

# Specialized Purchasing Consultants

1491 East Side River Road

Dummer, NH 03588

(800)750-1538



## FY22 Annual Report

With FY23 Projections

Kendra Amaral  
Kittery, Town of  
200 Rogers Road  
Kittery, ME 03904



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

October 2022

Kendra Amaral  
Kittery, Town of  
200 Rogers Road  
Kittery, ME 03904

Skip Tilton  
President

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

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

Dear Kendra:

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

# TABLE OF CONTENTS

|  |    |
|--|----|
| Meet Your Team . . . . .                                 | 1  |
| SPC Timeline . . . . .                                   | 2  |
| Equipment Health Status . . . . .                        | 4  |
| Compare Present vs Proposed . . . . .                    | 5  |
| Non Contracted Devices . . . . .                         | 6  |
| Bar Chart - Annual Black Volume By Location . . . . .    | 7  |
| Bar Chart - Annual Black Volume Overall . . . . .        | 8  |
| Bar Chart - Annual Color Volume By Location . . . . .    | 9  |
| Bar Chart - Annual Color Volume Overall . . . . .        | 10 |
| Color-to-Total Volume Comparison . . . . .               | 11 |
| Equipment Usage & Recommendations. . . . .               | 12 |
| SPC Service & Supply Cost Savings . . . . .              | 20 |
| Projected Equipment Cost by Building Black . . . . .     | 21 |
| SPC Upgrades for 2022 . . . . .                          | 22 |
| Projected Equipment Cost by Building Color . . . . .     | 23 |
| Service & Supply Usage Profile by Vendor Black . . . . . | 24 |
| Service & Supply Usage Profile by Vendor Color . . . . . | 25 |
| Leased/Owned Equipment Details . . . . .                 | 26 |
| Leased Equipment . . . . .                               | 27 |
| STARDoc User Names . . . . .                             | 28 |
| Benefits of Partnering With SPC - Clients . . . . .      | 29 |
| Benefits of Partnering With SPC - Vendors . . . . .      | 31 |
| STARDoc Features . . . . .                               | 33 |
| New Vendor Categories. . . . .                           | 35 |
| Warranty & Relief Fund . . . . .                         | 36 |

## 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**



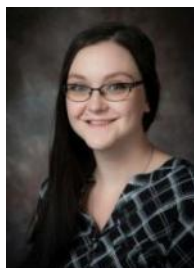
Alex is involved in every aspect of SPC. He actively seeks to improve the cooperative bid process and is continually seeking to improve the buying power in New England. Alex organizes and prepares the bids for new and existing clients, tabulates the results, and presents them to our clients. He also 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** **15**

|                                  |   |
|----------------------------------|---|
| Total Black Photocopiers & MFPs: | 4 |
| Total Color Photocopiers & MFPs: | 6 |
| Total Black Network Printers:    | 5 |
| Total Color Network Printers:    | 0 |
| Total Removed From Service:      | 0 |

**# of Units Not in Use for FY22** **0**

**# of Units OFF Warranty\*\*** **0**

**# of Units Approaching End of Warranty** **0**

**# of Units Overused** **0**

**# of Units Underused** **0**

Contract Commencement Date 07/01/2021

All Warranties and Service Contracts Expire 06/30/2026

# 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 Kendra,

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.

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

Sincerely,

Skip

**Town of Kittery**  
**Kendra Amaral**  
**200 Rogers Road**  
**Kittery, ME 03904**

**Five-Year Basis beginning with the 2021/2022 Fiscal Year**

**Copies-per-Year: 561,476**

**Present vs. Proposed Recommendations as of 7/1/2021**

**PRESENT SITUATION**

- 1) Guarantees on Photocopiers: <One Year
- 2) Annual Price Ceilings Left: <One Year
- 3) Copiers with 3 million plus: 2
- 4) Units to be Traded: 18
- 5) Photocopiers: 6
- 6) Color Photocopiers: 5
- 7) MFPs: 5, 1 of which is Color
- 8) Printers: 7, 2 of which are Color
- 9) Duplexers: 16
- 10) Finishers: 6
- 11) Wide Format: 1
- Total number of Units: 19

**PROPOSED SITUATION**

- 1) Guarantees for both New, Recons & Used Machines: **Five + Years**
- 2) 5% or CPI Annual Ceilings, whichever is less: **Five + Years**
- 3) Copiers with 3 Million plus: 2
- 4) Replaced: **16 New**
- 5) Photocopiers: **6 with Secure Print/Confidential Mailbox**
- 6) Color Photocopiers: 5
- 7) MFPs: 4, 1 of which is Color
- 8) Printers: 5
- 9) Duplexers: 16
- 10) Finishers: 6
- 11) Wide Format: 1
- Total number of Units: **16 (Closing out 2 to right size equipment)**

**Overall Description of Equipment Fleet:**

**Presently**, you have **three manufacturers with 12 different models**. The **new arrangement** will shift to one manufacturer **with one vendor** servicing everything.

**Print Management:** STARDoc for all devices.

**Capital:**

Presently, you have **one** municipal lease that is already paid off. You also have a commercial lease at the Library that will end on June 30<sup>th</sup>, 2021. With the new arrangement, you will have **one** municipal master lease at 3.29% interest. Your first of five annual lease payments will be due on **August 1<sup>st</sup>, 2021**.

**Council Approval Date:** May 10, 2021

**Service & Supplies:**

Considering all of your consumable cost centers including service you are averaging **\$0.009181 for black and \$0.057099 for Color**. The new contract will come in at a CPC of **\$0.004177 for Black and \$0.035471 for Color with Ricoh**.

**Vendor Packages:**

SPC will bring you multiple different vendor combinations, matching up the best technology available to meet your needs. We would like to highlight the most qualified bids combination for your Town: **Ricoh**

| <u>Cost Center</u>                    | <u>Present</u> | <u>Ricoh</u> |
|---------------------------------------|----------------|--------------|
| 1. Service & Supplies Color:          | \$8,780.46     | \$5,454.63   |
| 2. Service & Supplies Black:          | \$3,743.30     | \$1,703.06   |
| 3. Annual Muni Lease &:               | \$19,770.70    | \$9,579.69   |
| 4. Forced Upgrades (7 Owned Devices): | \$1,500.00     | \$00.00      |
| Totals:                               | \$33,794.46    | \$16,737.38  |

**The successful bidders** will have a blanket servicing contract that includes all consumables excluding only staples and paper for all of the equipment that is under their factory authorized ability to service. They will provide one easy CPC billing plan done twice a year in July & January with a reconciliation invoice in June. Your service contract will be fixed through **June 30th, 2022**. A contract extension has been negotiated for four more years, which will have an annual price ceiling of five percent or CPI, whichever is less. You however, only commit funds for one-year at a time to the servicing vendor. And even this scenario allows you to upgrade, lowering the service costs, if it is to your advantage to go out to bid at any time. SPC will set up both the service - supply contracts and the warranty cards with the successful bidding vendors.

**Security package:** Hard Drive Wipes are included in these prices.



## NON-CONTRACTED DEVICES

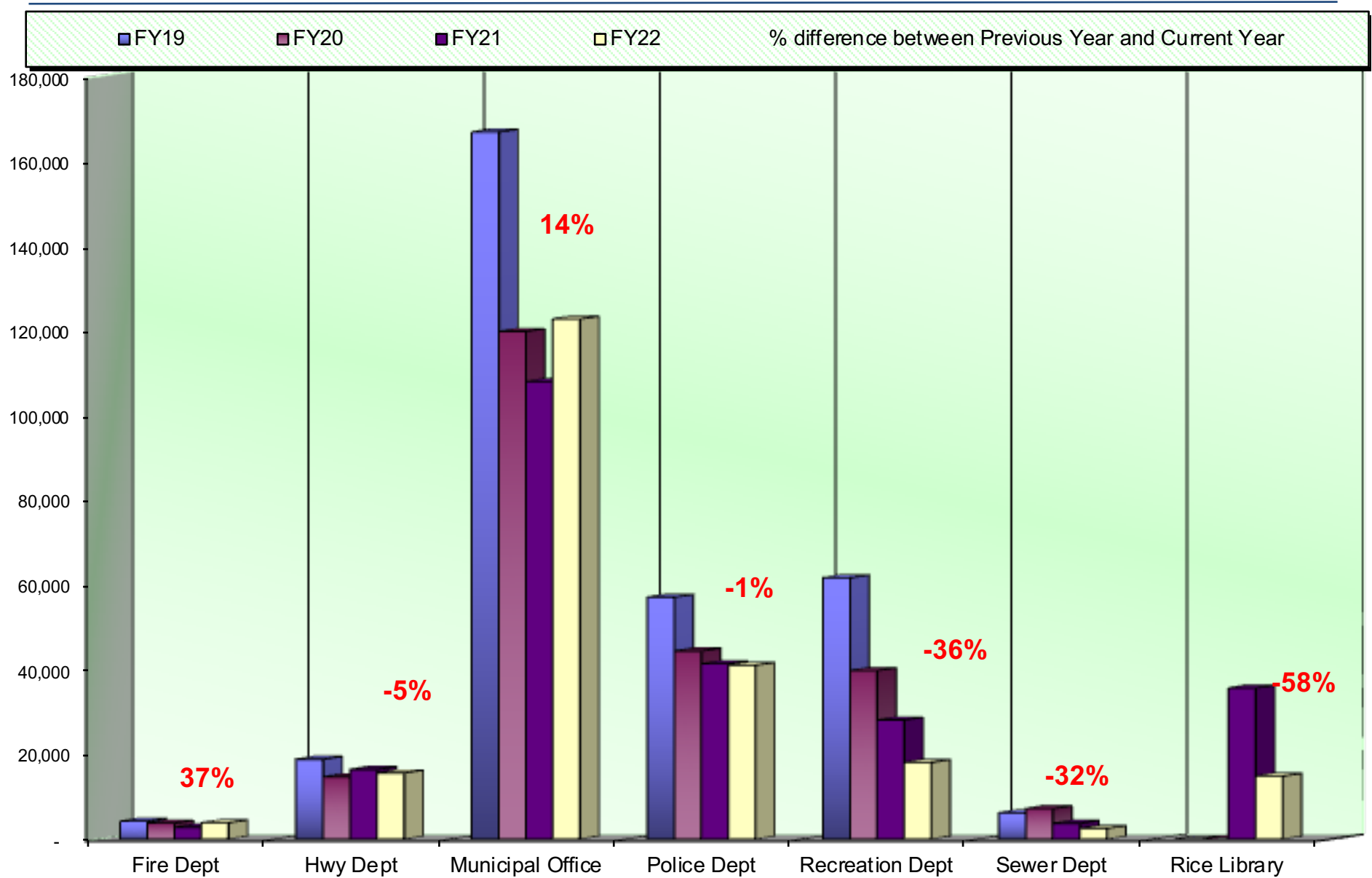
---

| Make - Model                     | Serial Number   | IP Address     | Last Update         |
|----------------------------------|-----------------|----------------|---------------------|
| BROTHER HL-L2370DW series        | U64965F8N5I5969 | 192.168.0.164  | 2022-10-09 03:06:26 |
| BROTHER MFC-L2750DW series       | U64988F0N5I1682 | 192.168.3.112  | 2022-10-10 00:00:03 |
| ENVY 5540 series                 | TH66R2Q0J30671  | 131.1.22.145   | 2022-10-09 03:06:33 |
| HP Color LaserJet M553           | JPCCM6N0FT      | 192.168.0.134  | 2022-08-29 03:06:22 |
| HP LaserJet M203-M206            | VNB3B76409      | 131.1.22.183   | 2022-10-09 03:06:33 |
| HP LaserJet MFP M129-M134        | VNJ3D10929      | 131.1.22.106   | 2022-10-09 03:06:33 |
| HP LaserJet MFP M426fdn          | PHBLM2PGJ8      | 131.1.22.188   | 2022-10-09 03:06:33 |
| HP LaserJet Pro M404-M405        | PHBB32609I      | 192.168.100.50 | 2022-10-09 03:06:33 |
| HP LASERJET Professional P1606dn | VND3H2I4I7      | 131.1.22.175   | 2022-10-09 03:06:33 |
| HP Officejet Pro 8610            | CN5CBF30YS      | 131.1.22.128   | 2022-10-09 03:06:33 |
| LEXMARK MS810                    | 40638D66039LB   | 131.1.22.185   | 2022-08-15 03:06:40 |

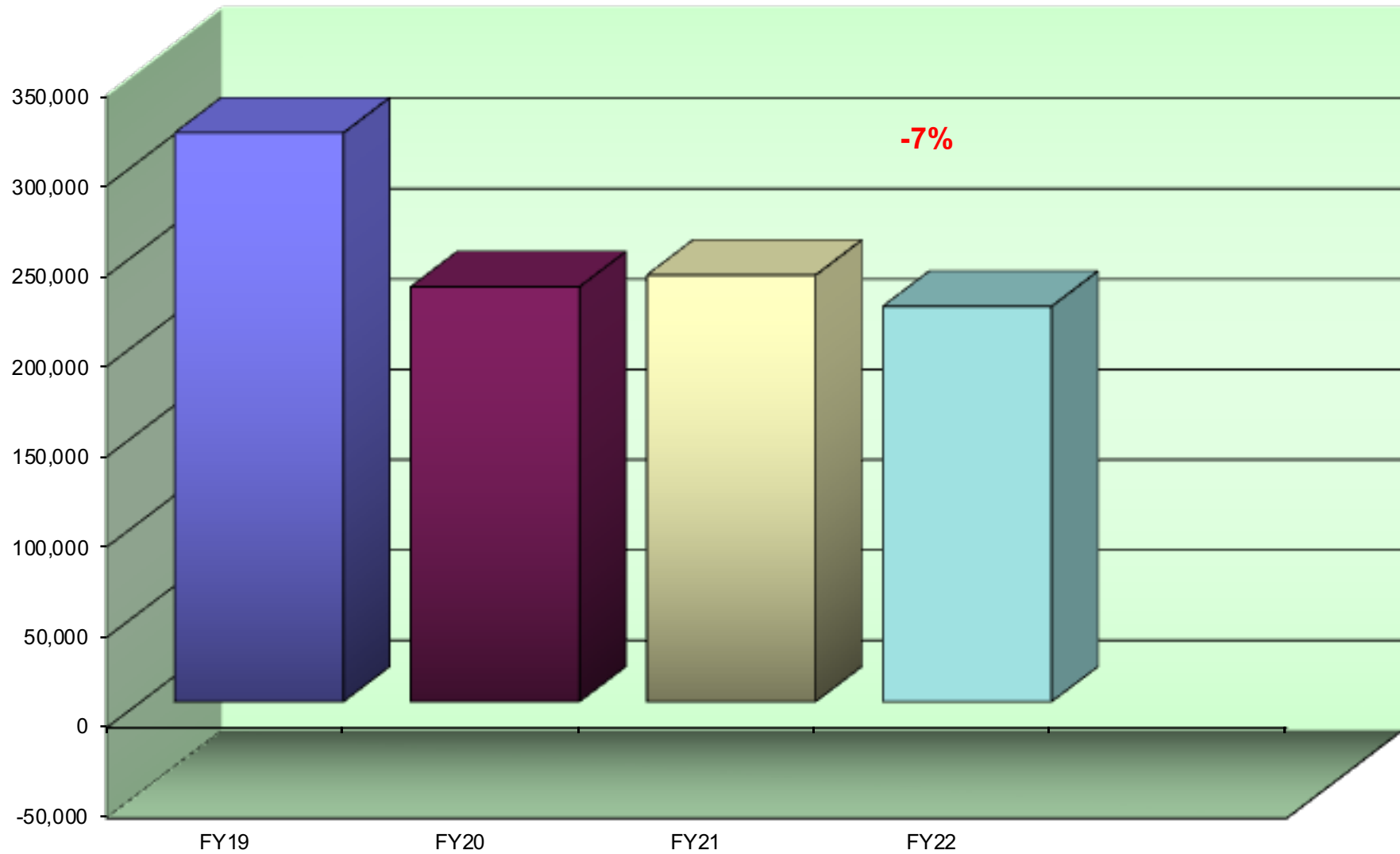
With your next upgrade, we highly recommend you incorporate these machines into your next contract. Depending on volume, this could result in significant cost savings. For example, in buying supplies on your own and having your in-house IT staff service them, a color laser device color cost can average 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

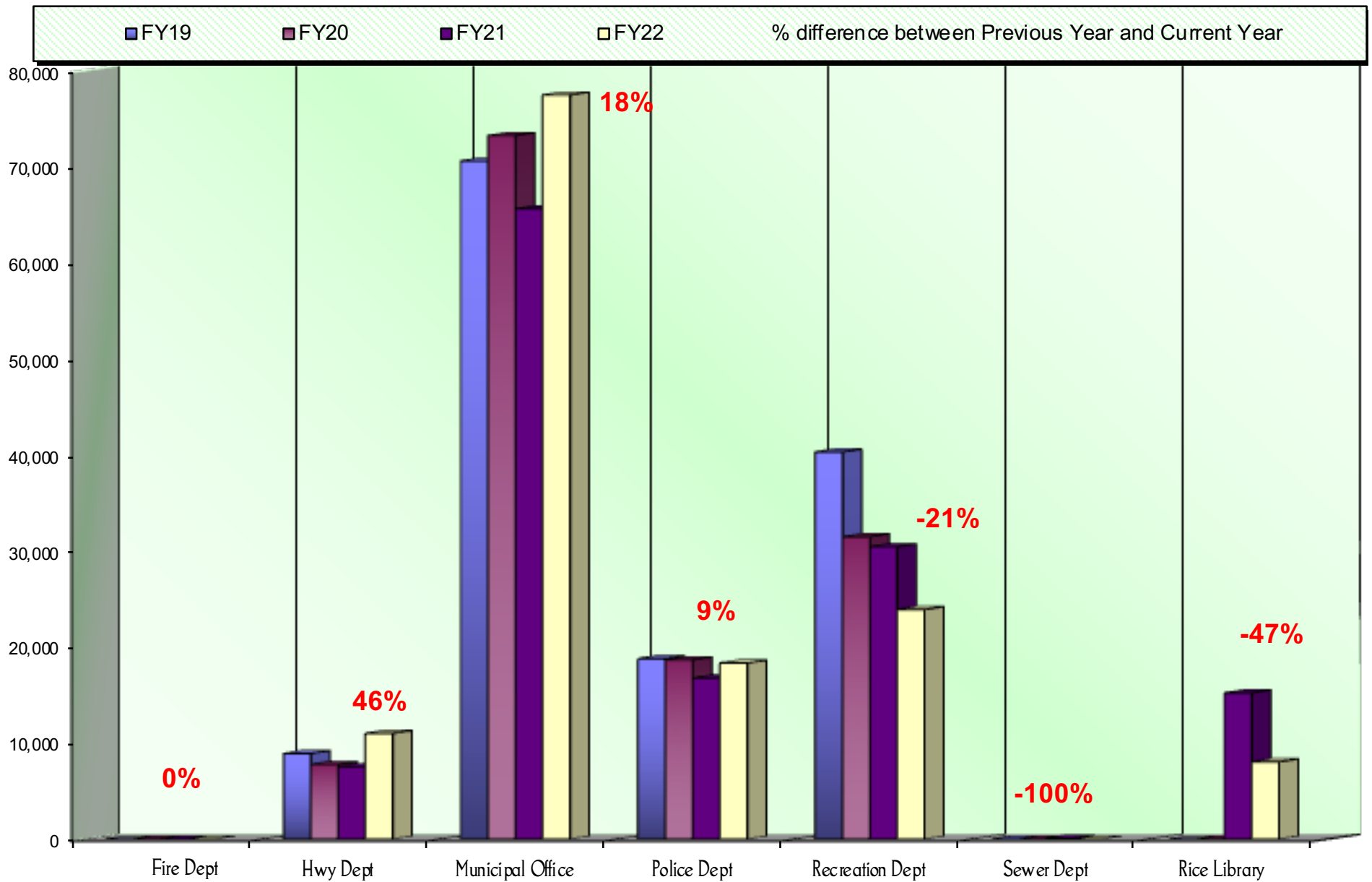


## ANNUAL BLACK VOLUME OVERALL

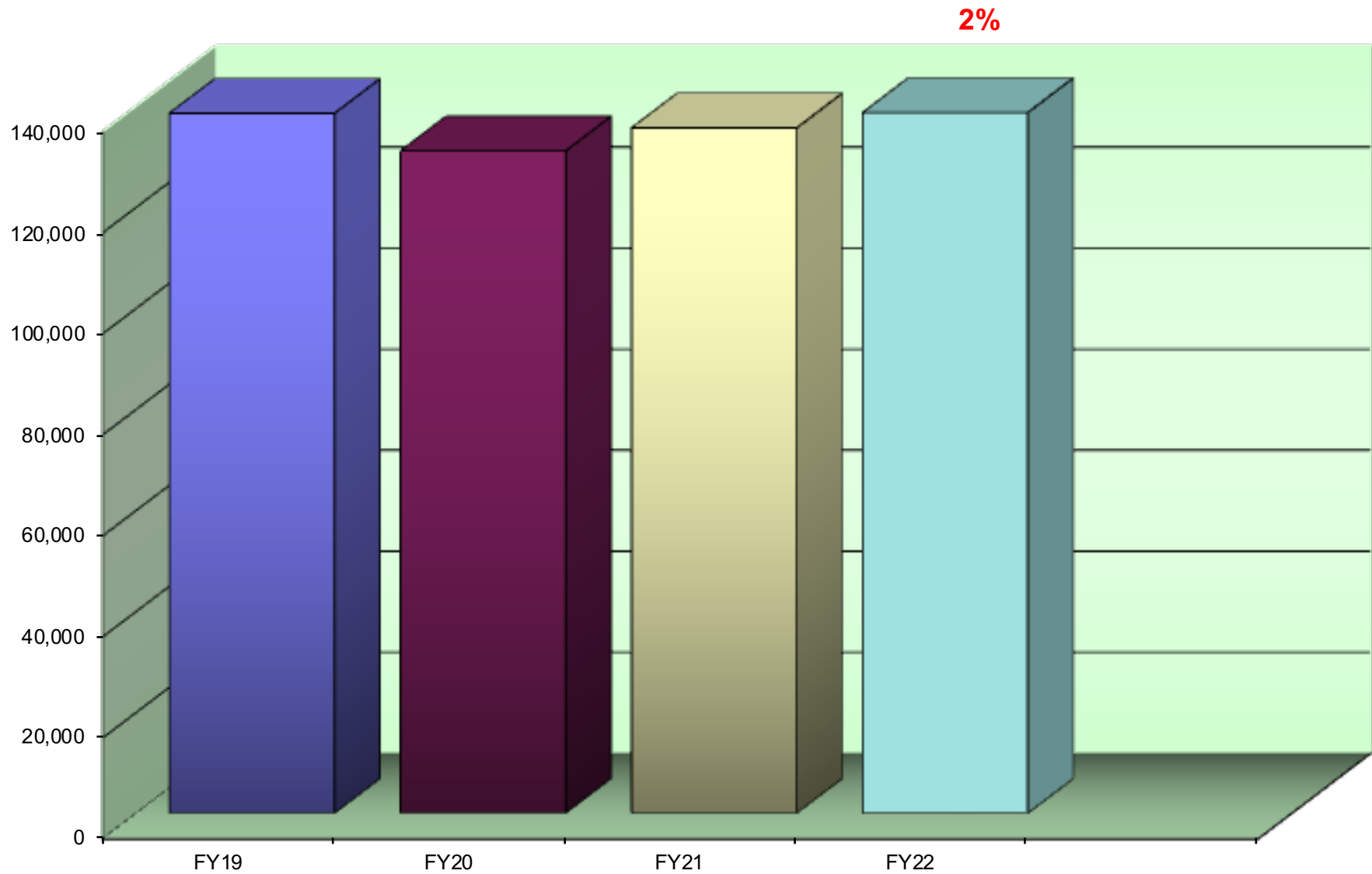


% amount equals the overall increase or decrease between Previous Year and Current Year

## ANNUAL COLOR VOLUME BY LOCATION

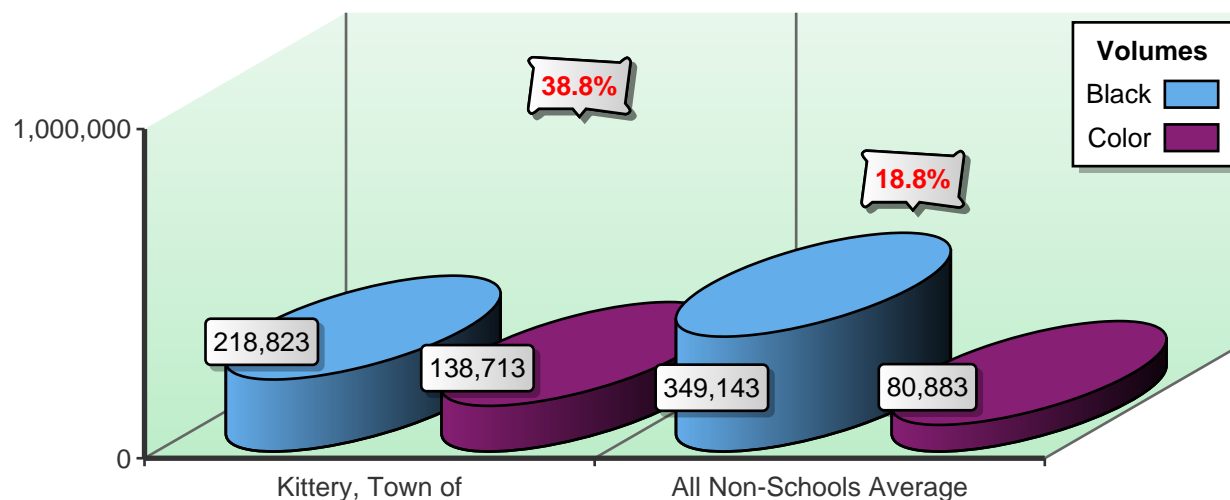


## ANNUAL COLOR VOLUME OVERALL



**% amount** equals the overall increase or decrease between Previous Year and 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: 07/01/2021

| Make-Model / Speed<br>Serial Number / Vendor ID<br>Life Expectancy / Model Intro Date<br>Equipment Type / Vendor | 07/01/2021<br>Meter | 06/30/2022<br>Meter | FY22<br>Annual<br>Volume | Cost/Copy<br>Annual Cost | Recommendations    |
|--|---------------------|---------------------|--------------------------|--------------------------|--------------------|
| Kittery Gorges Rd Fire Dept  |                     |                     |                          |                          |                    |
| Gorges Road  |                     |                     |                          |                          |                    |
| Ricoh IM350F / 37 PPM  | 0                   | 3,840               | 3,840                    | \$0.00725                | None at this time. |
| 3371P500793 / 14496973   |                     |                     |                          | \$27.84                  |                    |
| 1,000,000 / 03/2019  | 0                   | 0                   | 0                        | \$0.00000                |                    |
| Black Laser MFP / RICOH  |                     |                     |                          | \$0.00                   |                    |
| Kittery Point  |                     |                     |                          |                          |                    |
| Ricoh IM350F / 37 PPM  | 0                   | 53                  | 53                       | \$0.00725                | None at this time. |
| 3371P500790 / 14497408   |                     |                     |                          | \$0.38                   |                    |
| 1,000,000 / 03/2019  | 0                   | 0                   | 0                        | \$0.00000                |                    |
| Black Laser MFP / RICOH  |                     |                     |                          | \$0.00                   |                    |
| Subtotal Black   |                     |                     | 3,893                    | \$28.22                  |                    |
| Subtotal Color   |                     |                     | 0                        | \$0.00                   |                    |

| Make-Model / Speed<br>Serial Number / Vendor ID<br>Life Expectancy / Model Intro Date<br>Equipment Type / Vendor | 07/01/2021<br>Meter | 06/30/2022<br>Meter   | FY22<br>Annual<br>Volume | Cost/Copy<br>Annual Cost | Recommendations    |
|--|---------------------|-----------------------|--------------------------|--------------------------|--------------------|
| <b>Kittery Highway Dept</b>  |                     |                       |                          |                          |                    |
| <b>Front Office</b>  |                     |                       |                          |                          |                    |
| Ricoh IMC4500 / 45 PPM<br>3121R401097 / 14497011   | 0                   | 15,638                | 15,638                   | \$0.00370<br>\$57.86     | None at this time. |
| 1,000,000 / 01/2019<br>Color Photocopier/RICOH   | 0                   | 11,009                | 11,009                   | \$0.03319<br>\$365.39    |                    |
|  |                     | <b>Subtotal Black</b> | <b>15,638</b>            | <b>\$57.86</b>           |                    |
|  |                     | <b>Subtotal Color</b> | <b>11,009</b>            | <b>\$365.39</b>          |                    |



| 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      |        |             |                 |

### Kittery Municipal Office

#### Accounting

|                             |   |        |        |           |                    |
|-----------------------------|---|--------|--------|-----------|--------------------|
| Ricoh SP3710DN / 34 PPM     | 0 | 15,765 | 15,765 | \$0.00463 | None at this time. |
| 5161Z411351 / 14497389      |   |        |        | \$72.99   |                    |
| 750,000 / 11/2018           | 0 | 0      | 0      | \$0.00000 |                    |
| Black Network Printer/RICOH |   |        |        | \$0.00    |                    |

#### Administration

|                           |   |        |        |            |                    |
|---------------------------|---|--------|--------|------------|--------------------|
| Ricoh IMC6000 / 60 PPM    | 0 | 37,419 | 37,419 | \$0.00370  | None at this time. |
| 3141R300447 / 14497243    |   |        |        | \$138.45   |                    |
| 4,000,000 / 01/2019       | 0 | 35,544 | 35,544 | \$0.03319  |                    |
| Color Photocopier / RICOH |   |        |        | \$1,179.71 |                    |

#### Customer Service Pod #1

|                               |   |        |        |           |                    |
|-------------------------------|---|--------|--------|-----------|--------------------|
| Ricoh SP3710DN / 34 PPM       | 0 | 10,048 | 10,048 | \$0.00463 | None at this time. |
| 5161Z411344 / 14497390        |   |        |        | \$46.52   |                    |
| 750,000 / 11/2018             | 0 | 0      | 0      | \$0.00000 |                    |
| Black Network Printer / RICOH |   |        |        | \$0.00    |                    |

#### Customer Service Pod #2

|                               |   |        |        |           |                    |
|-------------------------------|---|--------|--------|-----------|--------------------|
| Ricoh SP3710DN / 34 PPM       | 0 | 12,729 | 12,729 | \$0.00463 | None at this time. |
| 5161Z411353 / 14497386        |   |        |        | \$58.94   |                    |
| 750,000 / 11/2018             | 0 | 0      | 0      | \$0.00000 |                    |
| Black Network Printer / RICOH |   |        |        | \$0.00    |                    |

| Make-Model / Speed<br>Serial Number / Vendor ID<br>Life Expectancy / Model Intro Date<br>Equipment Type / Vendor | 07/01/2021<br>Meter | 06/30/2022<br>Meter   | FY22<br>Annual<br>Volume | Cost/Copy<br>Annual Cost | Recommendations    |
|--|---------------------|-----------------------|--------------------------|--------------------------|--------------------|
| <b>Customer Service Pod #3</b>   |                     |                       |                          |                          |                    |
| Ricoh SP3710DN / 34 PPM  | 0                   | 13,546                | 13,546                   | \$0.00463                | None at this time. |
| 5161Z411357 / 14497387   |                     |                       |                          | \$62.72                  |                    |
| 750,000 / 11/2018  | 0                   | 0                     | 0                        | \$0.00000                |                    |
| Black Network Printer / RICOH  |                     |                       |                          | \$0.00                   |                    |
| <b>Human Resources</b>   |                     |                       |                          |                          |                    |
| Ricoh SP3710DN / 34 PPM  | 0                   | 6,943                 | 6,943                    | \$0.00463                | None at this time. |
| 5161Z411349 / 14497388   |                     |                       |                          | \$32.15                  |                    |
| 750,000 / 11/2018  | 0                   | 0                     | 0                        | \$0.00000                |                    |
| Black Network Printer / RICOH  |                     |                       |                          | \$0.00                   |                    |
| <b>Planning - Wide Format</b>  |                     |                       |                          |                          |                    |
| Ricoh MPCW2201SP / PPM   | 0                   | 276                   | 276                      | \$0.01650                | None at this time. |
| G931M410005 / 14496989   |                     |                       |                          | \$4.55                   |                    |
| 500,000 / 08/2016  | 0                   | 723                   | 723                      | \$0.05639                |                    |
| Color Ink Jet Printer / RICOH  |                     |                       |                          | \$40.77                  |                    |
| <b>Planning Office</b>   |                     |                       |                          |                          |                    |
| Ricoh IMC6000 / 60 PPM   | 0                   | 25,958                | 25,958                   | \$0.00370                | None at this time. |
| 3141R400257 / 14496469   |                     |                       |                          | \$96.04                  |                    |
| 4,000,000 / 01/2019  | 0                   | 41,163                | 41,163                   | \$0.03319                |                    |
| Color Photocopier / RICOH  |                     |                       |                          | \$1,366.20               |                    |
|  |                     | <b>Subtotal Black</b> | <b>122,684</b>           | <b>\$512.36</b>          |                    |
|  |                     | <b>Subtotal Color</b> | <b>77,430</b>            | <b>\$2,586.68</b>        |                    |

| Make-Model / Speed<br>Serial Number / Vendor ID<br>Life Expectancy / Model Intro Date<br>Equipment Type / Vendor | 07/01/2021<br>Meter | 06/30/2022<br>Meter   | FY22<br>Annual<br>Volume | Cost/Copy<br>Annual Cost | Recommendations    |
|--|---------------------|-----------------------|--------------------------|--------------------------|--------------------|
| <b>Kittery Police Dept</b>   |                     |                       |                          |                          |                    |
| <b>Main Office</b>   |                     |                       |                          |                          |                    |
| Ricoh IMC4500 / 45 PPM<br>3121R400959 / 14497407   | 0                   | 41,030                | 41,030                   | \$0.00370<br>\$151.81    | None at this time. |
| 1,000,000 / 01/2019<br>Color Photocopier/RICOH   | 0                   | 18,330                | 18,330                   | \$0.03319<br>\$608.37    |                    |
|  |                     | <b>Subtotal Black</b> | <b>41,030</b>            | <b>\$151.81</b>          |                    |
|  |                     | <b>Subtotal Color</b> | <b>18,330</b>            | <b>\$608.37</b>          |                    |

| Make-Model / Speed<br>Serial Number / Vendor ID<br>Life Expectancy / Model Intro Date<br>Equipment Type / Vendor | 07/01/2021<br>Meter | 06/30/2022<br>Meter   | FY22<br>Annual<br>Volume | Cost/Copy<br>Annual Cost | Recommendations    |
|--|---------------------|-----------------------|--------------------------|--------------------------|--------------------|
| <b>Kittery Recreation Dept</b>   |                     |                       |                          |                          |                    |
| <b>Rec Office</b>  |                     |                       |                          |                          |                    |
| Ricoh IMC4500 / 45 PPM   | 0                   | 18,127                | 18,127                   | \$0.00370                | None at this time. |
| 3121R401099 / 14497009   |                     |                       |                          | \$67.07                  |                    |
| 1,000,000 / 01/2019  | 0                   | 23,896                | 23,896                   | \$0.03319                |                    |
| Color Photocopier/RICOH  |                     |                       |                          | \$793.11                 |                    |
|  |                     | <b>Subtotal Black</b> | <b>18,127</b>            | <b>\$67.07</b>           |                    |
|  |                     | <b>Subtotal Color</b> | <b>23,896</b>            | <b>\$793.11</b>          |                    |

| Make-Model / Speed<br>Serial Number / Vendor ID<br>Life Expectancy / Model Intro Date<br>Equipment Type / Vendor | 07/01/2021<br>Meter | 06/30/2022<br>Meter   | FY22<br>Annual<br>Volume | Cost/Copy<br>Annual Cost | Recommendations    |
|--|---------------------|-----------------------|--------------------------|--------------------------|--------------------|
| <b>Kittery Sewer Dept</b>  |                     |                       |                          |                          |                    |
| <b>Main Office</b>   |                     |                       |                          |                          |                    |
| Ricoh MP5055 / 50 PPM  | 0                   | 2,566                 | 2,566                    | \$0.00370                | None at this time. |
| C339R800705 / 14495607   |                     |                       |                          | \$9.49                   |                    |
| 3,000,000 / 02/2017  | 0                   | 0                     | 0                        | \$0.00000                |                    |
| Black Photocopier/RICOH  |                     |                       |                          | \$0.00                   |                    |
|  |                     | <b>Subtotal Black</b> | <b>2,566</b>             | <b>\$9.49</b>            |                    |
|  |                     | <b>Subtotal Color</b> | <b>0</b>                 | <b>\$0.00</b>            |                    |

| Make-Model / Speed<br>Serial Number / Vendor ID<br>Life Expectancy / Model Intro Date<br>Equipment Type / Vendor | 07/01/2021<br>Meter | 06/30/2022<br>Meter | FY22<br>Annual<br>Volume | Cost/Copy<br>Annual Cost                      | Recommendations                |
|--|---------------------|---------------------|--------------------------|---|--------------------------------|
| Rice Public Library  |                     |                     |                          |   |                                |
| Rice Building Color Copier   |                     |                     |                          |   |                                |
| Ricoh IM C300F / 31 PPM<br>3921P201366 / 14496997<br>750,000 / 03/2020<br>Color Laser MFP/RICOH                  | 0                   | 12,029              | 12,029                   | \$0.00725<br>\$87.21<br>\$0.05625<br>\$452.70 | None at this time.             |
|  |                     |                     |                          |   |                                |
|  |                     |                     |                          |   |                                |
|  |                     |                     |                          |   |                                |
| Taylor Building B/W Copier   |                     |                     |                          |   |                                |
| Ricoh IM430F / 45 PPM<br>3351P300204 / 14497340<br>1,000,000 / 03/2019<br>Black Laser MFP / RICOH                | 0                   | 2,856               | 2,856                    | \$0.00725<br>\$20.71<br>\$0.00000<br>\$0.00   | None at this time.             |
|  |                     |                     |                          |   |                                |
|  |                     |                     |                          |   |                                |
|  |                     |                     |                          |   |                                |
| Subtotal Black   |                     |                     | 14,885                   | \$107.92                                      |                                |
| Subtotal Color   |                     |                     | 8,048                    | \$452.70                                      |                                |
| Overall Black Totals   |                     |                     | 218,823                  | \$934.74                                      |                                |
| Overall Color Totals   |                     |                     | 138,713                  | \$4,806.24                                    | Your Avg Color CPC is \$0.0346 |

## 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 08/01/2001 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 |
|----------------|-----------|---------------------|
| 218,823        | \$0.02671 | \$5,844.76          |

### CURRENTLY WITH SPC

| Current Volume | Current CPC* | Current Cost | Cost Savings | 5 Year Savings |
|----------------|--------------|--------------|--------------|----------------|
| 218,823        | \$0.00427    | \$934.37     | \$4,910.39   | \$24,551.94    |

\*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  
 $\$4,910.39 \times 21 \text{ years as a Client} = \$103,118.15 \text{ Cost Savings!}$

## 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<br>Black Volume | Projected Black<br>Usage Cost | Approximate<br>Paper Cost | Average Annual<br>Equipment Cost | Total Proj<br>Black Usage<br>Cost |
|-----------------------------|---------------------------|-------------------------------|---------------------------|----------------------------------|-----------------------------------|
| Kittery Gorges Rd Fire Dept | 3,893                     | \$29.63                       | \$24.62                   | \$170.43                         | \$224.67                          |
| Kittery Highway Dept        | 15,638                    | \$60.83                       | \$98.89                   | \$684.60                         | \$844.33                          |
| Kittery Municipal Office    | 122,684                   | \$538.21                      | \$775.85                  | \$5,370.89                       | \$6,684.96                        |
| Kittery Police Dept         | 41,030                    | \$159.61                      | \$259.47                  | \$1,796.22                       | \$2,215.30                        |
| Kittery Recreation Dept     | 18,127                    | \$70.51                       | \$114.64                  | \$793.57                         | \$978.72                          |
| Kittery Sewer Dept          | 2,566                     | \$9.98                        | \$16.23                   | \$112.34                         | \$138.54                          |
| Rice Public Library         | 14,885                    | \$113.27                      | \$94.13                   | \$651.64                         | \$859.05                          |
| <b>TOTALS</b>               | <b>218,823</b>            | <b>\$982.05</b>               | <b>\$1,383.84</b>         | <b>\$9,579.69</b>                | <b>\$11,945.57</b>                |



**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                     |
| <b>Totals</b>                          |                  | <b>73,469,937</b>   | <b>1,432</b>       |                            |                | <b>\$412,071.62</b> | <b>\$2,060,358.10</b> |                                  |

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

|                               |                   |                   |                   |               |
|-------------------------------|-------------------|-------------------|-------------------|---------------|
| <b>TOTALS</b>                 | <b>82,468,260</b> | <b>69,686,229</b> | <b>73,469,937</b> |               |
| <b>Total New Clients</b>      | <b>14,950,000</b> | <b>41,249,400</b> | <b>17,952,178</b> | << 8 Clients  |
| <b>Total Existing Clients</b> | <b>67,518,260</b> | <b>28,436,829</b> | <b>55,517,759</b> | << 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           |
| <b>TOTALS</b>         |                | <b>73,469,937</b> | <b>1,432</b> |

## 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 |
|-----------------------------|------------------------|-----------------------|
| Kittery Gorges Rd Fire Dept | 0                      | \$0.00                |
| Kittery Highway Dept        | 11,009                 | \$383.66              |
| Kittery Municipal Office    | 77,430                 | \$2,716.05            |
| Kittery Police Dept         | 18,330                 | \$638.80              |
| Kittery Recreation Dept     | 23,896                 | \$832.78              |
| Kittery Sewer Dept          | 0                      | \$0.00                |
| Rice Public Library         | 8,048                  | \$475.31              |
| <b>TOTALS</b>               | <b>138,713</b>         | <b>\$5,046.60</b>     |

## 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 |
|---------------------|-----------------------|-------------------|----------------------|------------------------|----------------------|----------------------------------|
| Ricoh USA           | Black Laser MFP       | 6,749             | \$0.00725            | \$48.93                | \$0.00761            | \$51.36                          |
| Ricoh USA           | Black Network Printer | 59,031            | \$0.00463            | \$273.31               | \$0.00486            | \$286.89                         |
| Ricoh USA           | Black Photocopier     | 2,566             | \$0.00370            | \$9.49                 | \$0.00389            | \$9.98                           |
| Ricoh USA           | Color Ink Jet Printer | 276               | \$0.01650            | \$4.55                 | \$0.01733            | \$4.78                           |
| Ricoh USA           | Color Laser MFP       | 12,029            | \$0.00725            | \$87.21                | \$0.00761            | \$91.54                          |
| Ricoh USA           | Color Photocopier     | 138,172           | \$0.00370            | \$511.24               | \$0.00389            | \$537.49                         |
| TOTALS AND AVERAGES |                       | 218,823           | \$0.00427            | \$934.74               | \$0.00449            | \$982.05                         |

## 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<br>Volume | FY22 Color<br>Cost/Copy | FY22 Color<br>S & S Costs | FY23 Color<br>Cost/Copy | FY23 Projected<br>Color S & S Costs |
|---------------------|-----------------------|----------------------|-------------------------|---------------------------|-------------------------|-------------------------------------|
| Ricoh USA           | Color Ink Jet Printer | 723                  | \$0.05639               | \$40.77                   | \$0.05921               | \$42.81                             |
| Ricoh USA           | Color Laser MFP       | 8,048                | \$0.05625               | \$452.70                  | \$0.05906               | \$475.31                            |
| Ricoh USA           | Color Photocopier     | 129,942              | \$0.03319               | \$4,312.77                | \$0.03485               | \$4,528.48                          |
| TOTALS AND AVERAGES |                       | 138,713              | \$0.03465               | \$4,806.24                | \$0.03638               | \$5,046.60                          |

## LEASED/OWNED EQUIPMENT DETAILS

---

|   |    |
|---|----|
| Total Number of Machines Under Contract | 16 |
| Number of Machines on Lease             | 16 |
| Number of Machines Owned                | 0  |
| Number of Rental/Loaner Machines        | 0  |

|                                   |                     |
|-----------------------------------|---------------------|
| Lease Company                     | Norway Savings Bank |
| Term                              | 5 Annual            |
| Annual Payment usually due on 8/1 | \$9,579.69          |
| Lease Start Date                  | 07/01/2021          |
| Lease End Date                    | 08/01/2025          |
| Remaining Payments                | 3                   |

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

## LEASED EQUIPMENT

| Building                    | Room                       | Make/Model       | Serial Number |
|-----------------------------|----------------------------|------------------|---------------|
| Kittery Gorges Rd Fire Dept | Gorges Road                | Ricoh IM350F     | 3371P500793   |
| Kittery Gorges Rd Fire Dept | Kittery Point              | Ricoh IM350F     | 3371P500790   |
| Kittery Highway Dept        | Front Office               | Ricoh IMC4500    | 3121R401097   |
| Kittery Municipal Office    | Accounting                 | Ricoh SP3710DN   | 5161Z411351   |
| Kittery Municipal Office    | Administration             | Ricoh IMC6000    | 3141R300447   |
| Kittery Municipal Office    | Customer Service Pod #1    | Ricoh SP3710DN   | 5161Z411344   |
| Kittery Municipal Office    | Customer Service Pod #2    | Ricoh SP3710DN   | 5161Z411353   |
| Kittery Municipal Office    | Customer Service Pod #3    | Ricoh SP3710DN   | 5161Z411357   |
| Kittery Municipal Office    | Human Resources            | Ricoh SP3710DN   | 5161Z411349   |
| Kittery Municipal Office    | Planning - Wide Format     | Ricoh MPCW220ISP | G931M410005   |
| Kittery Municipal Office    | Planning Office            | Ricoh IMC6000    | 3141R400257   |
| Kittery Police Dept         | Main Office                | Ricoh IMC4500    | 3121R400959   |
| Kittery Recreation Dept     | Rec Office                 | Ricoh IMC4500    | 3121R401099   |
| Kittery Sewer Dept          | Main Office                | Ricoh MP5055     | C339R800705   |
| Rice Public Library         | Rice Building Color Copier | Ricoh IM C300F   | 3921P201366   |
| Rice Public Library         | Taylor Building B/W Copier | Ricoh IM430F     | 3351P300204   |

## STARDoc USER NAMES

---

| Name             | User Name                  |
|------------------|----------------------------|
| Adam Causey      | acausey@kitteryme.org      |
| Bryan Fleming    | bfleming@itguardian.com    |
| Dani Lindman     | dlindman@kitterypolice.com |
| David O'Brien    | firechief@kitteryme.org    |
| Kendra Amaral    | kamaral@kitteryme.org      |
| Patty Moore      | pmoore@kitteryme.org       |
| Suzanne Esposito | sesposito@kitteryme.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

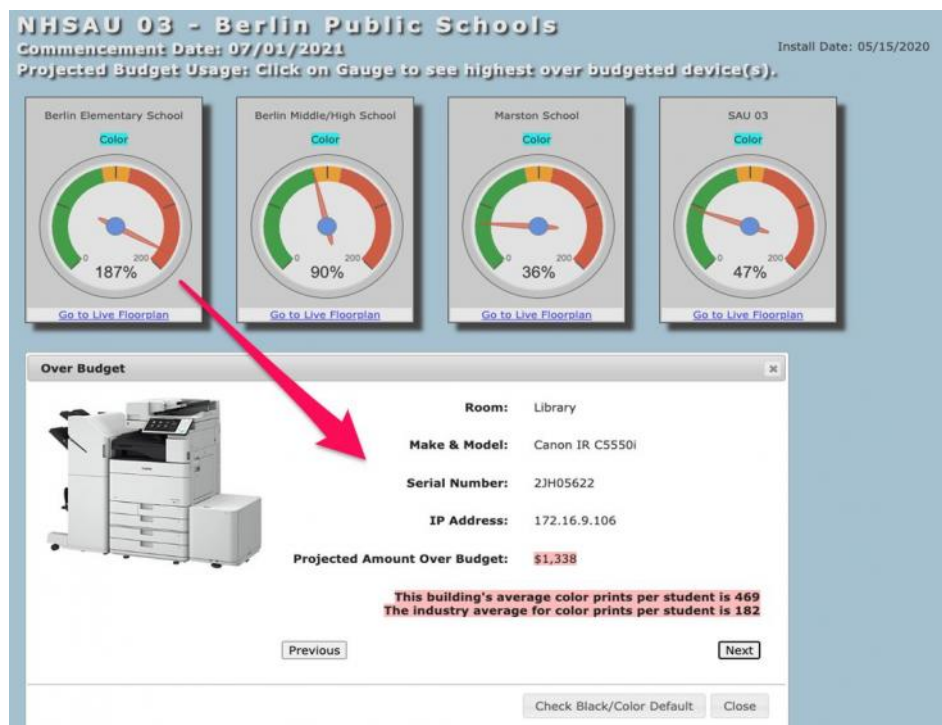
- Shows the last time FM Audit synced for equipment

## 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