

Specialized Purchasing Consultants

1491 East Side River Road

Dummer, NH 03588

(800)750-1538



FY22 Annual Report

With FY23 Projections

Don Johnson

Brevard Family Partnership

2301 W. Eau Gallie Blvd. Ste 104

Melbourne, FL 32935



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

August 2022

Don Johnson
Brevard Family Partnership
2301 W. Eau Gallie Blvd. Suite 104
Melbourne, FL 32935

Skip Tilton
President

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www.spccopypro.com

Dear Don:

Specialized Purchasing Consultants is pleased to present your FY22 Annual Report, taking a look at where we are in recovering from the pandemic restrictions and changes, and looking ahead to continued cost savings and recommendations to maintain your equipment and ensure your vendors are giving the best service possible.

The past few years were unprecedented with the restrictions brought on by the pandemic, and this year was no exception. Because of the delays brought on by the pandemic we chose to submit our copier bid in February rather than wait until March/April. This proved to be a good move for many reasons.

The industry continues to experience major backorder issues on equipment, something we've not had to deal with in years past. Bidding early meant boards could approve results and orders could be placed early. We were also able to lock in new service and supply pricing for existing equipment while orders were delayed so as not to disrupt budgets already established for the new fiscal year based on upgrading equipment.

Even after our bids were received and awarded, though, one major vendor wanted to increase their pricing because of the increased inflation rate that took place after the bid process. We were able to negotiate with them and hold the pricing we received back in February. Again, starting the bid process early proved to be a positive move.

Finally, while the industry experienced an over 9% inflation rate, SPC was able to continue to hold down service and supply costs for all of our clients because of SPC's allowable CPC increase cap of 5%.

As always, we are grateful for your continued confidence in the services SPC provides and in our efforts to secure better pricing on equipment, service and supplies than can be obtained independently. We look forward to working with you another year and into the future.

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 bid 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 results, and presents them to our clients. He also maintains our office equipment and utilizes the latest technology to maintain STARDoc and FM Audit so our clients always 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
Finance Support



Kelly is a valuable asset to the SPC Finance Department. Her versatility in managing various aspects of accounting, lease documentation, and service and supply contracts benefits her team and the clients she works with.

Heidi Tilton
Office Support



Heidi assists with bookkeeping and billing for both clients and vendors, processing payments, contact information updates, and other office support.

Sue Penney
Administrative & Finance Manager



Sue coordinates and oversees all billing, leases, and contracts. Her decades of financial expertise benefit the Billing Team by her attention to detail and ability to prioritize to ensure accuracy and timeliness of all finance projects.

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 ensuring equipment surveys, installations, and trades go smoothly, coordinating with clients and vendors and maintaining a schedule that is beneficial for all. Jamin also assists Alex in many technical areas such as maintaining STARDoc and FM Audit as well as with computer maintenance.

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.

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 Vendor Bid

- Put bid out in February instead of late spring.
- This early bidding saved clients thousands due to inflation and price increases that took place after bid pricing was locked in, preventing higher rates to our clients.
- This also allowed for early ordering to accommodate backorders.
- We were also able to lock in bid rates for existing equipment until new equipment could be installed after the start of the new fiscal year.

2023 SPC Roadmap

- STARDoc Upgrade: Process is in place to give STARDoc a more modern facelift.

EQUIPMENT HEALTH STATUS

Total Number of Machines **45**

Total Black Photocopiers & MFPs:	2
Total Color Photocopiers & MFPs:	6
Total Black Network Printers:	30
Total Color Network Printers:	7
Total Removed From Service:	0

of Units Not in Use for FY21 **3**

of Units OFF Warranty** **0**

of Units Approaching End of Warranty **0**

of Units Overused **0**

of Units Underused **0**

Contract Commencement Date 10/21/2020

All Warranties and Service Contracts Expire 06/30/2025

of Annual Payments Left on Lease 3

****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 Don,

Despite increased inflation and a continued backlog of orders – unprecedented in SPC history – SPC managed to maintain the buying power we established three decades ago and keep equipment and service & supply pricing lower than anything found in the industry.

Because equipment continues to be backordered, SPC will again put our equipment bid out to our vendors in February of 2023 rather than wait until April or May. This allows SPC to lock in low pricing before increases take effect, for vendors to get orders placed early, and for client budgets to be planned for the new fiscal year.

A specific concern is your color usage. The report currently shows a ratio of color to black usage of 32.9% compared with the industry average of 18.8% (See page 10).

Phase 2 upgrade needs to take place in September of this year. In that way there will be no buyouts from the previous contract that would need to be rolled into the new contract. In addition, are there any non contract devices flagged on page 5 that need to be contracted?

We can discuss this and any other concerns at our meeting.

Sincerely,

Skip

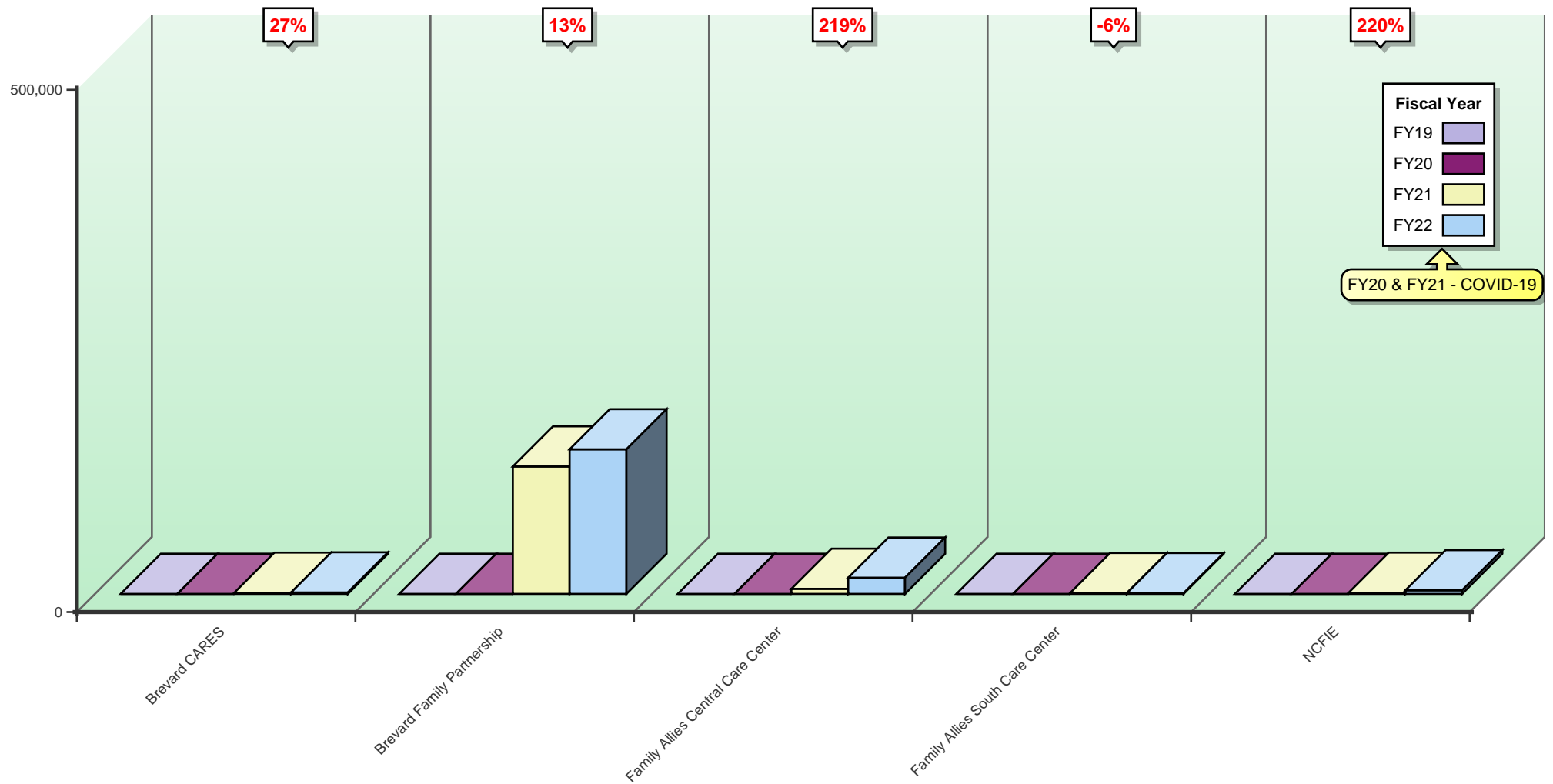
NON-CONTRACTED DEVICES

Make - Model	Serial Number	IP Address	Last Update
EPSON XP-8500 Series	X44U003799	172.31.50.208	2022-08-29 11:35:28
EPSON XP-8500 Series	X44U003822	172.31.3.46	2022-08-18 20:22:57
Sharp MX-4070V	8511228600	172.31.4.50	2022-06-28 09:12:34
Sharp MX-5070V	8511154400	172.31.50.25	2022-08-31 00:10:43
Sharp MX-6070V	8511950600	172.31.13.12	2022-08-31 00:10:43
Sharp MX-M6070	8501350200	172.31.13.13	2022-08-31 00:10:43
Sharp MX-M6070	8501423200	172.31.50.24	2022-08-31 00:10:43

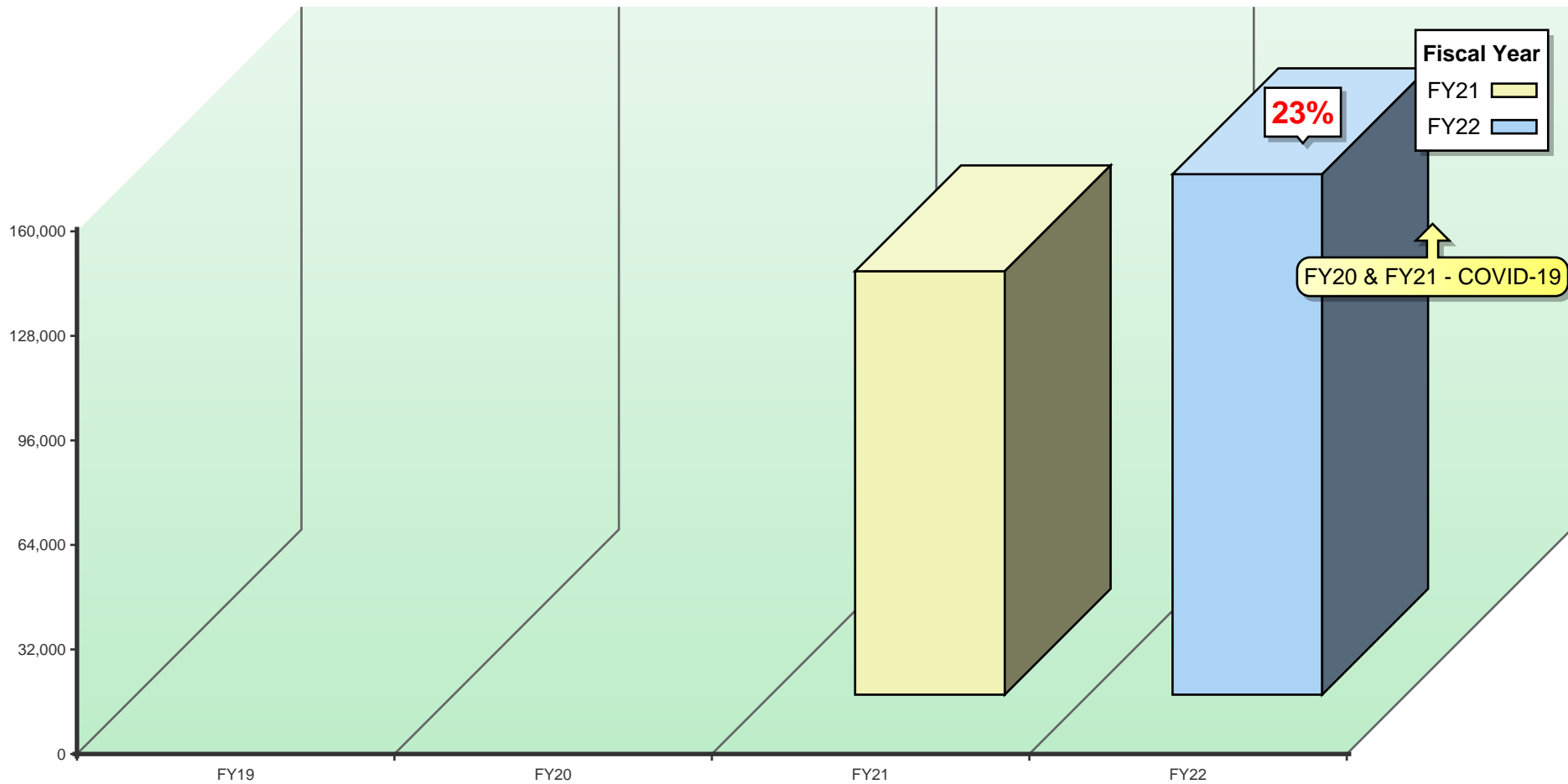
With your next upgrade, we highly recommend you incorporate these machines into your next contract. Depending on volume, this could result in significant cost savings. For example, in buying supplies on your own and having your in-house IT staff service them, a color laser device color cost can average as much as 25 cents per print, while our bids are coming in at less than 5 cents per print.

In addition, not including the usage on these machines can throw off your usage ratios shown on the next few pages, which can also affect your future budget planning.

ANNUAL BLACK VOLUME BY LOCATION

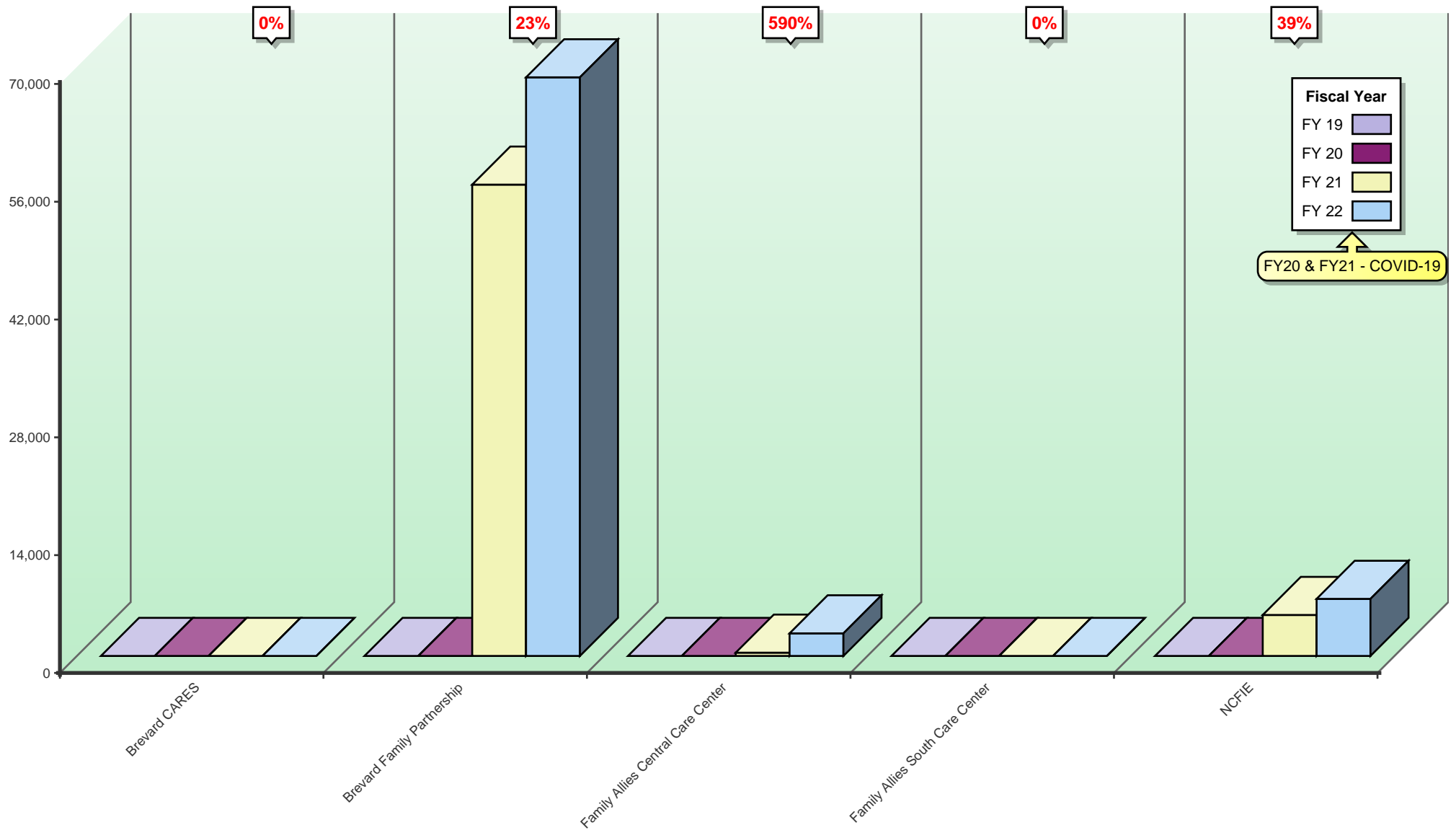


ANNUAL BLACK VOLUME OVERALL

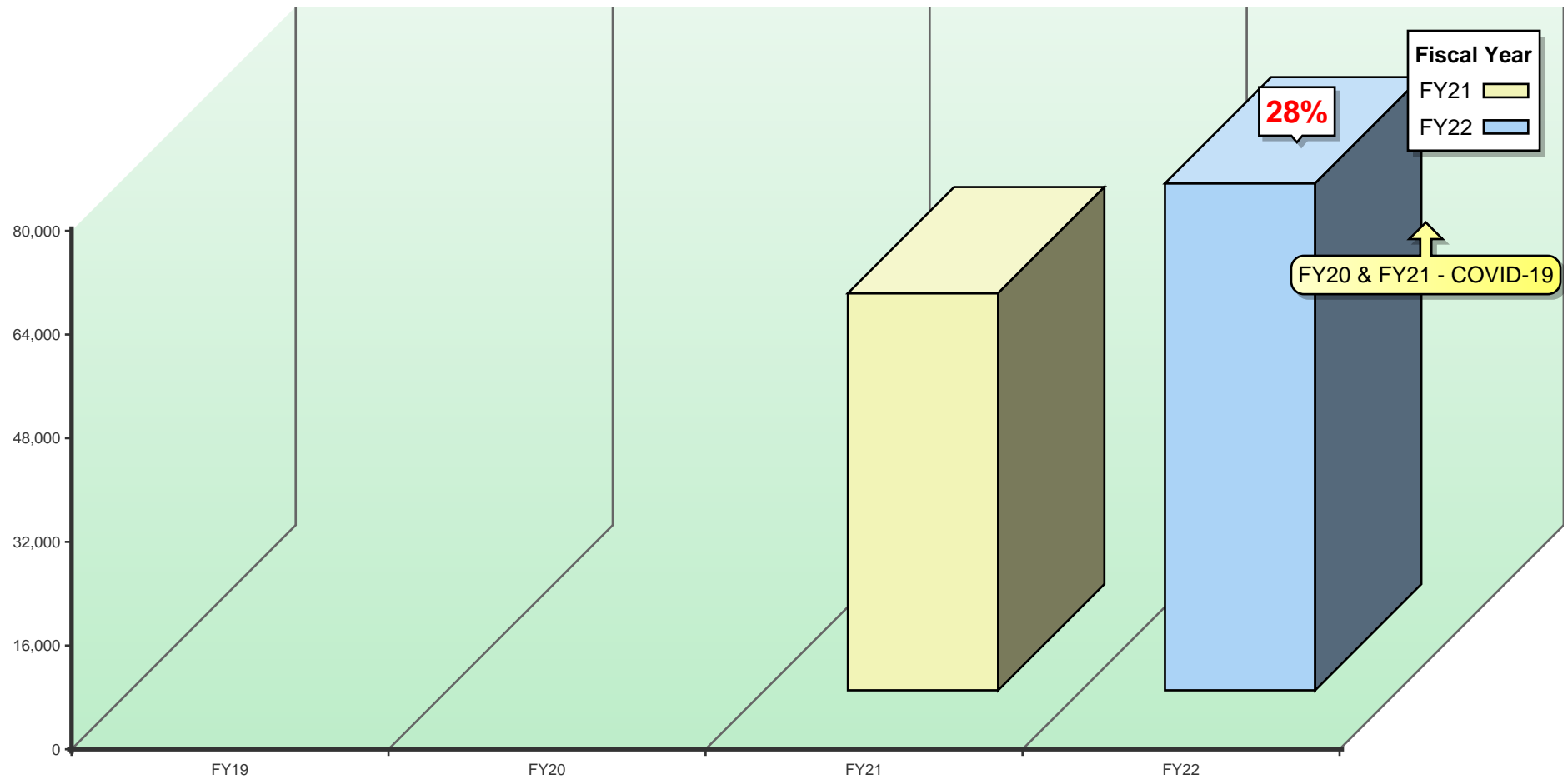


% amount equals the overall increase or decrease between Previous Year & Current Year

ANNUAL COLOR VOLUME BY LOCATION

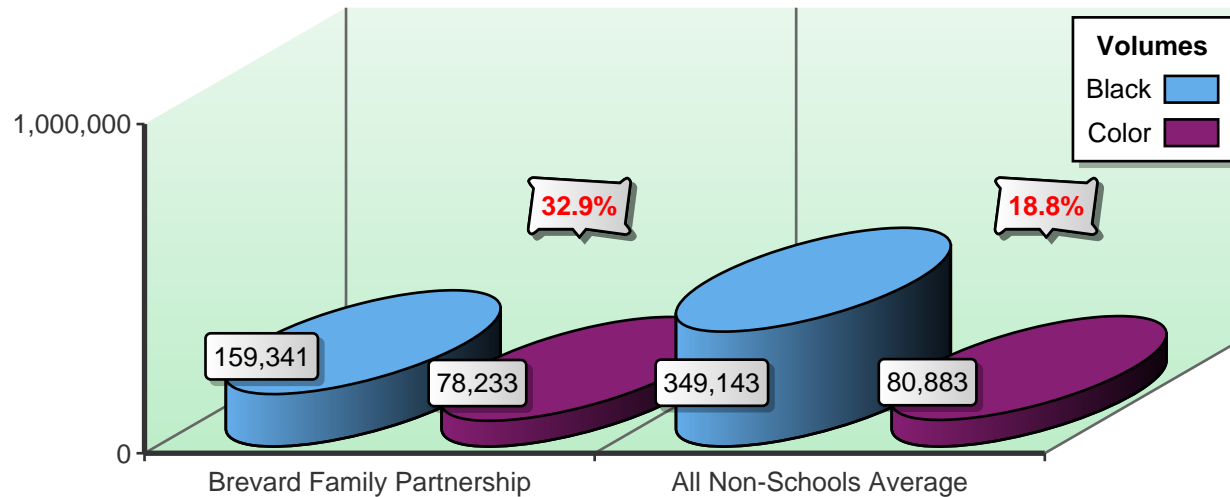


ANNUAL COLOR VOLUME OVERALL



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

COLOR-TO-TOTAL VOLUME COMPARISON



SPC Analysis

Despite the significant drop in color usage over the past two years, color usage has not only recovered, it has soared. FY22 increased average color usage by 33% over FY21. Obviously, some color printing is necessary, but if it is not properly monitored it could negatively impact 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 Equipment 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:

Make-Model / Speed			FY22		
Serial Number / Vendor ID			Annual	Cost/Copy	
Life Expectancy / Model Intro Date	07/01/2021	06/30/2022	Volume	Annual Cost	Recommendations
Equipment Type / Vendor	Meter	Meter			

Brevard CARES

Christine Williams Kelly

Konica Minolta BH4000i / 42 PPM	343	809	466	\$0.00613	None at this time.
ACET011000308 / 9509 6801				\$2.86	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / 1796				\$0.00	

Dian Louks

Konica Minolta BH4000i / 42 PPM	233	286	53	\$0.00613	None at this time.
ACET011001790 / 9509 6802				\$0.32	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / 1796				\$0.00	

Kathryn Parker

Konica Minolta BH4000i / 42 PPM	97	893	796	\$0.00613	None at this time.
ACET011000309 / 9509 6799				\$4.88	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / 1796				\$0.00	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
Peter Tessier					
Konica Minolta BH4000i / 42 PPM	14	14	0	\$0.00613	Not in use for FY21.
ACET011001786 / 9509 6759				\$0.00	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / 1796				\$0.00	
Rebecca Melick					
Konica Minolta BH4000i / 42 PPM	63	85	22	\$0.00613	None at this time.
ACET011000355 / 9509 6800				\$0.13	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / 1796				\$0.00	
Storage - Not Unpacked					
Konica Minolta BH4422 / 42 PPM	274	274	0	\$0.00613	Not in use for FY21.
AAFM011002067 / 9509 6775				\$0.00	
1,000,000 / 08/2018	0	0	0	\$0.00000	
Black Laser MFP / 1796				\$0.00	
Yvette McCain					
Konica Minolta BH4000i / 42 PPM	35	46	11	\$0.00613	None at this time.
ACET011000323 / 9509 6803				\$0.07	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / 1796				\$0.00	
Subtotal Black			1,348	\$8.26	
Subtotal Color			0	\$0.00	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations	
Brevard Family Partnership						
Accounting						
Konica Minolta BHC3300i / 35 PPM AAJT011001571 / 9509 6776 750,000 / 04/2019 Color Network Printer/1796	11,533 12,094	15,061 15,524	3,528 3,430	\$0.00613 \$21.63 \$0.05625 \$192.94	None at this time.	
Accounting						
Konica Minolta BH4000i / 42 PPM ACET011001661 / 9509 6750 1,000,000 / 06/2019 Black Network Printer / 1796	10,885 0	31,484 0	20,599 0	\$0.00613 \$126.27 \$0.00000 \$0.00		
Ashley Carraro						
Konica Minolta BH4000i / 42 PPM ACET011001807 / 9509 6767 1,000,000 / 06/2019 Black Network Printer / 1796	1,455 0	1,917 0	462 0	\$0.00613 \$2.83 \$0.00000 \$0.00	None at this time.	
Cassie Bennett						
Konica Minolta BHC3300i / 35 PPM AAJT011001223 / 9509 6780 750,000 / 04/2019 Color Network Printer / 1796	972 855	2,233 2,665	1,261 1,810	\$0.00613 \$7.73 \$0.05625 \$101.81		

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
Chris Goncalo					
Konica Minolta BH4000i / 42 PPM	631	713	82	\$0.00613	None at this time.
ACET011001958 / 9509 6763				\$0.50	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / 1796				\$0.00	
Christine Singletary					
Konica Minolta BH4000i / 42 PPM	191	410	219	\$0.00613	None at this time.
ACET011001809 / 9509 6769				\$1.34	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / 1796				\$0.00	
Coffee Room					
Konica Minolta BH4422 / 42 PPM	125	758	633	\$0.00613	None at this time.
AAFM011002072 / 9509 6773				\$3.88	
1,000,000 / 08/2018	0	0	0	\$0.00000	
Black Laser MFP / 1796				\$0.00	
Cyndi Hernandez					
Konica Minolta BHC3300i / 35 PPM	350	397	47	\$0.00613	None at this time.
AAJT011001286 / 9509 6779				\$0.29	
750,000 / 04/2019	597	817	220	\$0.05625	
Color Network Printer / 1796				\$12.38	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
Danielle Santiago					
Konica Minolta BH4000i / 42 PPM	1,297	2,577	1,280	\$0.00613	None at this time.
ACET011001659 / 9059 6752				\$7.85	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / 1796				\$0.00	
Debbie Dorfman					
Konica Minolta BH4000i / 42 PPM	320	395	75	\$0.00613	None at this time.
ACET011001793 / 9509 6756				\$0.46	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / 1796				\$0.00	
Donald Johnson					
Konica Minolta BHC3300i / 35 PPM	772	1,225	453	\$0.00613	None at this time.
AAJT011000586 / 9509 6777				\$2.78	
750,000 / 04/2019	1,736	2,855	1,119	\$0.05625	
Color Network Printer / 1796				\$62.94	
Ellen Duran					
Konica Minolta BH4000i / 42 PPM	421	1,209	788	\$0.00613	None at this time.
ACET011001808 / 9509 6766				\$4.83	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / 1796				\$0.00	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
Finance Department					
Ricoh IMC6000 / 60 PPM 3141R300518 / 14559788 4,000,000 / 01/2019 Color Photocopier /	0	23,904	23,904	\$0.00370 \$88.44 \$0.03319 \$964.83	None at this time.
Jessica Ayala					
Konica Minolta BH4000i / 42 PPM ACET011001658 / 9509 6751 1,000,000 / 06/2019 Black Network Printer / 1796	687	1,033	346	\$0.00613 \$2.12 \$0.00000 \$0.00	None at this time.
Jim Carlson					
Konica Minolta BH4000i / 42 PPM ACET011001663 / 9509 6753 1,000,000 / 06/2019 Black Network Printer / 1796	506	1,005	499	\$0.00613 \$3.06 \$0.00000 \$0.00	None at this time.
Kellie Watts					
Konica Minolta BHC3350i / 35 PPM A93E011008791 / 9509 6749 750,000 / 04/2019 Color Laser MFP / 1796	390	674	284	\$0.00400 \$1.14 \$0.04375 \$31.72	None at this time.

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
Kelly Swartz					
Konica Minolta BHC3350i / 35 PPM	1,031	3,467	2,436	\$0.00400	None at this time.
A93E011009083 / 9509 6812				\$9.74	
750,000 / 04/2019	792	2,735	1,943	\$0.04375	
Color Laser MFP / I796				\$85.01	
Kevin Maloney					
Konica Minolta BH4000i / 42 PPM	118	135	17	\$0.00613	None at this time.
ACET011001804 / 9509 6770				\$0.10	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / I796				\$0.00	
Kim Bledsoe					
Konica Minolta BH4000i / 42 PPM	27	54	27	\$0.00613	None at this time.
ACET011001664 / 9509 6746				\$0.17	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / I796				\$0.00	
LaChrista Jones					
Konica Minolta BH4000i / 42 PPM	1,323	2,051	728	\$0.00613	None at this time.
ACET011001660 / 9509 6747				\$4.46	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / I796				\$0.00	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
Matthew Joshua					
Konica Minolta BH4000i / 42 PPM	1,055	1,205	150	\$0.00613	None at this time.
ACET011001665 / 9509 6754				\$0.92	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / 1796				\$0.00	
Melissa Eady					
Konica Minolta BH4000i / 42 PPM	4,707	6,636	1,929	\$0.00613	None at this time.
ACET011001806 / 9509 6768				\$11.82	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / 1796				\$0.00	
Phil Scarpelli					
Konica Minolta BHC3300i / 35 PPM	198	215	17	\$0.00613	None at this time.
AAJT011001237 / 9509 6781				\$0.10	
750,000 / 04/2019	227	285	58	\$0.05625	
Color Network Printer / 1796				\$3.26	
Rachel Friddle					
Konica Minolta BHC3300i / 35 PPM	2,144	9,505	7,361	\$0.00613	None at this time.
AAJT011001486 / 9478 5896				\$45.12	
750,000 / 04/2019	1,521	1,835	314	\$0.05625	
Color Network Printer / 1796				\$17.66	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
Silvia Perez					
Konica Minolta BH4000i / 42 PPM	101	201	100	\$0.00613	None at this time.
ACET011001810 / 9509 6771				\$0.61	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / 1796				\$0.00	
Suite 104					
Konica Minolta BHC650i / 65 PPM	79,735	150,119	70,384	\$0.00320	None at this time.
AA7N011001555 / 9509 6745				\$225.23	
4,000,000 / 02/2020	37,515	67,590	30,075	\$0.03885	
Color Photocopier / 1796				\$1,168.41	
Terri Croker					
Konica Minolta BH4000i / 42 PPM	728	863	135	\$0.00613	None at this time.
ACET011001791 / 9509 6757				\$0.83	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / 1796				\$0.00	
Valerie Holmes					
Konica Minolta BH4000i / 42 PPM	254	924	670	\$0.00613	None at this time.
ACET011001788 / 9509 6755				\$4.11	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / 1796				\$0.00	
		Subtotal Black	138,414	\$578.37	
		Subtotal Color	68,764	\$2,640.97	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
Family Allies Central Care Center					
Admin Meeting Room					
Konica Minolta BHC3300i / 35 PPM	650	4,904	4,254	\$0.00613	None at this time.
AAJT011001209 / 9509 6778				\$26.08	
750,000 / 04/2019	389	3,074	2,685	\$0.05625	
Color Network Printer/1796				\$151.03	
Carina Shepherd					
Konica Minolta BH4000i / 42 PPM	4,174	13,571	9,397	\$0.00613	None at this time.
ACET011001662 / 9509 6748				\$57.60	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / 1796				\$0.00	
Colleen Fleming					
Konica Minolta BH4000i / 42 PPM	17	1,379	1,362	\$0.00613	None at this time.
ACET011001789 / 9509 6758				\$8.35	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / 1796				\$0.00	
Reception					
Konica Minolta BH4000i / 42 PPM	18	519	501	\$0.00613	None at this time.
ACET011001795 / 9509 6760				\$3.07	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / 1796				\$0.00	
		Subtotal Black	15,514	\$95.10	
		Subtotal Color	2,685	\$151.03	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
Family Allies South Care Center					
Colleen Fleming					
Konica Minolta BH4000i / 42 PPM ACET011001802 / 9509 6764 1,000,000 / 06/2019 Black Network Printer/1796	555 0	1,093 0	538 0	\$0.00613 \$3.30 \$0.00000 \$0.00	None at this time.
Reception					
Konica Minolta BH4000i / 42 PPM ACET011000294 / 9509 6798 1,000,000 / 06/2019 Black Network Printer / 1796	93 0	194 0	101 0	\$0.00613 \$0.62 \$0.00000 \$0.00	None at this time.
Shellie Millier					
Konica Minolta BH4000i / 42 PPM ACET011000317 / 9509 6797 1,000,000 / 06/2019 Black Network Printer / 1796	30 0	30 0	0 0	\$0.00613 \$0.00 \$0.00000 \$0.00	Not in use for FY21.
Subtotal Black			639	\$3.92	
Subtotal Color			0	\$0.00	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
NCFIE					
Dawn Banke					
Konica Minolta BHC3350i / 35 PPM	790	2,126	1,336	\$0.00400	None at this time.
A93E011008096 / 9511 8459				\$5.34	
750,000 / 04/2019	2,850	5,201	2,351	\$0.04375	
Color Laser MFP/1796				\$102.86	
Suite 224					
Konica Minolta BHC550i / 55 PPM	150	2,141	1,991	\$0.00320	None at this time.
AA7P011004521 / 9509 6943				\$6.37	
3,000,000 / 02/2020	2,020	6,453	4,433	\$0.03885	
Color Photocopier / 1796				\$172.22	
Tracy Little					
Konica Minolta BH4000i / 42 PPM	129	228	99	\$0.00613	None at this time.
ACET011001805 / 9509 6765				\$0.61	
1,000,000 / 06/2019	0	0	0	\$0.00000	
Black Network Printer / 1796				\$0.00	
Subtotal Black			3,426	\$12.32	
Subtotal Color			6,784	\$275.08	
Overall Black Totals			159,341	\$697.98	
Overall Color Totals			78,233	\$3,067.08	Your Avg Color CPC is \$0.0392

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 08/03/2020 with your projected cost per copy for the new fiscal year through SPC. Annual Volume represents actual FY 22 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
159,341	\$0.01807	\$2,879.29

CURRENTLY WITH SPC

Current Volume	Current CPC*	Current Cost	Cost Savings	5 Year Savings
159,341	\$0.00438	\$697.91	\$2,181.38	\$10,906.89

*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
 $\$2,181.38 \times 2 \text{ years as a Client} = \$4,362.76$ 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
Brevard CARES	1,348	\$8.68	\$8.52	\$149.17	\$166.37
Brevard Family Partnership	138,414	\$607.56	\$875.33	\$15,316.66	\$16,799.55
Family Allies Central Care Center	15,514	\$99.91	\$98.11	\$1,716.75	\$1,914.77
Family Allies South Care Center	639	\$4.12	\$4.04	\$70.71	\$78.87
NCFIE	3,426	\$12.94	\$21.67	\$379.12	\$413.72
TOTALS	159,341	\$733.20	\$1,007.67	\$17,632.41	\$19,373.28

SPC Upgrades for 2022

Client	Contact	Total Annual Volume	Number of Machines	Former Vendor	Vendor Awarded	Annual Cost Savings	5 Year Cost Savings	Print Management Software Added*
SAU 36 - White Mountains Regional SD	Kris Franklin	2,884,577	46	Visual Edge-OSV	Symquest	\$11,704.62	\$58,523.10	STARDoc Only
SAU 61 - Farmington	Brian Cisneros	2,857,215	42	Same	KMBS	\$7,383.00	\$36,915.00	PaperCut & STARDoc
SAU 66 - Hopkinton	Michael Flynn	2,460,750	78	Global-Conway	KMBS	\$29,956.00	\$149,780.00	PaperCut & STARDoc
SAU 68 - Lincoln/Woodstock	Debbie O'Connor	815,437	13	Same	KMBS	\$4,302.00	\$21,510.00	PaperCut & STARDoc
SAU 80 - Shaker Regional SD	Debbie Thompson	2,896,042	23	Same	Budget	\$5,550.00	\$27,750.00	PaperCut & STARDoc
SAU 87 - Mascenic	Lizabeth Baker	2,834,149	59	Same	KMBS	\$15,634.00	\$78,170.00	STARDoc Only
Great Bay E-Learning Charter School	Peter Stackhouse	246,262	8	Same	KMBS	\$1,744.00	\$8,720.00	STARDoc Only
MSAD 37 - Harrington Maine	Ron Ramsay	1,776,270	56	Visual Edge-A-Copi	Ricoh	\$6,953.00	\$34,765.00	STARDoc Only
SAU 54 - Rochester NH	Linda Bartlett	11,900,000	215	Same	KMBS	-\$1,920.00	-\$9,600.00	PaperCut & STARDoc
East Millinocket Schools Maine	Luci Milewski	1,113,369	4	Visual Edge-A-Copi	Ricoh	\$6,449.00	\$32,245.00	STARDoc Only
Washington Central UUSD	Mark Kline	4,000,000	68	Canon & Conway	Symquest	\$26,757.00	\$133,785.00	STARDoc Only
RSU 64 - East Corinth	Rhonda Sperrey	2,698,445	28	Visual Edge-A-Copi	Symquest	\$9,304.00	\$46,520.00	PaperCut & STARDoc
RSU 06 - Bonny Eagle	Scott Nason	8,328,355	109	Visual Edge-A-Copi	Symquest	\$21,350.00	\$106,750.00	PaperCut & STARDoc
RSU 14 - Windham Raymond	Bob Hickey	7,539,568	211	Visual Edge-A-Copi	Symquest	\$48,135.00	\$240,675.00	STARDoc Only
Orleans Southwest Supervisory Union VT	David Martin	2,846,049	24	Visual Edge-OSV	National	\$4,390.00	\$21,950.00	PaperCut & STARDoc
Essex Westford School District VT	Peter Drescher	10,741,439	265	Visual Edge-OSV & National	Symquest	\$100,004.00	\$500,020.00	PaperCut & STARDoc
Sullivan County NH	Derek Ferland	911,018	40	Canon	Symquest	\$14,033.00	\$70,165.00	PaperCut & STARDoc
Winooski School District VT	Nicole Mace	1,848,750	87	Canon	Symquest	\$42,364.00	\$211,820.00	PaperCut & STARDoc
Windham Northeast Supervisory Union VT	Andrew Haas	3,000,000	46	Canon	Symquest	\$39,323.00	\$196,615.00	PaperCut & STARDoc
SAU 43 - Newport NH	Ed Emond	1,772,242	10	Visual Edge-OSV	Symquest	\$18,656.00	\$93,280.00	STARDoc Only
Totals		73,469,937	1,432			\$412,071.62	\$2,060,358.10	

* Print Management Software: All Clients have SPC STARDoc but some have chosen to acquire additional support that they did not have previously.

TOTALS	82,468,260	69,686,229	73,469,937	
Total New Clients	14,950,000	41,249,400	17,952,178	<< 8 Clients
Total Existing Clients	67,518,260	28,436,829	55,517,759	<< 12 Clients

2022 Award Evaluation	Manufacturer	Volume	Machines
Symquest	Konica Minolta	43,724,394	910
KMBS	Konica Minolta	21,113,813	415
Budget	Konica Minolta	2,896,042	23
Ricoh	Ricoh	2,889,639	60
National	Kyocera	2,846,049	24
TOTALS		73,469,937	1,432

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 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
Brevard CARES	0	\$0.00
Brevard Family Partnership	68,764	\$2,773.24
Family Allies Central Care Center	2,685	\$158.58
Family Allies South Care Center	0	\$0.00
NCFIE	6,784	\$288.87
TOTALS	78,233	\$3,220.69

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. Although inflation has increased by 9.5% over last year, SPC has capped that increase for **FY23 to only 5%**. In the 30+ years of SPC's history, this is the first time this cap was necessary, but it clearly benefits the client as we continue to save you money.

Vendor	Equipment Type	FY22 Black Volume	FY22 Black Cost/Copy	FY22 Black S & S Costs	FY23 Black Cost/Copy	FY23 Projected Black S & S Costs
Konica Minolta Florida	Black Laser MFP	633	\$0.00613	\$3.88	\$0.00644	\$4.08
Konica Minolta Florida	Black Network Printer	41,452	\$0.00613	\$254.10	\$0.00644	\$266.95
Konica Minolta Florida	Color Laser MFP	4,056	\$0.00400	\$16.22	\$0.00420	\$17.04
Konica Minolta Florida	Color Network Printer	16,921	\$0.00613	\$103.73	\$0.00644	\$108.97
Konica Minolta Florida	Color Photocopier	72,375	\$0.00320	\$231.60	\$0.00336	\$243.18
Ricoh USA	Color Photocopier	23,904	\$0.00370	\$88.44	\$0.00389	\$92.99
TOTALS AND AVERAGES		159,341	\$0.00438	\$697.98	\$0.00460	\$733.20

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. Although inflation has increased by 9.5% over last year, SPC has capped that increase for **FY23 to only 5%**. In the 30+ years of SPC's history, this is the first time this cap was necessary, but it clearly benefits the client as we continue to save you money.

Vendor	Equipment Type	FY22 Color Volume	FY22 Color Cost/Copy	FY22 Color S & S Costs	FY23 Color Cost/Copy	FY23 Projected Color S & S Costs
Konica Minolta Florida	Color Laser MFP	5,019	\$0.04375	\$219.58	\$0.04594	\$230.57
Konica Minolta Florida	Color Network Printer	9,636	\$0.05625	\$542.03	\$0.05906	\$569.10
Konica Minolta Florida	Color Photocopier	34,508	\$0.03885	\$1,340.64	\$0.04080	\$1,407.93
Ricoh USA	Color Photocopier	29,070	\$0.03319	\$964.83	\$0.03485	\$1,013.09
TOTALS AND AVERAGES		78,233	\$0.03920	\$3,067.08	\$0.04117	\$3,220.69

LEASED/OWNED EQUIPMENT DETAILS

Total Number of Machines Under Contract	45
Number of Machines on Lease	42
Number of Machines Owned	3
Number of Rental/Loaner Machines	0

Lease Company	Access Municipal Leasing LLC // Access Municipal Leasing LLC
Term	5 Annual
Annual Payment usually due on 8/1	\$14,259.63 // \$3,372.78
Lease Start Date	10/21/2020
Lease End Date	11/21/2024
Remaining Payments	3

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

LEASED EQUIPMENT

Building	Room	Make/Model	Serial Number
Brevard CARES	Christine Williams Kelly	Konica Minolta BH4000i	ACET011000308
Brevard CARES	Dian Louks	Konica Minolta BH4000i	ACET011001790
Brevard CARES	Kathryn Parker	Konica Minolta BH4000i	ACET011000309
Brevard CARES	Peter Tessier	Konica Minolta BH4000i	ACET011001786
Brevard CARES	Rebecca Melick	Konica Minolta BH4000i	ACET011000355
Brevard CARES	Storage - Not Unpacked	Konica Minolta BH4422	AAFM011002067
Brevard CARES	Yvette McCain	Konica Minolta BH4000i	ACET011000323
Brevard Family Partnership	Accounting	Konica Minolta BH4000i	ACET011001661
Brevard Family Partnership	Accounting	Konica Minolta BHC3300i	AAJT011001571
Brevard Family Partnership	Ashley Carraro	Konica Minolta BH4000i	ACET011001807
Brevard Family Partnership	Cassie Bennett	Konica Minolta BHC3300i	AAJT011001223
Brevard Family Partnership	Chris Goncalo	Konica Minolta BH4000i	ACET011001958
Brevard Family Partnership	Christine Singletary	Konica Minolta BH4000i	ACET011001809
Brevard Family Partnership	Coffee Room	Konica Minolta BH4422	AAFM011002072
Brevard Family Partnership	Cyndi Hernandez	Konica Minolta BHC3300i	AAJT011001286
Brevard Family Partnership	Danielle Santiago	Konica Minolta BH4000i	ACET011001659
Brevard Family Partnership	Debbie Dorfman	Konica Minolta BH4000i	ACET011001793
Brevard Family Partnership	Donald Johnson	Konica Minolta BHC3300i	AAJT011000586
Brevard Family Partnership	Ellen Duran	Konica Minolta BH4000i	ACET011001808
Brevard Family Partnership	Jessica Ayala	Konica Minolta BH4000i	ACET011001658
Brevard Family Partnership	Jim Carlson	Konica Minolta BH4000i	ACET011001663
Brevard Family Partnership	Kellie Watts	Konica Minolta BHC3350i	A93E011008791
Brevard Family Partnership	Kevin Maloney	Konica Minolta BH4000i	ACET011001804
Brevard Family Partnership	Kim Bledsoe	Konica Minolta BH4000i	ACET011001664
Brevard Family Partnership	LaChrista Jones	Konica Minolta BH4000i	ACET011001660
Brevard Family Partnership	Matthew Joshua	Konica Minolta BH4000i	ACET011001665
Brevard Family Partnership	Melissa Eady	Konica Minolta BH4000i	ACET011001806
Brevard Family Partnership	Phil Scarpelli	Konica Minolta BHC3300i	AAJT011001237
Brevard Family Partnership	Silvia Perez	Konica Minolta BH4000i	ACET011001810
Brevard Family Partnership	Suite 104	Konica Minolta BHC650i	AA7N011001555
Brevard Family Partnership	Terri Croker	Konica Minolta BH4000i	ACET011001791
Brevard Family Partnership	Valerie Holmes	Konica Minolta BH4000i	ACET011001788
Family Allies Central Care Center	Admin Meeting Room	Konica Minolta BHC3300i	AAJT011001209
Family Allies Central Care Center	Carina Shepherd	Konica Minolta BH4000i	ACET011001662
Family Allies Central Care Center	Colleen Fleming	Konica Minolta BH4000i	ACET011001789
Family Allies Central Care Center	Reception	Konica Minolta BH4000i	ACET011001795

Building	Room	Make/Model	Serial Number
Family Allies South Care Center	Colleen Fleming	Konica Minolta BH4000i	ACET011001802
Family Allies South Care Center	Reception	Konica Minolta BH4000i	ACET011000294
Family Allies South Care Center	Shellie Millier	Konica Minolta BH4000i	ACET011000317
NCFIE	Dawn Banke	Konica Minolta BHC3350i	A93E011008096
NCFIE	Suite 224	Konica Minolta BHC550i	AA7P011004521
NCFIE	Tracy Little	Konica Minolta BH4000i	ACET011001805

OWNED EQUIPMENT

Building	Room	Make/Model	Serial Number
Brevard Family Partnership	Finance Department	Ricoh IMC6000	3I4IR300518
Brevard Family Partnership	Kelly Swartz	Konica Minolta BHC3350i	A93E011009083
Brevard Family Partnership	Rachel Friddle	Konica Minolta BHC3300i	AAJT011001486

STARDoc USER NAMES

Name	User Name
Don Johnson	donald.johnson@brevardfp.org
Kevin Maloney	Kevin.Maloney@brevardfp.org

STARDoc user names are managed by the Account Administrator, usually the IT Director. If there are any changes that need to be made, please notify your Account Administrator or SPC.



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 69 clients with almost 4500 devices doing 176 million copies and prints annually. For FY22 we purchased 1,432 machines with over 73 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* by managing 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 almost \$1.5 million for all of our clients.
That translates into Savings of more than \$7 million over five years!



SPC Values Our Vendors

Overall Benefits to Our Vendors

- Opportunities brought to vendor - Over 1,400 units purchased in FY22 running over 73 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 managed over 4,500 Photocopiers and Printers last year.

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

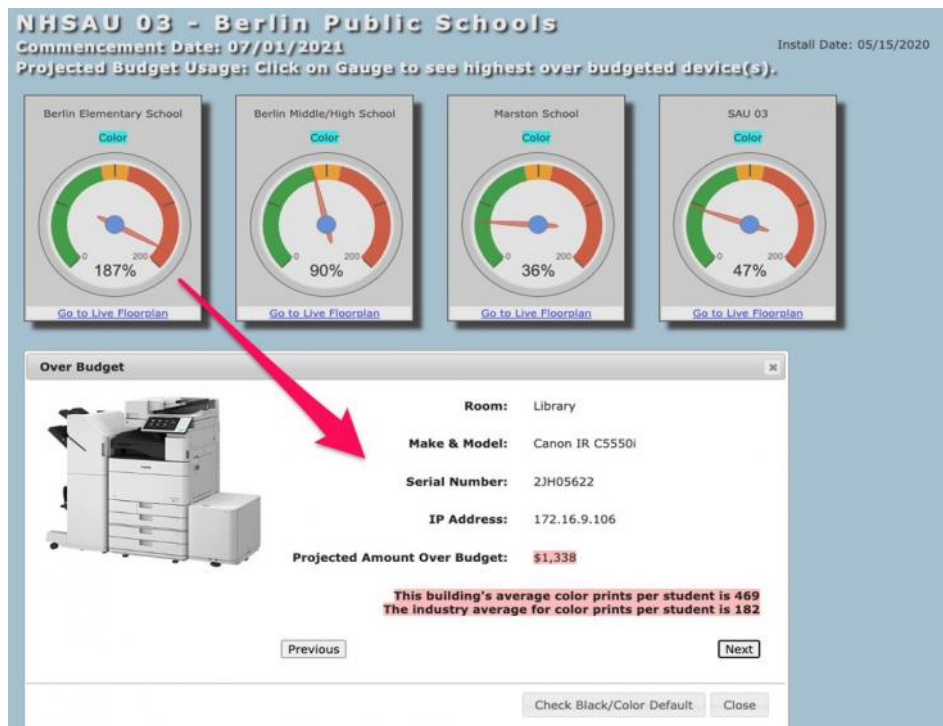
- Shows the last time FM Audit synced for equipment

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)

- Interactive tool that examines printing habits
- Flags potential problem areas
- Helps identify equipment with high color usage



NEW VENDOR CATEGORIES

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

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

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