



***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**

Robert Peabody  
Bridgton, Town of  
3 Chase Street, Suite 1  
Bridgton, ME 04009



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

October 2018

Skip Tilton  
President

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

Robert Peabody  
Bridgton, Town of  
3 Chase Street, Suite 1  
Bridgton, ME 04009

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

Dear Robert:

We at Specialized Purchasing Consultants, wish to thank you for your continued confidence in us. Our relationship is now 12 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!*

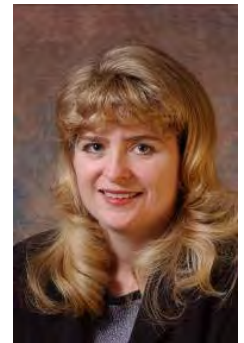


***Skip Tilton, President***

***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>2</b>
<b>Total Black Photocopiers</b>	<b>0</b>
<b>Total Color Photocopiers</b>	<b>2</b>
<b>Total Black Network Printers</b>	<b>0</b>
<b>Total Color Network Printers</b>	<b>0</b>
<b>Total Removed from Service:</b>	<b>0</b>
<b># of Units OFF Warranty:</b>	<b>0</b>
<b># of Units Approaching End of Warranty:</b>	<b>0</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>6/30/2021</b>
<b>SPC's FM Audit Print Management Software Loaded</b>	<b>Yes</b>
<b>Printer Contract</b>	<b>No</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 Robert,

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. Keep in mind there are some powerful print management software that you may want to consider this time around. (See page #10) A substantial cost savings could be incurred if we were able to shift your 12 non-contract devices to a CPC agreement. Please note that a majority are color printers! (See next page)

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

# Non Contracted Devices

**Bridgton, Town Of**

Make - Model	Serial Number	IP Address	Last Update
HP COLOR LaserJet MFP M476dn	CNB8H3516W	192.168.0.198	10/8/2018 3:54:33 PM
BROTHER MFC-J470DW	U63536C5F230286	192.168.0.193	4/10/2018 3:54:21 PM
Brother MFC-5895CW	BROB1F314837	169.254.20.214	10/8/2018 3:54:33 PM
HP PageWide Pro 477dw MFP	CN5BHBX059	192.168.0.78	10/8/2018 3:54:33 PM
HP Color LaserJet MFP M477fnw	VNB8JDY179	192.168.0.202	6/28/2018 3:54:20 PM
ENVY 4520 series	TH6BM4G1VG0660	192.168.0.199	4/5/2018 3:54:28 PM
HP Color LaserJet MFP M477fnw	VNB8K3D2L8	192.168.0.197	10/3/2018 3:54:15 PM
HP COLOR LaserJet Pro M252dw	VNB3J15206	192.168.0.196	10/8/2018 3:54:33 PM
HP Color LaserJet MFP M477fnw	VNB8K4T6NS	192.168.0.202	10/8/2018 3:54:33 PM
HP Color LaserJet MFP M477fnw	VNB8K4T6PK	192.168.0.142	6/13/2018 3:54:16 PM
HP LaserJet MFP M426fdw	PHB8JCLCLO	192.168.0.91	10/8/2018 3:54:33 PM
HP Color LaserJet MFP M477fdw	VNBKKDQ8JS	192.168.0.143	10/5/2018 3:54:34 PM

**Machine Count: 12...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

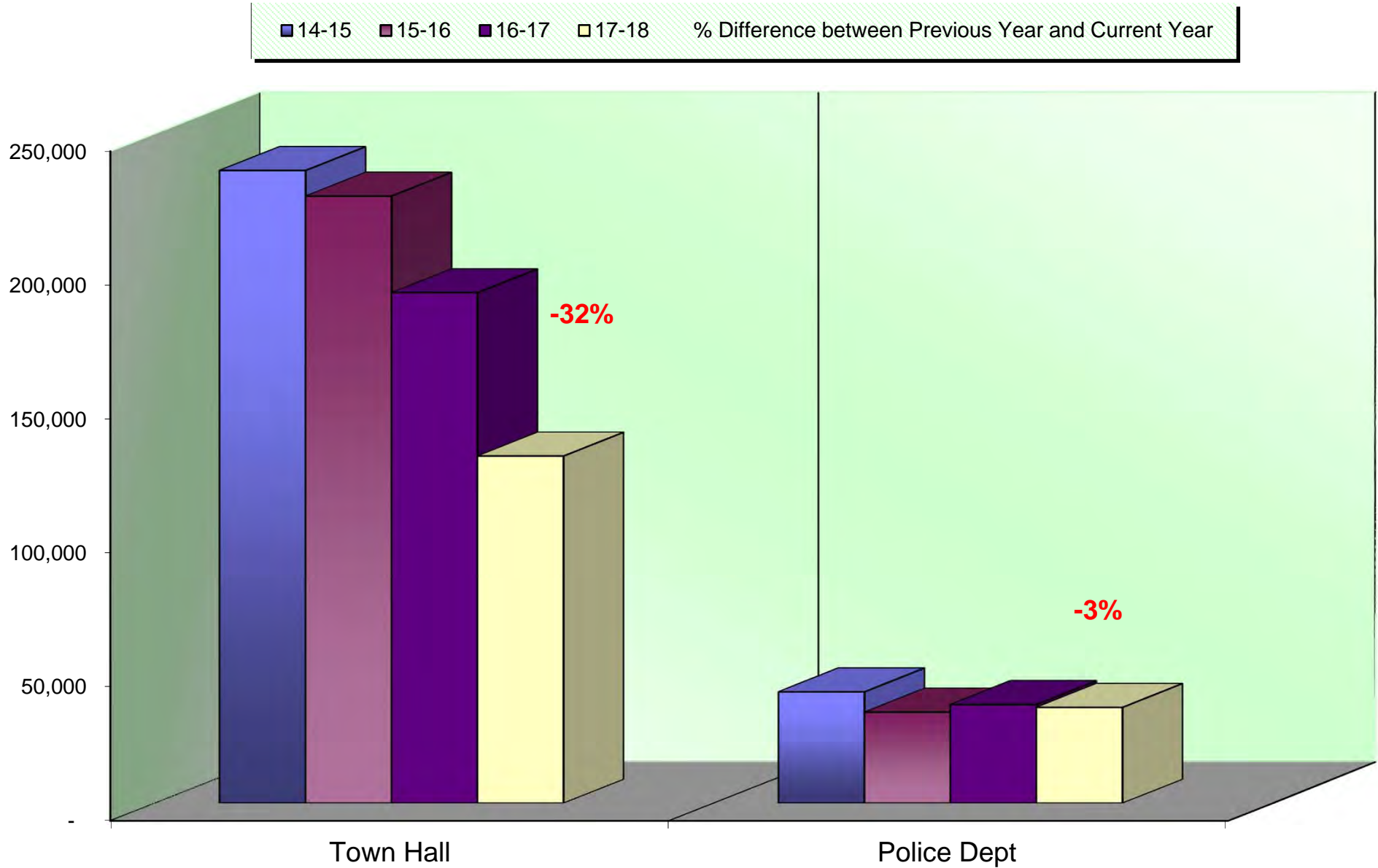
Previous

Next

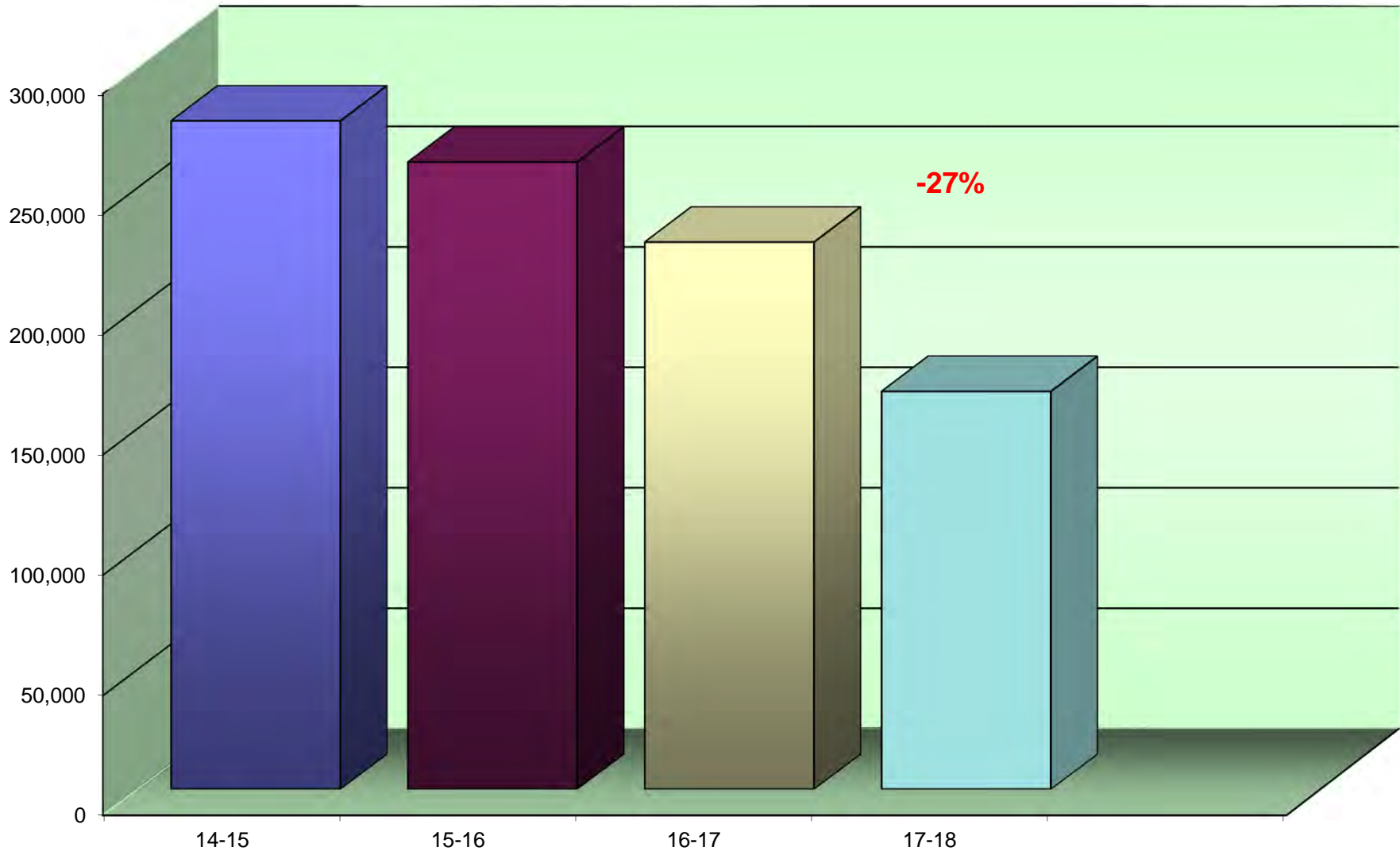
Request Service History

Close

## Annual Black Volume by Department

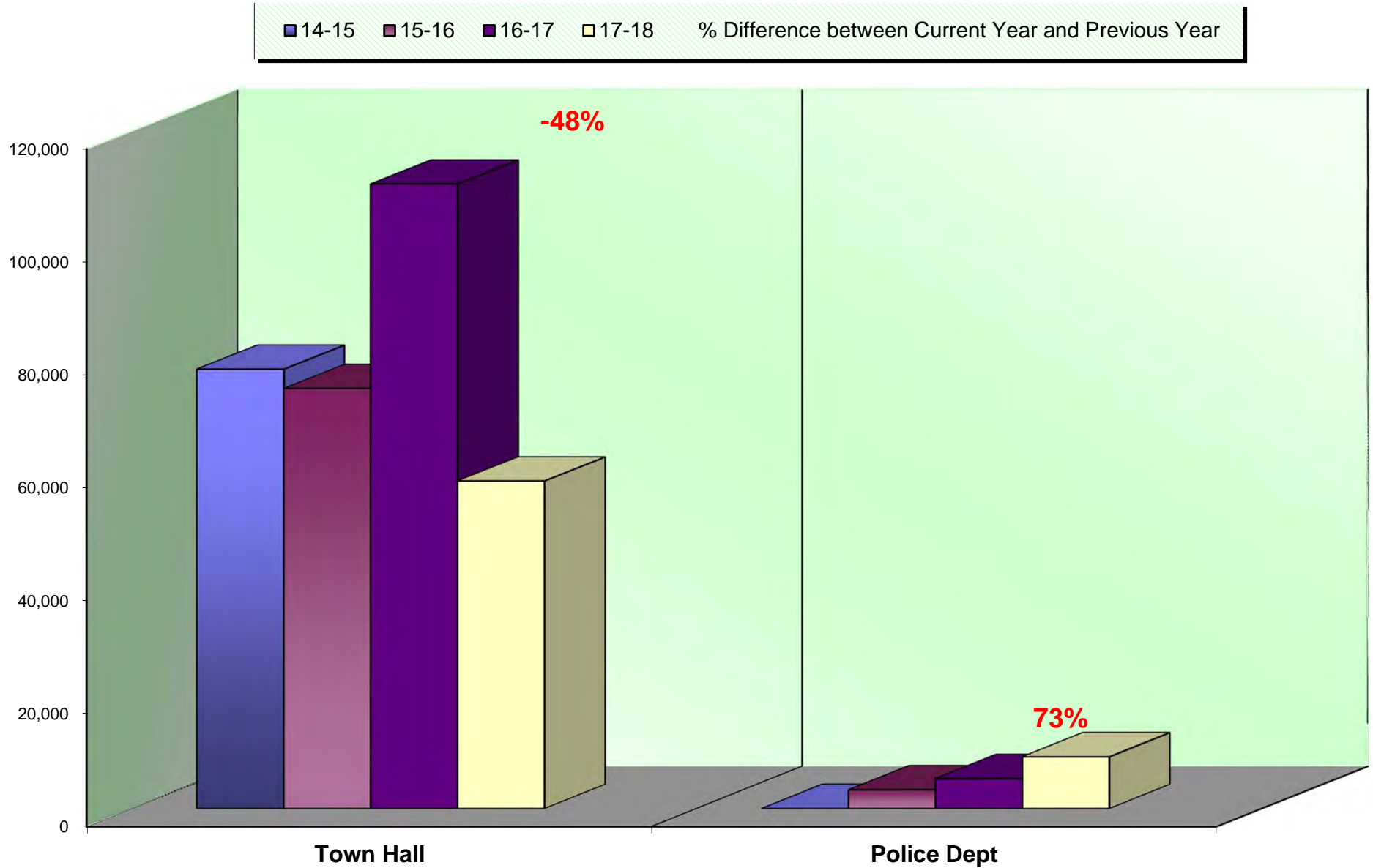


Annual Black Volume Overall

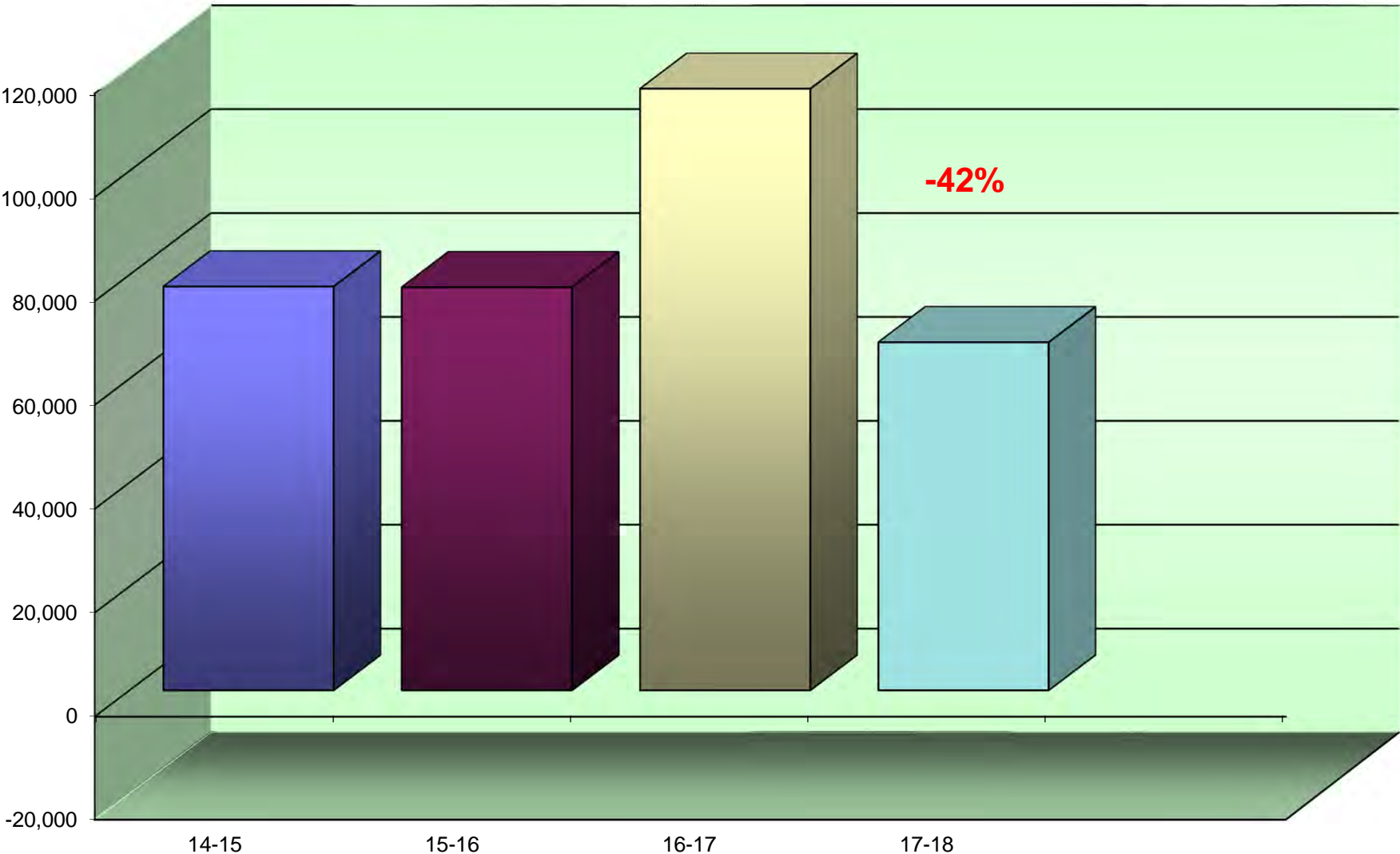


% amount equals the overall increase or decrease between Previous Year and Current Year

## Annual Color Volume by Department



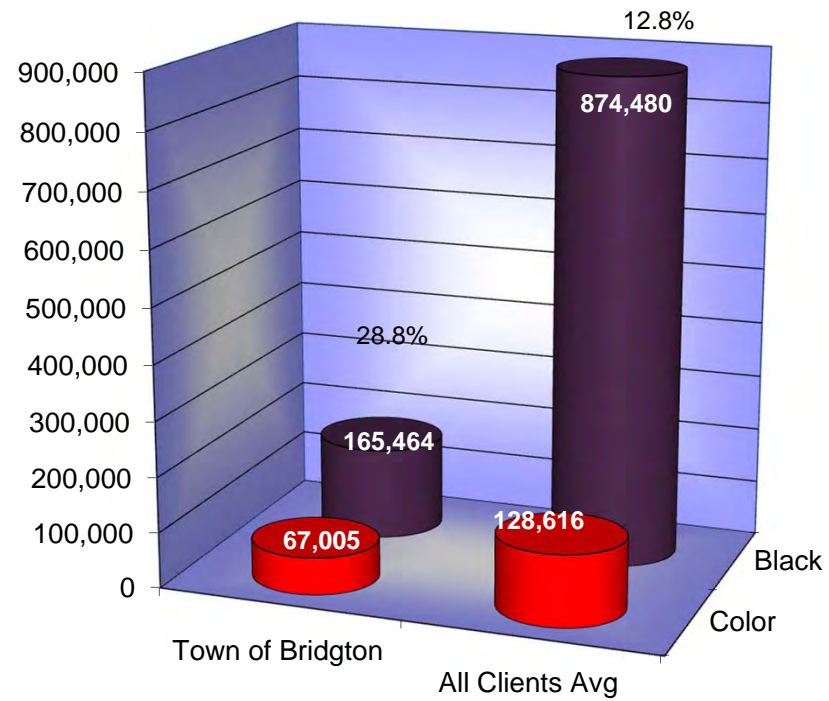
Annual Color Volume Overall



% 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.

<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>BRIDGTON POLICE</b>					
<b><i>Dispatch Office</i></b>					
Konica Minolta BHC454 / 45 PPM	63,162	99,008	35,846	\$0.003310	None at this time.
A5C0011025395 / 8800 5655				\$118.65	
1,000,000 / 07/2012	8,528	17,609	9,081	\$0.05166	
Color Photocopier				\$469.12	
<b>KMBS</b>					
	<b><i>Subtotals Black</i></b>		<b>35,846</b>	<b>\$118.65</b>	
	<b><i>Subtotals Color</i></b>		<b>9,081</b>	<b>\$469.12</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>BRIDGTON TOWN OFFICE</b>						
<b>Main Office</b>						
Konica Minolta BHC654 / 65 PPM A2X1017012053 / 9360 4086 3,000,000 / 02/2012 Color Photocopier	366,129	495,747	129,618	\$0.003310 \$429.04	None at this time.	
	165,323	223,247	57,924	\$0.05166		
				\$2,992.35		
<b>KMBS</b>						
<b>Subtotals Black</b>			<b>129,618</b>	<b>\$429.04</b>		
<b>Subtotals Color</b>			<b>57,924</b>	<b>\$2,992.35</b>		

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<i>Town Wide Black Totals</i>	165,464	\$547.69
<i>Town Wide Color Totals</i>	67,005	\$3,461.48

## 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 10/15/2006** 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
165,464	\$0.01080	\$1,787.01

### CURRENTLY WITH SPC

Current Volume	Current CPC*	Current Cost	Cost Savings	5 Year Savings
165,464	\$0.00331	\$547.69	\$1,239.33	\$6,196.63

*Today the Cooperative Buying of SPC has netted annual cost savings, on average, of \$1,239.33 x 12 years as a Client*

***=\$14,871.90 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
Bridgton Police	35,846	\$121.88	\$177.87	\$984.10	\$1,283.85
Bridgton Town Office	129,618	\$440.70	\$643.16	\$3,558.48	\$4,642.34
<b>Total</b>	<b>165,464</b>	<b>\$562.58</b>	<b>\$821.03</b>	<b>\$4,542.58</b>	<b>\$5,926.19</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
Bridgton Police	9,081	\$482.29
Bridgton Town Office	57,924	\$3,076.34
<b><i>Total</i></b>	<b>67,005</b>	<b>\$3,558.64</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
Konica-Minolta Business Solutions	Color Photocopier	165,464	\$0.00331	\$547.69	\$0.00340	\$562.58
<b>Total</b>		<b>165,464</b>	<b>\$0.00331</b>	<b>\$547.69</b>	<b>\$0.00340</b>	<b>\$562.58</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
Konica-Minolta Business Solutions	Color Photocopier	67,005	\$0.05166	\$3,461.48	\$0.05311	\$3,558.64
<b>Total</b>		<b>67,005</b>	<b>\$0.05166</b>	<b>\$3,461.48</b>	<b>\$0.05311</b>	<b>\$3,558.64</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>2</b>
<b>Total Number of Units on Lease</b>	<b>2</b>
<b>Total Number of Units Owned</b>	<b>0</b>
<b>Lease Company</b>	<b>Norway Savings Bank</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>\$4,542.58</b>
<b>Remaining Payments</b>	<b>2</b>

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

*Leased Equipment*

Building	Make/Model	Serial Number
Bridgton Police	Konica Minolta BHC454	A5C0011025395
Bridgton Town Office	Konica Minolta BHC654	A2X1017012053



## 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
Chris Sanborn	chris@modemwavs.com
Linda Nilsen	finofficer@bridgtonmaine.org
Robert Peabody	townmgr@bridgtonmaine.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!**