



***Specialized Purchasing Consultants***

1491 East Side River Road

Dummer, NH 03588

(800) 750-1538

[www.spccopypro.com](http://www.spccopypro.com)

**2016-2017 Annual Report**

**Year - End Photocopier Analysis**

**With projected costs for 2017-18**

Luci Milewski  
Northport Municipal School Unit  
56 Bayside Road  
Northport, ME 04849



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

September 2017

Skip Tilton  
President

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

Luci Milewski  
Northport Municipal School Unit  
56 Bayside Road  
Northport, ME 04849

Dear Luci:

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

On behalf of all of us at Specialized Purchasing Consultants, thank you for your continued confidence in us. Our relationship is **now 21 years strong**, and we hope that your trust in us and this relationship will continue for many years to come.

The following Annual Report provides an overview of last year's reprographic equipment usage and status. Recommendations are included based on usage and remaining life expectancy to address potential problem areas. This will help to avoid needless down time and improve equipment reliability.

Every year we strive to improve or enhance our services to save our clients time, money, and effort. For the past number of years, numerous new features have been implemented to benefit our clients such as Simplified Billing, FMAudit automated meter reading, STARDoc and IT Asset Management. We hope you have found these services to be beneficial and time-saving. We are very pleased to offer these services at no additional charge.

During our meeting with you to review this report, we would like to take some time to review our current services and discuss how these are being utilized in your district. We also welcome suggestions for improvement to enhance your experience with SPC.

Again, we appreciate the opportunity to continue to provide you with the best possible pricing, service, and equipment. If you have any questions or are in need of more information, please let us know.

Sincerely,

Skip Tilton  
President

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## *The SPC Team...*

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



*Skip Tilton, President*

*Billie Jo Tilton, Vice President*

As co-founders of SPC, Billie Jo and I are very proud of our team of professionals. The concept of group purchasing to save millions has grown since 1988 into providing over 16 different managerial services that increase reliability and extend the life of your equipment. However, none of this would have been possible without the loyalty of our clients, many of whom we have assisted for more than 20 years! Together, we have realized the lowest prices

possible while improving the quality of your service and equipment, as well as providing ways to increase your equipment reliability and the ability to monitor and track usage variations throughout the year to keep your costs under control.



*Jessica Paradis*

*Accounting Coordinator*

As the new accounting director for SPC, my focus is to ensure transactions are handled with importance, accuracy, and timeliness. My goal is for all communication, with client or vendor, to be satisfactory for all parties. I am

excited to be part of this team, and I am available to answer any billing or contract questions you may have.

*Alex Webster*

*Operations Manager*

My top priority is ensuring that our clients receive the absolute best customer service possible. Whether you have a question about your SPC STARDoc site, an upcoming upgrade or your existing equipment, I am here to answer any questions you may have. I am very excited about the new features that we have on STARDoc. We are now able to offer *at no additional charge to our clients* features that normally cost thousands of dollars.



*Pam Weed*

*Client-Vendor Relations*

It is always my goal to ensure a good working relationship between clients and vendors. This applies to billing, upgrades, equipment reliability, and everything in between. I am available to assist you with smooth transitions and quick resolutions.

*Joel Heffernan*

*Implementation Specialist*

With over 40 years of experience in the copier/printer industry, I am able to deliver knowledgeable assistance before, during, and after equipment changeover. I am available to our clients to address any concerns they may have and to assure our clients have a pleasant experience with SPC.



*Robert Dutil*

*Director of Information Technology*

I work behind the scenes to keep everything running smoothly. I appreciate SPC's honesty, work ethic and loyalty, and it is my goal to make sure SPC has the tools it needs to continue improving their technology to better serve their clients and to be as productive as possible. By doing this, our clientele has the ability to monitor their assets and keep their costs down. I am excited about what the future holds for SPC and our clients.

# Equipment Health Status

Total Number of Machines:	3
Total Black Photocopiers	1
Total Color Photocopiers	1
Total Black Network Printers	1
Total Color Network Printers	0
Total Removed from Service:	0
# of Units OFF Warranty:	0
# of Units Approaching End of Warranty:	0
# of Units Overused:	0
# of Units Underused:	0
Commencement Date:	8/30/2015
Five-Year Straight Line Depreciation	0
All Warranties and Service Contracts Expire:	6/30/2020
SPC's FM Audit Print Management Software Loaded	Yes
Printer Contract Signed	Yes

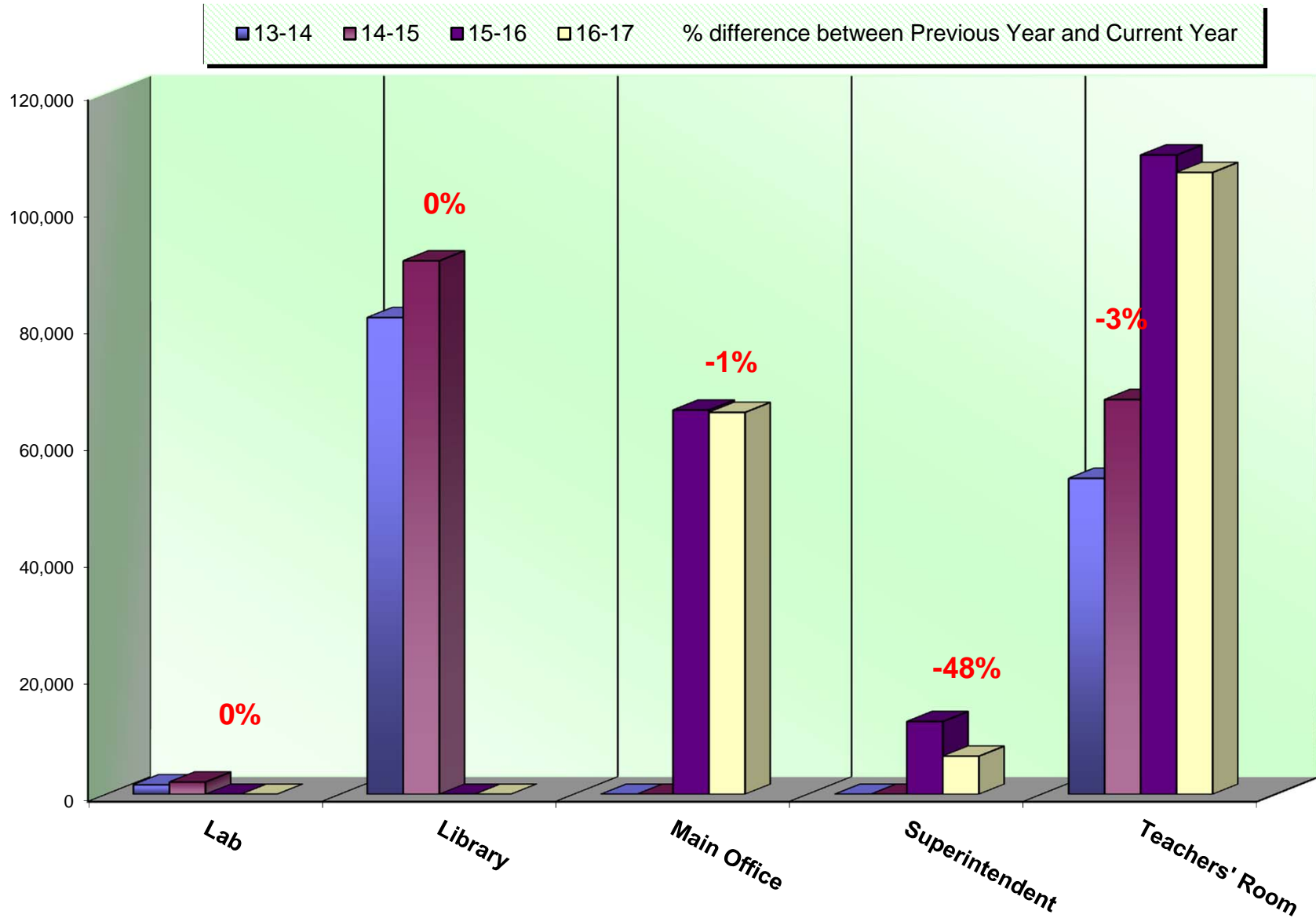
NOTE: When a machine goes off warranty, it does not mean that the service contract expires. It simply means that if a replacement machine becomes necessary, it may not be at "no charge."

Dear Luci,

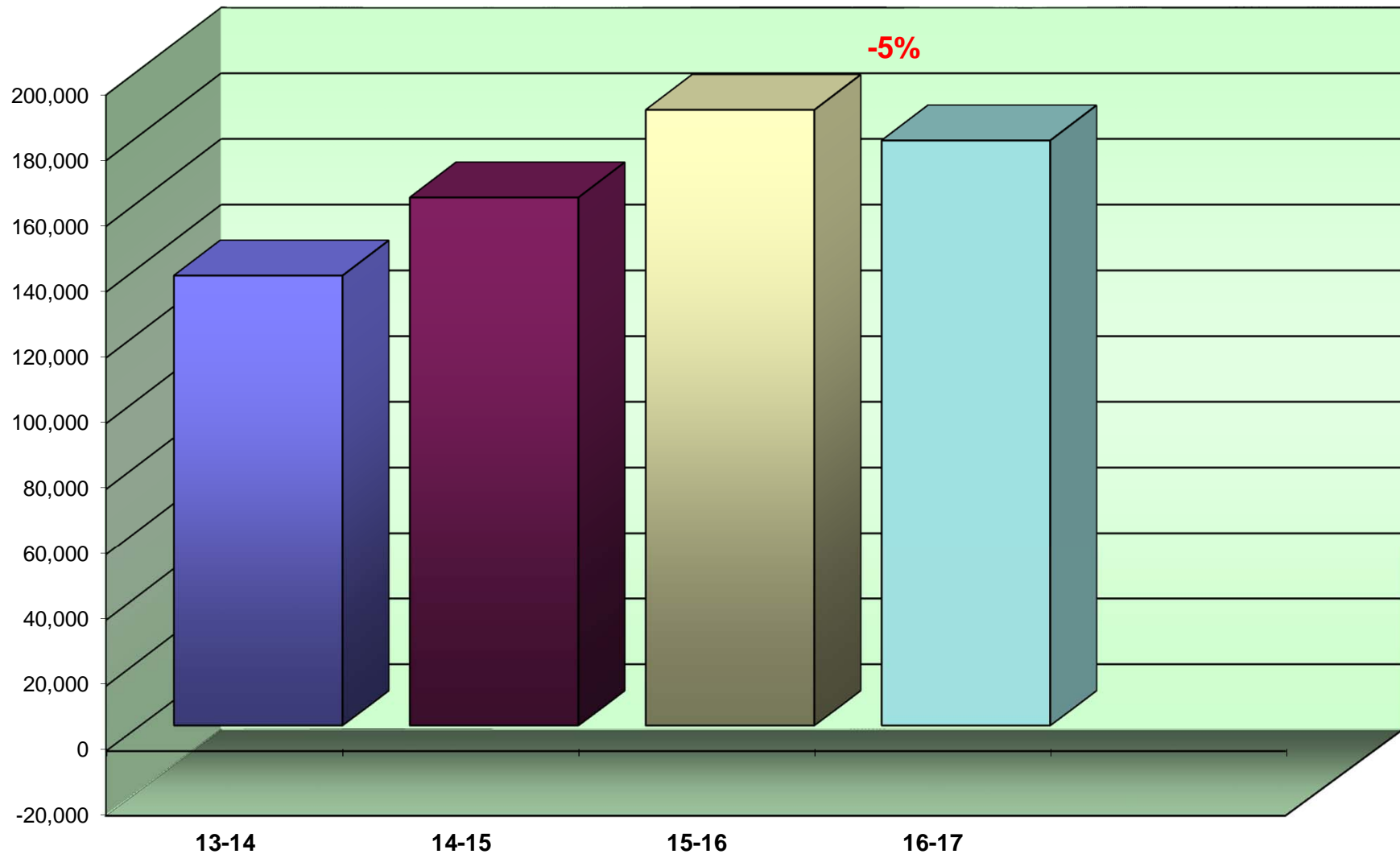
It is important to not ignore machines that are being overused or underused. We don't have any in your case, but SPC will continue to monitor your usage in case this changes. One of our jobs is help flag these kinds of devices so that you can maximize your capital investment as well as minimize the cost of operation on your service contracts.

Sincerely,  
Skip

## Annual Black Volume by Room



## Annual Black Volume Overall



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

## Average Student to Copy Usage – Black Only

Using the projected costs by building as the basis, this table represents the projected average usage and cost per student for each building.

<i>Building Name</i>	<i>Student Population</i>	<i>Annual Volume</i>	<i>Total School Cost*</i>	<i>Annual Copies Per Student</i>	<i>Annual Cost Per Student</i>
Edna Drinkwater Elementary	99	178,199	\$4,068.33	1,800	\$41.09
<b>Totals</b>	<b>99</b>	<b>178,199</b>	<b>\$4,068.33</b>	<b>1,800</b>	<b>\$41.09</b>

*\*Total School Cost refers to the cost of Service Supplies, Paper, and Equipment. See Projected Equipment Costs by Building table later in this Report.*

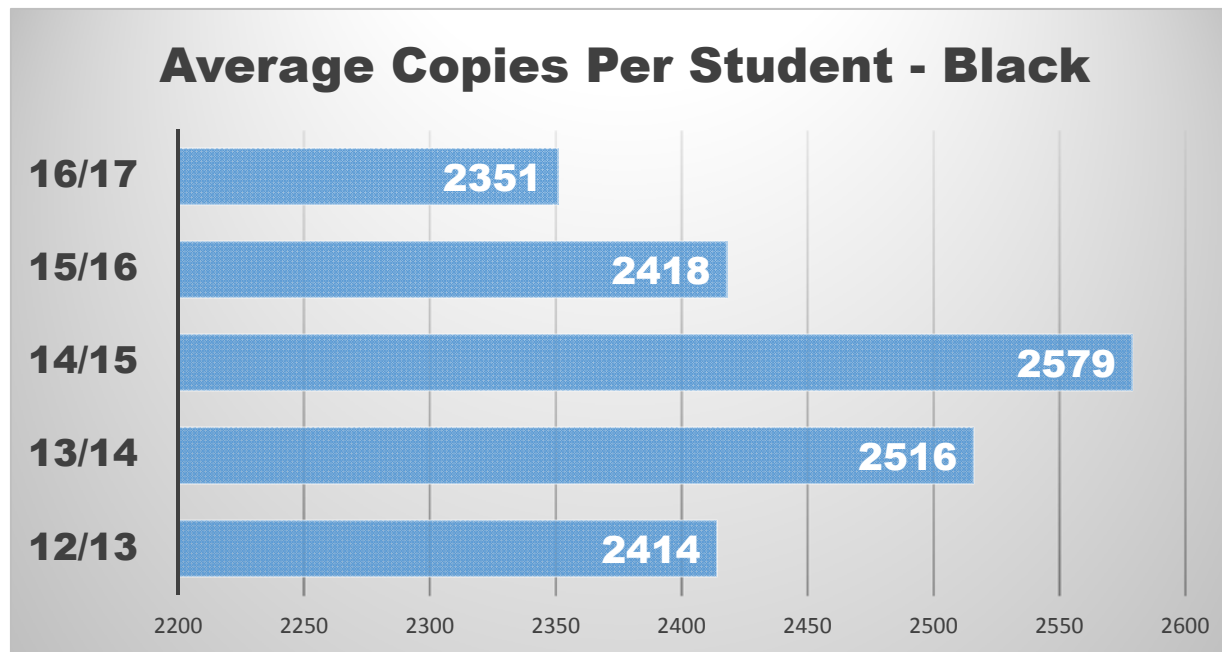


## Cost Comparison - Black Only

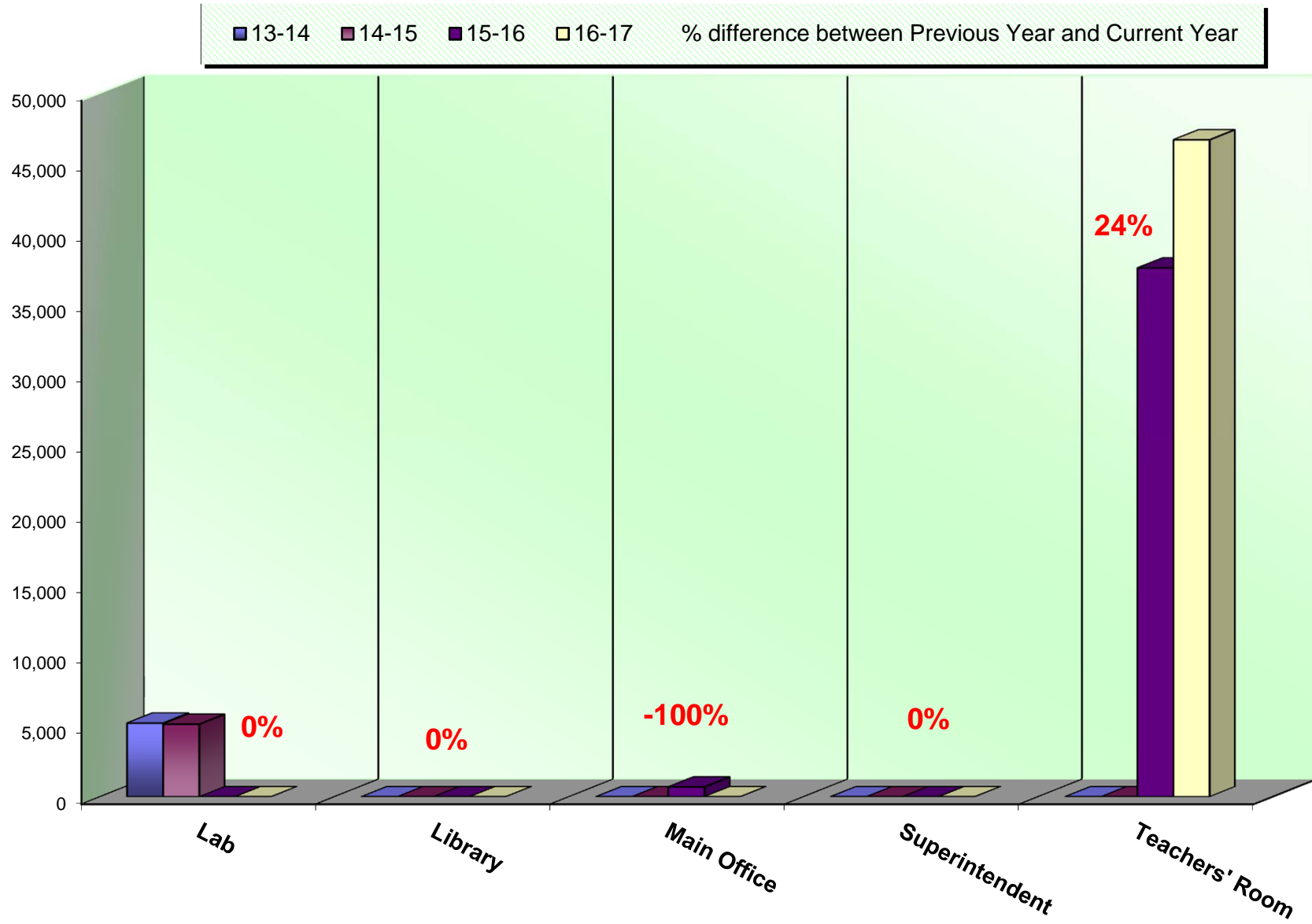
This is an SPC Comparison contrasting your district with other client school districts throughout the states of Maine, New Hampshire, and Vermont. By comparing to the Average Student to Copy Usage, this will help you to set up future budgets if student populations increase or decrease within the district or if you plan to build an addition or a new school.

	<i>Total Student Population</i>	<i>Total Annual Volume</i>	<i>Total District Cost*</i>	<i>Annual Copies Per Student</i>	<i>Annual Cost Per Student</i>
<b>All Schools w/student populations</b>	<b>85,149</b>	<b>200,180,673</b>	<b>\$3,977,633.44</b>	<b>2,351</b>	<b>\$46.71</b>

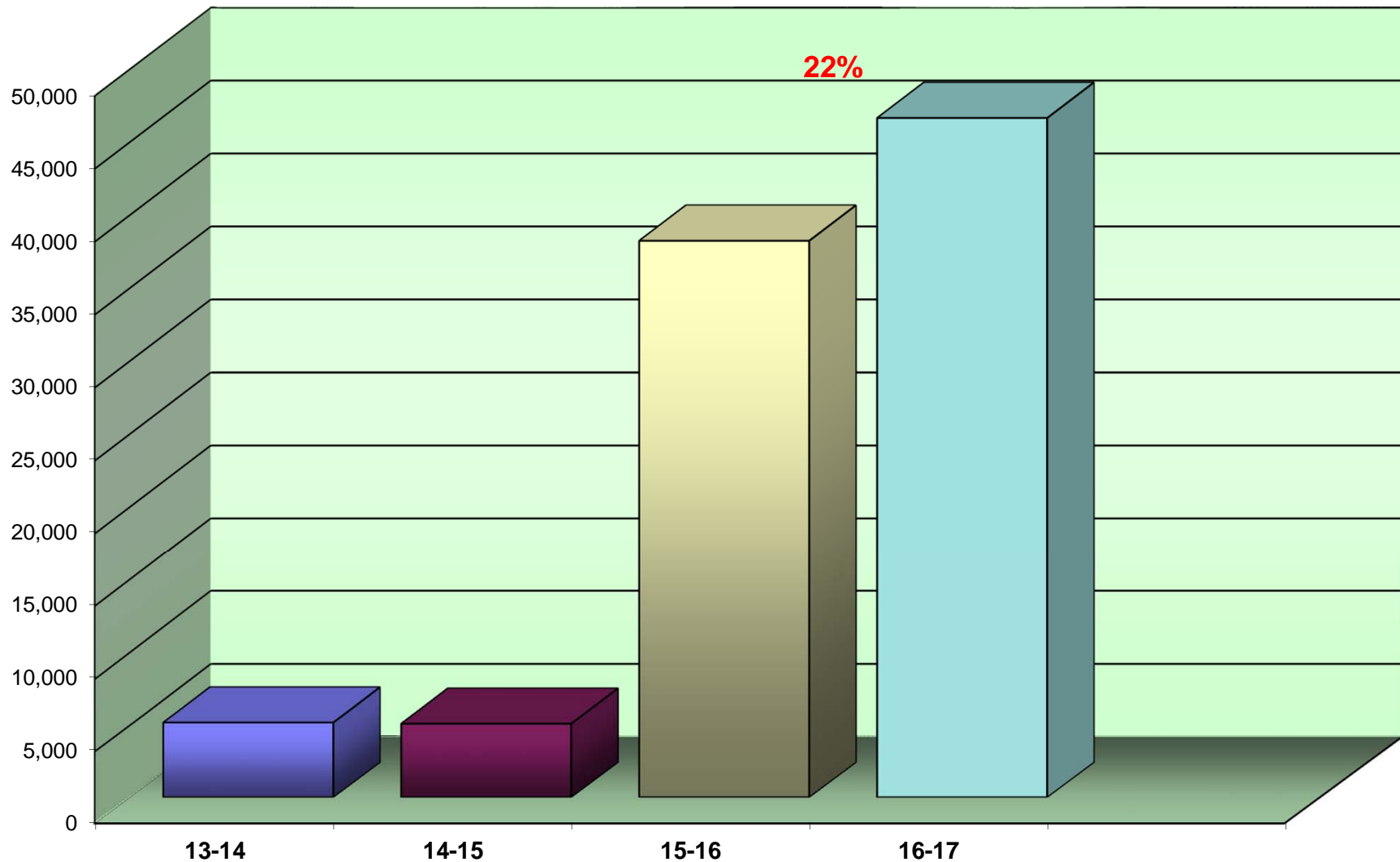
*\*Total District Cost refers to the cost of Service, Supplies, Paper, and Equipment.*



## Annual Color Volume by Room



## Annual Color Volume Overall



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

## Average Student to Copy Usage – Color Only

Using the projected costs by building as the basis, this table represents the projected average usage and cost per student for each building.

<i>Building Name</i>	<i>Student Population</i>	<i>Annual Volume</i>	<i>Total School Cost*</i>	<i>Annual Copies Per Student</i>	<i>Annual Cost Per Student</i>
Edna Drinkwater Elementary	99	46,677	\$2,250.76	471	\$22.73
<b>Totals</b>	<b>99</b>	<b>46,677</b>	<b>\$2,250.76</b>	<b>471</b>	<b>\$22.73</b>

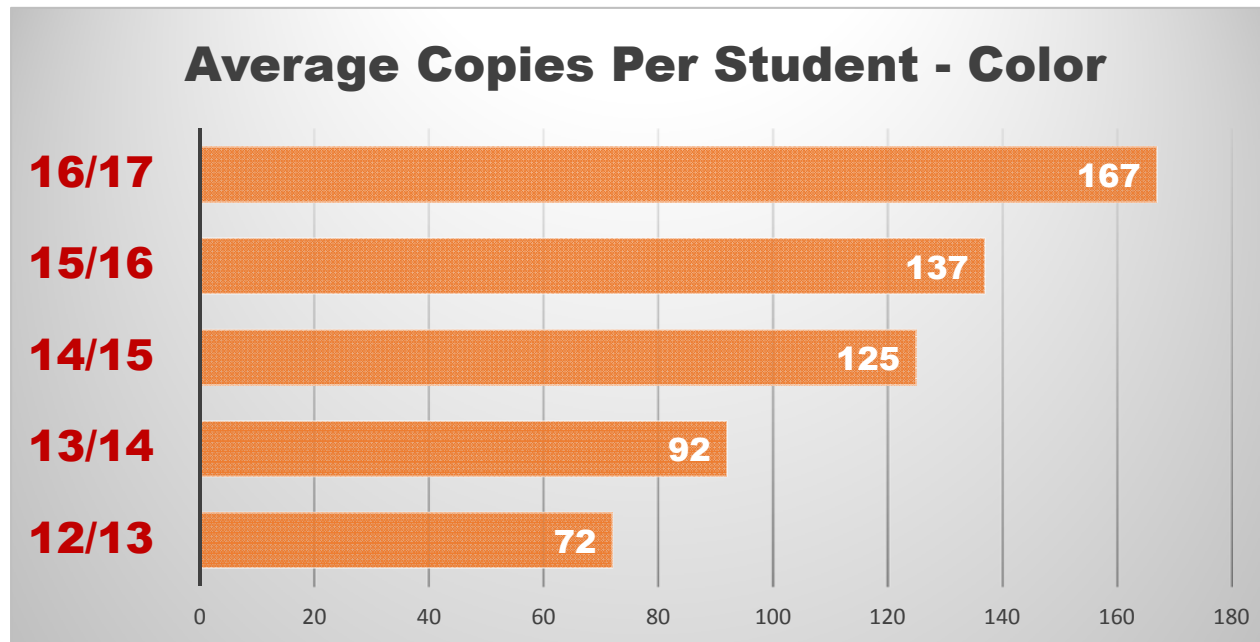
*\*Total School Cost refers to the cost of Service Supplies, Paper, and Equipment. See Projected Equipment Costs by Building table later in this Report.*

### Cost Comparison – Color Only

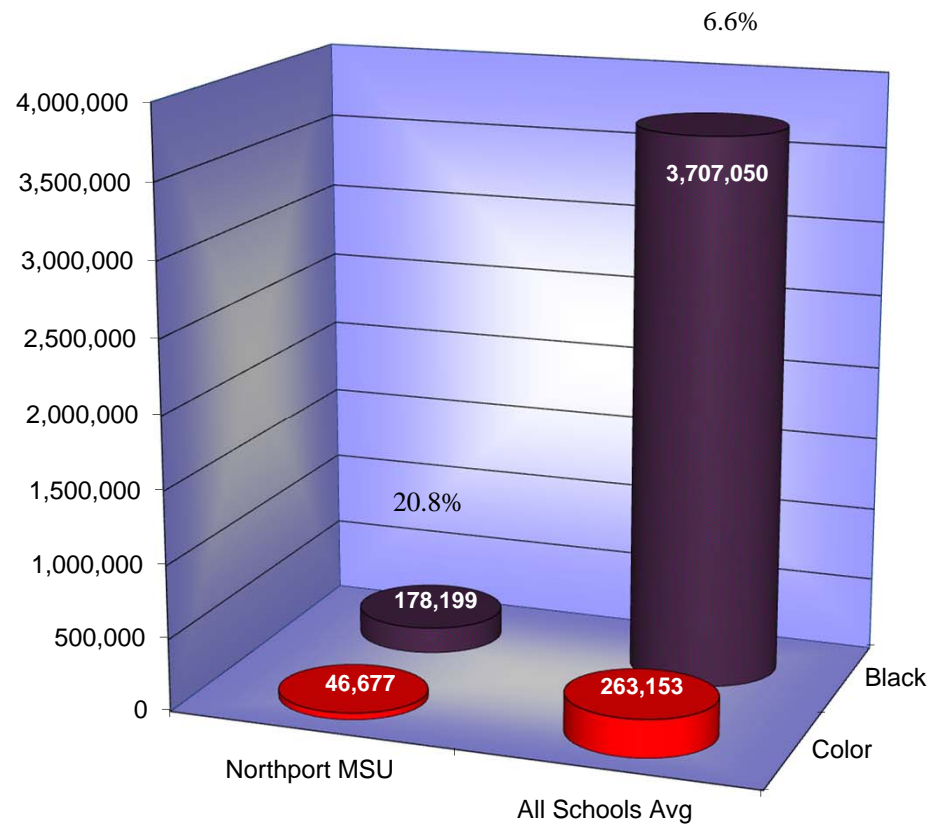
This is an SPC Comparison contrasting your district with 54 client school districts throughout the states of Maine, New Hampshire, and Vermont. By comparing to the Average Student to Copy Usage, this will help you to set up future budgets if student populations increase or decrease within the district or if you plan to build an addition or a new school.

	<i>Total Student Population</i>	<i>Total Annual Volume</i>	<i>Total District Cost*</i>	<i>Annual Copies Per Student</i>	<i>Annual Cost Per Student</i>
<b>All Schools w/student populations</b>	<b>85,149</b>	<b>14,210,264</b>	<b>\$726,269.21</b>	<b>167</b>	<b>\$8.53</b>

*\*Total District Cost refers to the cost of Service, Supplies and Paper. Equipment is calculated only into the Black Volume.*



## Color to Total Volume Percentage



## *Usage Profile for Service & Supplies*

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

<i>Make-Model / Speed</i>				<i>Date of Last Upgrade: 8/30/2015</i>	
<i>Serial Number / Vendor ID</i>					
<i>Life / Intro Date</i>				<i>2016-17</i>	
<i>Vendor</i>	<i>7/1/2016</i>	<i>6/30/2017</i>	<i>Annual</i>	<i>Cost/Copy</i>	<i>Recommendations</i>
	<i>Meter</i>	<i>Meter</i>	<i>Volume</i>	<i>Annual Cost</i>	
<b>EDNA DRINKWATER ELEMENTARY</b>					
<b>Main Office</b>					
Xerox Workcentre 5945 / 45 PPM	65,805	131,132	65,327	\$0.004440	None at this time.
A2M643433 / 60270				\$290.05	
1,000,000 / 08/2014	0	0	0	\$0.00000	
Black Photocopier				\$0.00	
<b>BUDGET</b>					
<b>Superintendent's Office MICR</b>					
HP Laser Jet Pro M401dn / 35 PPM	5,731	12,233	6,502	\$0.027780	None at this time.
JPGFH38513 / 59991				\$180.63	
750,000 / 06/2012	0	0	0	\$0.00000	
Black Network Printer				\$0.00	
<b>BUDGET</b>					

<i>Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Vendor</i>					<i>Date of Last Upgrade: 8/30/2015</i>	
	<i>7/1/2016 Meter</i>	<i>6/30/2017 Meter</i>	<i>2016-17 Annual Volume</i>	<i>Cost/Copy Annual Cost</i>	<i>Recommendations</i>	
<b>EDNA DRINKWATER ELEMENTARY</b>						
<b><i>Teachers' Room</i></b>						
Xerox WorkCentre 7845 / 45 PPM	92,989	199,359	106,370	\$0.004440	None at this time.	
MX4762152 / 60271				\$472.28		
1,000,000 / 02/2013	37,569	84,246	46,677	\$0.04709		
Color Photocopier				\$2,198.02		
<b>BUDGET</b>						
<b><i>Subtotals Black</i></b>			<b>178,199</b>	<b>\$942.96</b>		
<b><i>Subtotals Color</i></b>			<b>46,677</b>	<b>\$2,198.02</b>		



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<i>School Wide Black Totals</i>	178,199	\$942.96
<i>School Wide Color Totals</i>	46,677	\$2,198.02

## 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 3/1/1996 with your projected cost per copy for the new fiscal year through SPC. Annual Volume represents actual 2016-17 fiscal year black print usage. The second table represents your annual and five-year cost savings compared to your previous cost per copy rate.

### BEFORE SPC

Current Volume	PriorCPC	Average Annual Cost
178,199	\$0.00947	\$1,687.54

### CURRENTLY WITH SPC

Current Volume	Current CPC	Current Cost	Cost Savings	5 Year Savings
178,199	\$0.00529	\$942.67	\$744.87	\$3,724.36

*Today the Cooperative Buying of SPC has netted annual cost savings, on average, of \$744.87 x 21 years as a Client*

***=\$15,642.31 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 payment are figured in to provide budget information for the upcoming fiscal year.

Building	Projected Black Volume	Projected Black Usage Cost	Approx.Paper Cost	Average Annual Equipment Cost	Total Projected Black Usage Cost
Edna Drinkwater Elementary	178,199	\$966.20	\$884.22	\$2,217.90	\$4,068.33
<b>Total</b>	<b>178,199</b>	<b>\$966.20</b>	<b>\$884.22</b>	<b>\$2,217.90</b>	<b>\$4,068.33</b>

### *SPC Equipment Bids:*

*Presently our bids are coming in between 15% to 23% of Retail while the current Salesman's Cost is 50% of Retail. For Example: An 85 CPM Toshiba e-Studio 8508 RADF Duplex Finisher 3-Hole Punch CIF-Print-Color Scan-Hard Drive for Secure Print 85 Copies per Minute with a Retail Cost of \$41,564 is coming in at \$6,575....16% of Retail! Our prices are negotiated and supported directly by the manufacturer.*

## *Projected Equipment Costs by Building - Color*

This table represents projected expenses for COLOR prints or copies by building based on recent activity. Current paper case costs and current annual lease payment are NOT figured in to this table, as they are covered in the Black prints report.

Building	Projected Color Volume	Service & Supply Cost
Edna Drinkwater Elementary	46,677	\$2,250.76
<b><i>Total</i></b>	<b>46,677</b>	<b>\$2,250.76</b>

## *Service & Supply Usage Profile by Vendor - Black*

This table represents actual expenses for BLACK prints or copies by vendor for the current year along with projected service & supply expenses for the upcoming fiscal year. Under SPC's new Simplified Billing Program, SPC will invoice you directly for 50% of the Projected Annual Volume in July and January, and then reconcile based on actual usage in June. Cost per copy typically increases by 5% or CPI annually, whichever is less. **Current year's increase is 2.4%.**

Vendor	Equipment Type	Annual Volume	2016- 2017 Cost / Copy	Total Cost	2017- 2018 Cost / Copy	Projected Cost
Budget Document Technologies	Black Network Printer	6,502	\$0.02778	\$180.63	\$0.02845	\$184.98
Budget Document Technologies	Black Photocopier	65,327	\$0.00444	\$290.05	\$0.00455	\$297.24
Budget Document Technologies	Color Photocopier	106,370	\$0.00444	\$472.28	\$0.00455	\$483.98
<b>Total</b>		<b>178,199</b>	<b>\$0.00529</b>	<b>\$942.96</b>	<b>\$0.00542</b>	<b>\$966.20</b>

### *Service & Supply Usage Profile by Vendor - Color*

This table represents actual and projected expenses for COLOR prints or copies by vendor for the current and next fiscal year. Under SPC's new Simplified Billing Program, SPC will invoice you directly for 50% of the Projected Annual Volume in July and January, and then reconcile based on actual usage in June. Cost per copy typically increases by 5% or CPI annually, whichever is less. **Current year's increase is 24%.**

Vendor	Equipment Type	Annual Volume	2016- 2017 Cost / Copy	Total Cost	2017- 2018 Cost / Copy	Projected Cost
Budget Document Technologies	Color Photocopier	46,677	\$0.04709	\$2,198.02	\$0.04822	\$2,250.76
<b>Total</b>		<b>46,677</b>	<b>\$0.04709</b>	<b>\$2,198.02</b>	<b>\$0.04822</b>	<b>\$2,250.76</b>

## *Reprographic Equipment Assessment*

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

<b>Total Number of Units</b>	<b>3</b>
<b>Total Number of Units on Lease</b>	<b>0</b>
<b>Total Number of Units Owned</b>	<b>3</b>
<b>Lease Company</b>	<b>Cash Sale</b>
<b>Lease Start Date</b>	<b>8/30/2015</b>
<b>Lease End Date</b>	
<b>Term</b>	<b>Straight-Line Depreciation</b>
<b>Annual Straight-Line Depreciation</b>	<b>\$2,217.90</b>
<b>Remaining Payments</b>	

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

*Owned Equipment*

Building	Make/Model	Serial Number
Edna Drinkwater Elementary	Xerox Workcentre 5945	A2M643433
Edna Drinkwater Elementary	HP Laser Jet Pro M401dn	JPGFH38513
Edna Drinkwater Elementary	Xerox WorkCentre 7845	MX4762152





## Service and Supply Contract - Client

Specialized Purchasing Consultants ("SPC") hereby contracts with \_\_\_\_\_ ("Client") to provide comprehensive services, supplies, and maintenance to equipment described on Schedule A ("Equipment") using the Contracted Vendor shown below at a cost per print shown on said Schedule A, commencing on \_\_\_\_\_ and terminating on June 30, \_\_\_\_\_. This Service and Supply Contract ("Contract") shall exclude only the cost of paper, transparencies, and staples. Refer to Schedule A for Additional Provisions, if any.

SPC assumes responsibility for all billing and vendor payment. SPC shall invoice Client one-half of the annual projected number of pages multiplied by the cost per print listed on Schedule A. This semi-annual billing will take place July 1 and January 1. Actual meter reads will be collected by SPC either electronically or from Client staff during the month of June. A final Reconciliation spreadsheet and invoice will then be completed and sent to client. Upon payment of each billing invoice during the year, SPC will reimburse Contracted Vendor appropriately. Client is responsible for making payment in full within 30 days of said invoicing to avoid suspension of supplies by Contracted Vendor.

On July 1 of each calendar year during the afore-mentioned term, SPC shall credit Client any unused prepaid pages to Client if fewer copies were made by Client during the Contract period ending on or before June 30 annually than were originally estimated under this Contract for such period. If more pages were consumed than billed in the combined semi-annual billing, an overage invoice will be generated. Following semi-annual billing will be based on previous year volume.

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

Client may terminate Contract at any time with a 30-day written notice. Client will be required to provide final meter reads on all Equipment listed on Schedule A, including those added during the Contract term. Any credits owed to Client after reconciling actual usage versus projected will be paid to Client. Client must return any unused consumables to Contracted Vendor.

**AGREED AND ACCEPTED BY:  
Specialized Purchasing Consultants**

By: Skip Tilton

Title: President/Owner

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**AGREED AND ACCEPTED BY:  
Client**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**Named Contracted Vendor:** *Vendor*

# Warranty

Vendor ("Contracted Vendor") hereby warrants to \_\_\_\_\_ ("Client") that, if any such Equipment described on Schedule B attached hereto malfunctions through no fault of Client during the term commencing on \_\_\_\_\_ and terminating on June 30, \_\_\_\_\_, and such Equipment cannot be repaired promptly, Contracted Vendor, *through Specialized Purchasing Consultants*, will replace such Equipment with equipment which is equal to or superior in quality and capabilities to the Equipment being replaced, at no cost to Client. Refer to Schedule B for Additional Provisions to this Warranty.

The only exclusions to this Warranty are as follows:

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

**AGREED AND ACCEPTED BY:**  
**Vendor**

By:

Title:

Date:

Signature: \_\_\_\_\_  
\_\_\_\_\_

**AGREED AND ACCEPTED BY:**  
**Client**

By:

Title:

Date:

Signature: \_\_\_\_\_  
\_\_\_\_\_

*StarDoc User Names*

Name	User Name
Josh Brady	jbrady@drinkwaterschool.org
Luci Milewski	lmilewski@drinkwaterschool.org
Marcia Brown	marcia.brown@drinkwaterschool.org

\*If you need to verify your password or if you need to add users, please contact Alex Webster at [awebster@spccopypro.com](mailto:awebster@spccopypro.com)



**2012**

### **STARDOC created**

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- Live Floor Plans - Allows IT administrators to move devices around on their own floor plans.

**2013**

### **Daily Tracking**

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- Meters gathered daily to track usage
- Daily adjusts projected annual volumes for fiscal year

**2014**

### **Monthly Audits**

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- Allows user to see monthly snapshot of current usage and estimated projections

**2015**

### **New Mapping Options & Asset Management**

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- Allows mapping of other IT devices (Wireless Access Points, IP Camera, Projectors, VOIP phones)
- IT Asset Management tracks all IT purchases, warranty expirations, etc.



- **Cost Projection by Department or Building** - Who Benefits? Accounts Payable, Business Manager and Superintendent
  - Allows you to formulate next year's budgets as early as December
  - Allows you to see the projected usage bill in advance
  - Tabulate total budgets and total costs district wide
  - Volume or cost pages allow you to pinpoint specific machines on the floor plans
  - Timeline - allowing you to go back to see how your budget compares to previous years
- **Map your devices on Floorplans** - Who Benefits? Business Manager, IT
  - Identifies detailed information (IP address, serial number, vendor ID, CPC, consumed volume, toner and service alerts)
  - Device information tab will allow you to easily access the web interface of the printer/copier
  - Non-Reporting device listing for devices that haven't reported for more than 2 weeks
  - Asset Management (Servers, Wireless Access Points, IP Cameras, Projectors, Apple TV's)
- **Floor Plans Admin** - Who Benefits? Business Manager and IT
  - Allows IT and Business Manager to move devices around on Floor Plan
  - Paper trail of device locations after summer break
  - Will show Previous Devices, Present Equipment and Proposed Equipment

- **Contacts Page** - Who Benefits? Business Manager and IT
  - Control Access and Permissions to Star Doc
  - Toggle Email all (Toner, Service Monthly Audits)
- **Device Listing Page** - Who Benefits? Business Manager and IT
  - Centralized location for detailed information of District's assets
  - Exportable device listing to Excel or PDF
  - Tracks additional non-contract devices
  - IP Addresses and MAC addresses automatically imported
  - Strikethrough on machines that have been removed
- **Monthly Audits** - Who Benefits? Business Manager and Superintendent
  - Monthly Cost Snapshot
  - Shows amount of devices not reporting to help improve accuracy of projections
- **Timeline:** Who Benefits? Business Manager
  - Track historical volume and cost per building
- **"Last Sync Date"** Who Benefits? IT Manager
  - Shows the last time that FMAudit synced for that client



## Benefits of partnering with SPC

### Top Benefits to **our CLIENTS**:

#### 1. Cooperative Buying

By definition, is a model that allows a group of buyers with a common interest to pool their buying power in order to negotiate more favorable pricing and better service. SPC's model allows you to pick your preferred vendor!

- SPC's pricing is so strong ***we pay for our own fee*** by acquiring prices lower than what you can do on your own.
- We will ***save you money*** benefiting from the combined purchasing power of more than 70 clients with over 4,100 devices doing more than 255 million copies and prints per year. In 2016 we purchased approximately 1,070 printing devices, with over 83 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***. We manage your contracts for up to five years from the date of installation.

#### 2. Exclusive STARDoc Software

- Maps all devices and sets up "Interactive Live Floor Plans" of all printing devices, showing you a Before and After Upgrade look; provides a visual for all decision makers over the next five years.
- STAR Doc studies your printing habits and is able to predict your year-end cost months in advance, before you receive your year-end reconciliation invoice.
- Sets up your next year's budget at the click of a mouse.

#### 3. Simplified Billing Program

- Removes the confusion out of billing.
- Eliminates variety of invoices from multiple vendors that come annually and/or quarterly.
- With SPC's Simplified Billing Program, TWO invoices are sent each year from ONE billing source.
- Reconciles all of your devices at the end of the year: You pay only for what you use; no minimums.

#### 4. Five-Year Equipment Replacement Schedule

- SPC's staff surveys key locations that determine life of existing equipment.
- Specs out new equipment needed: Does not allow vendors to undersize during the bidding process.
- Manages the entire bid process down to the install.

#### 5. Annual Report

- A crucial document that extends the life of your equipment, often getting 8 to 10 years of guaranteed performance! Flags copying trends within your organization such as over usage
- You get an overview of your current equipment situation, reports associated with copying and printing costs and, if needed, recommendations for addressing situations posing a problem

#### 6. Vendor Neutral

- SPC does not recommend just one brand; we suggest what's best for you with serviceability in mind.
- We present you with the bid results and offer recommendations, yet the decision is yours to make.

**SPC has been serving their clients since 1988, saving millions of dollars along the way.**

***Based on current actual volumes and CPCs, SPC has generated***

***Annual Savings of more than \$2.3 million for all of our clients.***

***That translates into Savings of more than \$11.6 million over five years!***



## SPC Values Our Vendors

### Overall Benefits to our VENDORS

- Opportunities brought to you – Hundreds of machines each year: *In 2016 there were over a thousand.*
- SPC is well respected in the industry
- SPC values our vendors and speaks highly of them to our clients.
- National Contracts that are all negotiated with the manufacturers at your disposal

### Vendor Benefits Pre-Bid & During the Bid Process

- Sharing of previous bid results that help you to negotiate with your manufacturers.
- On-Site Survey of client requirements including mapping all devices.
- Writing of the *Five-Year Equipment Replacement Schedule* (Bid Specs).
- Controls the Bid Specs (Not allowing any vendor to underbid or offer discontinued equipment).
- A chance to sell your 'Value Add' directly to our clients after the bids are in. Customer has the right to pay more than low bid.

### Vendor Benefits Before & During Installation

- Digital Needs Analysis: Matching up the machine to installation site.
- Schedule and coordinate Vendor meeting with Client.
- Cover the cost of ESP surge protectors, electrical wiring, computer interface and any unexpected cost!
- Manage installation.
- Audit installation.
- Capture final meter reads for old contracts.
- Close books on old devices & contracts.

### Vendor Ongoing Support

- Yearly meter reads.
- Simplified Billing: SPC collects service funds for the Vendor.
- Collection of all meter reads annually and reconciling them with the Client and Vendor.
- STAR Doc: **S**ystem for **T**racking **A**nd **R**eporting **D**ocuments...Manages the budget.
- Annual Reports that flag machines that are being overused and underused thus improving reliability.
- Mediating warranty issues in sensitive locations.

### Why do some vendors hesitate to bid?

- Vendors worry that bidding will reduce their margins.
- If word gets out on pricing, they feel that their other customers will call and ask for similar prices.
- Lose control of their account as winning bidder may beat their pricing.
- SPC bids are designed to keep specs equal for all, no chance of providing a lesser piece of equipment.

**SPC manages over 4,100 pieces of equipment;**  
**Our relationship with our vendors has never been stronger!**