



Specialized Purchasing Consultants

PO Box 190
Gorham, NH 03581
(800) 750-1538
www.spccopypro.com

2011-12 Annual Report

Year - End Photocopier Analysis

With projected costs for 2012-13

Robert St. Pierre
Maine Veterans' Homes
5 Community Drive, Suite 3
Augusta, ME 04330



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

August 2012

Skip Tilton
President

Corporate Office:
PO Box 190
Gorham, NH 03581
(800) 750-1538
(866) 281-7596 Fax

Robert St. Pierre
Maine Veterans' Homes
5 Community Drive, Suite 3
Augusta, ME 04330

VISIT US ON THE WEB: Dear Robert:
www.spccopypro.com

Once again the staff at SPC would like to extend our appreciation for being of service to you and your organization for the past *9 years*. Though each year seems to pose unique challenges, we are thrilled with all that we have been able to accomplish on behalf of our clients for the past *24 years*.

In these difficult economic times, our staff continues to be fully committed to assisting your organization in achieving goals and objectives relative to new technologies and related costs. In relation to new services, we are excited to bring to your attention *new cost-savings initiatives as well as a new service called SPC STAR Doc* that will continue to meet our mutual goal of improving the quality of service and equipment while reducing your overall cost.

I hope you find the enclosed annual report useful. We are providing you an overview of your current equipment situation, reports associated with copying and printing costs and, if needed, recommendations for addressing situations posing a problem now or could become a problem in the near future.

Thank you again for allowing SPC the opportunity to be of service. If you have any questions or are in need of more information, please let us know.

Sincerely,

Skip Tilton
President

Table of Contents

| | |
|--|----|
| The SPC Team | 1 |
| Equipment Health Status..... | 3 |
| Black & Color Usage Comparisons | 8 |
| Usage Profile for Service & Supplies | 9 |
| SPC Service & Supply Cost Savings | 20 |
| Projected Equipment Costs by Building - Black | 21 |
| Service & Supply Usage Profile by Vendor - Black..... | 22 |
| Projected Equipment Costs by Building - Color..... | 23 |
| Service & Supply Usage Profile by Vendor - Color..... | 24 |
| Reprographic Equipment Assessment | 25 |
| Leased Equipment..... | 26 |
| Owned Equipment | 27 |
| Active Reprographic Equipment & Manufacturers | 28 |
| Improved SPC Services | 29 |
| SPC's Service & Supply Contract – Purpose & Sample | 31 |
| SPC's Dual-Layered Warranty – Purpose & Explanation..... | 32 |

The SPC Team

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



Skip Tilton, President

Billie Jo Tilton, Vice President

As co-founders of SPC, Billie Jo and I are very proud of our team of professionals. The concept of group purchasing to save millions has grown since 1988 into providing over 16 different managerial services that increase reliability and extend the life of your equipment. However, none of this would have been possible without the loyalty of over 117 clients (3200+ machines with 1.7 billion prints over five years). Together, we have realized the lowest prices possible while improving the quality of your service and



equipment.



Paul Garozzo

General Manager

As General Manager my goal is ensure our clients are pleased with our services and also provide solutions that are efficient, productive and reduce cost. With my 23 years in the copier industry, I will use my experiences to achieve this

goal. In addition, I will be utilizing our new SPC STARDoc system to further enhance SPC services. Clients will now have the benefit of visually seeing where all their devices are located and project future expenses. I could not be more excited to join the SPC team.

Glen Fortier

Auditor, Electronic Specialist & Equipment Implementation

With 24 years of experience in the electrical field, I look forward to continually meeting and helping all of you with your reprographic needs. It is my sincere commitment to ensure all machine changes are as smooth as possible.



Derik Brasher

Administration & Finance Manager

SPC is committed to providing cost-effective and reliable reprographic platforms to our community of clients. My 20+ years of experience in corporate management will be key in

strengthening the relationships between SPC's clients and vendors. I will be focused on responding to your inquiries with the goal of solving any issues that may arise in a timely and efficient manner. Providing quality customer service is my top priority.

Alex Webster

Director of Customer Relations

It is a great pleasure for me to join the SPC team. One of my responsibilities will be creating detailed maps of your Copiers/Printers and will be assisting the team in monitoring all of your equipment. My background as a Network Technician and my experience in Customer Service will allow me to give our clients the level of service that they have come to expect from SPC. It is my personal goal to aid in fulfilling each and every promise made to our valued clients.



The SPC Team Continued....



Robert B. Dutil

Director of Information Technology

I have been working with SPC since February 2000. SPC's honesty, work ethics and loyalty have made my experience with the company a pleasurable journey. SPC is

constantly trying to improve their technology to better serve their clients. My goal has been to give our clients and associates the best tools available to allow them to be more productive. By doing this, our clientele has the ability to monitor their assets and keep their costs down. I am excited about what the future holds for SPC and our clients.

Rachel Guay

Accounting Coordinator

I am responsible for the majority of the accounting communications between SPC and its vendors and clients. I will rely upon my years of experiences and my strong attention to detail to ensure our client's needs are well served. It is my goal to work accurately and efficiently and to uphold the high standards of customer satisfaction that SPC has provided to their customers. I look forward to establishing a strong working relationship with each and every one of you.



Pam Weed

Client-Vendor Relations

SPC's clients are my Number One priority. When you have a question, concern, need, or problem related to equipment, service or billing, I am available to assist you in getting it resolved promptly. I am pleased to be able to act as liaison between

our clients and vendors to ensure smooth transitions or quick resolutions.

Anne Arbore

Administration

Since many of our clients are educational systems, I find it satisfying to know that my co-workers and I have made a contribution toward their success by assisting them in saving on their budgets for reprographic equipment, providing better quality equipment to work with and freeing their resources for other needs.



Equipment Health Status

| | |
|---|------------------|
| Total Number of Machines: | 29 |
| Total Black Photocopiers | 19 |
| Total Low Cost of Operation Black Network Printers | 0 |
| Total High-Speed Duplicators | 0 |
| Total Color Photocopiers (including MFP) | 9 |
| Total Low-Cost of Operation Color Network Printers | 0 |
| Total Removed from Service: | 1 |
| # of Units OFF Warranty: | 0 |
| # of Units Approaching End of Warranty: | 0 |
| # of Units Overused: | 0 |
| # of Units Underused: | 0 |
| # of Units Connected to Network with Print and/or Scan | 28 |
| Commencement Date: | 8/2/2010 |
| # of Annual Payments Left on Lease | 3 |
| All Warranties and Service Contracts Expire: | 6/30/2015 |
| Print Management Software Loaded | No |
| LENP Contract Signed | Yes |

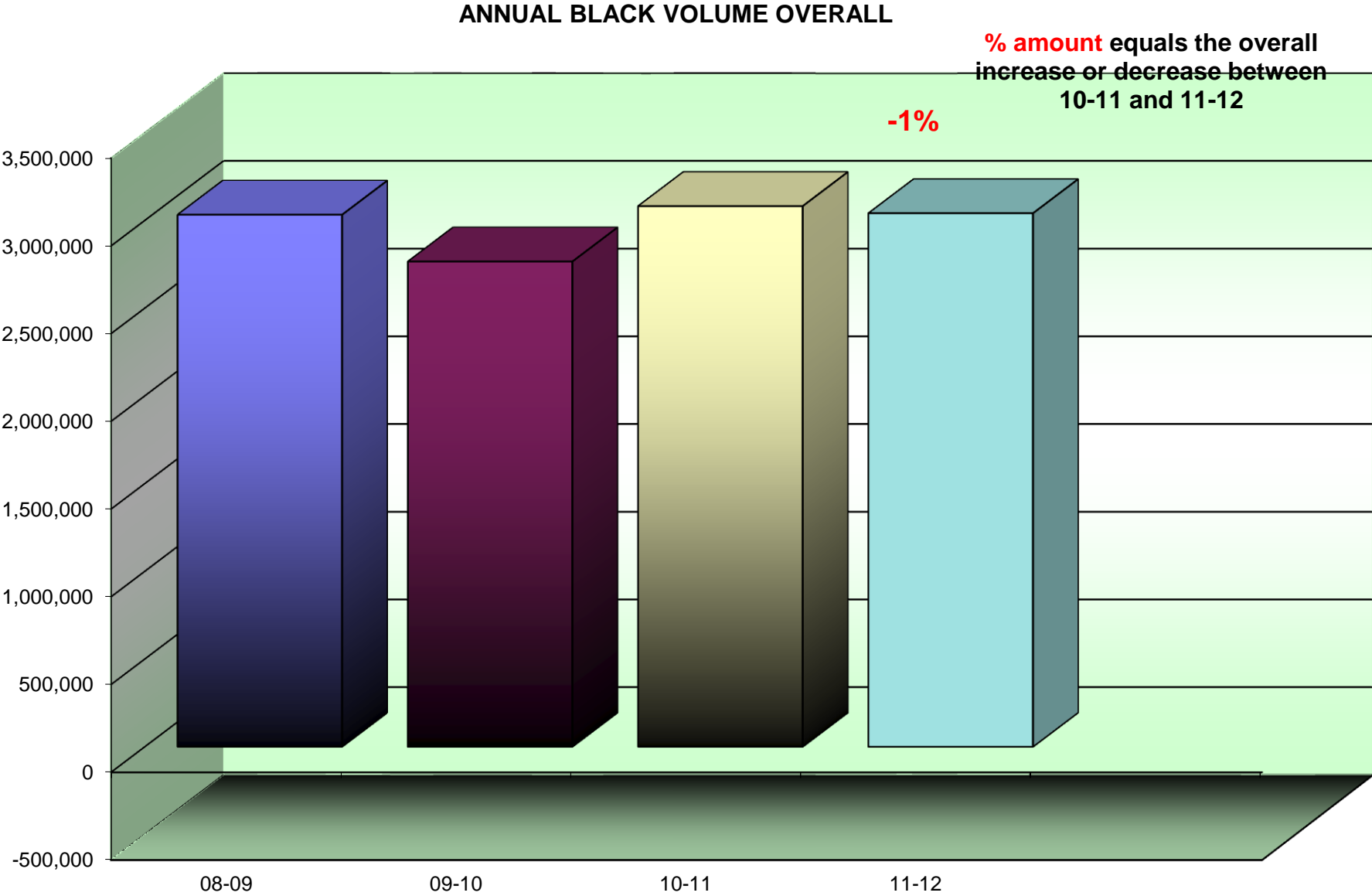
NOTE: When a machine goes off warranty, it does not mean that the service contract expires. It simply means that if a replacement machine becomes necessary, it may not be at "no charge."

Robert,

Other than addressing the Low End Network Printers there are no major issues that I am aware of.

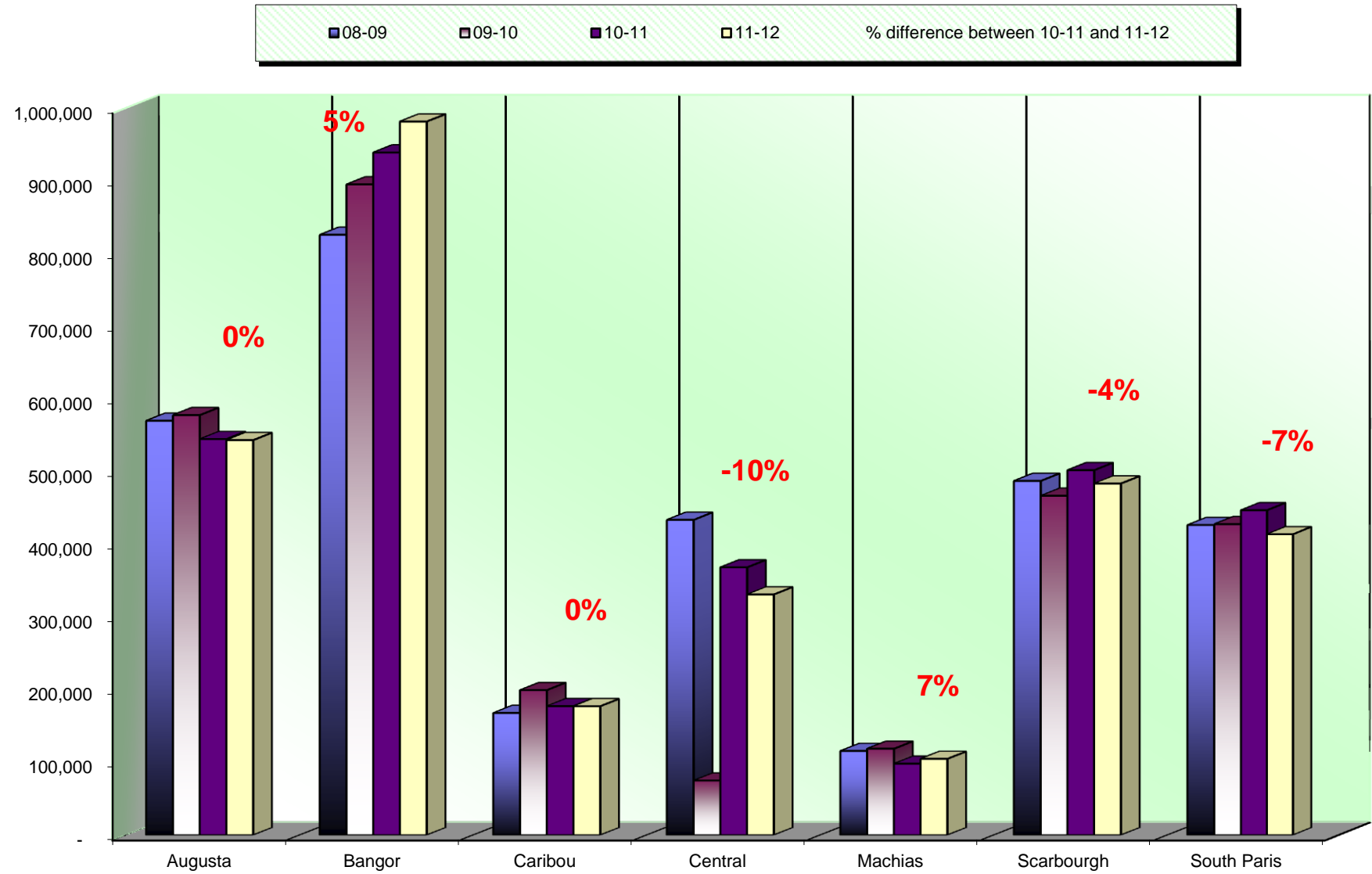
Skip

This report uses current trends for *black volume* to project future costs and potential equipment needs on an overall basis.

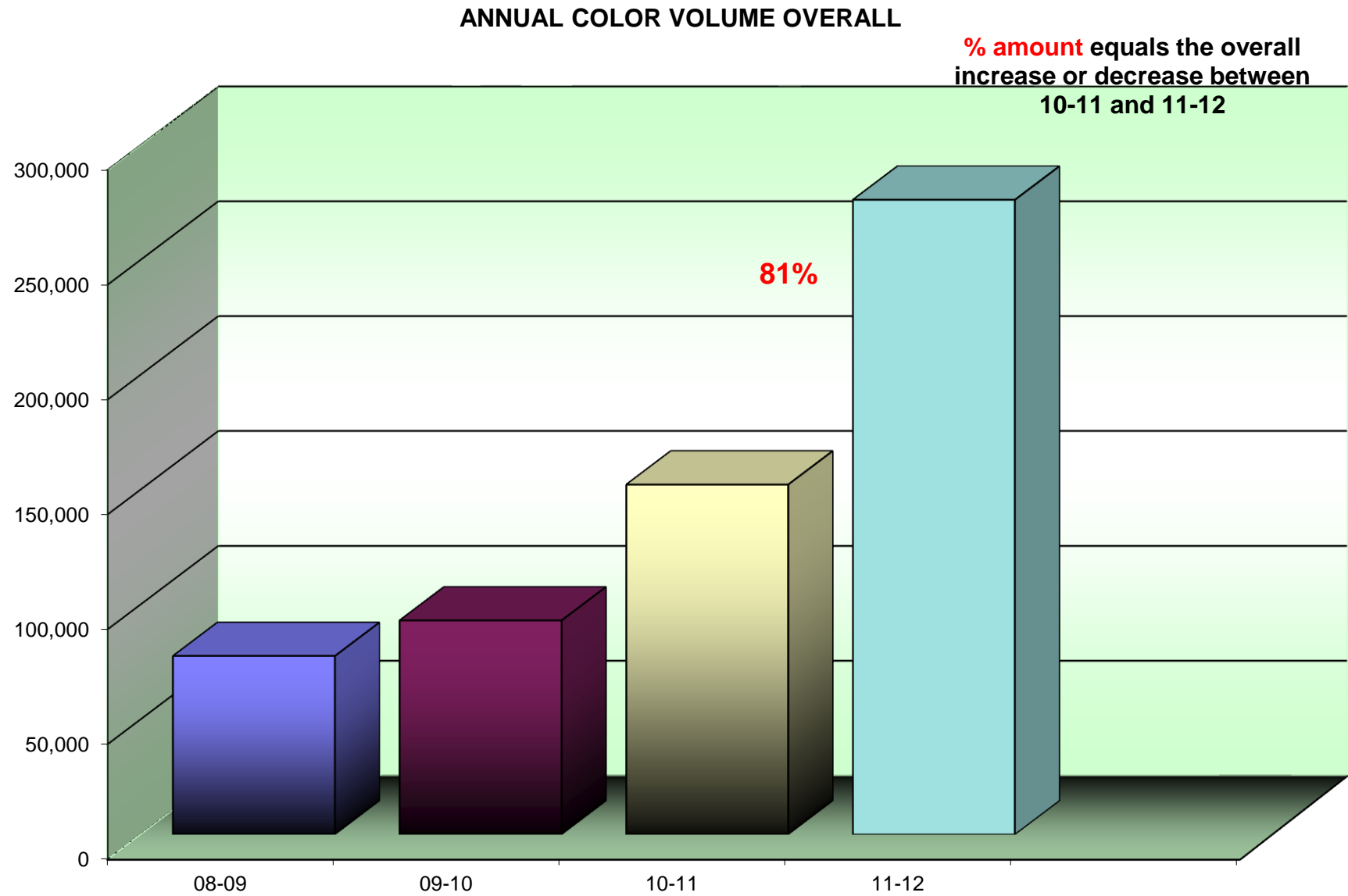


This report uses current trends for *black volume* to project future costs and potential equipment needs by building.

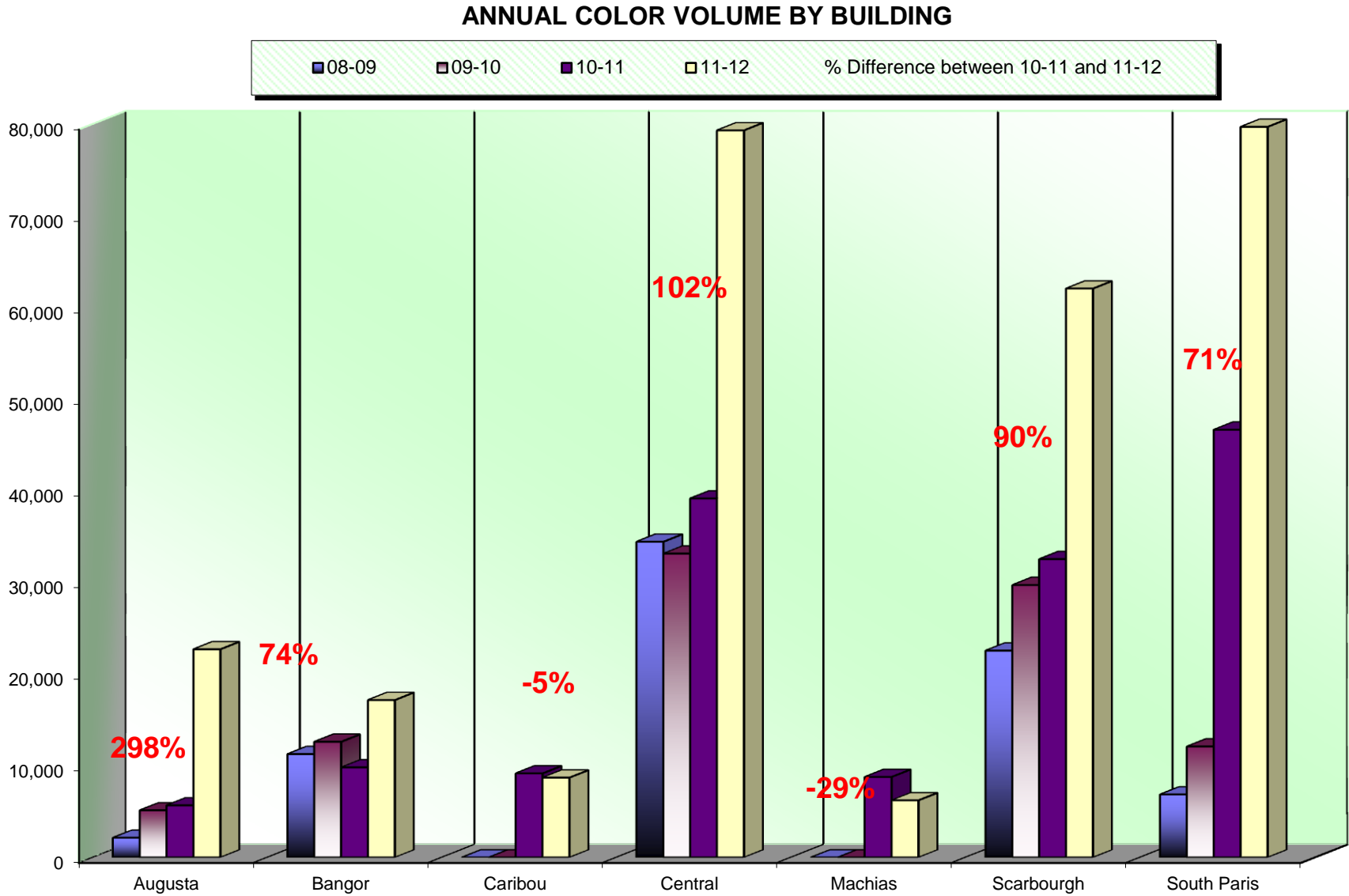
ANNUAL BLACK VOLUME BY BUILDING



This report uses current trends for color volume to project future costs and potential equipment needs on an overall basis.



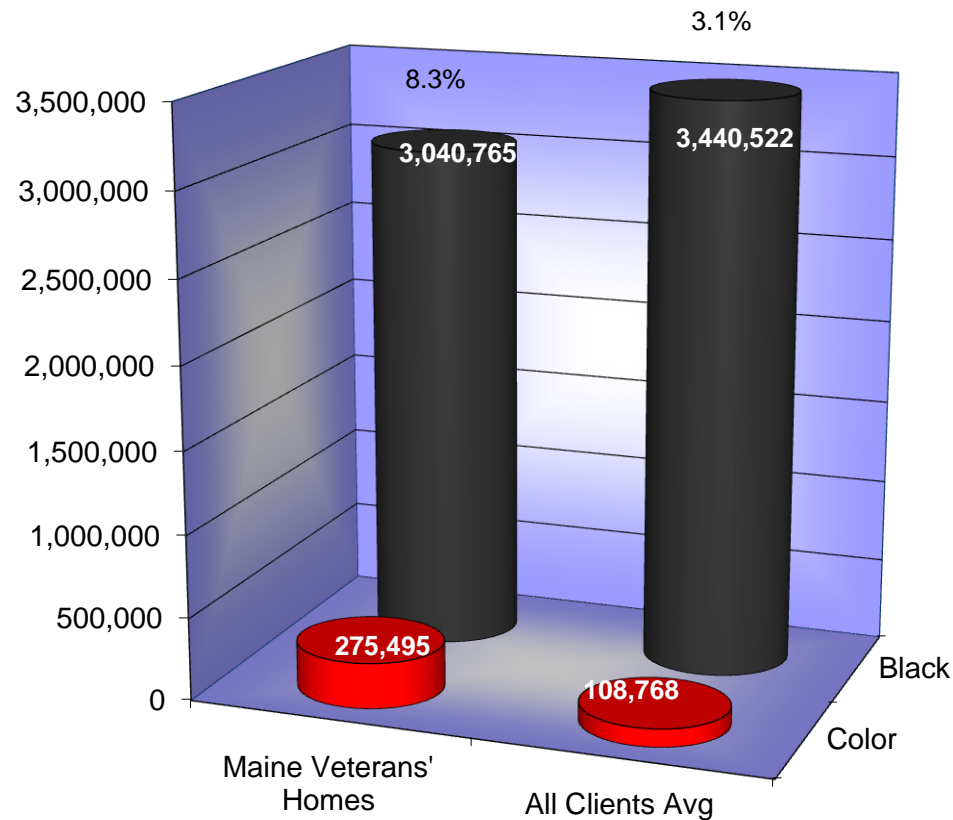
This report uses current trends for *color volume* to project future costs and potential equipment needs by building.



Black & Color Usage Comparisons

This chart compares your current usage ratios to the average of all SPC client school districts.

Color to Total Volume Percentage



Usage Profile for Service & Supplies

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

Date of Last Upgrade: 8/2/2010

| <i>Make-Model / Speed</i> | | | | | | | |
|--|---------------------------|----------------------------|--------------------------------------|---|------------------------------|----------------------------------|---------------------------|
| <i>Serial Number / Vendor ID</i> | | | | | | | |
| <i>Life / Intro Date</i> | | | | | | | |
| <i>Connectivity / Printer Exp Date</i> | | | | | | | |
| <i>Vendor</i> | <i>7/1/2011 Meter</i> | <i>6/30/2012 Meter</i> | <i>2011/12 Annual Volume</i> | <i>2012/13 Projected Volume</i> | <i>Volume Difference</i> | <i>Cost/Copy Annual Cost</i> | <i>Recommendations</i> |
| MVH Augusta | | | | | | | |
| Admin Hall | | | | | | | |
| Ricoh MP6001 60 CPM | 196,154 | 445,609 | 249,455 | 237,088 | 12,367 | \$0.003900 | None at this time. |
| V6905600278 / 12169562 | | | | | | \$972.87 | |
| 3,000,000 / 06/2009 | 0 | 0 | 0 | 0 | 0 | \$0.00000 | |
| Black Photocopier | | | | | | \$0.00 | |
| Connected | | | | | | | |
| IKON | | | | | | | |
| Xerox 8560MFP 30 CPM Black & Color | 5,755 | 19,034 | 13,279 | 1,235 | 12,044 | \$0.004900 | None at this time. |
| LBX000834 / | | | | | | \$65.07 | |
| 750,000 / 02/2007 | 1,340 | 24,115 | 22,775 | 2,161 | 20,614 | \$0.08769 | |
| Color Photocopier | | | | | | \$1,997.14 | |
| Connected 6/29/2012 | | | | | | | |
| VARY | | | | | | | |
| Lobby | | | | | | | |
| Ricoh MP6500 65 CPM | 1,190,285 | 1,436,466 | 246,181 | 312,539 | -66,358 | \$0.004200 | None at this time. |
| L7875000149 / 11479028 | | | | | | \$1,033.96 | |
| 3,000,000 / 07/2006 | 0 | 0 | 0 | 0 | 0 | \$0.00000 | |
| Black Photocopier | | | | | | \$0.00 | |
| Connected | | | | | | | |
| IKON | | | | | | | |

Maine Veterans' Homes

Date of Last Upgrade: 8/2/2010

Make-Model / Speed

Serial Number / Vendor ID

Life / Intro Date

Connectivity / Printer Exp Date

Vendor

7/1/2011
Meter

6/30/2012
Meter

**2011/12
Annual
Volume**

**2012/13
Projected
Volume**

Volume Difference

Cost/Copy

Annual Cost Recommendations

MVH Augusta

Res Care Activities Office

Ricoch MP5500 55 CPM

L7775000305 / 11412813

3,000,000 / 07/2006

Black Photocopier

Connected

IKON

884,026

918,995

34,969

19,637

15,332

\$0.004200

None at this time.

\$146.87

0

0

0

0

0

\$0.00000

\$0.00

Subtotals B&W

543,884

570,499

\$2,218.77

Subtotals Color

22,775

2,161

\$1,997.14

Maine Veterans' Homes

Date of Last Upgrade: 8/2/2010

| <i>Make-Model / Speed</i> | | | | | | | |
|--|---------------------------|----------------------------|--------------------------------------|---|------------------------------|----------------------------------|---------------------------|
| <i>Serial Number / Vendor ID</i> | | | | | | | |
| <i>Life / Intro Date</i> | | | | | | | |
| <i>Connectivity / Printer Exp Date</i> | | | | | | | |
| <i>Vendor</i> | <i>7/1/2011 Meter</i> | <i>6/30/2012 Meter</i> | <i>2011/12 Annual Volume</i> | <i>2012/13 Projected Volume</i> | <i>Volume Difference</i> | <i>Cost/Copy Annual Cost</i> | <i>Recommendations</i> |
| MVH Bangor | | | | | | | |
| Admin | | | | | | | |
| Xerox 8860MFP 30 CPM Black & Color | 4,713 | 13,522 | 8,809 | 9,898 | -1,089 | \$0.004900 | None at this time. |
| HBB404141 / | | | | | | \$43.16 | |
| 750,000 / 09/2007 | 8,339 | 25,581 | 17,242 | 11,347 | 5,895 | \$0.05105 | |
| Color Photocopier | | | | | | \$880.20 | |
| Connected 9/14/2015 | | | | | | | |
| VARY | | | | | | | |
| B Unit Nurses' Station | | | | | | | |
| Ricoh MP5500 55 CPM | 424,803 | 502,284 | 77,481 | 78,604 | -1,123 | \$0.004200 | None at this time. |
| L7775000225 / 11640281 | | | | | | \$325.42 | |
| 3,000,000 / 07/2006 | 0 | 0 | 0 | 0 | 0 | \$0.00000 | |
| Black Photocopier | | | | | | \$0.00 | |
| Connected | | | | | | | |
| IKON | | | | | | | |
| C Unit Nurses' Station | | | | | | | |
| Savin 8075 75 CPM | 1,934,453 | 2,224,419 | 289,966 | 179,809 | 110,157 | \$0.004200 | None at this time. |
| L8275200076 / 11641192 | | | | | | \$1,217.86 | |
| 4,000,000 / 11/2005 | 0 | 0 | 0 | 0 | 0 | \$0.00000 | |
| Black Photocopier | | | | | | \$0.00 | |
| Connected | | | | | | | |
| IKON | | | | | | | |

Maine Veterans' Homes

Date of Last Upgrade: 8/2/2010

| Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Connectivity / Printer Exp Date Vendor | 7/1/2011 Meter | 6/30/2012 Meter | 2011/12 Annual Volume | 2012/13 Projected Volume | Volume Difference | Cost/Copy Annual Cost | Recommendations |
|---|-------------------|--------------------|-----------------------------|--------------------------------|----------------------|--------------------------|---------------------------|
| MVH Bangor | | | | | | | |
| D Unit Nurses' Station | | | | | | | |
| Savin 8055 55 CPM | 709,467 | 778,338 | 68,871 | 50,000 | 18,871 | \$0.004200 | None at this time. |
| L8075200185 / 11641191 | | | | | | \$289.26 | |
| 3,000,000 / 11/2005 | 0 | 0 | 0 | 0 | 0 | \$0.00000 | |
| Black Photocopier | | | | | | \$0.00 | |
| Connected | | | | | | | |
| IKON | | | | | | | |
| E Unit Nurses' Station | | | | | | | |
| Ricoh MP5000B 50 CPM | 30,709 | 72,331 | 41,622 | 29,489 | 12,133 | \$0.003900 | None at this time. |
| M5605400282 / 12170164 | | | | | | \$162.33 | |
| 1,000,000 / 02/2008 | 0 | 0 | 0 | 0 | 0 | \$0.00000 | |
| Black Photocopier | | | | | | \$0.00 | |
| Connected | | | | | | | |
| IKON | | | | | | | |
| Lobby | | | | | | | |
| Ricoh MP8001 80 CPM | 384,698 | 879,041 | 494,343 | 477,865 | 16,478 | \$0.003900 | None at this time. |
| V7105500453 / 12127360 | | | | | | \$1,927.94 | |
| 4,000,000 / 06/2009 | 0 | 0 | 0 | 0 | 0 | \$0.00000 | |
| Black Photocopier | | | | | | \$0.00 | |
| Connected | | | | | | | |
| IKON | | | | | | | |
| Subtotals B&W | | | 981,092 | 825,665 | | \$3,965.96 | |
| Subtotals Color | | | 17,242 | 11,347 | | \$880.20 | |

Maine Veterans' Homes

Date of Last Upgrade: 8/2/2010

| <i>Make-Model / Speed</i> | | | | | | | |
|--|---------------------------|----------------------------|--------------------------------------|---|------------------------------|----------------------------------|---------------------------|
| <i>Serial Number / Vendor ID</i> | | | | | | | |
| <i>Life / Intro Date</i> | | | | | | | |
| <i>Connectivity / Printer Exp Date</i> | | | | | | | |
| <i>Vendor</i> | <i>7/1/2011 Meter</i> | <i>6/30/2012 Meter</i> | <i>2011/12 Annual Volume</i> | <i>2012/13 Projected Volume</i> | <i>Volume Difference</i> | <i>Cost/Copy Annual Cost</i> | <i>Recommendations</i> |
| MVH Caribou | | | | | | | |
| Lobby | | | | | | | |
| Xerox 8560MFP 30 CPM Black & Color | 36,062 | 39,635 | 3,573 | 1,509 | 2,064 | \$0.004900 | None at this time. |
| CXF031968 / | | | | | | \$17.51 | |
| 750,000 / 02/2007 | 42,281 | 50,445 | 8,164 | 4,665 | 3,499 | \$0.08769 | |
| Color Photocopier | | | | | | \$715.90 | |
| Connected 6/30/2015 | | | | | | | |
| VARY | | | | | | | |
| Main Office | | | | | | | |
| Savin 9250 50 CPM | 93,574 | 220,204 | 126,630 | 121,866 | 4,764 | \$0.003900 | None at this time. |
| V8005401252 / 3739 | | | | | | \$493.86 | |
| 3,000,000 / 01/2010 | 0 | 0 | 0 | 0 | 0 | \$0.00000 | |
| Black Photocopier | | | | | | \$0.00 | |
| Connected | | | | | | | |
| LEVESQUE | | | | | | | |
| Res Care Unit | | | | | | | |
| Savin 8045 45 CPM | 487,515 | 536,019 | 48,504 | 47,617 | 887 | \$0.005500 | None at this time. |
| M2875200636 / 3226 | | | | | | \$266.77 | |
| 1,000,000 / 10/2005 | 0 | 0 | 0 | 0 | 0 | \$0.00000 | |
| Black Photocopier | | | | | | \$0.00 | |
| Connected | | | | | | | |
| LEVESQUE | | | | | | | |
| | Subtotals B&W | | 178,707 | 170,992 | | \$778.14 | |
| | Subtotals Color | | 8,164 | 4,665 | | \$715.90 | |

Maine Veterans' Homes

Date of Last Upgrade: 8/2/2010

| <i>Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Connectivity / Printer Exp Date Vendor</i> | <i>7/1/2011 Meter</i> | <i>6/30/2012 Meter</i> | <i>2011/12 Annual Volume</i> | <i>2012/13 Projected Volume</i> | <i>Volume Difference</i> | <i>Cost/Copy Annual Cost</i> | <i>Recommendations</i> |
|---|-----------------------------|-----------------------------|--------------------------------------|---|-------------------------------|---|---------------------------|
| MVH Central | | | | | | | |
| 1st Floor Hall (middle) | | | | | | | |
| Ricoh MP6001 60 CPM V6905600166 / 12170664 3,000,000 / 06/2009 Black Photocopier Connected IKON | 109,009 0 | 224,892 0 | 115,883 0 | 173,693 0 | -57,810 0 | \$0.003900 \$451.94 \$0.00000 \$0.00 | None at this time. |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| 1st Floor Hall (right) | | | | | | | |
| Xerox 8860MFP 30 CPM Black & Color HBB403470 / 750,000 / 09/2007 Color Photocopier Connected 9/14/2015 VARY | 911 12,588 | 3,110 30,284 | 2,199 17,696 | 1,137 14,409 | 1,062 3,287 | \$0.004900 \$10.78 \$0.05105 \$903.38 | None at this time. |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| Hall near COO | | | | | | | |
| Xerox ColorQube 9201 50 CPM BRE242101 / 3,000,000 / 05/2009 Color Photocopier Connected 8/1/2015 VARY | 41,381 18,315 | 68,488 79,915 | 27,107 61,600 | 174,444 34,487 | -147,337 27,113 | \$0.008700 \$235.83 \$0.06094 \$3,753.90 | None at this time. |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

Maine Veterans' Homes

Date of Last Upgrade: 8/2/2010

| <i>Make-Model / Speed</i> | | | | | | | |
|--|---------------------------|----------------------------|--------------------------------------|---|------------------------------|----------------------------------|---------------------------|
| <i>Serial Number / Vendor ID</i> | | | | | | | |
| <i>Life / Intro Date</i> | | | | | | | |
| <i>Connectivity / Printer Exp Date</i> | | | | | | | |
| <i>Vendor</i> | <i>7/1/2011 Meter</i> | <i>6/30/2012 Meter</i> | <i>2011/12 Annual Volume</i> | <i>2012/13 Projected Volume</i> | <i>Volume Difference</i> | <i>Cost/Copy Annual Cost</i> | <i>Recommendations</i> |
| MVH Central | | | | | | | |
| Pharmacy | | | | | | | |
| Savin 8045 45 CPM | 457,300 | 547,561 | 90,261 | 36,369 | 53,892 | \$0.004200 | None at this time. |
| M2875200613 / 11480156 | | | | | | \$379.10 | |
| 1,000,000 / 10/2005 | 0 | 0 | 0 | 0 | 0 | \$0.00000 | |
| Black Photocopier | | | | | | \$0.00 | |
| Connected | | | | | | | |
| IKON | | | | | | | |
| Receptionist | | | | | | | |
| Ricoh MP5500 55 CPM | 438,224 | 534,857 | 96,633 | 50,000 | 46,633 | \$0.004200 | None at this time. |
| L7775900673 / 11640014 | | | | | | \$405.86 | |
| 3,000,000 / 07/2006 | 0 | 0 | 0 | 0 | 0 | \$0.00000 | |
| Black Photocopier | | | | | | \$0.00 | |
| Connected | | | | | | | |
| IKON | | | | | | | |
| | Subtotals B&W | | 332,083 | 435,643 | | \$1,483.50 | |
| | Subtotals Color | | 79,296 | 48,896 | | \$4,657.28 | |

Date of Last Upgrade: 8/2/2010

Date of Last Upgrade: 8/2/2010

Recommendations

\$0.00

\$549.90

Maine Veterans' Homes

Date of Last Upgrade: 8/2/2010

| <i>Make-Model / Speed</i> | | | | | | | |
|--|---------------------------|----------------------------|--------------------------------------|---|------------------------------|----------------------------------|---------------------------|
| <i>Serial Number / Vendor ID</i> | | | | | | | |
| <i>Life / Intro Date</i> | | | | | | | |
| <i>Connectivity / Printer Exp Date</i> | | | | | | | |
| <i>Vendor</i> | <i>7/1/2011 Meter</i> | <i>6/30/2012 Meter</i> | <i>2011/12 Annual Volume</i> | <i>2012/13 Projected Volume</i> | <i>Volume Difference</i> | <i>Cost/Copy Annual Cost</i> | <i>Recommendations</i> |
| MVH Scarborough | | | | | | | |
| Admin Hall | | | | | | | |
| Ricoh MP6001 60 CPM | 173,684 | 353,948 | 180,264 | 181,929 | -1,665 | \$0.003900 | None at this time. |
| V6905600312 / 12170188 | | | | | | \$703.03 | |
| 3,000,000 / 06/2009 | 0 | 0 | 0 | 0 | 0 | \$0.00000 | |
| Black Photocopier | | | | | | \$0.00 | |
| Connected | | | | | | | |
| IKON | | | | | | | |
| Conference Room | | | | | | | |
| Xerox 8560MFP 30 CPM Black & Color | 81,346 | 81,410 | 64 | 0 | 64 | \$0.004900 | Service Swap |
| CXF032344 / | | | | | | \$0.31 | |
| 750,000 / 02/2007 | 4,120 | 4,149 | 29 | 0 | 29 | \$0.08769 | |
| Color Photocopier | | | | | | \$2.54 | |
| Connected | | | | | | | |
| VARY | | | | | | | |
| Xerox 8560MFP 30 CPM Black & Color | 52,010 | 57,287 | 5,277 | 4,791 | 486 | \$0.004900 | None at this time. |
| CXF031714 / N/A | | | | | | \$25.86 | |
| 750,000 / 02/2007 | 76,978 | 88,307 | 11,329 | 9,153 | 2,176 | \$0.08769 | |
| Color Photocopier | | | | | | \$993.44 | |
| Connected 6/30/2015 | | | | | | | |
| VARY | | | | | | | |

Maine Veterans' Homes

Date of Last Upgrade: 8/2/2010

| <i>Make-Model / Speed</i> | <i>Serial Number / Vendor ID</i> | <i>Life / Intro Date</i> | <i>Connectivity / Printer Exp Date</i> | <i>Vendor</i> | <i>7/1/2011 Meter</i> | <i>6/30/2012 Meter</i> | <i>2011/12 Annual Volume</i> | <i>2012/13 Projected Volume</i> | <i>Volume Difference</i> | <i>Cost/Copy Annual Cost</i> | <i>Recommendations</i> |
|------------------------------------|----------------------------------|--------------------------|--|---------------------|---------------------------|----------------------------|--------------------------------------|---|------------------------------|----------------------------------|---------------------------|
| MVH Scarborough | | | | | | | | | | | |
| Lobby | | | | | | | | | | | |
| Ricoh MP6500 65 CPM | L7875000151 / 11449829 | 3,000,000 / 07/2006 | Black Photocopier | Connected | 1,092,711 | 1,347,389 | 254,678 | 266,555 | -11,877 | \$0.004200 | None at this time. |
| | | | | | | | | | | \$1,069.65 | |
| | | | | | 0 | 0 | 0 | 0 | 0 | \$0.00000 | |
| | | | | | | | | | | \$0.00 | |
| IKON | | | | | | | | | | | |
| Xerox 8860MFP 30 CPM Black & Color | HBB403516 / | 750,000 / 09/2007 | Color Photocopier | Connected 9/14/2015 | 9,809 | 22,960 | 13,151 | 14,222 | -1,071 | \$0.004900 | None at this time. |
| | | | | | | | | | | \$64.44 | |
| | | | | | 25,818 | 76,528 | 50,710 | 22,624 | 28,086 | \$0.05105 | |
| | | | | | | | | | | \$2,588.75 | |
| VARY | | | | | | | | | | | |
| Residence Care Unit | | | | | | | | | | | |
| Ricoh MP6000 60 CPM | M9285801437 / 11723626 | 3,000,000 / 04/2008 | Black Photocopier | Connected | 197,476 | 228,408 | 30,932 | 32,689 | -1,757 | \$0.004200 | None at this time. |
| | | | | | | | | | | \$129.91 | |
| | | | | | 0 | 0 | 0 | 0 | 0 | \$0.00000 | |
| | | | | | | | | | | \$0.00 | |
| IKON | | | | | | | | | | | |
| Subtotals B&W | | | | | | | 484,366 | 500,186 | | \$1,993.20 | |
| Subtotals Color | | | | | | | 62,068 | 31,777 | | \$3,584.73 | |

Maine Veterans' Homes

Date of Last Upgrade: 8/2/2010

| <i>Make-Model / Speed</i> <i>Serial Number / Vendor ID</i> <i>Life / Intro Date</i> <i>Connectivity / Printer Exp Date</i> <i>Vendor</i> | <i>7/1/2011</i> <i>Meter</i> | <i>6/30/2012</i> <i>Meter</i> | <i>2011/12</i> <i>Annual</i> <i>Volume</i> | <i>2012/13</i> <i>Projected</i> <i>Volume</i> | <i>Volume</i> <i>Difference</i> | <i>Cost/Copy</i> <i>Annual Cost</i> | <i>Recommendations</i> |
|--|---------------------------------|----------------------------------|--|---|------------------------------------|--|---------------------------|
| MVH South Paris | | | | | | | |
| Administration | | | | | | | |
| Ricoh MPC5000 50 CPM | 232,254 | 480,516 | 248,262 | 323,556 | -75,294 | \$0.003900 | None at this time. |
| V1305300129 / 12169507 | | | | | | \$968.22 | |
| 1,000,000 / 10/2008 | 46,699 | 126,378 | 79,679 | 6,915 | 72,764 | \$0.04995 | |
| Color Photocopier | | | | | | \$3,979.97 | |
| Connected | | | | | | | |
| IKON | | | | | | | |
| B Unit | | | | | | | |
| Ricoh MP5500 55 CPM | 678,159 | 719,860 | 41,701 | 24,129 | 17,572 | \$0.004200 | None at this time. |
| L7775000243 / 11509164 | | | | | | \$175.14 | |
| 3,000,000 / 07/2006 | 0 | 0 | 0 | 0 | 0 | \$0.00000 | |
| Black Photocopier | | | | | | \$0.00 | |
| Connected | | | | | | | |
| IKON | | | | | | | |
| Skilled Wing | | | | | | | |
| Ricoh MP5500 55 CPM | 1,216,780 | 1,341,555 | 124,775 | 78,391 | 46,384 | \$0.004200 | None at this time. |
| L7775000302 / 11479681 | | | | | | \$524.06 | |
| 3,000,000 / 07/2006 | 0 | 0 | 0 | 0 | 0 | \$0.00000 | |
| Black Photocopier | | | | | | \$0.00 | |
| Connected | | | | | | | |
| IKON | | | | | | | |
| Subtotals B&W | | | 414,738 | 426,076 | | \$1,667.42 | |
| Subtotals Color | | | 79,679 | 6,915 | | \$3,979.97 | |
| Company Wide Black Totals | | | 3,040,765 | 3,047,547 | | \$12,523.02 | |
| Company Wide Color Totals | | | 275,495 | 110,669 | | \$16,365.13 | |

SPC Service & Supply Cost Savings

This table compares your equipment cost per copy for service and supplies (black prints or copies only) before becoming an SPC client with your projected cost per copy through SPC presently. Annual Volume represents actual projected volume when you first became an SPC client on 8/15/2003. If all things remained the same, this table demonstrates your average annual and five-year savings.

| <i>Annual Volume</i> | <i>Before SPC CPC</i> | <i>After SPC CPC</i> | <i>SPC's CPC Savings</i> | <i>SPC's Annual Cost Savings</i> | <i>SPC's 5-year Cost Savings</i> |
|----------------------|---------------------------|--------------------------|------------------------------|--------------------------------------|--------------------------------------|
| 2,464,058 | \$0.02351 | \$0.00421 | \$0.01929 | \$47,531.68 | \$237,658.40 |

Projected Equipment Costs by Building - Black

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

| Building Name | Projected Volume | Service & Supply Cost | Paper Cost \$24.81/Case | Equipment Cost | Total Cost |
|----------------------|-------------------------|---------------------------|----------------------------|---------------------------|---------------------------|
| MVH Augusta | 543,884 | \$2,270.80 | \$2,698.75 | \$6,902.02 | \$11,871.57 |
| MVH Bangor | 981,092 | \$4,058.80 | \$4,868.18 | \$12,450.30 | \$21,377.28 |
| MVH Caribou | 178,707 | \$796.23 | \$886.74 | \$2,267.84 | \$3,950.81 |
| MVH Central | 332,083 | \$1,518.29 | \$1,647.80 | \$4,214.21 | \$7,380.30 |
| MVH Machias | 105,895 | \$425.61 | \$525.45 | \$1,343.83 | \$2,294.89 |
| MVH Scarborough | 484,366 | \$2,040.02 | \$2,403.42 | \$6,146.72 | \$10,590.17 |
| MVH South Paris | 414,738 | \$1,706.41 | \$2,057.93 | \$5,263.13 | \$9,027.47 |
| <i>Totals</i> | <i>3,040,765</i> | <i>\$12,816.16</i> | <i>\$15,088.28</i> | <i>\$38,588.05</i> | <i>\$66,492.49</i> |

Service & Supply Usage Profile by Vendor - Black

This table represents actual expenses for BLACK prints or copies by vendor for the current year along with projected service & supply expenses for the upcoming fiscal year. Vendor typically invoices 80% of projected costs annually in advance. Cost per copy typically increases by 5% or CPI annually, whichever is less. Next year's increase will be **2.3%**.

| <i>Vendor</i> | <i>Equipment Type</i> | <i>2011/12 Annual Volume</i> | <i>2011/12 Cost Per Copy</i> | <i>2011/12 Total Cost</i> | <i>2012/13 Cost Per Copy</i> | <i>2012/13 Projected Cost</i> |
|-----------------------------------|-----------------------|----------------------------------|----------------------------------|-------------------------------|----------------------------------|-----------------------------------|
| Ricoh USA | Color Photocopier | 248,262 | \$0.00390 | \$968.22 | \$0.00399 | \$990.57 |
| Ricoh USA | Black Photocopier | 1,356,448 | \$0.00420 | \$5,697.08 | \$0.00430 | \$5,832.73 |
| Ricoh USA | Black Photocopier | 1,081,567 | \$0.00390 | \$4,218.11 | \$0.00399 | \$4,315.45 |
| Levesque Office | Black Photocopier | 48,504 | \$0.00550 | \$266.77 | \$0.00563 | \$273.08 |
| Levesque Office | Black Photocopier | 229,498 | \$0.00390 | \$895.04 | \$0.00399 | \$915.70 |
| Vary Technologies | Color Photocopier | 27,107 | \$0.00870 | \$235.83 | \$0.00890 | \$241.25 |
| Vary Technologies | Color Photocopier | 49,379 | \$0.00490 | \$241.96 | \$0.00501 | \$247.39 |
| <i>Totals and Averages</i> | | <i>3,040,765</i> | <i>\$0.00412</i> | <i>\$12,523.02</i> | <i>\$0.00421</i> | <i>\$12,816.17</i> |

Projected Equipment Costs by Building - Color

This table represents projected expenses for COLOR prints or copies by building based on recent activity. Approximate current paper costs are figured in to provide budget information for the upcoming fiscal year. Equipment cost is not calculated with color usage.

| Building Name | Projected Volume | Service & Supply Cost | Paper Cost \$24.81/Case | Total Cost |
|----------------------|-------------------------|--------------------------------------|------------------------------------|---------------------------|
| MVH Augusta | 22,775 | \$2,042.92 | \$113.01 | \$2,155.93 |
| MVH Bangor | 17,242 | \$900.38 | \$85.55 | \$985.93 |
| MVH Caribou | 8,164 | \$732.31 | \$40.51 | \$772.82 |
| MVH Central | 79,296 | \$4,764.23 | \$393.47 | \$5,157.70 |
| MVH Machias | 6,271 | \$562.51 | \$31.12 | \$593.63 |
| MVH Scarborough | 62,068 | \$3,666.89 | \$307.98 | \$3,974.87 |
| MVH South Paris | 79,679 | \$4,071.60 | \$395.37 | \$4,466.96 |
| <i>Totals</i> | <i>275,495</i> | <i>\$16,740.83</i> | <i>\$1,367.01</i> | <i>\$18,107.84</i> |

Service & Supply Usage Profile by Vendor - Color

This table represents actual and projected expenses for COLOR prints or copies by vendor for the current and next fiscal year. Color copies are typically billed in arrears quarterly or semi-annually. Cost per copy typically increases by 5% or CPI annually, whichever is less. Next year's increase will be **2.3%**.

| <i>Vendor</i> | <i>Equipment Type</i> | <i>2011/12 Annual Volume</i> | <i>2011/12 Cost Per Copy</i> | <i>2011/12 Actual Cost</i> | <i>2012/13 Cost Per Copy</i> | <i>2012/13 Projected Cost</i> |
|-----------------------------------|-----------------------|----------------------------------|----------------------------------|--------------------------------|----------------------------------|-----------------------------------|
| Ricoh USA | Color Photocopier | 79,679 | \$0.04995 | \$3,979.97 | \$0.05110 | \$4,071.60 |
| Vary Technologies | Color Photocopier | 48,568 | \$0.08769 | \$4,258.93 | \$0.08970 | \$4,356.55 |
| Vary Technologies | Color Photocopier | 61,600 | \$0.06094 | \$3,753.90 | \$0.06234 | \$3,840.14 |
| Vary Technologies | Color Photocopier | 85,648 | \$0.05105 | \$4,372.33 | \$0.05222 | \$4,472.54 |
| <i>Totals and Averages</i> | | <i>275,495</i> | <i>\$0.05940</i> | <i>\$16,365.13</i> | <i>\$0.06077</i> | <i>\$16,740.83</i> |

Reprographic Equipment Assessment

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

| | |
|--|----------------------|
| Total # of Units | 28 |
| # of Units on Lease | 13 |
| # of Units Owned | 15 |
| Lease Company | Northway Bank |
| Lease Start Date | 8/2/2010 |
| Lease End Date | 8/1/2015 |
| Term | 5 Annual |
| Annual Payment usually due on 8/1 | \$38,588.05 |
| Remaining Payments | 3 |

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

Leased Equipment

Equipment currently held as collateral under SPC-monitored or private lease.

| Building | Make | Model | Serial # |
|-----------------|-------|----------------|-------------|
| MVH Augusta | Ricoh | MP6001 | V6905600278 |
| MVH Bangor | Ricoh | MP5000B | M5605400282 |
| MVH Bangor | Ricoh | MP8001 | V7105500453 |
| MVH Bangor | Xerox | 8860MFP | HBB404141 |
| MVH Caribou | Savin | 8045 | M2875200636 |
| MVH Caribou | Savin | 9250 | V8005401252 |
| MVH Central | Ricoh | MP6001 | V6905600166 |
| MVH Central | Xerox | 8860MFP | HBB403470 |
| MVH Central | Xerox | ColorQube 9201 | BRE242101 |
| MVH Machias | Savin | 9250 | V8005500006 |
| MVH Scarborough | Ricoh | MP6001 | V6905600312 |
| MVH Scarborough | Xerox | 8860MFP | HBB403516 |
| MVH South Paris | Ricoh | MPC5000 | V1305300129 |

Owned Equipment

Equipment currently owned by client.

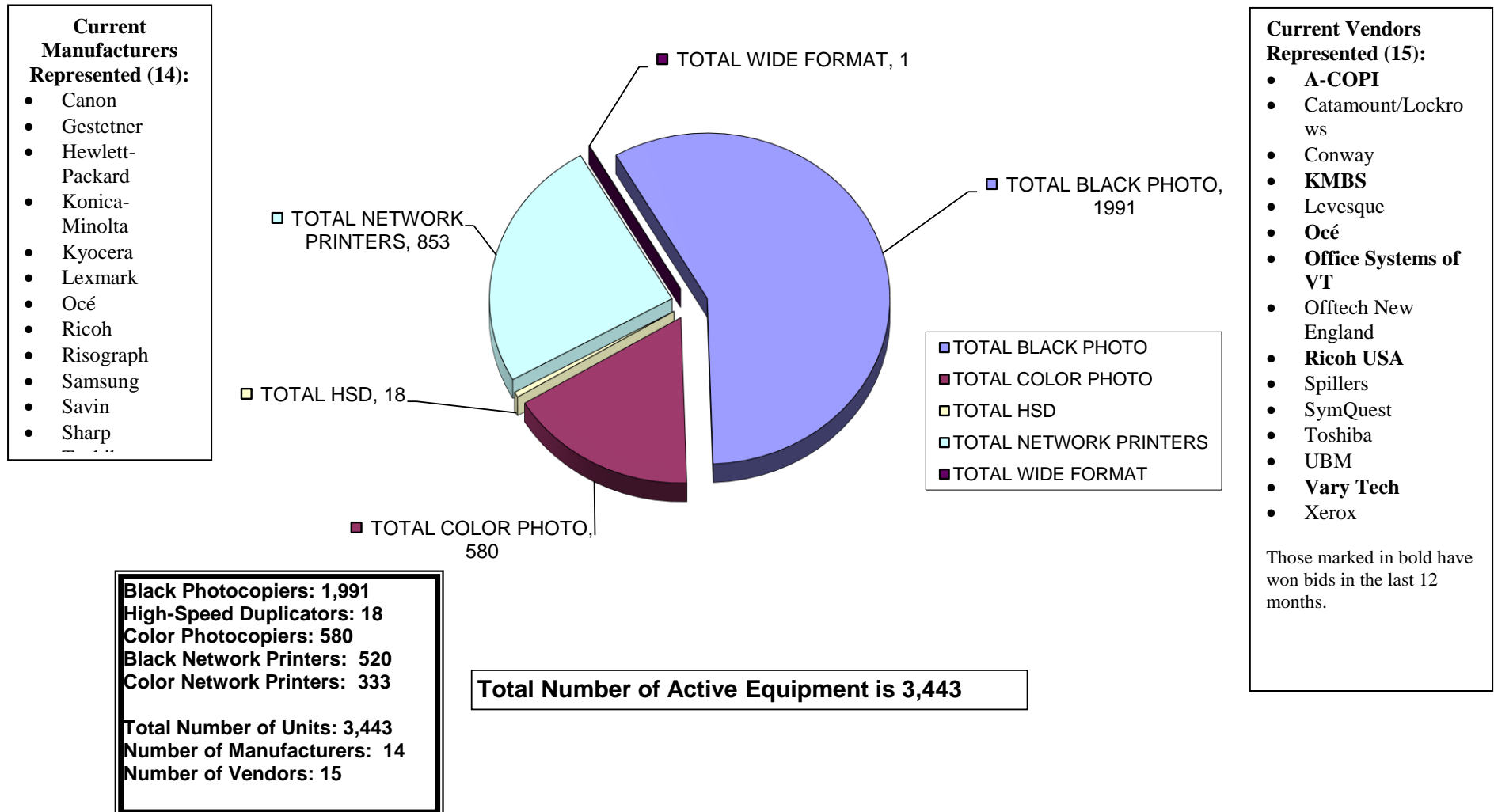
| Building | Make | Model | Serial # |
|-----------------|-------|---------|-------------|
| MVH Augusta | Ricoh | MP6500 | L7875000149 |
| MVH Augusta | Ricoh | MP5500 | L7775000305 |
| MVH Augusta | Xerox | 8560MFP | LBV000834 |
| MVH Bangor | Ricoh | MP5500 | L7775000225 |
| MVH Bangor | Savin | 8055 | L8075200185 |
| MVH Bangor | Savin | 8075 | L8275200076 |
| MVH Caribou | Xerox | 8560MFP | CXF031968 |
| MVH Central | Ricoh | MP5500 | L7775900673 |
| MVH Central | Savin | 8045 | M2875200613 |
| MVH Machias | Xerox | 8560MFP | CXF032474 |
| MVH Scarborough | Ricoh | MP6000 | M9285801437 |
| MVH Scarborough | Ricoh | MP6500 | L7875000151 |
| MVH Scarborough | Xerox | 8560MFP | CXF031714 |
| MVH South Paris | Ricoh | MP5500 | L7775000302 |
| MVH South Paris | Ricoh | MP5500 | L7775000243 |

NOTE: With your next upgrade, your current Leased Equipment would be listed as Owned, and any new equipment would be listed as Leased. Your current Owned Equipment would be traded out.

Active Reprographic Equipment & Manufacturers

SPC currently maintains 3,4 high-end production reprographic units across the tri-state region. They are currently running over 301 million annual prints (black and color), culminating into over 1.5 billion prints over five years!

SPC Total Active Equipment



Improved SPC Services

Print Management Software (MagicSoft) with its Benefits

In 2007 we initiated what is called **Print Management Software**. It was designed to capture meter reads and order supplies electronically on most, if not all, of your networked printing devices automatically. This software offers the following benefits:

Collect meter reads daily. Benefits...

- IT staff can isolate problem volume locations
- Monitor over-use or under-use locations and make the adjustments sooner
- Know when to shift from expensive laser and inkjet printers to low-cost-of-operation reprographic units
- Project cost on both black and color prints before the invoice arrives

Automatic ordering of consumable items. Benefits...

- Eliminate the need of valuable time spent ordering supplies manually

Automatic service alert sent to service provider. Benefit...

- E-mail sent out to both IT staff and service provider. Provider will then call to verify service need with IT staff to qualify the issue and send out a technician.

Cost per print plan for networking printing devices such as HP and Lexmark network printers. Benefits...

- Instead of individual expensive purchase of supply items, a cost-per-print quarterly in arrears at about half what you are currently paying will be offered.

Announcing : STAR Doc!

SPC would like to introduce an exciting new tool:



STAR Doc has been custom developed and designed by SPC to assist their clients in efficiently and effectively managing all their assets. The detailed floor maps feature for all of our clients' devices is unique and invaluable. The floor maps will provide online, real-time information on each device daily, including meter reads. SPC realizes how important it is for their clients to be aligned with their budget. In response to that need, **STAR Doc** has the ability to project your budget and determine if you are on target or falling behind. This valuable feature provides our clients the access to information needed to make important budget decisions before the end of the year. Additionally, **STAR Doc** will store all your documents, which will include your most recent Upgrade Report, Annual Report, Compare Report, and Total Bid Analysis. At SPC we strive to improve our services and optimize our clients' resources; we are proud to be able to offer our clients all the benefits of the **STAR Doc** system.

Anticipated released date: September 2012

SPC’s Service & Supply Contract – Purpose & Sample

In an effort to serve our clients better, at our own expense, SPC hired Bond Counsel to set up your Service & Supply Contract to ensure accuracy and protection to our Clients. Integrated into and tailored to mirror the Lease-Purchase Agreement, this contract protects equipment held as collateral under the Lease-Purchase Agreement or for equipment already owned and purchased outright. Please note that it provides you with the option to upgrade your service contract with a 30-day termination notice. This provides you tremendous flexibility.

CONTRACT SAMPLE:

SERVICE AND SUPPLY CONTRACT
(LEASED EQUIPMENT)

The Vendor identified below of the equipment described at Exhibit A to Property Schedule No. 1 (the “Equipment”) to a Master Lease-Purchase Agreement between M.S.T. Government Leasing, LLC, as lessor (the “Lessor”) and Client, as lessee (the “Lessee”), dated beginning date, (the “Lease-Purchase”) hereby contracts with Lessee for the term of the Lease-Purchase (terminating on ending date) to provide comprehensive services, supplies, and maintenance to such Equipment, excluding only the cost of paper, transparencies, and staples, at a cost per copy per item of Equipment as shown on Schedule A attached hereto. In addition, for high-speed duplicators, Vendor may charge the cost shown on Schedule A attached hereto for masters used when the number of copies made by use of such masters is, on an annual average, fewer than 100. Vendor shall provide a four-hour response time to all service calls.

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

On July 1 of each calendar year during the term of the Lease-Purchase, Vendor shall credit to Lessee any cost of this Contract prepaid by Lessee and unused by Lessee because fewer copies were made by Lessee during the Contract period ending on such July 1 than were originally estimated under this Contract to be made by Lessee during such period. *If the Lease-Purchase is terminated prior to the end of its term, Vendor shall prorate and return to Lessee, within 30 days of such termination, any cost of this Contract prepaid by Lessee and unused by Lessee because of such early termination of the Lease-Purchase.*

Vendor: _____
Street Address: _____
City/State/Zip: _____
By (signature): _____
Name: _____
Title: _____

Lessee: _____
Street Address: _____
City/State/Zip: _____
By (signature): _____
Name: _____
Title: _____

SPC's Dual-Layered Warranty – Purpose & Explanation

Reprographic equipment is expensive and does not hold its value. Therefore, it is crucial for you and the banking industry holding the collateral to secure this asset.

Our unique Dual-Layered Warranty guarantees a like-for-like no-charge replacement unit in the event of equipment not performing satisfactorily.

1. **Servicing Vendor;** implemented in 1988
2. **ESP Electrical;** implemented in 2007, all photocopiers with such units will be warranted from electrical damage by ESP.

ESPs (Electronic Surge Protectors) with our most recent upgrades are being installed by SPC on 40 CPM units and faster in order to cut down on approximately 30% of all service calls. These units will not only protect from electrical surges but will also filter out electronic noise that creates havoc with boards and the operation of your equipment.

WARRANTY SAMPLE:

**WARRANTY
(LEASED EQUIPMENT)**

The Vendor identified below of the equipment described on Schedule A(P) attached hereto (the “Equipment”) sold by Vendor to _____ (the “Owner”) hereby warrants to Owner that, if any such Equipment malfunctions through no fault of Owner during a term commencing on _____ and terminating on _____ and such Equipment cannot be repaired promptly, Vendor promptly will replace such Equipment with equipment which is equal to or superior in quality and capabilities to the Equipment being replaced, at no cost to Owner.

The only exclusions to this Warranty are as follows:

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

| | |
|-----------------|-------|
| Vendor: | _____ |
| Street Address: | _____ |
| City/State/Zip: | _____ |
| By (signature): | _____ |
| Name: | _____ |
| Title: | _____ |