

# **Specialized Purchasing Consultants**

**1491 East Side River Road**

**Dummer, NH 03588**

**(800)750-1538**



## **FY23 Annual Report**

**With FY24 Projections**

**Haley Mock**

**Kittery, Town of**

**200 Rogers Road**

**Kittery, ME 03904**



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

October 2023

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)

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

Dear Kendra:

Specialized Purchasing Consultants is pleased to present your FY23 Annual Report. We pride ourselves in being flexible and adjusting to the competitive environment. After going through two tough years involving backorders, we now feel confident that the industry has caught up with their inventory.

While Inflation has been a worldwide problem, SPC bids have fallen to their lowest level ever! We are buying new equipment for **8 to 12% of retail!** In addition, the number of participants in our bids has grown to eight different vendors representing eight different manufacturers.

Since 2020, we are averaging 75 million prints, acquiring approximately 1,200 machines annually. In addition, we have signed up **34 new clients, representing 100 million prints** – more than a 50% increase. The purpose of informing you of this information is to continue to build confidence in the strength of your cooperative buying power with SPC.

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

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## MEET YOUR TEAM



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

As co-founders of SPC, we are very proud of our team of professionals. The concept of group purchasing was relatively new in 1988, but with your trust and loyalty, we have been able to save our clients millions of dollars, increase the reliability and quality of your service and equipment, and improve the accuracy and ease of billing. We are so pleased to bring you services that give you control over equipment, usage and costs.



**Alex Webster**  
**Director of Technology & Operations**

Alex manages overall operations, actively seeking new clients and improving the cooperative bid process and the buying power in New England. Alex organizes and prepares the bids, tabulates the results, and presents them to our clients. He also oversees STARDoc and FM Audit maintenance so our clients always have access to valuable information on their equipment.

**Sue Penney**  
**Administrative & Finance Manager**

Sue oversees all billing, leases, and contracts. Her decades of financial expertise, attention to detail, and ability to prioritize ensure accuracy and timeliness of all finance projects.



**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**

As part of the Billing Team, Heidi assists with bookkeeping and billing, processing payments, updating contact information, and providing office support.



**Pam Weed**  
**Client-Vendor Relations**

Pam works with clients and vendors to maintain a good working relationship. She oversees warranty complaints and replacements, equipment upgrades and changes, end-of-year meter collection, billing, and scheduling of Annual Report meetings. Pam also assists with marketing SPC services.

**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. He also wrote the code to create the many reports SPC generates to give you the accurate information you rely on..



**Jamin Tilton**  
**Operations Support**

Jamin plays a vital role in ensuring equipment surveys, installations, and trades go smoothly. He coordinates with clients and vendors to create schedules that are beneficial for all. Jamin also assists Alex in many technical areas such as maintaining STARDoc, FM Audit and the computers.

## 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 STARDoc Facelift and new Ratio Category

- STARDoc Program now online/live as of July 1 with Client Audits for November 1
- High, Middle & Elementary School: Student Ratio for Black & Color Prints

### 2024 SPC Roadmap

- High, Middle & Elementary School: Student Ratio for Copiers & MFP-Printers

## EQUIPMENT HEALTH STATUS

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<b>Total Number of Machines</b>	<b>17</b>
Total Black Photocopiers & MFPs	1
Total Color Photocopiers & MFPs	5
Total Black Network Printers	9
Total Color Network Printers	2
Total Removed From Service	0
<b># of Units Not in Use for FY23</b>	<b>0</b>
# of Units OFF Warranty**	0
<b># of Units Approaching End of Warranty</b>	<b>1</b>
# of Units Overused	0
# of Units Underused	0
Contract Commencement Date	07/01/2021
Contract and Warranty Expiration Date	06/30/2026
# of Annual Payments Remaining on Lease	2
PaperCut Installed	No
A-4 (includes printers & mfps) Devices Contract Signed	No

\*\*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 Haley,

At our meeting, we will discuss three powerful tools, which include:

- Annual Report
- Last year's service history, and
- Our new 2023 updated STARDoc Management Tool

We can also discuss any concerns or questions you may have.

Sincerely,

Skip Tilton

**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 30<sup>th</sup>, 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.



## AGING EQUIPMENT SUMMARY

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

Building	Room	Make/Model	Serial Number	Vendor	Intro Date
Kittery Municipal Office	Planning - Wide Format	Ricoh MPCW2201SP	G931M410005	RICOH	08/01/2016

## NON-CONTRACTED DEVICES

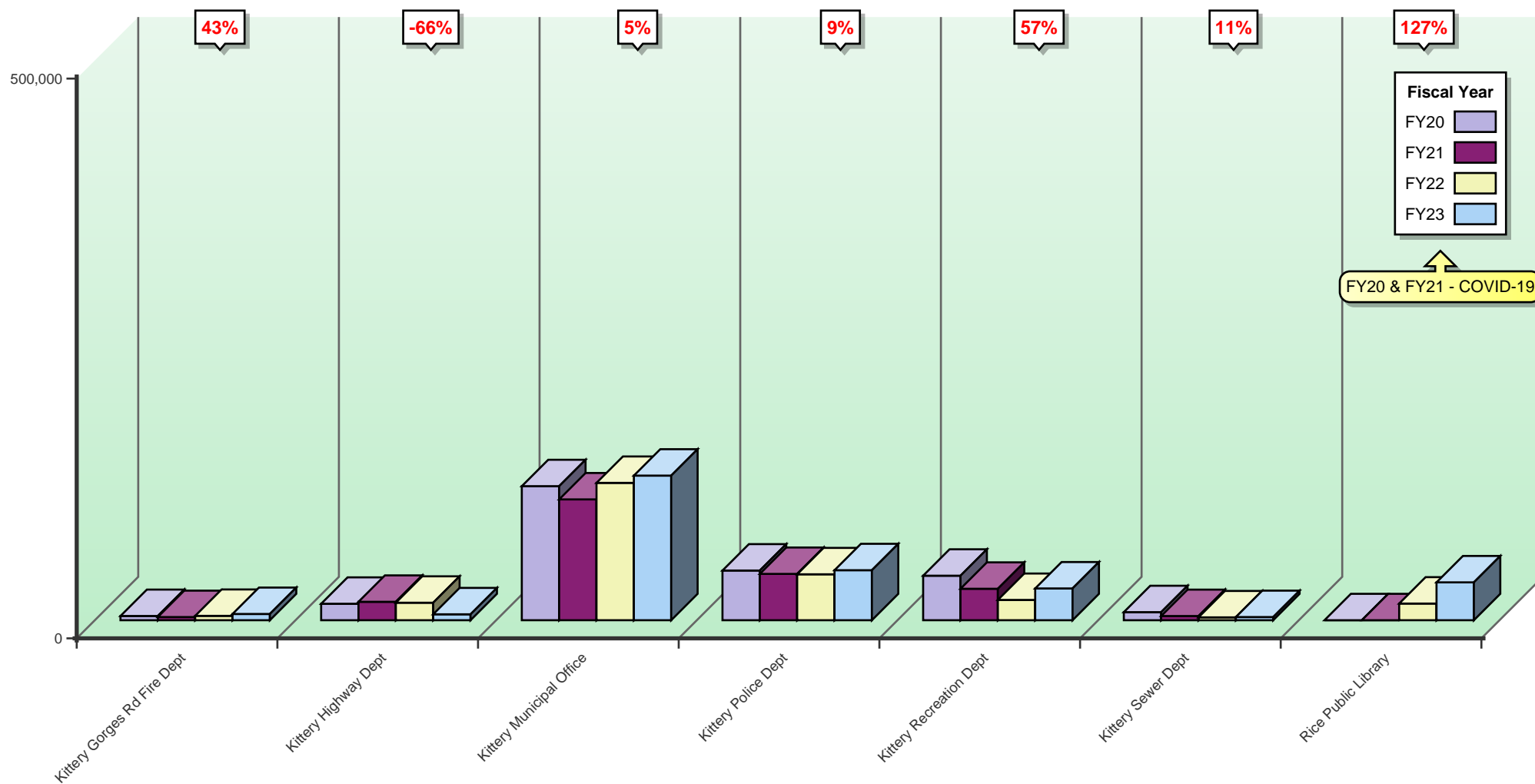
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Make - Model	Serial Number	IP Address	Last Update
BROTHER HL-L2370DW series	U64965F8N515969	192.168.0.164	2023-10-18 03:06:20
BROTHER MFC-L2750DW series	U64988F0N511682	192.168.3.112	2023-10-19 00:56:51
ENVY 5540 series	TH66R2Q0J30671	131.1.22.145	2023-10-18 03:06:40
HP LaserJet M203-M206	VNB3B76409	131.1.22.183	2023-10-18 03:06:40
HP LaserJet MFP M129-M134	VNJ3D10929	131.1.22.123	2023-10-18 03:06:40
HP LaserJet MFP M426fdn	PHBLM2PGJ8	131.1.22.188	2023-10-18 03:06:40
HP LaserJet Pro M404-M405	PHBB326091	192.168.100.50	2023-10-18 03:06:20
HP LASERJET Professional P1606dn	VND3H21417	131.1.22.175	2023-10-18 03:06:40
HP Officejet Pro 8610	CN5CBF30YS	131.1.22.128	2023-10-18 03:06:40
LEXMARK MS810	40638D66039LB	131.1.22.185	2023-10-18 03:06:40
UNKNOWN Unknown		192.168.0.180	2023-10-15 07:10:01

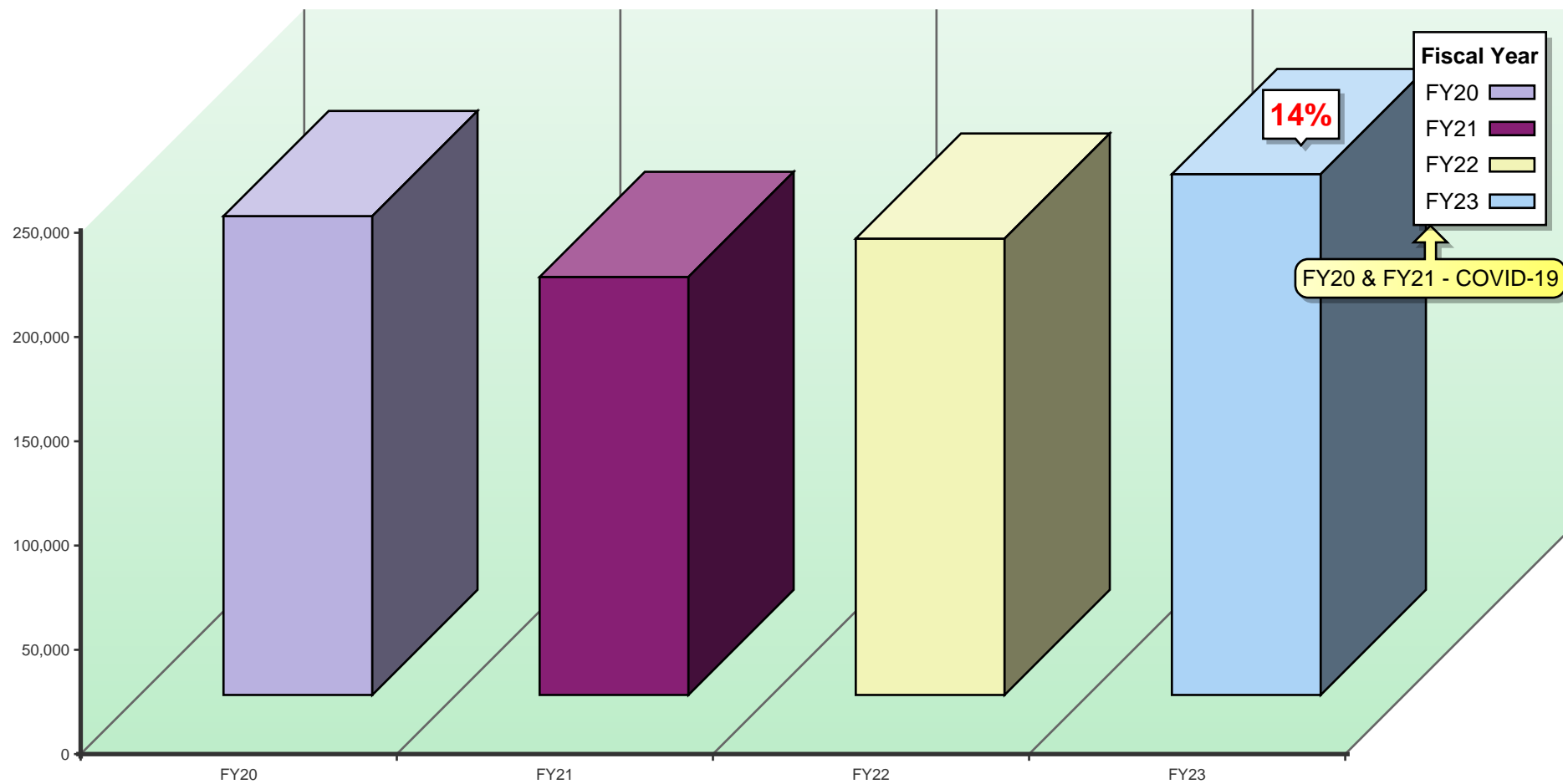
With your next upgrade, we highly recommend you incorporate these machines into your next contract. Depending on volume, this could result in significant cost savings. For example, in buying supplies on your own and having your in-house IT staff service them, a color laser device color cost can average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

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

## ANNUAL BLACK VOLUME BY LOCATION

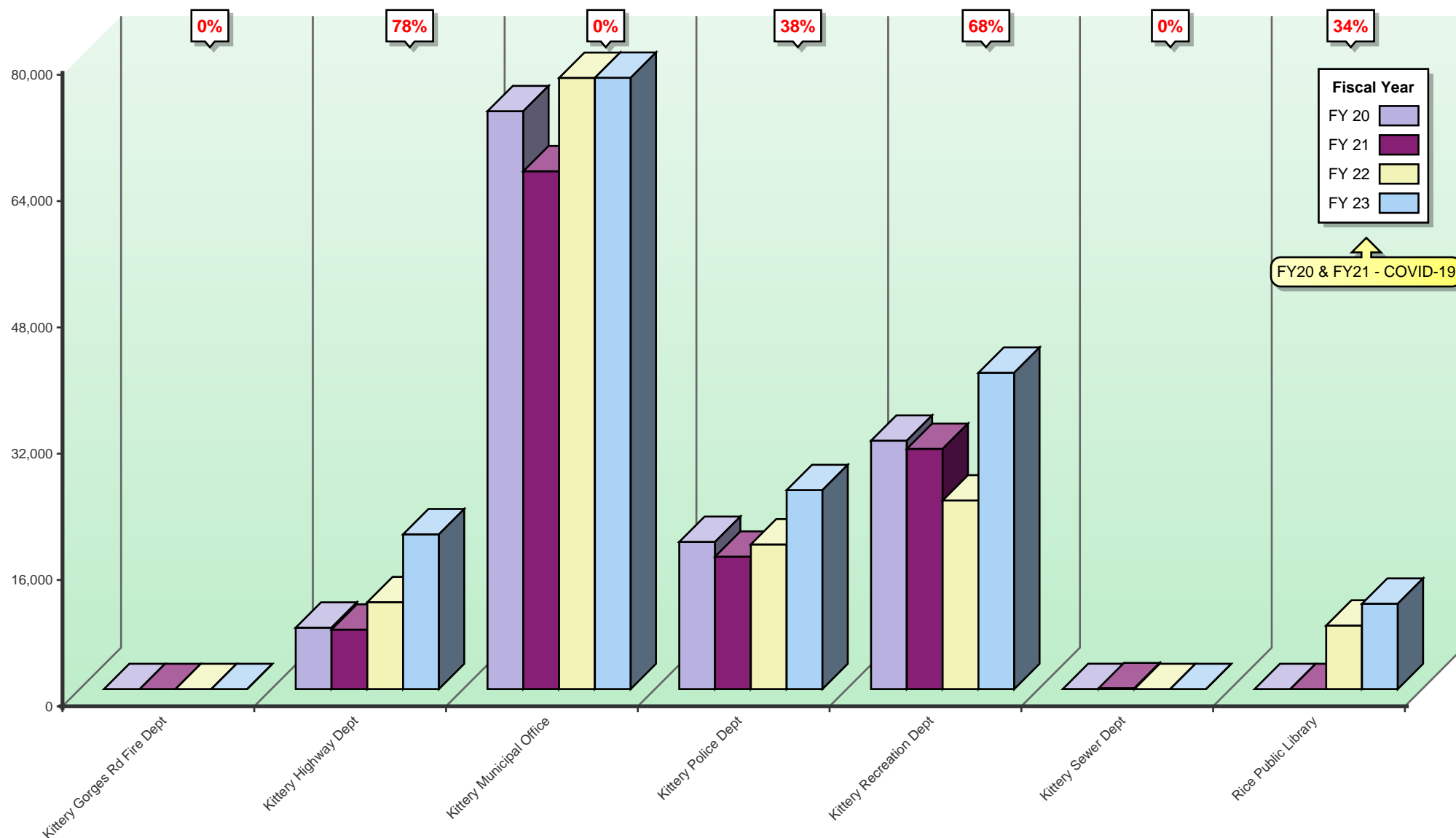


## ANNUAL BLACK VOLUME OVERALL

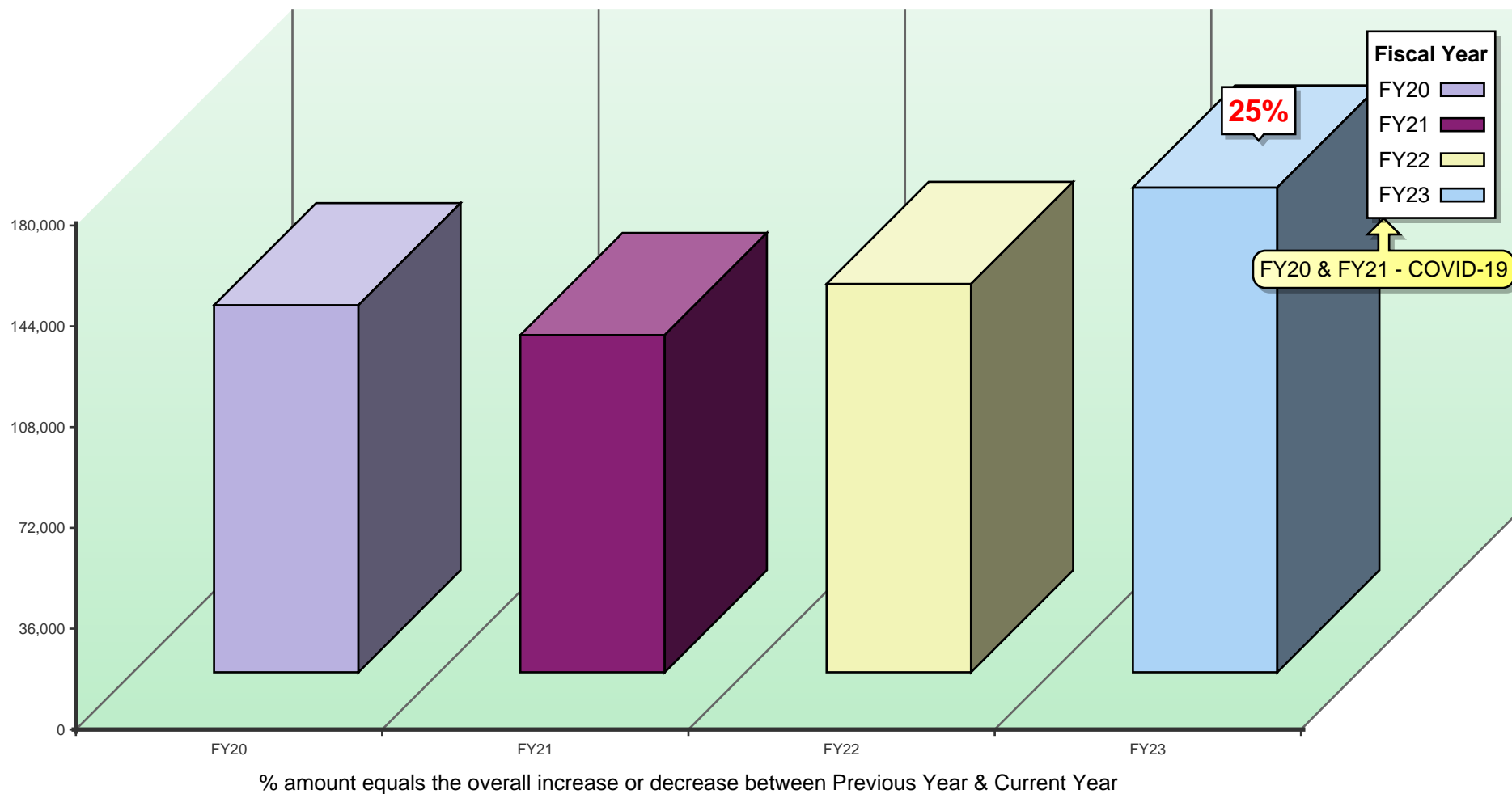


% amount equals the overall increase or decrease between Previous Year & Current Year

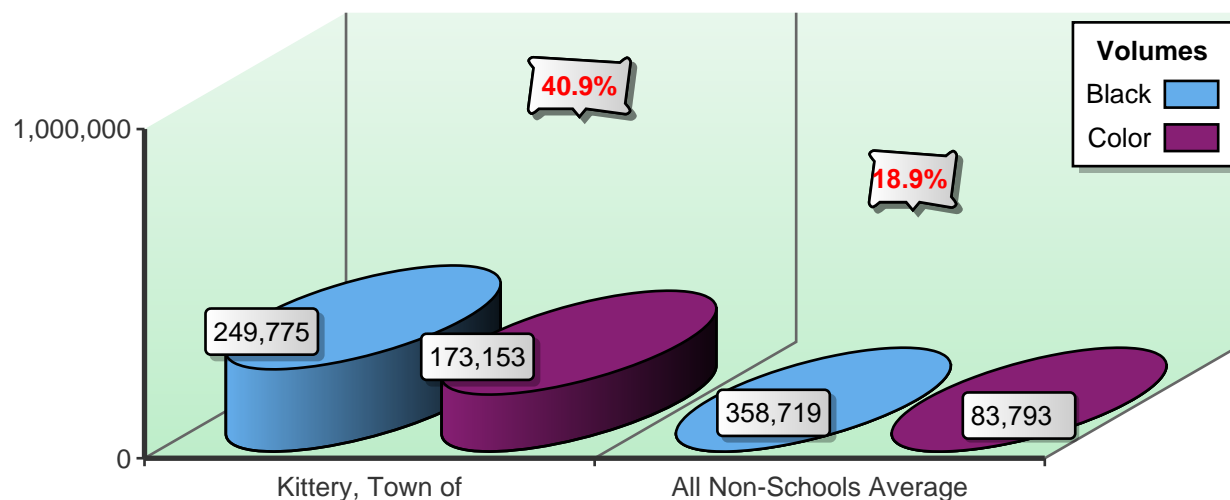
## ANNUAL COLOR VOLUME BY LOCATION



## ANNUAL COLOR VOLUME OVERALL



## 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 Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2022 Meter	06/30/2023 Meter	FY23 Annual Volume	Cost/Copy Annual Cost	Recommendations
Kittery Gorges Rd Fire Dept					
Gorges Road					
Ricoh IM350F / 37 PPM	3,840	9,396	5,556	\$0.00761	None at this time.
3371P500793 / 14496973				\$42.28	
1,000,000 / 03/2019	0	0	0	\$0.00000	
Black Laser MFP A-4 8.5x14 / RICOH				\$0.00	
Kittery Point					
Ricoh IM350F / 37 PPM	53	82	29	\$0.00761	None at this time.
3371P500790 / 14497408				\$0.22	
1,000,000 / 03/2019	0	0	0	\$0.00000	
Black Laser MFP A-4 8.5x14 / RICOH				\$0.00	
Subtotal Black			5,585	\$42.50	
Subtotal Color			0	\$0.00	



Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2022 Meter	06/30/2023 Meter	FY23 Annual Volume	Cost/Copy Annual Cost	Recommendations
<b>Kittery Highway Dept</b>					
<b>Front Office</b>					
Ricoh IMC4500 / 45 PPM	15,638	20,927	5,289	\$0.00389	None at this time.
3121R401097 / 14497011				\$20.57	
1,000,000 / 01/2019	11,009	30,618	19,609	\$0.03485	
Color MFP A-3 11x17/RICOH				\$683.37	
	<b>Subtotal Black</b>		<b>5,289</b>	<b>\$20.57</b>	
	<b>Subtotal Color</b>		<b>19,609</b>	<b>\$683.37</b>	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2022 Meter	06/30/2023 Meter	FY23 Annual Volume	Cost/Copy Annual Cost	Recommendations
Kittery Municipal Office					
Accounting					
Ricoh SP3710DN / 34 PPM	15,765	35,332	19,567	\$0.00486	None at this time.
5161Z411351 / 14497389				\$95.10	
750,000 / 11/2018	0	0	0	\$0.00000	
Black Printer A-4/RICOH				\$0.00	
Administration					
Ricoh IMC6000 / 60 PPM	37,419	78,471	41,052	\$0.00389	None at this time.
3141R300447 / 14497243				\$159.69	
4,000,000 / 01/2019	35,544	76,509	40,965	\$0.03485	
Color MFP A-3 11x17 / RICOH				\$1,427.63	
Customer Service Pod #1					
Ricoh SP3710DN / 34 PPM	10,048	25,891	15,843	\$0.00486	None at this time.
5161Z411344 / 14497390				\$77.00	
750,000 / 11/2018	0	0	0	\$0.00000	
Black Printer A-4 / RICOH				\$0.00	
Customer Service Pod #2					
Ricoh SP3710DN / 34 PPM	12,729	28,875	16,146	\$0.00486	None at this time.
5161Z411353 / 14497386				\$78.47	
750,000 / 11/2018	0	0	0	\$0.00000	
Black Printer A-4 / RICOH				\$0.00	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2022 Meter	06/30/2023 Meter	FY23 Annual Volume	Cost/Copy Annual Cost	Recommendations
<b>Customer Service Pod #3</b>					
Ricoh SP3710DN / 34 PPM	13,546	31,880	18,334	\$0.00486	None at this time.
5161Z411357 / 14497387				\$89.10	
750,000 / 11/2018	0	0	0	\$0.00000	
Black Printer A-4 / RICOH				\$0.00	
<b>Finance Office - Kelly</b>					
Ricoh P 502 / 45 PPM	1,506	3,883	2,377	\$0.00486	None at this time.
5381P503099 / 14777184				\$11.55	
1,000,000 / 04/2019	0	0	0	\$0.00000	
Black Printer A-4 / RICOH				\$0.00	
<b>Human Resources</b>					
Ricoh SP3710DN / 34 PPM	6,943	13,742	6,799	\$0.00486	None at this time.
5161Z411349 / 14497388				\$33.04	
750,000 / 11/2018	0	0	0	\$0.00000	
Black Printer A-4 / RICOH				\$0.00	
<b>Planning - Wide Format</b>					
Ricoh MPCW2201SP / PPM	276	359	83	\$0.01733	7 years from Intro.
G931M410005 / 14496989				\$1.44	
500,000 / 08/2016	723	1,390	667	\$0.05921	
Color Ink Jet Printer / RICOH				\$39.49	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2022 Meter	06/30/2023 Meter	FY23 Annual Volume	Cost/Copy Annual Cost	Recommendations
<b>Planning Office</b>					
Ricoh IMC6000 / 60 PPM	25,958	34,929	8,971	\$0.00389	None at this time.
3141R400257 / 14496469				\$34.90	
4,000,000 / 01/2019	41,163	76,976	35,813	\$0.03485	
Color MFP A-3 11x17 / RICOH				\$1,248.08	
	<b>Subtotal Black</b>		<b>129,172</b>	<b>\$580.29</b>	
	<b>Subtotal Color</b>		<b>77,445</b>	<b>\$2,715.21</b>	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2022 Meter	06/30/2023 Meter	FY23 Annual Volume	Cost/Copy Annual Cost	Recommendations
<b>Kittery Police Dept</b>					
<b>Main Office</b>					
Ricoh IMC4500 / 45 PPM	41,030	85,701	44,671	\$0.00389	None at this time.
3121R400959 / 14497407				\$173.77	
1,000,000 / 01/2019	18,330	43,538	25,208	\$0.03485	
Color MFP A-3 11x17/RICOH				\$878.50	
	<b>Subtotal Black</b>		<b>44,671</b>	<b>\$173.77</b>	
	<b>Subtotal Color</b>		<b>25,208</b>	<b>\$878.50</b>	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2022 Meter	06/30/2023 Meter	FY23 Annual Volume	Cost/Copy Annual Cost	Recommendations
<b>Kittery Recreation Dept</b>					
<b>Rec Office</b>					
Ricoh IMC4500 / 45 PPM	18,127	46,520	28,393	\$0.00389	None at this time.
3121R401099 / 14497009				\$110.45	
1,000,000 / 01/2019	23,896	63,970	40,074	\$0.03485	
Color MFP A-3 11x17/RICOH				\$1,396.58	
	<b>Subtotal Black</b>		<b>28,393</b>	<b>\$110.45</b>	
	<b>Subtotal Color</b>		<b>40,074</b>	<b>\$1,396.58</b>	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2022 Meter	06/30/2023 Meter	FY23 Annual Volume	Cost/Copy Annual Cost	Recommendations
<b>Kittery Sewer Dept</b>					
<b>Main Office</b>					
Ricoh MP5055 / 50 PPM	2,566	5,409	2,843	\$0.00389	None at this time.
C339R800705 / 14495607				\$11.06	
3,000,000 / 02/2017	0	0	0	\$0.00000	
Black MFP A-3 11x17/RICOH				\$0.00	
	<b>Subtotal Black</b>		<b>2,843</b>	<b>\$11.06</b>	
	<b>Subtotal Color</b>		<b>0</b>	<b>\$0.00</b>	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2022 Meter	06/30/2023 Meter	FY23 Annual Volume	Cost/Copy Annual Cost	Recommendations	
Rice Public Library						
Rice Building Color Copier						
Ricoh IM C300F / 31 PPM 3921P201366 / 14496997 750,000 / 03/2020 Color Laser MFP A-4 8.5x14/RICOH	12,029  8,048	35,013  18,865	22,984  10,817	\$0.00761 \$174.91 \$0.05906 \$638.85	None at this time.	
Taylor Building B/W Copier						
Ricoh IM430F / 45 PPM 3351P300204 / 14497340 1,000,000 / 03/2019 Black Laser MFP A-4 8.5x14 / RICOH	2,856  0	13,694  0	10,838  0	\$0.00761 \$82.48 \$0.00000 \$0.00		None at this time.
Subtotal Black						
Subtotal Color						
Overall Black Totals						
Overall Color Totals						
Your Avg Color CPC is \$0.0365						

Your Avg Color CPC is \$0.0365



## 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 23 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
249,775	\$0.02671	\$6,671.49

### CURRENTLY WITH SPC

Current Volume	Current CPC*	Current Cost	Cost Savings	5 Year Savings
249,775	\$0.00479	\$1,196.42	\$5,475.07	\$27,375.34

\*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  
\$5,475.07 x 22 years as a Client = **\$120,451.50** Cost Savings!

## PROJECTED EQUIPMENT COSTS BY BUILDING - BLACK

This table represents PROJECTED expenses for BLACK prints or copies by building based on recent activity. Approximate current paper case costs and **averaged** current annual lease payments are figured in to provide budget information for the upcoming fiscal year.

Building	Projected Black Volume	Projected Black Usage Cost	Approximate Paper Cost	Average Annual Equipment Cost	Total Proj Black Usage Cost
Kittery Gorges Rd Fire Dept	5,585	\$44.18	\$35.74	\$214.20	\$294.12
Kittery Highway Dept	5,289	\$21.42	\$33.85	\$202.85	\$258.12
Kittery Municipal Office	129,172	\$603.37	\$826.70	\$4,954.17	\$6,384.24
Kittery Police Dept	44,671	\$180.92	\$285.89	\$1,713.28	\$2,180.09
Kittery Recreation Dept	28,393	\$114.99	\$181.72	\$1,088.96	\$1,385.67
Kittery Sewer Dept	2,843	\$11.51	\$18.20	\$109.04	\$138.75
Rice Public Library	33,822	\$267.53	\$216.46	\$1,297.18	\$1,781.18
<b>TOTALS</b>	<b>249,775</b>	<b>\$1,243.93</b>	<b>\$1,598.56</b>	<b>\$9,579.69</b>	<b>\$12,422.18</b>

### SPC EQUIPMENT BIDS:

*You can experience significant cost savings on equipment and service & supplies if you did an upgrade. See next page for details.*

*Current bids are coming in between 8% to 12% of Retail compared with the current Salesman's Cost of 50% of Retail.*

*For Example, a 55-page-per-minute Color Toshiba 5525ac with RADF, Duplexing, Finisher, 3-Hole Punch, CIF-Print-Color Scan-Hard Drive for Secure Print and Fax Board with a Retail Cost of \$38,000 can be purchased for \$3,827. That's 10% of Retail! Our prices are negotiated with and supported directly by the manufacturer.*

SPC UPGRADES FOR 2023

Client Name	Contact	Total Annual Volume	Number of Machines	Former Vendor	Vendor Awarded	Equipment Awarded	Annual Cost Savings	5 Year Cost Savings	Print Management Software Added*
Brevard Family Partnership Florida	Don Johnson	1,158,146	51	Ricoh	Ricoh	Ricoh	\$28,806.28	\$144,031.40	SPC STarDoc & Papercut
City of Saco ME	Ryan Pinheiro	628,426	34	KMBS	KMBS & Ricoh	Konica Minolta	\$3,495.81	\$17,479.05	SPC STarDoc
Franklin Northeast SU VT	Morgan Daybell	4,060,945	18	Symquest	Symquest	Konica Minolta	\$10,247.75	\$51,238.75	SPC STarDoc
Holderness School NH	Paula Currie	780,989	32	Conway	Symquest	Konica Minolta	\$25,414.02	\$127,070.10	SPC STarDoc & Papercut
Phillips Exeter Academy NH	Scott Heffner	3,486,154	102	Toshiba Business	hiba Business Solut	Toshiba	\$81,636.61	\$408,183.05	SPC STarDoc & Papercut
RSU 2 Hallowell ME	Mariah Kelly	3,298,697	64	A-Copi	Smith Office	Sharp		\$0.00	
RSU 22 Hampden ME	Trish Hayes	4,624,078	57	Symquest	Symquest	Konica Minolta	\$16,482.00	\$82,410.00	SPC STarDoc
RSU 23 Old Orchard Beach ME	Cindy Cox	1,234,079	46	KMBS	Smith Office	Sharp		\$0.00	SPC STarDoc
Saco MSAU ME	Kris Stryker-IT	3,000,000	56	KMBS	KMBS	Konica Minolta	\$15,134.23	\$75,671.15	SPC STarDoc & Papercut
SAU 18 Franklin NH	Robyn Dunlap-IT	1,835,661	24	KMBS	hiba Business Solut	Toshiba	\$9,759.00	\$48,795.00	SPC STarDoc & Papercut
SAU 30 Laconia NH	Diane Clary	3,777,053	73	NECS	hiba Business Solut	Toshiba	\$14,623.00	\$73,115.00	SPC STarDoc & Papercut
SAU 301 Prospect Mou (w/SAU 72 & SAU 86) NH	Heidi Duford	2,818,384	51	NECS	hiba Business Solut	Toshiba	\$34,358.00	\$171,790.00	SPC STarDoc & Papercut
SAU 34 Hillsboro-Deering NH	Grant Geisler	1,760,806	20	KMBS/Canon	KMBS	Konica Minolta	\$18,438.01	\$92,190.05	SPC STarDoc & Papercut
SAU 40 Milford NH	Jane Fortson	5,015,229	85	KMBS	hiba Business Solut	Toshiba	\$3,397.60	\$16,988.00	SPC STarDoc & Papercut
SAU 41 Hollis-Brookline NH	Kelly Seeley	6,630,000	98	Conway	hiba Business Solut	Toshiba	\$29,914.65	\$149,573.25	SPC STarDoc & Papercut
SAU 42 Nashua NH	Dan Donovan	20,893,573	87	KMBS	KMBS	Konica Minolta	\$93,212.00	\$466,060.00	SPC STarDoc
SAU 45 Moultonborough NH	Amanda Bergquist	1,117,284	25	KMBS	hiba Business Solut	Toshiba	\$9,556.72	\$47,783.60	SPC STarDoc & Papercut
SAU 64 Milton NH	Mackenzie Campbell	1,101,887	34	Seacoast/Conway	hiba Business Solut	Toshiba	\$14,252.68	\$71,263.40	SPC STarDoc & Papercut
SAU 77 Monroe NH	Rose Harris	207,730	7	WB Mason	Symquest	Konica Minolta	\$2,100.31	\$10,501.55	SPC STarDoc
SAU 83 Fremont NH	Nathan Castle	907,329	16	KMBS	KMBS	Konica Minolta	\$7,233.81	\$36,169.05	SPC STarDoc
SAU 85 Sunapee NH	Kelly Wessells	1,101,647	35	KMBS	KMBS	Konica Minolta	\$3,171.67	\$15,858.35	SPC STarDoc & Papercut
Wiscasset School District ME	Brian Barrows	1,122,000	32	Transco	Symquest	Konica Minolta	\$13,190.00	\$65,950.00	SPC STarDoc & Papercut
SAU 21 Winnacunnet NH	Mathew Ferreira	5,178,800		2024 Upgrade					
SAU 01 Contoocook Valley NH	Brian Cisneros	4,444,000		2024 Upgrade					
<b>Totals</b>		<b>70,560,097</b>	<b>1,047</b>				<b>\$434,424.15</b>	<b>\$2,172,120.75</b>	

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

	2020	2021	2022	2023	2024 (so far)	Average per Year(2020-2023)
<b>TOTALS</b>	<b>82,468,260</b>	<b>69,686,229</b>	<b>73,469,937</b>	<b>70,560,097</b>	<b>9,622,800</b>	
New Client Sign Ups >>>>>	6	8	8	10	2	8
Total New Clients	14,950,000	41,249,400	17,952,178	42,236,258	9,622,800	29,096,959
Total Existing Clients	67,518,260	28,436,829	55,517,759	28,323,839		44,949,172

Since 2020

116,387,836

2023 Award Evaluation	Manufacturer	Volume	Machines	Clients Awarded
KMBS	Konica Minolta	11,597,862	211	6
Symquest	Konica Minolta	50,170,401	248	5
Toshiba Business Solutions	Toshiba	24,483,721	460	8
Smith Office Equipment	Sharp	4,079,686	96	2
Ricoh	Ricoh	1,158,146	51	1
<b>Totals</b>		<b>91,489,816</b>	<b>1,066</b>	<b>22</b>

## PROJECTED EQUIPMENT COSTS BY BUILDING - COLOR

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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	19,609	\$710.63
Kittery Municipal Office	77,445	\$2,823.51
Kittery Police Dept	25,208	\$913.54
Kittery Recreation Dept	40,074	\$1,452.28
Kittery Sewer Dept	0	\$0.00
Rice Public Library	10,817	\$664.38
<b>TOTALS</b>	<b>173,153</b>	<b>\$6,564.34</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. Cost per copy typically increases by 5% or CPI annually, whichever is less. **FY24 increase is 4%.**

Vendor	Equipment Type	FY23 Black Volume	FY23 Black Cost/Copy	FY23 Black S & S Costs	FY24 Black Cost/Copy	FY24 Projected Black S & S Costs
Ricoh USA	Black Laser MFP A-4 8.5x14	16,423	\$0.00761	\$124.98	\$0.00791	\$129.91
Ricoh USA	Black MFP A-3 11x17	2,843	\$0.00389	\$11.06	\$0.00405	\$11.51
Ricoh USA	Black Printer A-4	79,066	\$0.00486	\$384.26	\$0.00505	\$399.28
Ricoh USA	Color Ink Jet Printer	83	\$0.01733	\$1.44	\$0.01802	\$1.50
Ricoh USA	Color Laser MFP A-4 8.5x14	22,984	\$0.00761	\$174.91	\$0.00791	\$181.80
Ricoh USA	Color MFP A-3 11x17	128,376	\$0.00389	\$499.38	\$0.00405	\$519.92
<b>TOTALS AND AVERAGES</b>		<b>249,775</b>	<b>\$0.00479</b>	<b>\$1,196.03</b>	<b>\$0.00498</b>	<b>\$1,243.93</b>

## 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. Cost per copy typically increases by 5% or CPI annually, whichever is less. **FY24 increase is 4%.**

Vendor	Equipment Type	FY23 Color Volume	FY23 Color Cost/Copy	FY23 Color S & S Costs	FY24 Color Cost/Copy	FY24 Projected Color S & S Costs
RICOH	Color Ink Jet Printer	667	\$0.05921	\$39.49	\$0.06158	\$41.07
RICOH	Color Laser MFP A-4 8.5x14	10,817	\$0.05906	\$638.85	\$0.06142	\$664.38
RICOH	Color MFP A-3 11x17	161,669	\$0.03485	\$5,634.16	\$0.03624	\$5,858.88
<b>TOTALS AND AVERAGES</b>		<b>173,153</b>	<b>\$0.03646</b>	<b>\$6,312.51</b>	<b>\$0.03791</b>	<b>\$6,564.34</b>

## LEASED/OWNED EQUIPMENT DETAILS

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Total Number of Machines Under Contract	17
Number of Machines on Lease	16
Number of Machines Owned	1
Number of Rental/Loaner Machines	0

Lease Company	Norway Savings Bank
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Term	5 Annual
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Annual Payment usually due on 8/1	\$9,579.69
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Lease Start Date	07/01/2021
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Lease End Date	08/01/2025
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Remaining Payments	2
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\*The Lease End Date has no bearing on Service & Supply and Warranty Contracts.

## LEASED EQUIPMENT

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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 MPCW2201SP	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



**OWNED EQUIPMENT**

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<b>Building</b>	<b>Room</b>	<b>Make/Model</b>	<b>Serial Number</b>
Kittery Municipal Office	Finance Office - Kelly	Ricoh P 502	5381P503099

## STARDoc USER NAMES

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Name	User Name
Bryan Fleming	bflaming@itguardian.com
Dani Lindman	dlindman@kitterypolice.com
David O'Brien	firechief@kitteryme.org
Elizabeth Lallemand	elallemand@kitteryme.org
Haley Mock	hmock@kitteryme.org
Kathleen Rich	krich@kitteryme.org
Kendra Amaral	kamaral@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.

## WARRANTY RELIEF FUND

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### 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

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### 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