscal year. Under SPC's new 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. **Current year's increase is 2.8%.**

Vendor	Equipment Type	Annual Volume	2017- 2018 Cost / Copy	Total Cost	2018- 2019 Cost / Copy	Projected Cost
Axis Business Solutions	Color Network Printer	5,464	\$0.14091	\$769.93	\$0.14486	\$791.52
Konica-Minolta Business Solutions	Color Photocopier	213,253	\$0.05166	\$11,016.65	\$0.05311	\$11,325.87
<b>Total</b>		<b>218,717</b>	<b>\$0.05389</b>	<b>\$11,786.58</b>	<b>\$0.05540</b>	<b>\$12,117.38</b>

## ***Reprographic Equipment Assessment***

This chart provides the status of your equipment and details of your current lease, if any. \*

<b>Total Number of Units</b>	<b>31</b>
<b>Total Number of Units on Lease</b>	<b>28</b>
<b>Total Number of Units Owned</b>	<b>3</b>
<b>Lease Company</b>	<b>Northway Lease</b>
<b>Lease Start Date</b>	<b>8/2/2015</b>
<b>Lease End Date</b>	<b>8/1/2020</b>
<b>Term</b>	<b>5 Annual</b>
<b>Annual Payment usually due on 8/1</b>	<b>\$35,944.14</b>
<b>Remaining Payments</b>	<b>2</b>

*\*The determination on the lease has no bearing on Service & Supply and Warranty Contracts.*

## ***Leased Equipment***

<b>Building</b>	<b>Make/Model</b>	<b>Serial Number</b>
Biddeford City Hall	Konica Minolta BHC454E	A5C0011023385
Biddeford City Hall	HP Laser Jet P3015	VND3F87539
Biddeford City Hall	HP Laser Jet P3015	VND3F87538
Biddeford City Hall	Konica Minolta BH554E	A61D011005820
Biddeford City Hall	HP Laser Jet P3015	VND3F82493
Biddeford City Hall	Konica Minolta BHC454E	A5C0011023516
Biddeford City Hall	HP Laser Jet P3015	VND3F87540
Biddeford City Hall	HP Laser Jet P3015	VND3F87542
Biddeford City Hall	HP Laser Jet P3015	VND3F87541
Biddeford City Hall	Konica Minolta BHC554	A5AY011013899
Biddeford City Hall	Konica Minolta BHC454E	A5C0011023313
Biddeford City Hall	HP Laser Jet P3015	VND3F87532
Biddeford City Hall	Konica Minolta BHC454E	A5C0011023468
Biddeford City Hall	Konica Minolta BHC554	A5AY011014819
Biddeford City Hall	Konica Minolta BH4050	A6VF011008574
Biddeford City Hall	Konica Minolta BHC454E	A5C0011023522
Biddeford Fire Dept	Konica Minolta BH554E	A61D011006419
Biddeford Fire Dept	Konica Minolta BHC454E	A5C0011023325
Biddeford Housing Auth	Konica Minolta BHC454E	A5C0011023480
Biddeford Police Dept	Konica Minolta BHC454E	A5C0011023149
Biddeford Police Dept	Konica Minolta BHC454E	A5C0011023489
Biddeford Police Dept	Konica Minolta BHC454E	A5C0011023548
Biddeford Police Dept	Konica Minolta BHC554	A5AY011014823
Biddeford Public Works	Konica Minolta BHC454E	A5C0011023485
Biddeford Public Works	HP Color Laser Jet M651dn	JPCCH5T134
Biddeford Rec Dept	HP Laser Jet 4250	CNRXS25925

<b>Building</b>	<b>Make/Model</b>	<b>Serial Number</b>
Biddeford Rec Dept	Konica Minolta BHC554	A5AY011013876
Biddeford Wastewater Plant	Konica Minolta BHC454E	A5C0011023432

## ***Owned Equipment***

<b>Building</b>	<b>Make/Model</b>	<b>Serial Number</b>
Biddeford City Hall	Konica Minolta BH20	A32R012001506
Biddeford Police Dept	Konica Minolta BH20	A32R012009424
Biddeford Rec Dept	HP Color Laser Jet M451dn	CNC8DCSS78



## Service and Supply Contract - Client

Specialized Purchasing Consultants ("SPC") hereby contracts with \_\_\_\_\_ ("Client") to provide comprehensive services, supplies, and maintenance to equipment described on Schedule A ("Equipment") using the Contracted Vendor shown below at a cost per print shown on said Schedule A, commencing on \_\_\_\_\_ and terminating on June 30, \_\_\_\_\_. This Service and Supply Contract ("Contract") shall exclude only the cost of paper, transparencies, and staples. Refer to Schedule A for Additional Provisions, if any.

SPC assumes responsibility for all billing and vendor payment. SPC shall invoice Client one-half of the annual projected number of pages multiplied by the cost per print listed on Schedule A. This semi-annual billing will take place July 1 and January 1. Actual meter reads will be collected by SPC either electronically or from Client staff during the month of June. A final Reconciliation spreadsheet and invoice will then be completed and sent to client. Upon payment of each billing invoice during the year, SPC will reimburse Contracted Vendor appropriately. Client is responsible for making payment in full within 30 days of said invoicing to avoid suspension of supplies by Contracted Vendor.

On July 1 of each calendar year during the afore-mentioned term, SPC shall credit Client any unused prepaid pages to Client if fewer copies were made by Client during the Contract period ending on or before June 30 annually than were originally estimated under this Contract for such period. If more pages were consumed than billed in the combined semi-annual billing, an overage invoice will be generated. Following semi-annual billing will be based on previous year volume.

On July 1 of each calendar year during the term of this Contract, SPC, at its option, may increase such costs per print under this Service and Supply Contract by 5% or by a percentage equal to the increase during the immediately preceding 12-month period of "The Consumer Price Index for All Urban Consumers (CPI-U) for the U.S. City Average for All Items, 1982-84 = 100," whichever is less.

Client may terminate Contract at any time with a 30-day written notice. Client will be required to provide final meter reads on all Equipment listed on Schedule A, including those added during the Contract term. Any credits owed to Client after reconciling actual usage versus projected will be paid to Client. Client must return any unused consumables to Contracted Vendor.

**AGREED AND ACCEPTED BY:  
Specialized Purchasing Consultants**

By: Skip Tilton

Title: President/Owner

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**AGREED AND ACCEPTED BY:  
Client**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**Named Contracted Vendor:** Vendor

# Warranty

Vendor ("Contracted Vendor") hereby warrants to \_\_\_\_\_ ("Client") that, if any such Equipment described on Schedule B attached hereto malfunctions through no fault of Client during the term commencing on \_\_\_\_\_ and terminating on June 30, \_\_\_\_\_, and such Equipment cannot be repaired promptly, Contracted Vendor, *through Specialized Purchasing Consultants*, will replace such Equipment with equipment which is equal to or superior in quality and capabilities to the Equipment being replaced, at no cost to Client. Refer to Schedule B for Additional Provisions to this Warranty.

The only exclusions to this Warranty are as follows:

1. This Warranty will expire for an item of Equipment when the Warranty Life of such item of Equipment in number of copies, as shown on Schedule B attached hereto, is exceeded;
2. This Warranty will expire for an item of Equipment at the date which is ten years after such Equipment was first offered for sale or lease by the manufacturer as shown on Schedule B attached hereto.

**AGREED AND ACCEPTED BY:**  
**Vendor**

By:

Title:

Date:

Signature: \_\_\_\_\_

**AGREED AND ACCEPTED BY:**  
**Client**

By:

Title:

Date:

Signature: \_\_\_\_\_

## *StarDoc User Names*

Name	User Name
Bill Gooch	william.gooch@biddefordmaine.org
Cheryl Fournier	cheryl.fournier@biddefordmaine.org
Jerry Gerlach	jgerlach@biddefordmaine.org

\*If you need to verify your password or if you need to add users, please contact Alex Webster at [awebster@spccopypro.com](mailto:awebster@spccopypro.com)



# 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 69 clients with over 4,100 devices doing more than 239 million copies and prints per year. Annually, we purchase approximately 1,100 units running over 80 million prints!
- 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

- 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.
- STAR Doc 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 annually and/or quarterly.
- With SPC's Simplified Billing Program, TWO 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 over usage
- 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 more than \$2.5 million for all of our clients.  
That translates into Savings of more than \$12 million over five years!***



## SPC Values Our Vendors

### Overall Benefits to our VENDORS

- Opportunities brought to you – Annually, we purchase approximately 1,100 units running over 80 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).
- Controls the Bid Specs (Not allowing any vendor to underbid or offer discontinued equipment).
- A chance to sell your 'Value Add' directly to our clients after the bids are in. Customer has the right to pay more than low bid.

### 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 cost!
- Manage installation.
- Audit installation.
- Capture final meter reads for old contracts.
- Close books on old devices & contracts.

### Vendor Ongoing Support

- Yearly meter reads.
- Simplified Billing: SPC collects service funds for the Vendor.
- Collection of all meter reads annually and reconciling them with the Client and Vendor.
- STAR Doc: **S**ystem for **T**racking **A**nd **R**eporting **D**ocuments...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 4,100 pieces of equipment;**  
**Our relationship with our vendors has never been stronger!**