



Specialized Purchasing Consultants

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www.spccopypro.com

2016-2017 Annual Report

Year - End Photocopier Analysis

With projected costs for 2017-18

Blaine Cox
Executive Director
31 Wakefield Street
Rochester, NH 03867



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

Ugr vgo dgt 2017

Skip Tilton
President

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Blaine Cox
Ekl "qh" Rochester
31 Wakefield Street
Rochester, NH 03867

Dear Blaine:

VISIT US ON THE WEB:
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 4 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!

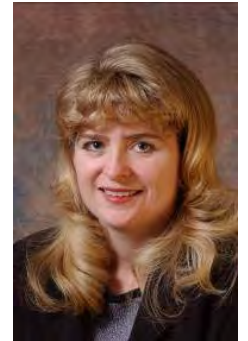


Skip Tilton, President

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:	97
Total Black Photocopiers	17
Total Color Photocopiers	19
Total Black Network Printers	34
Total Color Network Printers	27
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:	11/1/2016
# of Annual Payments Left on Lease	4
All Warranties and Service Contracts Expire:	6/30/2022
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."

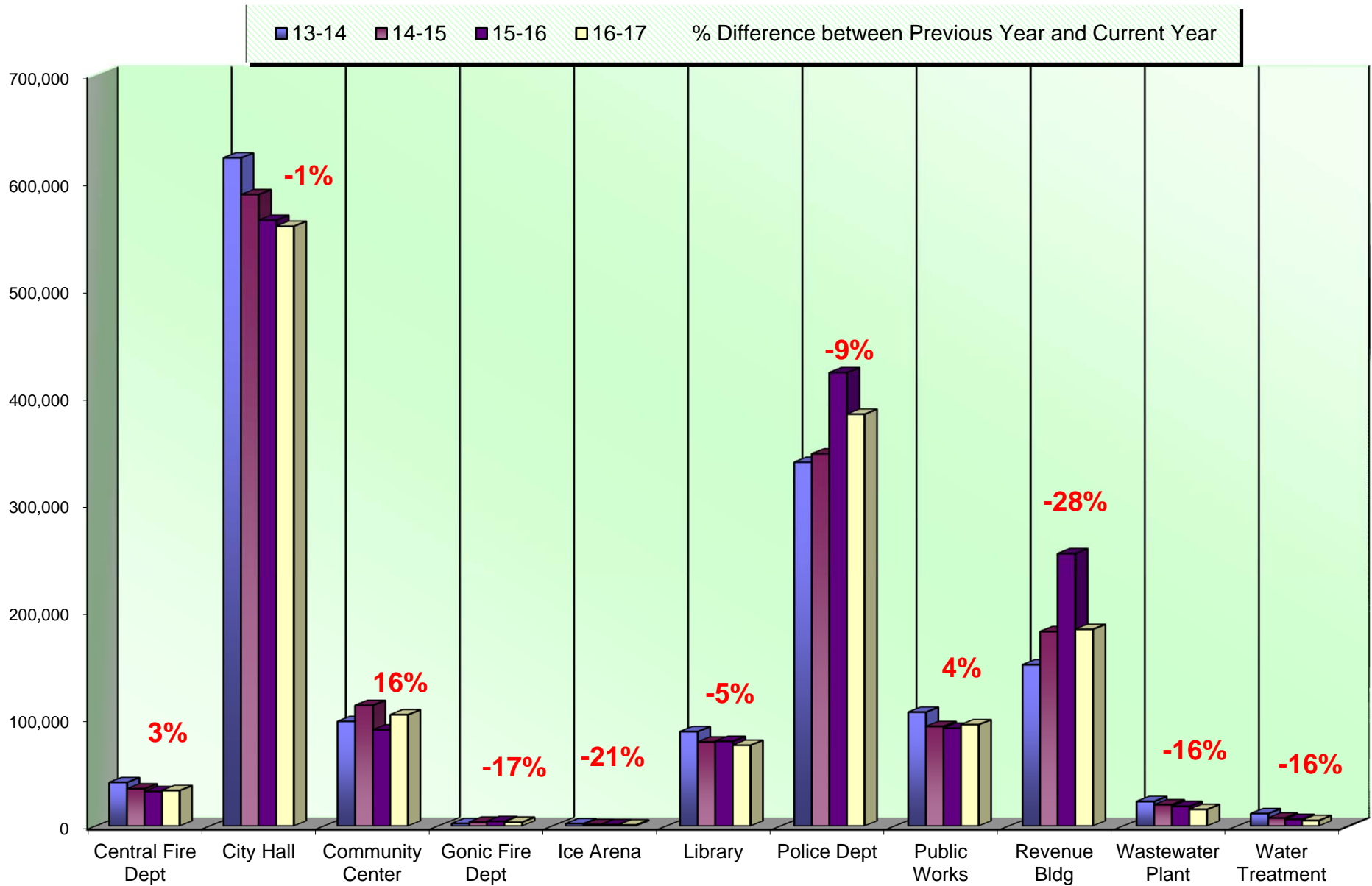
Dear Blaine,

On paper, everything looks good. We don't see any overused or underused machines. This annual report documents volumes before the upgrade and after as we essentially had two different service contracts over the course of 1 fiscal year. Your total volume for the 2016-17 fiscal year is right on par for what the FYERS showed.

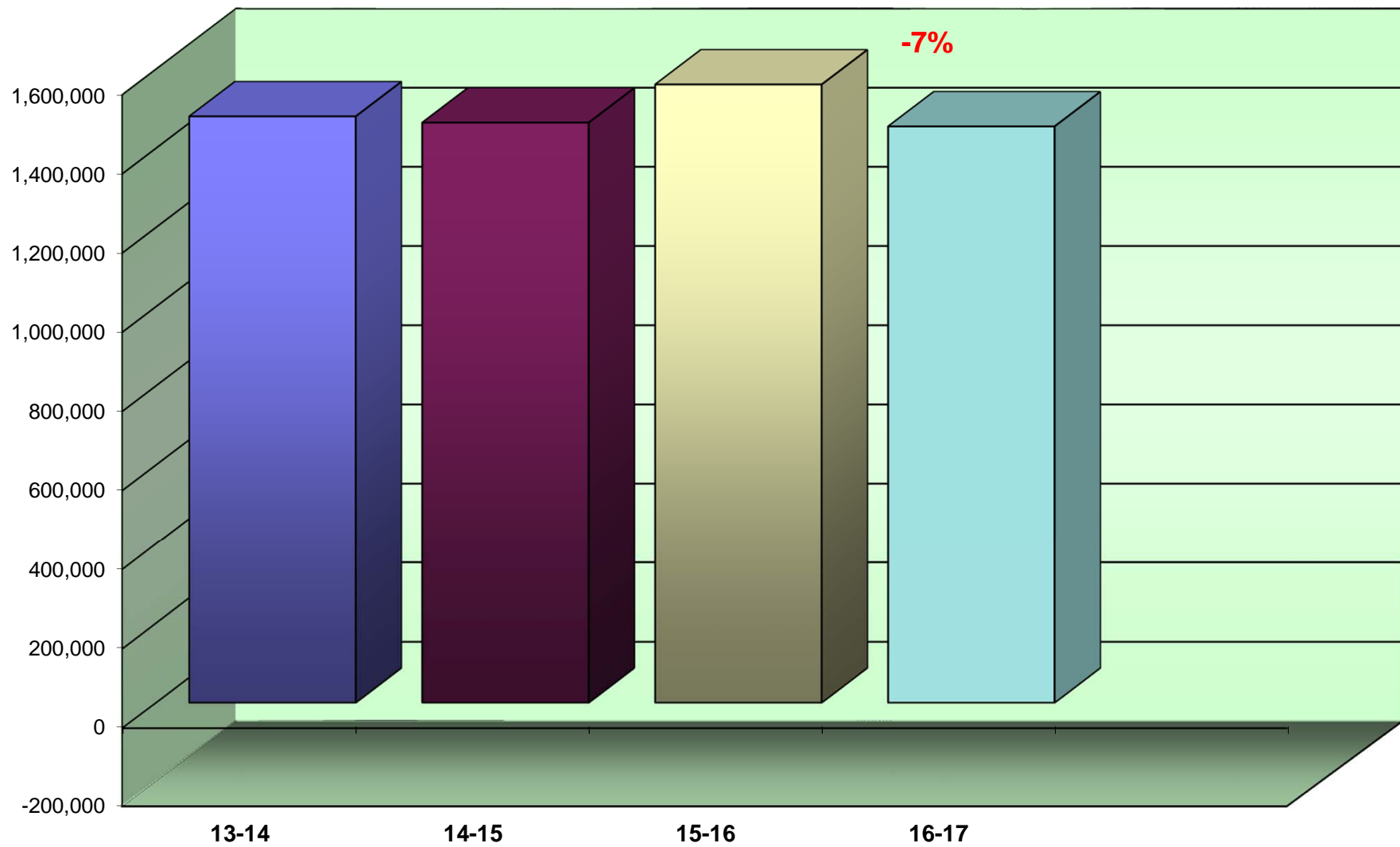
The next annual report will include an itemized breakdown of volume on each device.

Sincerely,
Skip

Annual Black Volume by Building

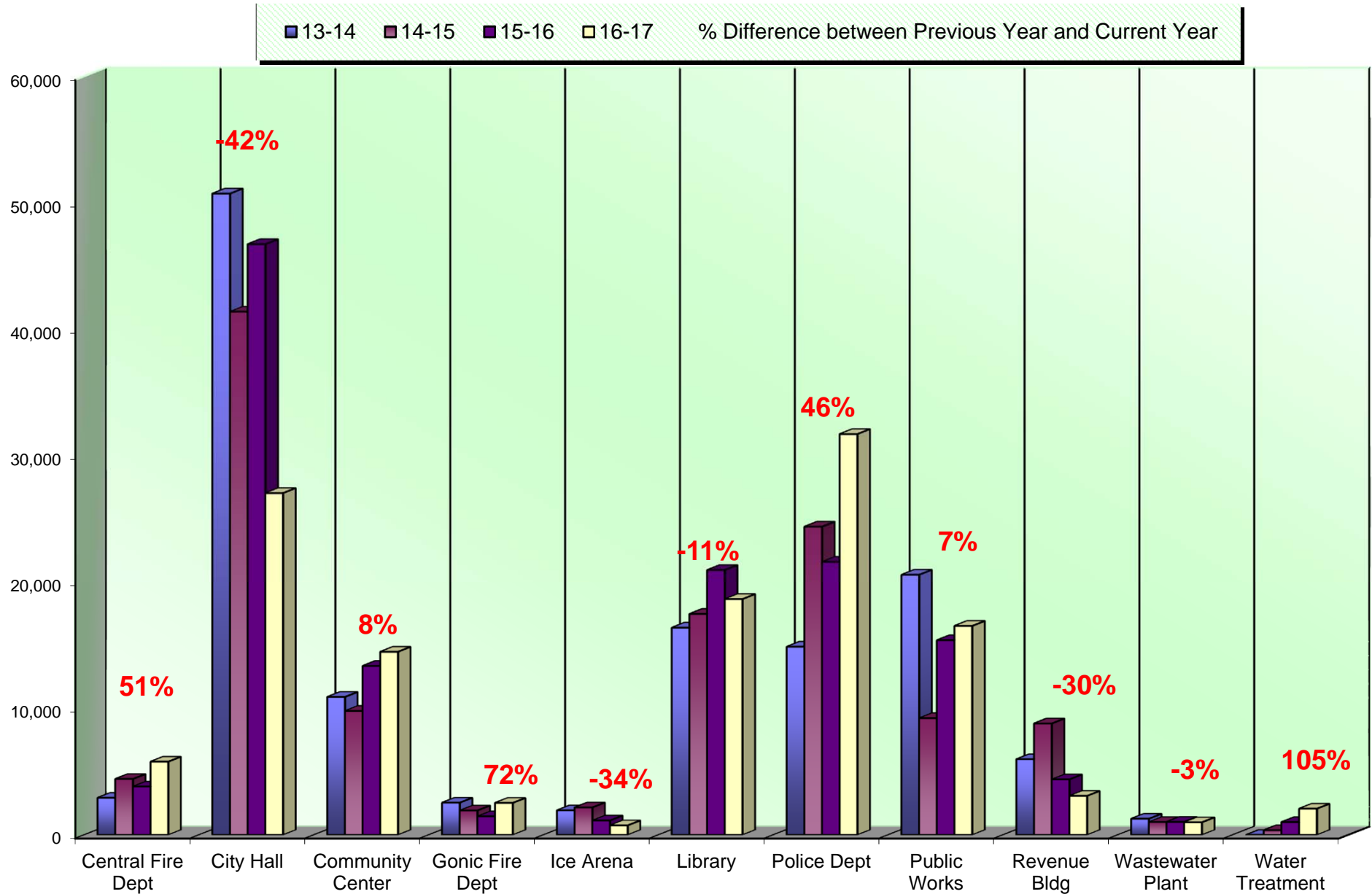


Annual Black Volume Overall

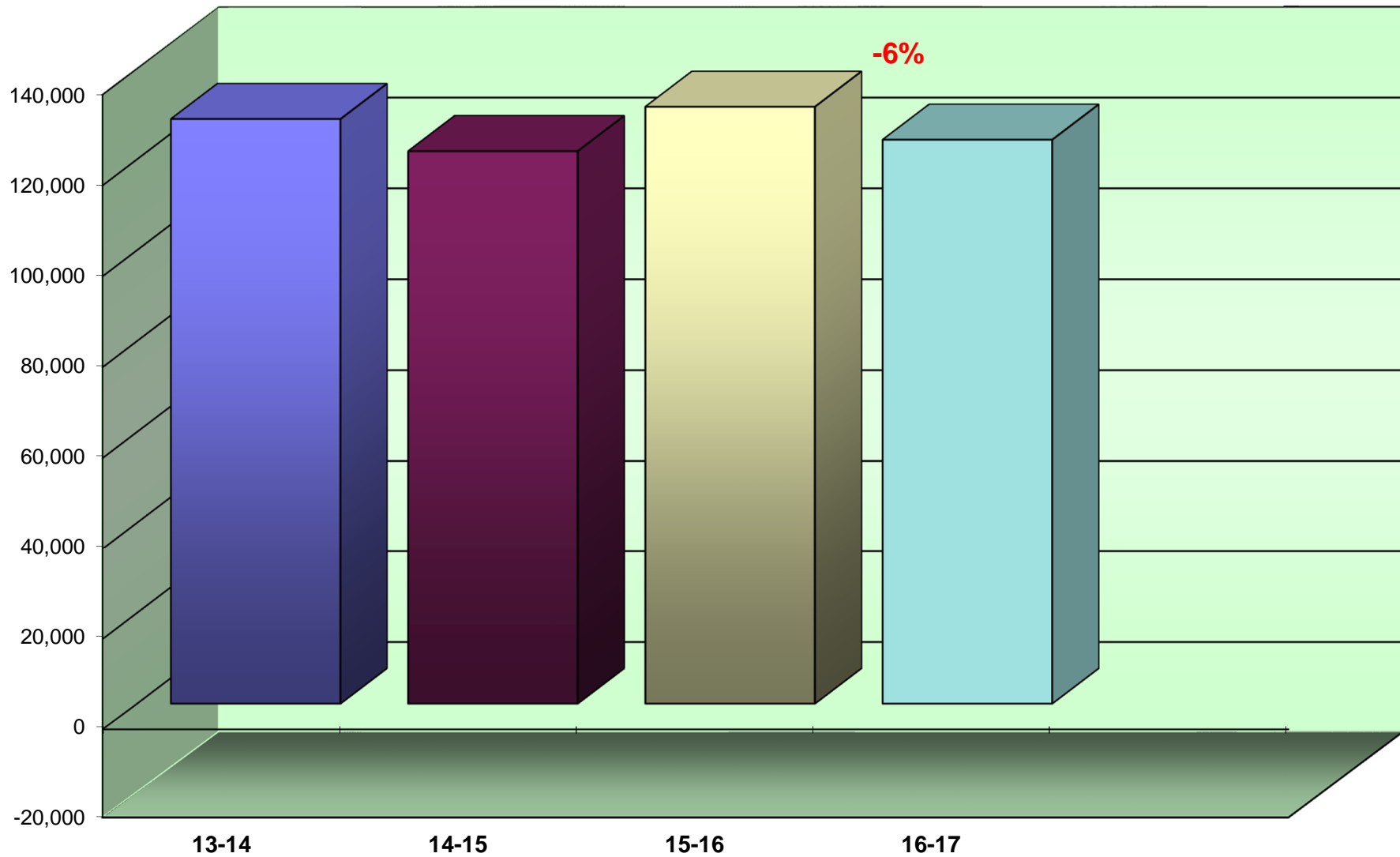


% amount equals the overall increase or decrease between Previous Year and Current Year

Annual Color Volume by Building

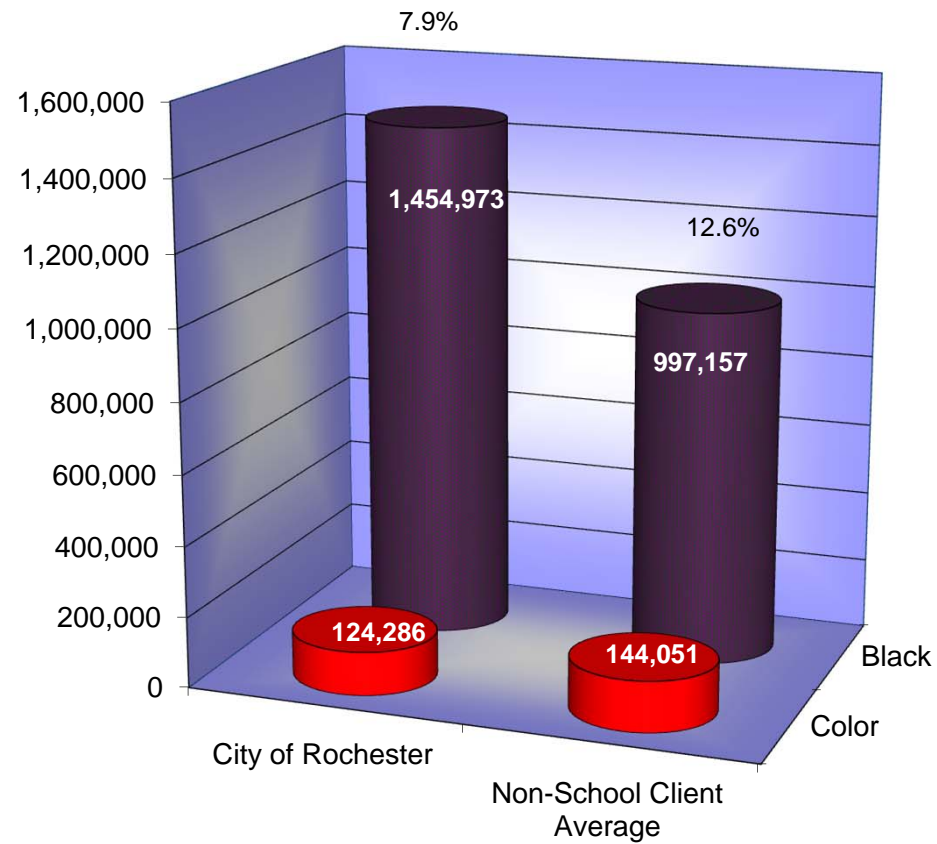


Annual Color Volume Overall



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

Color to Total Volume Percentage



Usage Profile for Service & Supplies - Black

The table below shows an overview of the actual black volumes in each building before and after your equipment upgrade.

BLACK USAGE	<i>Volume Prior To Upgrade</i>	<i>Cost Prior to Upgrade</i>	<i>Volume After Upgrade</i>	<i>Cost After Upgrade</i>	<i>Total Volume</i>	<i>Total Costs</i>
Gonic Fire Department	2,599	\$10.71	940	\$5.76	3,539	\$16.47
Central Fire Department	23,236	\$159.15	9,651	\$42.16	32,887	\$201.31
City Hall	354,774	\$1,924.14	203,777	\$729.63	558,551	\$2,653.77
Community Center	62,394	\$279.43	40,872	\$144.07	103,266	\$423.50
Ice Arena	305	\$1.26	686	\$4.21	991	\$5.47
Police Department	220,272	\$1,849.79	163,293	\$797.64	383,565	\$2,647.43
Public Library	43,791	\$397.89	31,175	\$171.98	74,966	\$569.87
Public Works	59,157	\$275.63	34,900	\$122.07	94,057	\$397.70
Revenue Building	124,025	\$855.52	58,629	\$245.73	182,654	\$1,101.25
Wastewater Treatment Plant	9,567	\$75.93	5,795	\$35.52	15,362	\$111.45
Water Treatment Facility	3,244	\$13.79	1,891	\$11.59	5,135	\$25.38
<i>TOTALS</i>	<i>903,364</i>	<i>\$5,843.24</i>	<i>551,609</i>	<i>\$2,310.36</i>	<i>1,454,973</i>	<i>\$8,153.60</i>

Usage Profile for Service & Supplies - Color

The table below shows an overview of the actual color volumes in each building before and after your equipment upgrade.

COLOR USAGE	<i>Volume Prior To Upgrade</i>	<i>Cost Prior to To Upgrade</i>	<i>Volume After Upgrade</i>	<i>Cost After Upgrade</i>	<i>Total Volume</i>	<i>Total Costs</i>
Gonic Fire Department	1,884	\$105.13	694	\$39.04	2,578	\$144.17
Central Fire Department	3,915	\$495.18	1,979	\$111.32	5,894	\$606.50
City Hall	18,020	\$1,087.93	9,102	\$478.69	27,122	\$1,566.62
Community Center	8,611	\$497.25	5,960	\$299.58	14,571	\$796.83
Ice Arena	743	\$41.46	23	\$1.29	766	\$42.75
Police Department	19,513	\$2,067.88	12,262	\$689.74	31,775	\$2,757.62
Public Library	13,197	\$1,145.77	5,512	\$308.66	18,709	\$1,454.43
Public Works	9,845	\$641.66	6,757	\$339.71	16,602	\$981.37
Revenue Building	2,400	\$162.92	741	\$39.76	3,141	\$202.68
Wastewater Treatment Plant	688	\$87.02	327	\$18.40	1,015	\$105.42
Water Treatment Facility	1,704	\$215.52	409	\$23.01	2,113	\$238.53
<i>TOTALS</i>	<i>80,520</i>	<i>\$6,547.72</i>	<i>43,766</i>	<i>\$2,349.20</i>	<i>124,286</i>	<i>\$8,896.92</i>

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 4/1/2013 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
3.676.; 95	\$0.03125	\$67,689.; 3

CURRENTLY WITH SPC

Current Volume	Current CPC	Current Cost	Cost Savings	5 Year Savings
3.676.; 95	\$0.007826	\$: ,375.89	\$59,536.44	\$3: 8,793.40

Today the Cooperative Buying of SPC has netted annual cost savings, on average, of \$37,314.24 x 4 years as a Client

=\$149,256.96 Cost Savings!

Projected Equipment Costs by Building - Black

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

<i>Building</i>	<i>Projected Black Volume</i>	<i>Projected Black Cost</i>	<i>Approx. Paper Cost</i>	<i>Average Annual Equipment Cost</i>	<i>Total Projected Black Usage Cost</i>
Gonic Fire Department	2,541	\$15.58	\$12.61	\$90.78	\$118.97
Central Fire Department	26,093	\$113.97	\$129.47	\$932.19	\$1,175.63
City Hall	550,951	\$1,972.64	\$2,733.82	\$19,683.07	\$24,389.53
Community Center	110,506	\$389.51	\$548.33	\$3,947.90	\$4,885.74
Ice Arena	1,855	\$11.37	\$9.20	\$66.27	\$86.84
Police Department	441,497	\$2,156.62	\$2,190.71	\$15,772.75	\$20,120.08
Public Library	84,288	\$464.99	\$418.24	\$3,011.24	\$3,894.47
Public Works	94,360	\$330.04	\$468.21	\$3,371.07	\$4,169.32
Revenue Building	158,517	\$664.38	\$786.56	\$5,663.12	\$7,114.06
Wastewater Treatment Plant	15,669	\$96.05	\$77.75	\$559.78	\$733.58
Water Treatment Facility	5,113	\$31.34	\$25.37	\$182.67	\$239.38
TOTALS	1,491,390	\$6,246.49	\$7,400.28	\$53,280.83	\$66,927.60

Projected Equipment Costs by Building - Color

This table represents projected expenses for COLOR prints or copies by building based on projections from your recent upgrade. 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.

<i>Building</i>	<i>Projected Color Volume</i>	<i>Total Projected Color Usage Cost</i>
Gonic Fire Department	1,876	\$105.53
Central Fire Department	5,350	\$300.94
City Hall	24,608	\$1,294.19
Community Center	16,114	\$810.00
Ice Arena	62	\$3.49
Police Department	33,154	\$1,864.91
Public Library	14,902	\$834.47
Public Works	18,269	\$918.46
Revenue Building	2,005	\$107.58
Wastewater Treatment Plant	884	\$49.73
Water Treatment Facility	1,106	\$62.21
TOTALS	118,330	\$6,351.51

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 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%; however, because of your mid-year upgrade there is **no increase** to your current cost per print for the new fiscal year.

<i>Vendor</i>	<i>Equipment Type</i>	<i>Before/After Volume</i>	<i>2016-17 Cost / Copy</i>	<i>Total Costs</i>	<i>Projected Volume</i>	<i>2017-18 Cost / Copy</i>	<i>Projected Cost</i>
Axis Business Solutions	Black Laser MFP	9,243	\$0.01423	\$131.53	0	\$0.00000	\$0.00
Axis Business Solutions	Black Network Printer	215,194	\$0.01244	\$2,677.83	0	\$0.00000	\$0.00
Axis Business Solutions	Color Laser MFP	430	\$0.01423	\$6.12	0	\$0.00000	\$0.00
Axis Business Solutions	Color Network Printer	32,260	\$0.01167	\$376.33	0	\$0.00000	\$0.00
KMBS	Black Laser MFP	23,968	\$0.00613	\$146.93	64,803	\$0.00613	\$397.24
KMBS	Black Network Printer	108,524	\$0.00613	\$665.26	293,418	\$0.00613	\$1,798.65
KMBS	Black Photocopier	268,478	\$0.00320	\$859.13	725,885	\$0.00320	\$2,322.83
KMBS	Color Laser MFP	29,166	\$0.00613	\$178.79	78,856	\$0.00613	\$483.39
KMBS	Color Network Printer	24,416	\$0.00613	\$149.67	66,014	\$0.00613	\$404.67
KMBS	Color Photocopier	109,522	\$0.00320	\$350.84	262,414	\$0.00320	\$839.72
Xerox Copier Division	Black Laser MFP	11,112	\$0.00412	\$45.78	0	\$0.00000	\$0.00
Xerox Copier Division	Black Photocopier	361,306	\$0.00412	\$1,488.59	0	\$0.00000	\$0.00
Xerox Copier Division	Color Laser MFP	48,990	\$0.00412	\$201.86	0	\$0.00000	\$0.00
Xerox Copier Division	Color Photocopier	212,364	\$0.00412	\$874.94	0	\$0.00000	\$0.00
TOTALS		1,454,973	\$0.00560	\$8,153.60	1,491,390	\$0.00419	\$6,246.50

Service & Supply Usage Profile by Vendor - Color

This table represents actual expenses for COLOR prints or copies by vendor for the current year along with projected service & supply expenses for the upcoming fiscal year. 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. Current year's increase is 2.4%; however, because of your mid-year upgrade there is **no increase** to your current cost per print for the new fiscal year.

<i>Vendor</i>	<i>Equipment Type</i>	<i>Actual Volume</i>	<i>2016-17 Cost / Copy</i>	<i>Total Cost</i>	<i>Projected Volume</i>	<i>2017-18 Cost / Copy</i>	<i>Projected Cost</i>
Axis Business Solutions	Color Laser MFP	344	\$0.12648	\$43.51	0	\$0.000000	\$0.00
Axis Business Solutions	Color Network Printer	28,753	\$0.12648	\$3,636.69	0	\$0.000000	\$0.00
KMBS	Color Laser MFP	10,885	\$0.05625	\$612.29	29,430	\$0.056250	\$1,655.44
KMBS	Color Network Printer	15,001	\$0.05625	\$843.81	40,558	\$0.056250	\$2,281.39
KMBS	Color Photocopier	18,232	\$0.04996	\$910.86	48,342	\$0.049950	\$2,414.68
Xerox Copier Division	Color Laser MFP	21,595	\$0.05580	\$1,205.00	0	\$0.000000	\$0.00
Xerox Copier Division	Color Network Printer	29,476	\$0.05580	\$1,644.76	0	\$0.000000	\$0.00
TOTALS		124,286	\$0.071580	\$8,896.92	118,330	\$0.053680	\$6,351.51

Reprographic Equipment Assessment

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

Total Number of Units	97
Total Number of Units on Lease	97
Total Number of Units Owned	0
Lease Company	Northway Bank
Lease Start Date	11/1/2016
Lease End Date	8/1/2021
Term	5 Annual
Annual Payment usually due on 8/1	\$53,280.83
Remaining Payments	4

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

Leased Equipment

Building	Make/Model	Serial Number
Gonic Fire Department	Konica Minolta BHC3110	A6DT012102706
Rochester Central Fire Dept.	Konica Minolta BHC3100P	A6DR012104805
Rochester Central Fire Dept.	Konica Minolta BH554E	A9HG011000211
Rochester Central Fire Dept.	Konica Minolta BHC3100P	A6DR012104808
Rochester Central Fire Dept.	Konica Minolta BHC3100P	A6DR012104798
Rochester Central Fire Dept.	Konica Minolta BH3301P	A63P015001351
Rochester Central Fire Dept.	Konica Minolta BHC3100P	A6DR012104816
Rochester Central Fire Dept.	Konica Minolta BHC3100P	A6DR012104797
Rochester Central Fire Dept.	Konica Minolta BHC3100P	A6DR012104804
Rochester City Hall	Konica Minolta BH3301P	A63P015000785
Rochester City Hall	Konica Minolta BH554E	A9HG011000223
Rochester City Hall	Konica Minolta BHC3100P	A6DR012105046
Rochester City Hall	Konica Minolta BHC3110	A6DT012102606
Rochester City Hall	Konica Minolta BH4700P	A63N011013739
Rochester City Hall	Konica Minolta BH654	A5YN017012796
Rochester City Hall	Konica Minolta BH808	A8KN011001443
Rochester City Hall	Konica Minolta BH3301P	A63P015001357
Rochester City Hall	Konica Minolta BHC3100P	A6DR012104773
Rochester City Hall	Konica Minolta BHC458	A79M011007888
Rochester City Hall	Konica Minolta BH654	A5YN017012057
Rochester City Hall	Konica Minolta BH3301P	A63P015001327
Rochester City Hall	Konica Minolta BHC3110	A6DT012102757
Rochester City Hall	Konica Minolta BHC3100P	A6DR012104756
Rochester City Hall	Konica Minolta BH3301P	A63P015000783
Rochester City Hall	Konica Minolta BHC458	A79M011007562
Rochester City Hall	Konica Minolta BHC308	A7PY011016404
Rochester City Hall	Konica Minolta BH3301P	A63P015001229
Rochester City Hall	Konica Minolta BH3301P	A63P015001337
Rochester City Hall	Konica Minolta BH3301P	A63P015001359
Rochester City Hall	Konica Minolta BH4700P	A63N011007887

Building	Make/Model	Serial Number
Rochester City Hall	Konica Minolta BHC3100P	A6DR012104208
Rochester City Hall	Konica Minolta BH3301P	A63P015001176
Rochester Community Center	Konica Minolta BHC458	A79M011007543
Rochester Community Center	Konica Minolta BHC3100P	A6DR012104950
Rochester Community Center	Konica Minolta BHC654E	A2X1017018565
Rochester Community Center	Konica Minolta BH3301P	A63P015001338
Rochester Community Center	Konica Minolta BHC3100P	A6DR012105037
Rochester Ice Arena	Konica Minolta BHC3110	A6DT012102592
Rochester Police Department	Konica Minolta BHC3100P	A6DR012104849
Rochester Police Department	Konica Minolta BH3301P	A63P015000483
Rochester Police Department	Konica Minolta BH3301P	A63P015001339
Rochester Police Department	Konica Minolta BHC3100P	A6DR012104868
Rochester Police Department	Konica Minolta BH808	A8KN011001417
Rochester Police Department	Konica Minolta BH3301P	A63P015001336
Rochester Police Department	Konica Minolta BH3301P	A63P015001333
Rochester Police Department	Konica Minolta BH4700P	A63N011017485
Rochester Police Department	Konica Minolta BH3301P	A63P015001329
Rochester Police Department	Konica Minolta BH3301P	A63P015001244
Rochester Police Department	Konica Minolta BHC3100P	A6DR012104873
Rochester Police Department	Konica Minolta BHC3110	A6DT012100823
Rochester Police Department	Konica Minolta BH4020	A6WD011005046
Rochester Police Department	Konica Minolta BHC3100P	A6DR012104877
Rochester Police Department	Konica Minolta BHC3100P	A6DR012104872
Rochester Police Department	Konica Minolta BH3301P	A63P015001323
Rochester Police Department	Konica Minolta BHC3110	A6DT012102626
Rochester Police Department	Konica Minolta BH3301P	A63P015001330
Rochester Police Department	Konica Minolta BHC3100P	A6DR012104379
Rochester Police Department	Konica Minolta BH808	A8KN011001971
Rochester Police Department	Konica Minolta BH3301P	A63P015001328
Rochester Police Department	Konica Minolta BH4700P	A63N011017690
Rochester Police Department	Konica Minolta BHC3110	A6DT012102684

Building	Make/Model	Serial Number
Rochester Police Department	Konica Minolta BHC3100P	A6DR012104879
Rochester Public Library	Konica Minolta BH364E	A9HJ011001650
Rochester Public Library	Konica Minolta BH3301P	A63P015001347
Rochester Public Library	Konica Minolta BHC3100P	A6DR012104785
Rochester Public Library	Konica Minolta BH3320	A6WP011006503
Rochester Public Library	Konica Minolta BHC3110	A6DT012102695
Rochester Public Library	Konica Minolta BH3301P	A63P015001273
Rochester Public Library	Konica Minolta BH364E	A9HJ011001757
Rochester Public Library	Konica Minolta BHC3100P	A6DR012105065
Rochester Public Library	Konica Minolta BHC308	A7PY011016814
Rochester Public Library	Konica Minolta BH4700P	A63N011010723
Rochester Public Library	Konica Minolta BH3301P	A63P015001341
Rochester Public Library	Konica Minolta BHC3110	A6DT012102650
Rochester Public Library	Konica Minolta BH3301P	A63P015001335
Rochester Public Works	Konica Minolta BHC3100P	A6DR012105039
Rochester Public Works	Konica Minolta BHC654E	A2X1017018610
Rochester Public Works	Konica Minolta BH3301P	A63P015001331
Rochester Public Works	Konica Minolta BH3301P	A63P015001345
Rochester Revenue Building	Konica Minolta BHC454	A5C0011021203
Rochester Revenue Building	Konica Minolta BH3301P	A63P015001352
Rochester Revenue Building	Konica Minolta BH654	A5YN017012694
Rochester Revenue Building	Konica Minolta BH3301P	A63P015000719
Rochester Revenue Building	Konica Minolta BHC3100P	A6DR012105045
Rochester Revenue Building	Konica Minolta BH3320	A6WP011008346
Rochester Revenue Building	Konica Minolta BHC3110	A6DT012101580
Rochester Revenue Building	Konica Minolta BH3320	A6WP011008345
Rochester Revenue Building	Konica Minolta BHC3110	A6DT012100842
Rochester Revenue Building	Konica Minolta BH3301P	A63P015001326
Wastewater Treatment Plant	Konica Minolta BHC3100P	A6DR012105036
Wastewater Treatment Plant	Konica Minolta BH3320	A6WP011007974
Wastewater Treatment Plant	Konica Minolta BHC3100P	A6DR012105038

Building	Make/Model	Serial Number
Wastewater Treatment Plant	Konica Minolta BH3301P	A63P015001344
Wastewater Treatment Plant	Konica Minolta BHC3100P	A6DR012105035
Wastewater Treatment Plant	Konica Minolta BH3320	A6WP011007838
Water Treatment Facility	Konica Minolta BHC3100P	A6DR012105044
Water Treatment Facility	Konica Minolta BH3320	A6WP011007975



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
Angie Gray	angie.gray@rochesternh.net
Ann Arsenault	aarsenault
Blaine Cox	blaine.cox@rochesternh.net
Brian Sylvester	bsylvester
Chris Bowlen	cbowlen
Cindi Potts	cpotts
Cristina Petropoulos	cristinap
Dennis Schafer	dschafer
Doreen Jones	djones
Jennifer Murphy-Aubin	jenniferma
Jim Campbell	jcampbell
Jim Grant	jim.grant@rochesternh.net
Karen Pollard	kpollard
Kay Snyder	ksnyder
Kelly Walters	kwalters
Kern Mann	kmann
Lew Ricker	lricker
Lisa Clark	lclark
Mark Sullivan	msullivan
Michael Allen	mallen
Norman Sanborn	nsanborn
Rhonda Young	ryoung
Roland Connors	roland.connors@rochesternh.net
Samantha Juneau	sjuneau
Samantha Rodgers	samantha.rodgers
Sarah Ward	sarah.ward@rochesternh.net
Todd Marsh	tmarsh

Name

User Name

*If you need to verify your password or if you need to add users, please contact Alex Webster at awebster@spccopypro.com



2012

STARDOC created

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

2013

Daily Tracking

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

2014

Monthly Audits

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

2015

New Mapping Options & Asset Management

- 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!