

# Specialized Purchasing Consultants

1491 East Side River Road

Dummer, NH 03588

(800)750-1538



## FY22 Annual Report

With FY23 Projections

Bob Bradford  
RSU 20 - Searsport  
6 Mortland Road  
Searsport, ME 04974



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

October 2022

Bob Bradford  
RSU 20 - Searsport  
6 Mortland Road  
Searsport, ME 04974

Skip Tilton  
President

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

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

Dear Bob:

Specialized Purchasing Consultants is pleased to present your FY22 Annual Report, taking a look at where we are in recovering from the pandemic restrictions and changes, and looking ahead to continued cost savings and recommendations to maintain your equipment and ensure your vendors are giving the best service possible.

The past few years were unprecedented with the restrictions brought on by the pandemic, and this year was no exception. Because of the delays brought on by the pandemic we chose to submit our copier bid in February rather than wait until March/April. This proved to be a good move for many reasons.

The industry continues to experience major backorder issues on equipment, something we've not had to deal with in years past. Bidding early meant boards could approve results and orders could be placed early. We were also able to lock in new service and supply pricing for existing equipment while orders were delayed so as not to disrupt budgets already established for the new fiscal year based on upgrading equipment.

Even after our bids were received and awarded, though, one major vendor wanted to increase their pricing because of the increased inflation rate that took place after the bid process. We were able to negotiate with them and hold the pricing we received back in February. Again, starting the bid process early proved to be a positive move.

Finally, while the industry experienced an over 9% inflation rate, SPC was able to continue to hold down service and supply costs for all of our clients because of SPC's allowable CPC increase cap of 5%.

As always, we are grateful for your continued confidence in the services SPC provides and in our efforts to secure better pricing on equipment, service and supplies than can be obtained independently. We look forward to working with you another year and into the future.

Sincerely,

Skip Tilton  
President

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## MEET YOUR TEAM



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

As co-founders of SPC, we are very proud of our team of professionals. The concept of group purchasing to save millions has grown since 1988 into providing over 16 different managerial services that increase reliability and extend the life of your equipment. However, none of this would have been possible without the loyalty of our clients, many of whom we have assisted for more than 20 years! Together, we have realized the lowest prices possible while improving the quality of your service and equipment. We have also been able to find ways to increase your equipment reliability, monitor and track usage variations throughout the year, and keep your costs under control.



**Alex Webster**  
**Operations, Marketing & IT Manager**

Alex is involved in every aspect of SPC. He actively seeks to improve the cooperative bid process and is continually seeking to improve the buying power in New England. Alex organizes and prepares the bids for new and existing clients, tabulates the results, and presents them to our clients. He also maintains our office equipment and utilizes the latest technology to maintain STARDoc and FM Audit so our clients always have access to valuable information on their equipment.

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

Pam helps maintain a good relationship between clients and vendors, overseeing warranty complaints and replacements, equipment upgrades and changes, end-of-year meter collection and billing, and Annual Reports. Pam also assists with marketing SPC services.



**Kelly Fortier**  
**Finance Support**

Kelly is a valuable asset to the SPC Finance Department. Her versatility in managing various aspects of accounting, lease documentation, and service and supply contracts benefits her team and the clients she works with.

**Heidi Tilton**  
**Office Support**

Heidi assists with bookkeeping and billing for both clients and vendors, processing payments, contact information updates, and other office support.



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

Sue coordinates and oversees all billing, leases, and contracts. Her decades of financial expertise benefit the Billing Team by her attention to detail and ability to prioritize to ensure accuracy and timeliness of all finance projects.

**Robert Dutil**  
**Information Technology**

Bob keeps SPC running by maintaining and updating database processes as well as assisting in updates to SPC's STARDoc website and the creation of code to create the many reports SPC generates to give you the accurate information of your usage.



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

Jamin plays a vital role in ensuring equipment surveys, installations, and trades go smoothly, coordinating with clients and vendors and maintaining a schedule that is beneficial for all. Jamin also assists Alex in many technical areas such as maintaining STARDoc and FM Audit as well as with computer maintenance.

## SPC TIMELINE

### 1988 Specialized Purchasing Consultants opens its doors

- Began offering equipment at the sales representative's cost with continued cooperative buying power obtaining competitive rates on leases, equipment, and Service & Supply contracts.

### 1999 Improved Annual Report

- Revised Annual Report format to include new charts and tables for more expansive usage and budget detail.
- Established Student Ratios.

### 2001 Meter Collection

- Began collecting meter reads directly from client and submitting to vendors via spreadsheet, providing more accurate and consistent billing.

### 2002 Bond Counsel Review

- Added Bond Counsel Review to ensure any and all funding sources provided legal documentation to meet State statutes and regulations.

### 2003 Bond Counsel Review of Contracts and Warranties

- Service & Supply Contracts revised to reflect SPC's commitment to managing a client's account for five years while allowing the client a 30-day cancel option.
- Warranty revised to protect equipment, guaranteeing service or replacement at no charge, even if a vendor goes out of business.

### 2012 STARDoc and Simplified Billing Developed and Implemented

- Live Floor Plans: Allows IT administrators to move devices around on their own floor plans.
- STARDoc: Helps project out the end-of-year costs and potential overages.
- Simplified Billing: Designed to eliminate hundreds of invoices and condenses it down to 2 or 3 a year.

### 2013 STARDoc - Daily Tracking

- Meters gathered daily to track usage

### 2014 STARDoc - Monthly Audits

- Users can see a monthly snapshot of current usage and estimated projections

### 2015 STARDoc - Mapping Options and Asset Management

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

## SPC TIMELINE (Continued)

### 2018 STARDoc - Improved Pinpointing of Budget and Communications

- Improved pinpointing of machines projected to go over budget
- Facilitate communication with your vendor's service manager
- Request service history on any given printer or copier

### 2019 STARDoc – Service Histories, Chromebook Bid

- Mandatory annual fleet service history: Provides data on the overall reliability of the fleet.
- SPC's Chromebook bid allowed organizations to piggyback off our cooperative pricing. Many schools like SAU 67 - Bow and SAU 57 - Salem benefited from this pricing.
- Five-Year Fleet Management (FYFM): Projecting out five-year costs for all equipment based on current and past usage.

### 2020 Mock Bids - Warranty and Relief Fund

- Mock Bids: allows us to show where a client's pricing would come in without having to go out to bid. This allows them to buy off an existing bid, thus saving time and money.
- Warranty and Relief Fund: Due to the pandemic, there are serious upheavals in the industry. In an effort to cushion our clients, this fund was established. For more information, see the last page of the Annual Report.

### 2021 Vendor Services and Warranty Relief Equipment

- Vendor Bid Portal allows vendors to electronically submit bids, ensuring accuracy and saving time when calculating bid results for presentation.
- Premier Vendors Classification notes which vendors are not only cooperative to SPC bids but who demonstrate willingness to support SPC's processes before, during, and after the bid.
- Warranty Relief Equipment Base: Premier Vendors will have access to SPC-traded high-quality, low-meter machines. For more information, see the last page of the Annual Report.

### 2022 Vendor Bid

- Put bid out in February instead of late spring.
- This early bidding saved clients thousands due to inflation and price increases that took place after bid pricing was locked in, preventing higher rates to our clients.
- This also allowed for early ordering to accommodate backorders.
- We were also able to lock in bid rates for existing equipment until new equipment could be installed after the start of the new fiscal year.

### 2023 SPC Roadmap

- STARDoc Upgrade: Process is in place to give STARDoc a more modern facelift.

## EQUIPMENT HEALTH STATUS

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<b>Total Number of Machines</b>	<b>27</b>
Total Black Photocopiers & MFPs:	1
Total Color Photocopiers & MFPs:	10
Total Black Network Printers:	16
Total Color Network Printers:	0
Total Removed From Service:	0
<b># of Units Not in Use for FY22</b>	<b>0</b>
# of Units OFF Warranty**	0
<b># of Units Approaching End of Warranty</b>	<b>3</b>
# of Units Overused	0
# of Units Underused	0
Contract Commencement Date	07/01/2020
All Warranties and Service Contracts Expire	06/30/2025
# of Annual Payments Left on Lease	2

\*\*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 Bob,

Despite increased inflation and a continued backlog of orders – unprecedented in SPC history – SPC managed to maintain the buying power we established three decades ago and keep equipment and service & supply pricing lower than anything found in the industry.

Because equipment continues to be backordered, SPC will again put our equipment bid out to our vendors in February of 2023 rather than wait until April or May. This allows SPC to lock in low pricing before increases take effect, for vendors to get orders placed early, and for client budgets to be planned for the new fiscal year.

A specific concern is your Color usage. Currently, your district averages 574 copies per student while the industry average is 243 (See pages 13 & 14). This is 136% higher than the industry. In 2020 & 2021, SPC aggressively started to add Papercut in an effort to successfully bring color usage under control. We are able to do this without adding to your overall budget (See page 27).

We can discuss this and other concerns at our meeting.

Sincerely, Skip

**RSU 20**  
**Bob Bradford**  
**6 Mortland Road, Searsport ME, 04974**  
**Five-Year Basis beginning with the 2020/2021 Fiscal Year**

**Copies-per-Year: 1,369,056**

**Present vs. Proposed Recommendations as of 7/1/2020**

**PRESENT SITUATION**

- 1) Guarantees on Photocopiers: **6-30-2020**
- 2) Annual Price Ceilings Left: **6-30-2020**
- 3) Console Copiers with 3 million plus: **2**
- 4) Units to be Traded: **31**
- 5) Photocopiers: **12**
- 6) Color Photocopiers: **10**
- 7) MFPs: **0**
- 8) Printers: **22**
- 9) Duplexers: **34**
- 10) Finishers: **12**
- Total number of Units: **34**

**PROPOSED SITUATION**

- 1) Guarantees for both New, Recons & Used Machines: **Five + Years**
- 2) 5% or CPI Annual Ceilings, whichever is less: **Five + Years**
- 3) Console Copiers with 3 Million plus: **9**
- 4) Replaced: **30 New**
- 5) Photocopiers: **11 with Secure Print/Confidential Mailbox**
- 6) Color Photocopiers: **9**
- 7) MFPs: **1 with 1 Color**
- 8) Printers: **21 with 0 Color & 1 MICR**
- 9) Duplexers: **33**
- 10) Finishers: **11**
- Total number of Units: **33 (Closing out 1 to right size equipment)**

**Overall Description of Equipment Fleet:**

**Presently**, you have **three different manufacturers & seven different models** of copiers and printers. The **new arrangement** will shift to one manufacturer **with one vendor** servicing everything. This will greatly reduce cost and improve reliability. Budget did not get their bid in on time and only submitted prices after they saw the bid results. In light of this, plus the fact that Symquest offered one manufacturer and their service is unmatched, we recommend going with Symquest's bid.

**Print Management:** STARDoc for all devices. Additionally, 1 OCR Module will be purchased for the Superintendent's office to allow scanning of documents that are searchable. The pricing below does not include that 1 module, but we estimate at around \$400 or less one time cost.

**Board Vote Date:** **May 12<sup>th</sup>, 2020.**

**Capital:**

Presently, you have **one** municipal lease that is paid off as of August 1<sup>st</sup>, 2019. With the new arrangement, you will again have **one** municipal master lease at 3.34% interest. Your first of five annual lease payments will be due on **August 1<sup>st</sup>, 2020.**

**Service & Supplies:**

Considering all of your consumable cost centers including service you are averaging **\$0.004777 for black and \$0.049338 for Color.** The new contract will come in at a CPC of **\$0.003770 for Black and \$0.038128 for Color.**

**Vendor Packages:**

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

<u>Cost Center</u>	<u>Present</u>	<u>Symquest (Konica Minolta)</u>
1. Service & Supplies Color Photo only:	\$5,612.99	\$4,337.62
2. Service & Supplies Black Photo only:	\$5,996.40	\$4,732.27
3. Annual Muni Lease:	\$26,614.77	\$20,461.30
4. Forced Upgrades:	<u>\$00.00</u>	<u>\$00.00</u>
<b>Totals:</b>	<b>\$38,224.16</b>	<b>\$29,531.19</b>

**The successful bidders** will have a blanket servicing contract that includes all consumables excluding only staples and paper for all the equipment that is under their factory authorized ability to service. They will provide one easy CPC billing plan done twice a year in July & January with a reconciliation invoice in June. Your service contract will be fixed through **June 30th, 2021.** A contract extension has been negotiated for four more years, which will have an annual price ceiling of five percent or CPI, whichever is less. You however, only commit funds for one-year at a time to the servicing vendor. And even this scenario allows you to upgrade, lowering the service costs, if it is to your advantage to go out to bid at any time. SPC will set up both the service- supply contracts and the warranty cards with the successful bidding vendors.

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

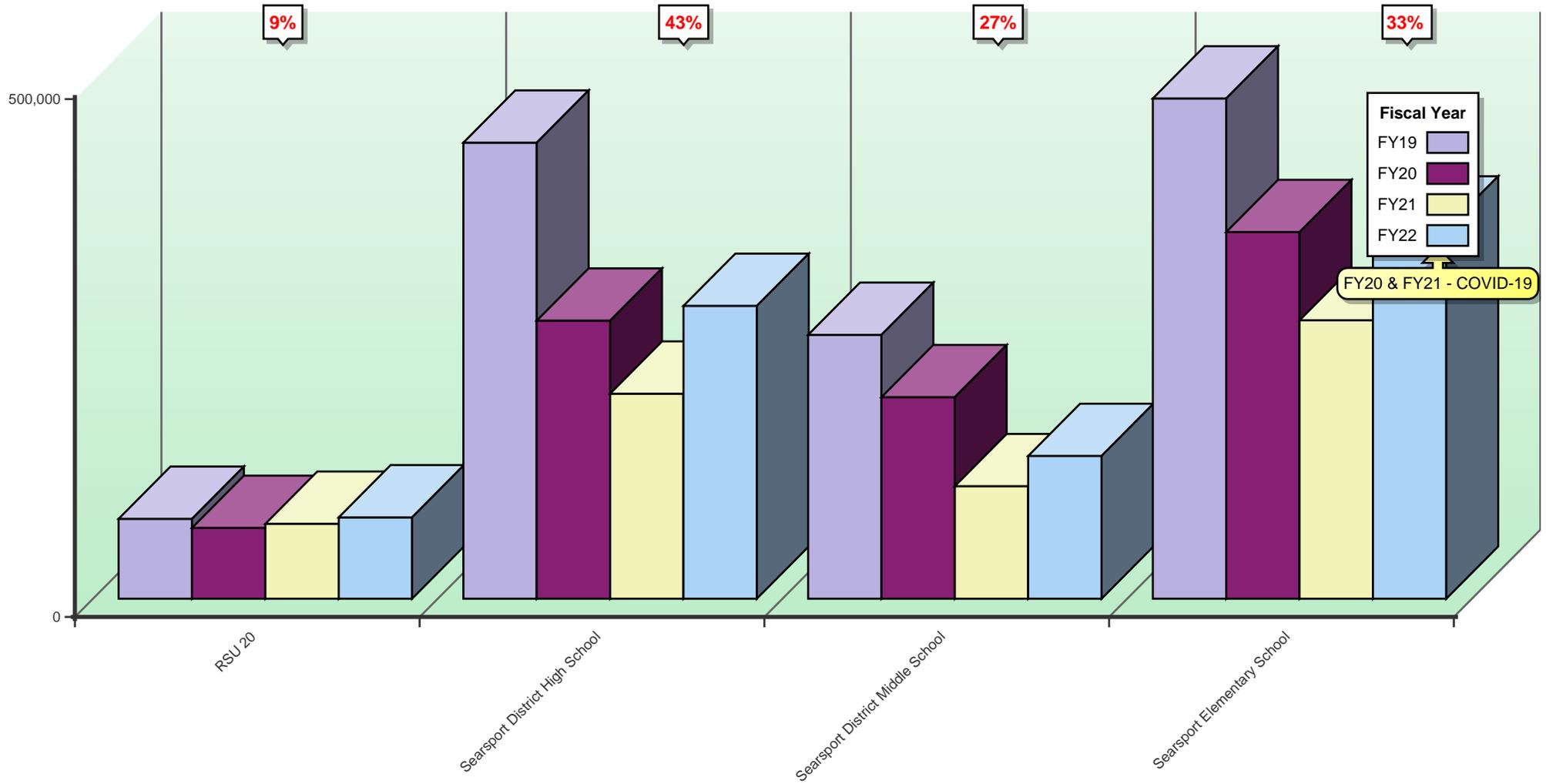
## AGING EQUIPMENT SUMMARY

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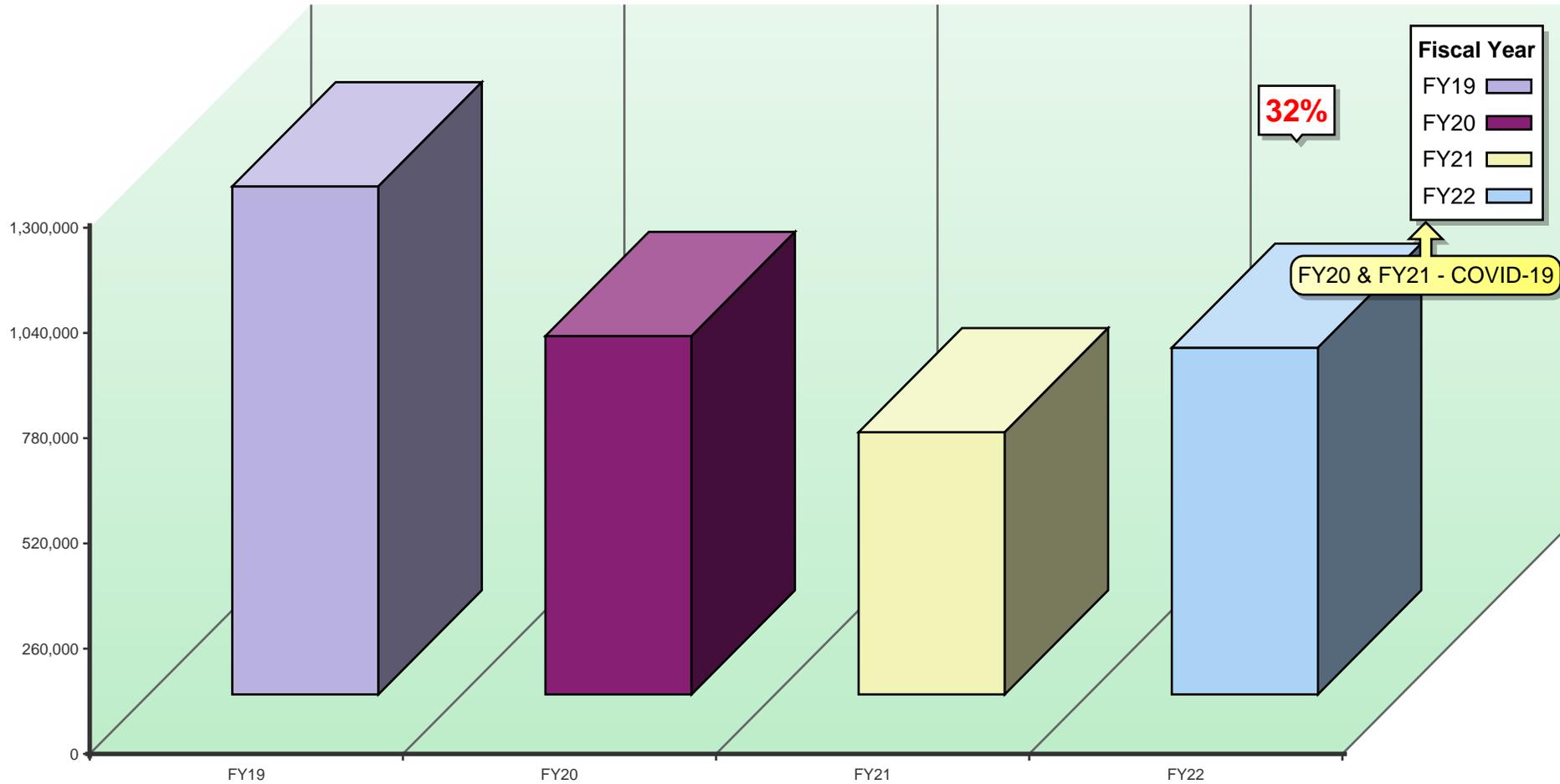
The following equipment is seven or more years from the date the model was first offered for sale by the manufacturer. This is a major factor due to availability of parts, cost of operation, and warranties expiring at 10 years from the Date of Introduction. Usage, age, and service history should be considered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

Building	Room	Make/Model	Serial Number	Vendor	Intro Date
RSU 20	Business Manager's Office (Main Office)	HP Laser Jet 600 M604	CNBCH760BX	RSU20	04/01/2015
Searsport District High School	Room 12	HP Laser Jet 600 M604	CNBCH760BI	RSU20	04/01/2015
Searsport District Middle School	Hallway	HP Laser Jet 600 M604	CNBCH760BM	RSU20	04/01/2015

# ANNUAL BLACK VOLUME BY LOCATION



# ANNUAL BLACK VOLUME OVERALL



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

## AVERAGE STUDENT-TO-COPY USAGE - BLACK

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

Building	Student Population	Annual Black Volume	Total School Cost*	Average Annual Black Prints Per Student	Average Annual Black Cost Per Student
RSU 20	0	78,554	\$2,773.40	0	\$0.00
Searsport District High School	139	282,768	\$9,663.97	2,034	\$69.52
Searsport District Middle School	100	137,846	\$4,705.93	1,378	\$47.06
Searsport Elementary School	197	357,446	\$12,449.75	1,814	\$63.20
<b>Totals</b>	<b>436</b>	<b>856,614</b>	<b>\$29,593.04</b>	<b>1,965</b>	<b>\$67.87</b>

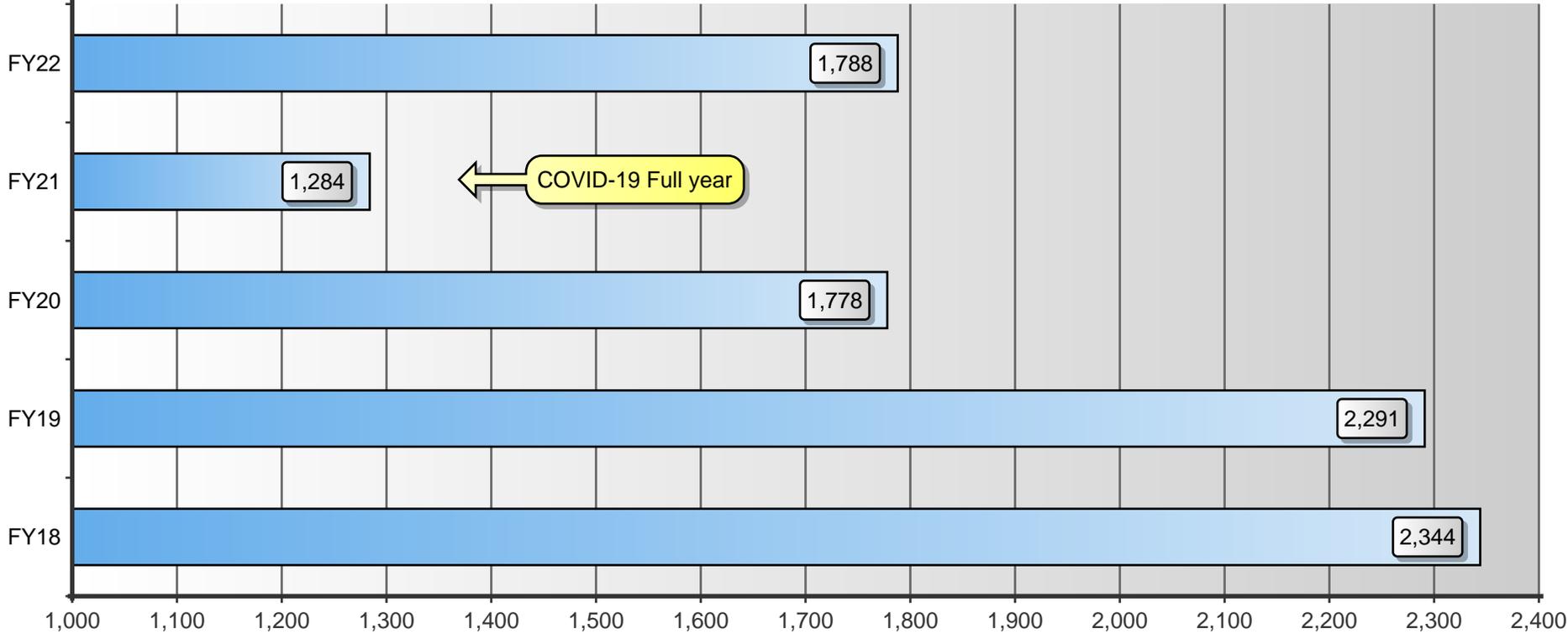
\*Total School Cost refers to the cost of Service & Supplies, Paper, and Equipment. See Projected Equipment Costs by Building table later in this report.

# INDUSTRY AVERAGE COPIES PER STUDENT - BLACK

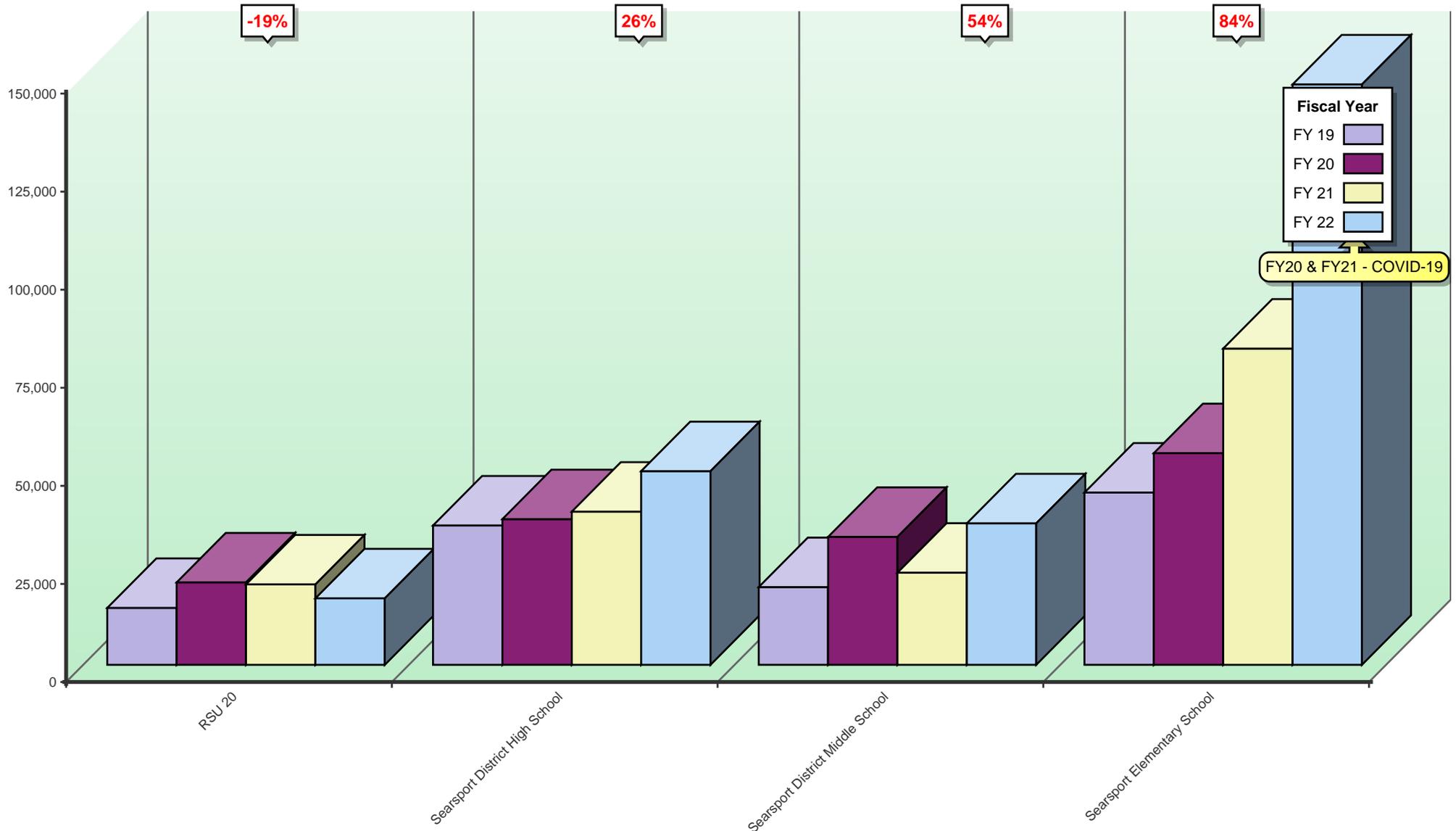
This is an SPC comparison contrasting your district with other client school districts throughout the states of Maine, New Hampshire, and Vermont. By comparing to the Average Student to Copy Usage, this will help you to set up future budgets if student populations increase or decrease within the district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

	Total Student Population	Total Annual Volume	Total District Cost*	Annual Copies Per Student	Annual Cost Per Student
All Schools w/Student Populations	83,741	149,723,855	\$3,872,721.04	1,788	\$46.25

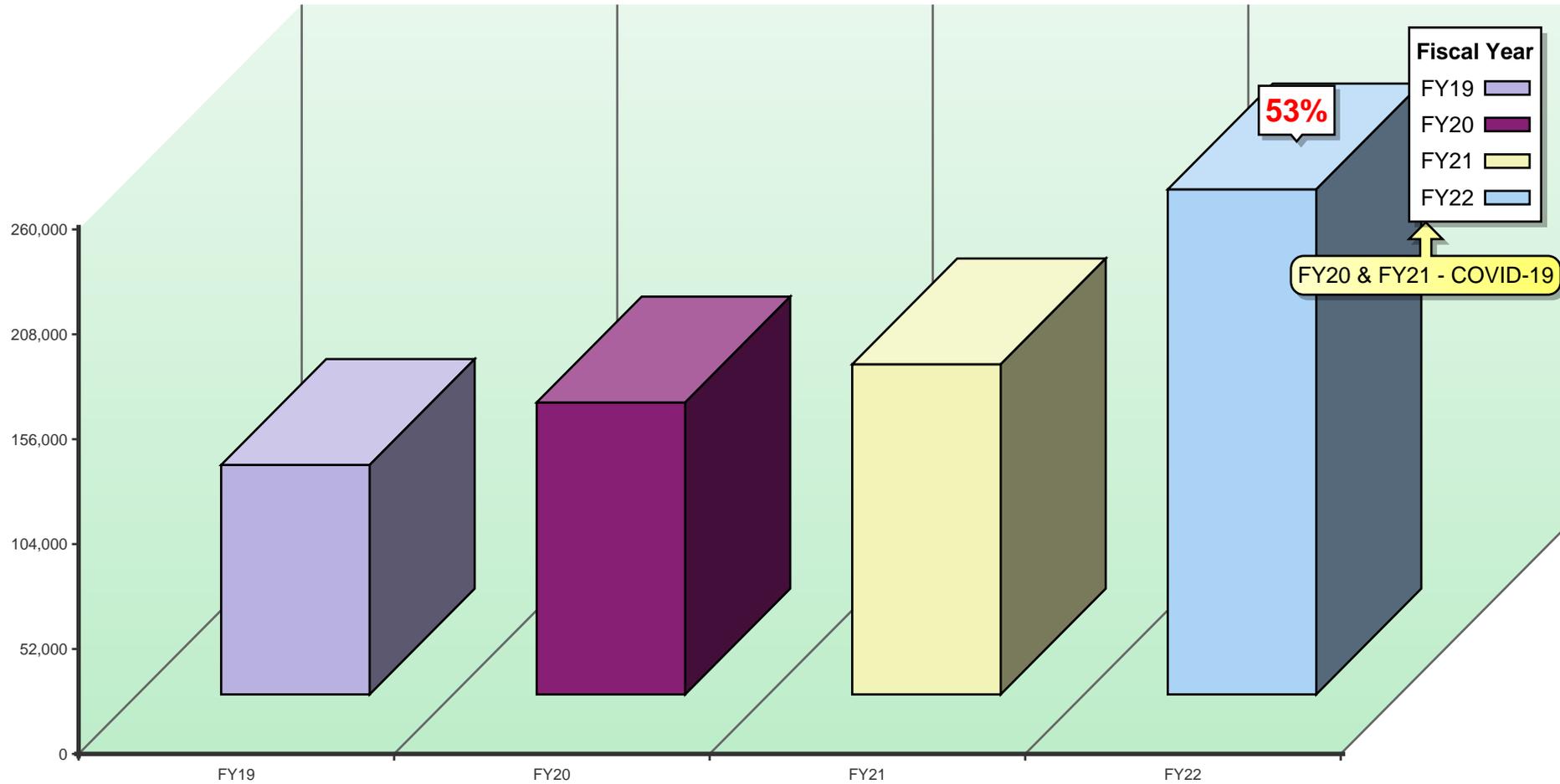
\*Total District Cost refers to the cost of Service, Supplies, Paper, and Equipment.



# ANNUAL COLOR VOLUME BY LOCATION



# ANNUAL COLOR VOLUME OVERALL



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

## AVERAGE STUDENT-TO-COPY USAGE - COLOR

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

Building	Student Population	Annual Color Volume	Total School Cost*	Average Annual Color Prints Per Student	Average Annual Color Cost Per Student
RSU 20	0	16,952	\$716.83	0	\$0.00
Searsport District High School	139	49,377	\$2,025.44	355	\$14.57
Searsport District Middle School	100	36,075	\$1,479.80	361	\$14.80
Searsport Elementary School	197	147,957	\$6,069.20	751	\$30.81
<b>Totals</b>	<b>436</b>	<b>250,361</b>	<b>\$10,291.27</b>	<b>574</b>	<b>\$23.60</b>

\*Total School Cost refers only to Service & Supplies as Paper and Equipment are included in the previous table for black prints.

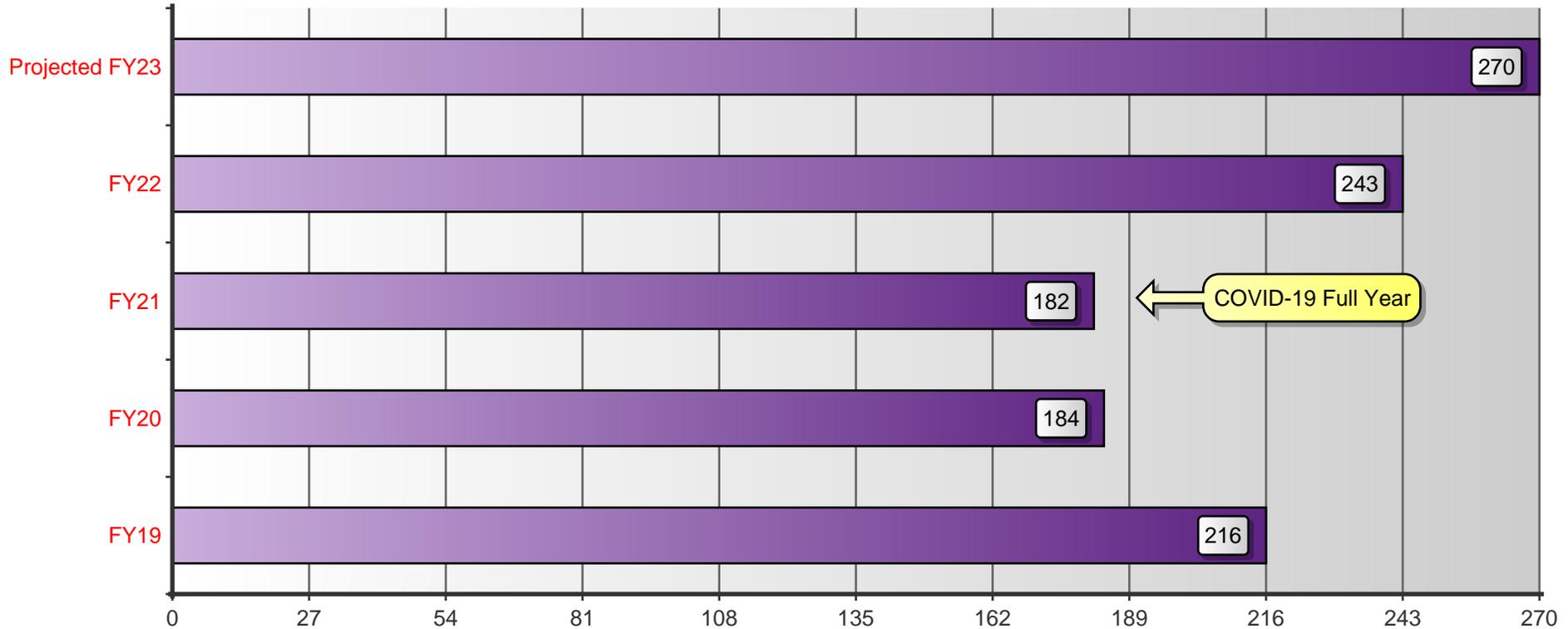
Note: STARDoc tool will flag any future high color usage. See page 39 of STARDoc Features. Current industry ratio averages 243 color prints per student per year. Your color volume this year averages 574 per student. Please contact our SPC technical team to provide training to your staff if your usage is too high.

# INDUSTRY AVERAGE COPIES PER STUDENT - COLOR

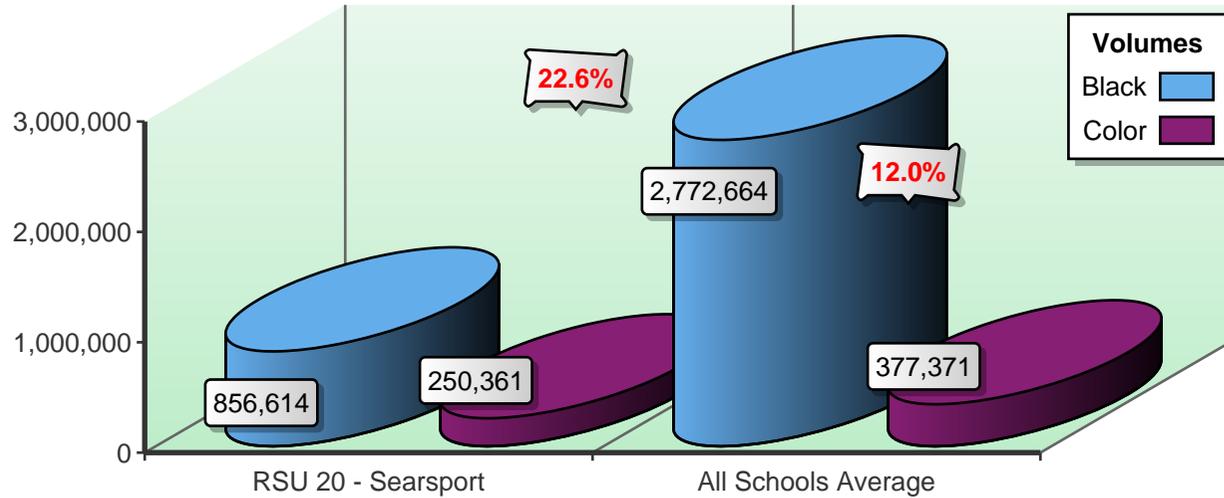
This is an SPC comparison contrasting your district with other client school districts throughout the states of Maine, New Hampshire, and Vermont. By comparing to the Average Student to Copy Usage, this will help you to set up future budgets if student populations increase or decrease within the district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

	Total Student Population	Total Annual Volume	Total District Cost*	Annual Copies Per Student	Annual Cost Per Student
All Schools w/Student Populations	83,741	20,378,027	\$929,875.30	243	\$11.10

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



## COLOR-TO-TOTAL VOLUME COMPARISON



### SPC Analysis

Despite the significant drop in color usage over the past two years, color usage has not only recovered, it has soared. FY22 increased average color usage by 33% over FY21. Obviously, some color printing is necessary, but if it is not properly monitored it could negatively impact your entire printing budget. The best time to financially achieve the color control goal is when you do your next upgrade. For that recommendation, please review the Equipment Health Status page.

**SOLUTION:** SPC has incorporated into our bids Right-Sized Print Management software that pinpoints the problematic locations and implements tailor-made software that controls your color printing. Instead of forcing the entire organization to change all printing habits, SPC focuses only on problematic locations.

## EQUIPMENT USAGE & RECOMMENDATIONS

The usage analysis shown here provides an overview of the usage of each piece of equipment currently under contract and monitored by SPC.

Date of Last Upgrade: 07/01/2020

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
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### RSU 20

#### Bus Garage Office

Konica Minolta BHC3320i / 35 PPM AAJP011000354 / 215273 750,000 / 05/2019 Color Laser MFP / RSU20	3,810 516	7,541 1,477	3,731 961	\$0.00603 \$22.50 \$0.06033 \$57.98	None at this time.
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#### Business Manager's Office (Main Office)

HP Laser Jet 600 M604 / 52 PPM CNBCH760BX / 141814 2,000,000 / 04/2015 Black Network Printer / RSU20	48,751 0	54,616 0	5,865 0	\$0.01047 \$61.41 \$0.00000 \$0.00	7 years from Intro.
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#### Main Office

Konica Minolta BHC650i / 65 PPM AA7N011000263 / 214142 4,000,000 / 02/2020 Color Photocopier / RSU20	53,872 19,982	112,900 35,973	59,028 15,991	\$0.00328 \$193.61 \$0.03907 \$624.77	None at this time.
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Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
<b>Main Office</b>					
Konica Minolta BH4402P / 46 PPM AAFJ011003009 / I38064 750,000 / 08/2018 Black Network Printer / RSU20	9,915	19,845	9,930	\$0.01047 \$103.97 \$0.00000 \$0.00	None at this time.
		<b>Subtotal Black</b>	<b>78,554</b>	<b>\$381.48</b>	
		<b>Subtotal Color</b>	<b>16,952</b>	<b>\$682.75</b>	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
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**Searsport District High School**

**Guidance Office**

Konica Minolta BHC650i / 65 PPM AA7N011000278 / 215240 4,000,000 / 02/2020 Color Photocopier/RSU20	25,817	75,258	49,441	\$0.00328 \$162.17 \$0.03907 \$608.44	None at this time.
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**Kitchen Office**

Konica Minolta BH4402P / 46 PPM AAFJ011003037 / 138059 750,000 / 08/2018 Black Network Printer / RSU20	5,757	13,995	8,238	\$0.01047 \$86.25 \$0.00000 \$0.00	None at this time.
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**Library**

Konica Minolta BHC450i / 45 PPM AA7R011004231 / 215270 1,000,000 / 09/2020 Color Photocopier / RSU20	8,912	31,554	22,642	\$0.00328 \$74.27 \$0.03907 \$729.09	None at this time.
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**Main Office**

Konica Minolta BHC650i / 65 PPM AA7N011000050 / 215272 4,000,000 / 02/2020 Color Photocopier / RSU20	37,262	81,130	43,868	\$0.00328 \$143.89 \$0.03907 \$591.64	None at this time.
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Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
<b>Room 104 Main Office</b>					
Konica Minolta BH4402P / 46 PPM AAFJ011003016 / I38056 750,000 / 08/2018 Black Network Printer / RSU20	87 0	131 0	44 0	\$0.01047 \$0.46 \$0.00000 \$0.00	None at this time.
<b>Room 12</b>					
HP Laser Jet 600 M604 / 52 PPM CNBCH760B1 / I41825 2,000,000 / 04/2015 Black Network Printer / RSU20	78,738 0	86,018 0	7,280 0	\$0.01047 \$76.22 \$0.00000 \$0.00	7 years from Intro.
<b>Room 13 Guidance Office</b>					
Konica Minolta BH4402P / 46 PPM AAFJ011002994 / I38065 750,000 / 08/2018 Black Network Printer / RSU20	413 0	780 0	367 0	\$0.01047 \$3.84 \$0.00000 \$0.00	None at this time.
<b>Room 16</b>					
Konica Minolta BH4402P / 46 PPM AAFJ011003027 / I38055 750,000 / 08/2018 Black Network Printer / RSU20	4,412 0	8,185 0	3,773 0	\$0.01047 \$39.50 \$0.00000 \$0.00	None at this time.

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
<b>Teachers' Room</b>					
Konica Minolta BH658 / 65 PPM AA6R011007090 / 215241 4,000,000 / 05/2017 Black Photocopier / RSU20	108,001	255,116	147,115	\$0.00328 \$482.54 \$0.00000 \$0.00	None at this time.
		<b>Subtotal Black</b>	<b>282,768</b>	<b>\$1,069.14</b>	
		<b>Subtotal Color</b>	<b>49,377</b>	<b>\$1,929.16</b>	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
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**Searsport District Middle School**

**Hallway**

HP Laser Jet 600 M604 / 52 PPM CNBCH760BM / I4I82I 2,000,000 / 04/2015 Black Network Printer/RSU20	27,954 0	34,681 0	6,727 0	\$0.01047 \$70.43 \$0.00000 \$0.00	7 years from Intro.
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**Room 10 Teachers' Room**

Konica Minolta BHC650i / 65 PPM AA7N011000084 / 215274 4,000,000 / 02/2020 Color Photocopier / RSU20	64,864 11,276	143,151 30,713	78,287 19,437	\$0.00328 \$256.78 \$0.03907 \$759.40	None at this time.
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**Room 11**

Konica Minolta BH4402P / 46 PPM AAFJ011003020 / I38062 750,000 / 08/2018 Black Network Printer / RSU20	3,685 0	5,882 0	2,197 0	\$0.01047 \$23.00 \$0.00000 \$0.00	None at this time.
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**Special Ed Office**

Konica Minolta BHC650i / 65 PPM AA7N011000015 / 215239 4,000,000 / 02/2020 Color Photocopier / RSU20	32,973 12,210	83,608 28,848	50,635 16,638	\$0.00328 \$166.08 \$0.03907 \$650.05	None at this time.
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<b>Subtotal Black</b>	<b>137,846</b>	<b>\$516.30</b>
<b>Subtotal Color</b>	<b>36,075</b>	<b>\$1,409.45</b>

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
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**Searsport Elementary School**

**Cape Of Dreams**

Konica Minolta BH4402P / 46 PPM AAFJ011003047 / I38057 750,000 / 08/2018 Black Network Printer/RSU20	24,258 0	61,736 0	37,478 0	\$0.01047 \$392.39 \$0.00000 \$0.00	None at this time.
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**Kids' Cove**

Konica Minolta BH4402P / 46 PPM AAFJ011003052 / I38058 750,000 / 08/2018 Black Network Printer / RSU20	775 0	1,840 0	1,065 0	\$0.01047 \$11.15 \$0.00000 \$0.00	None at this time.
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**Kitchen**

Konica Minolta BH4402P / 46 PPM AAFJ011003045 / I38060 750,000 / 08/2018 Black Network Printer / RSU20	1,078 0	3,879 0	2,801 0	\$0.01047 \$29.33 \$0.00000 \$0.00	None at this time.
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**Main Office**

Konica Minolta BHC650i / 65 PPM AA7N011000048 / 214147 4,000,000 / 02/2020 Color Photocopier / RSU20	56,605 23,140	109,170 56,708	52,565 33,568	\$0.00328 \$172.41 \$0.03907 \$1,311.50	None at this time.
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Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
<b>Media Center</b>					
Konica Minolta BH4402P / 46 PPM AAFJ011003015 / 138063 750,000 / 08/2018 Black Network Printer / RSU20	2,949 0	5,485 0	2,536 0	\$0.01047 \$26.55 \$0.00000 \$0.00	None at this time.
<b>Psych Examiner's Office</b>					
Konica Minolta BH4402P / 46 PPM AAFJ011003011 / 138054 750,000 / 08/2018 Black Network Printer / RSU20	2,954 0	4,712 0	1,758 0	\$0.01047 \$18.41 \$0.00000 \$0.00	None at this time.
<b>PT/OT Office</b>					
Konica Minolta BH4402P / 46 PPM AAFJ011002984 / 138061 750,000 / 08/2018 Black Network Printer / RSU20	1,260 0	2,029 0	769 0	\$0.01047 \$8.05 \$0.00000 \$0.00	None at this time.
<b>Resource Room</b>					
Konica Minolta BH4402P / 46 PPM AAFJ011003019 / 138066 750,000 / 08/2018 Black Network Printer / RSU20	5,305 0	14,739 0	9,434 0	\$0.01047 \$98.77 \$0.00000 \$0.00	None at this time.

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
<b>Teacher's Room Upstairs</b>					
Konica Minolta BHC650i / 65 PPM AA7N011000273 / 215250 4,000,000 / 02/2020 Color Photocopier / RSU20	107,125	267,798	160,673	\$0.00328 \$527.01 \$0.03907 \$2,571.70	None at this time.
<b>Teachers' Room 1st Floor</b>					
Konica Minolta BHC650i / 65 PPM AA7N011000063 / 214146 4,000,000 / 02/2020 Color Photocopier / RSU20	66,499	154,866	88,367	\$0.00328 \$289.84 \$0.03907 \$1,897.47	None at this time.
<b>Subtotal Black</b>			<b>357,446</b>	<b>\$1,573.92</b>	
<b>Subtotal Color</b>			<b>147,957</b>	<b>\$5,780.68</b>	
<b>Overall Black Totals</b>			<b>856,614</b>	<b>\$3,540.84</b>	
<b>Overall Color Totals</b>			<b>250,361</b>	<b>\$9,802.04</b>	<b>Your Avg Color CPC is \$0.0392</b>

## 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 03/01/1996 with your projected cost per copy for the new fiscal year through SPC. Annual Volume represents actual FY 22 black print usage. The second table represents your annual and five-year cost savings compared to your previous cost per copy rate.

### BEFORE SPC

Current Volume	Prior CPC	Average Annual Cost
856,614	\$0.01150	\$9,851.06

### CURRENTLY WITH SPC

Current Volume	Current CPC*	Current Cost	Cost Savings	5 Year Savings
856,614	\$0.00413	\$3,537.82	\$6,313.25	\$31,566.23

\*This CPC is an average of your copiers and printers together. Your copier cpc is substantially lower than this average.

Today the Cooperative Buying of SPC has netted annual cost savings, on average, of \$6,313.25 x 26 years as a Client = \$164,144.37 Cost Savings!

## PROJECTED EQUIPMENT COSTS BY BUILDING - BLACK

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

Building	Projected Black Volume	Projected Black Usage Cost	Approximate Paper Cost	Average Annual Equipment Cost	Total Proj Black Usage Cost
RSU 20	78,554	\$400.26	\$496.78	\$1,876.36	\$2,773.40
Searsport District High School	282,768	\$1,121.47	\$1,788.22	\$6,754.27	\$9,663.97
Searsport District Middle School	137,846	\$541.57	\$871.74	\$3,292.62	\$4,705.93
Searsport Elementary School	357,446	\$1,651.21	\$2,260.49	\$8,538.05	\$12,449.75
<b>TOTALS</b>	<b>856,614</b>	<b>\$3,714.51</b>	<b>\$5,417.23</b>	<b>\$20,461.30</b>	<b>\$29,593.04</b>

**SPC Upgrades for 2022**

Client	Contact	Total Annual Volume	Number of Machines	Former Vendor	Vendor Awarded	Annual Cost Savings	5 Year Cost Savings	Print Management Software Added*
SAU 36 - White Mountains Regional SD	Kris Franklin	2,884,577	46	Visual Edge-OSV	Symquest	\$11,704.62	\$58,523.10	STARDoc Only
SAU 61 - Farmington	Brian Cisneros	2,857,215	42	Same	KMBS	\$7,383.00	\$36,915.00	PaperCut & STARDoc
SAU 66 - Hopkinton	Michael Flynn	2,460,750	78	Global-Conway	KMBS	\$29,956.00	\$149,780.00	PaperCut & STARDoc
SAU 68 - Lincoln/Woodstock	Debbie O'Connor	815,437	13	Same	KMBS	\$4,302.00	\$21,510.00	PaperCut & STARDoc
SAU 80 - Shaker Regional SD	Debbie Thompson	2,896,042	23	Same	Budget	\$5,550.00	\$27,750.00	PaperCut & STARDoc
SAU 87 - Mascenic	Lizabeth Baker	2,834,149	59	Same	KMBS	\$15,634.00	\$78,170.00	STARDoc Only
Great Bay E-Learning Charter School	Peter Stackhouse	246,262	8	Same	KMBS	\$1,744.00	\$8,720.00	STARDoc Only
MSAD 37 - Harrington Maine	Ron Ramsay	1,776,270	56	Visual Edge-A-Copi	Ricoh	\$6,953.00	\$34,765.00	STARDoc Only
SAU 54 -Rochester NH	Linda Bartlett	11,900,000	215	Same	KMBS	-\$1,920.00	-\$9,600.00	PaperCut & STARDoc
East Millinocket Schools Maine	Luci Milewski	1,113,369	4	Visual Edge-A-Copi	Ricoh	\$6,449.00	\$32,245.00	STARDoc Only
Washington Central UUSD	Mark Kline	4,000,000	68	Canon & Conway	Symquest	\$26,757.00	\$133,785.00	STARDoc Only
RSU 64 - East Corinth	Rhonda Sperrey	2,698,445	28	Visual Edge-A-Copi	Symquest	\$9,304.00	\$46,520.00	PaperCut & STARDoc
RSU 06 - Bonny Eagle	Scott Nason	8,328,355	109	Visual Edge-A-Copi	Symquest	\$21,350.00	\$106,750.00	PaperCut & STARDoc
RSU 14 - Windham Raymond	Bob Hickey	7,539,568	211	Visual Edge-A-Copi	Symquest	\$48,135.00	\$240,675.00	STARDoc Only
Orleans Southwest Supervisory Union VT	David Martin	2,846,049	24	Visual Edge-OSV	National	\$4,390.00	\$21,950.00	PaperCut & STARDoc
Essex Westford School District VT	Peter Drescher	10,741,439	265	Visual Edge-OSV & National	Symquest	\$100,004.00	\$500,020.00	PaperCut & STARDoc
Sullivan County NH	Derek Ferland	911,018	40	Canon	Symquest	\$14,033.00	\$70,165.00	PaperCut & STARDoc
Winooski School District VT	Nicole Mace	1,848,750	87	Canon	Symquest	\$42,364.00	\$211,820.00	PaperCut & STARDoc
Windham Northeast Supervisory Union VT	Andrew Haas	3,000,000	46	Canon	Symquest	\$39,323.00	\$196,615.00	PaperCut & STARDoc
SAU 43 - Newport NH	Ed Emond	1,772,242	10	Visual Edge-OSV	Symquest	\$18,656.00	\$93,280.00	STARDoc Only
<b>Totals</b>		<b>73,469,937</b>	<b>1,432</b>			<b>\$412,071.62</b>	<b>\$2,060,358.10</b>	

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

<b>TOTALS</b>	<b>82,468,260</b>	<b>69,686,229</b>	<b>73,469,937</b>	
<b>Total New Clients</b>	<b>14,950,000</b>	<b>41,249,400</b>	<b>17,952,178</b>	<< 8 Clients
<b>Total Existing Clients</b>	<b>67,518,260</b>	<b>28,436,829</b>	<b>55,517,759</b>	<< 12 Clients

2022 Award Evaluation	Manufacturer	Volume	Machines
Symquest	Konica Minolta	43,724,394	910
KMBS	Konica Minolta	21,113,813	415
Budget	Konica Minolta	2,896,042	23
Ricoh	Ricoh	2,889,639	60
National	Kyocera	2,846,049	24
<b>TOTALS</b>		<b>73,469,937</b>	<b>1,432</b>

## PROJECTED EQUIPMENT COSTS BY BUILDING - COLOR

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

Building	Projected Color Volume	Service & Supply Cost
RSU 20	16,952	\$716.83
Searsport District High School	49,377	\$2,025.44
Searsport District Middle School	36,075	\$1,479.80
Searsport Elementary School	147,957	\$6,069.20
<b>TOTALS</b>	<b>250,361</b>	<b>\$10,291.27</b>

## SERVICE & SUPPLY USAGE PROFILE BY VENDOR - BLACK

This table represents ACTUAL and PROJECTED Service & Supply expenses for BLACK usage broken down by equipment type and vendor. Under SPC's Simplified Billing Program, SPC will invoice you directly for 50% of the Projected Annual Volume in July and January, and then reconcile based on actual usage in June. Although inflation has increased by 9.5% over last year, SPC has capped that increase for **FY23 to only 5%**. In the 30+ years of SPC's history, this is the first time this cap was necessary, but it clearly benefits the client as we continue to save you money.

Vendor	Equipment Type	FY22 Black Volume	FY22 Black Cost/Copy	FY22 Black S & S Costs	FY23 Black Cost/Copy	FY23 Projected Black S & S Costs
SymQuest Group, Inc.	Black Network Printer	100,262	\$0.01047	\$1,049.74	\$0.01099	\$1,101.88
SymQuest Group, Inc.	Black Photocopier	147,115	\$0.00328	\$482.54	\$0.00344	\$506.08
SymQuest Group, Inc.	Color Laser MFP	3,731	\$0.00603	\$22.50	\$0.00633	\$23.62
SymQuest Group, Inc.	Color Photocopier	605,506	\$0.00328	\$1,986.06	\$0.00344	\$2,082.94
<b>TOTALS AND AVERAGES</b>		<b>856,614</b>	<b>\$0.00413</b>	<b>\$3,540.84</b>	<b>\$0.00434</b>	<b>\$3,714.51</b>

## SERVICE & SUPPLY USAGE PROFILE BY VENDOR - COLOR

This table represents ACTUAL and PROJECTED Service & Supply expenses for COLOR usage broken down by equipment type and vendor. Under SPC's Simplified Billing Program, SPC will invoice you directly for 50% of the Projected Annual Volume in July and January, and then reconcile based on actual usage in June. Although inflation has increased by 9.5% over last year, SPC has capped that increase for **FY23 to only 5%**. In the 30+ years of SPC's history, this is the first time this cap was necessary, but it clearly benefits the client as we continue to save you money.

Vendor	Equipment Type	FY22 Color Volume	FY22 Color Cost/Copy	FY22 Color S & S Costs	FY23 Color Cost/Copy	FY23 Projected Color S & S Costs
SymQuest Group, Inc.	Color Laser MFP	961	\$0.06033	\$57.98	\$0.06335	\$60.88
SymQuest Group, Inc.	Color Photocopier	249,400	\$0.03907	\$9,744.06	\$0.04102	\$10,230.39
<b>TOTALS AND AVERAGES</b>		<b>250,361</b>	<b>\$0.03915</b>	<b>\$9,802.04</b>	<b>\$0.04111</b>	<b>\$10,291.27</b>

## LEASED/OWNED EQUIPMENT DETAILS

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Total Number of Machines Under Contract	27
Number of Machines on Lease	24
Number of Machines Owned	3
Number of Rental/Loaner Machines	0

Lease Company	Norway Savings Bank
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Term	5 Annual
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Annual Payment usually due on 8/1	\$20,461.30
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Lease Start Date	07/01/2020
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Lease End Date	08/01/2024
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Remaining Payments	2
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\*The Lease End Date has no bearing on Service & Supply and Warranty Contracts.

## LEASED EQUIPMENT

Building	Room	Make/Model	Serial Number
RSU 20	Bus Garage Office	Konica Minolta BHC3320i	AAJP011000354
RSU 20	Main Office	Konica Minolta BH4402P	AAFJ011003009
RSU 20	Main Office	Konica Minolta BHC650i	AA7N011000263
Searsport District High School	Guidance Office	Konica Minolta BHC650i	AA7N011000278
Searsport District High School	Kitchen Office	Konica Minolta BH4402P	AAFJ011003037
Searsport District High School	Library	Konica Minolta BHC450i	AA7R011004231
Searsport District High School	Main Office	Konica Minolta BHC650i	AA7N011000050
Searsport District High School	Room 104 Main Office	Konica Minolta BH4402P	AAFJ011003016
Searsport District High School	Room 13 Guidance Office	Konica Minolta BH4402P	AAFJ011002994
Searsport District High School	Room 16	Konica Minolta BH4402P	AAFJ011003027
Searsport District High School	Teachers' Room	Konica Minolta BH658	AA6R011007090
Searsport District Middle School	Room 10 Teachers' Room	Konica Minolta BHC650i	AA7N011000084
Searsport District Middle School	Room 11	Konica Minolta BH4402P	AAFJ011003020
Searsport District Middle School	Special Ed Office	Konica Minolta BHC650i	AA7N011000015
Searsport Elementary School	Cape Of Dreams	Konica Minolta BH4402P	AAFJ011003047
Searsport Elementary School	Kids' Cove	Konica Minolta BH4402P	AAFJ011003052
Searsport Elementary School	Kitchen	Konica Minolta BH4402P	AAFJ011003045
Searsport Elementary School	Main Office	Konica Minolta BHC650i	AA7N011000048
Searsport Elementary School	Media Center	Konica Minolta BH4402P	AAFJ011003015
Searsport Elementary School	Psych Examiner's Office	Konica Minolta BH4402P	AAFJ011003011
Searsport Elementary School	PT/OT Office	Konica Minolta BH4402P	AAFJ011002984
Searsport Elementary School	Resource Room	Konica Minolta BH4402P	AAFJ011003019
Searsport Elementary School	Teacher's Room Upstairs	Konica Minolta BHC650i	AA7N011000273
Searsport Elementary School	Teachers' Room 1st Floor	Konica Minolta BHC650i	AA7N011000063

## OWNED EQUIPMENT

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Building	Room	Make/Model	Serial Number
RSU 20	Business Manager's Office (Main Office)	HP Laser Jet 600 M604	CNBCH760BX
Searsport District High School	Room 12	HP Laser Jet 600 M604	CNBCH760BI
Searsport District Middle School	Hallway	HP Laser Jet 600 M604	CNBCH760BM

## STARDoc USER NAMES

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Name	User Name
Bob Bradford	bbradford@rsu20.org
Chris Downing	cdowning@rsu20.org
Christine Guerette	cguerette@rsu20.org
Debbie Dakin	ddakin@rsu20.org
Dhyana Blanchard	dblanchard
Geoff Cyr	gcyr@rsu20.org
Larry Clement	lclementSES
Leana Seekins	lseekins@rsu20.org
Lynn Redman	lredman@rsu20.org
Marianne DeRaps	mderapsSDHS
Mike Fuller	mfuller@rsu20.org
Rusty Grove	rgrove@rsu20.org
Susan Capwell	scapwell@rsu20.org

STARDoc user names are managed by the Account Administrator, usually the IT Director. If there are any changes that need to be made, please notify your Account Administrator or SPC.



## Benefits of partnering with SPC

### Top Benefits to our CLIENTS:

#### 1. Cooperative Buying

- By definition, is a model that allows a group of buyers with a common interest to pool their buying power in order to negotiate more favorable pricing and better service. SPC's model allows you to pick your preferred vendor!
- SPC's pricing is so strong *we pay for our own fee* by acquiring prices lower than what you can do on your own.
- We will *save you money* benefiting from the combined purchasing power of 69 clients with almost 4500 devices doing 176 million copies and prints annually. For FY22 we purchased 1,432 machines with over 73 million prints out to bid.
- We will *save you time* by preparing your bid, negotiating with vendors/manufacturers, presenting a total bid analysis, and managing the implementation.
- We will *save you frustration* by managing your contracts for up to five years from the date of installation.

#### 2. Exclusive STARDoc Software

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

#### 3. Simplified Billing Program

- Removes the confusion out of billing.
- Eliminates variety of invoices from multiple vendors that come monthly and/or quarterly.
- THREE detailed, easy-to-read invoices are sent each year from ONE billing source.
- Reconciles all of your devices at the end of the year; you pay only for what you use; no minimums.

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

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

#### 5. Annual Report

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

#### 6. Vendor Neutral

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

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

**Based on current actual volumes and CPCs, SPC has generated Annual Savings of almost \$1.5 million for all of our clients.  
That translates into Savings of more than \$7 million over five years!**



## SPC Values Our Vendors

### Overall Benefits to Our Vendors

- Opportunities brought to vendor - Over 1,400 units purchased in FY22 running over 73 million prints
- SPC is well respected in the industry
- SPC values our vendors and speaks highly of them to our clients
- National Contracts that are all negotiated with the manufacturers at your disposal

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

- Sharing of previous bid results that help you to negotiate with your manufacturers
- On-Site Survey of client requirements including mapping all devices
- Writing of the *Five-Year Equipment Replacement Schedule* (Bid Specs)
- Vendor Bid Portal: Greatly reduces bid input time; reduces time from bid submission to bid presentation to the clients in our cooperative
- Control of Bid Specs (Not allowing any vendor to underbid or offer discontinued equipment)
- Selling of vendors' 'Value Add' directly to our clients after the bids are in; Client has the right to pay more than low bid, if desired

### Vendor Benefits Before & During Installation

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

## Vendor Ongoing Support

- Yearly meter reads
- Simplified Billing: SPC manages billing and payment directly with Client and Vendor
- STARDoc: System for Tracking And Reporting Documents... Manages the budget
- Annual Reports that flag machines that are being overused and underused thus improving reliability
- Mediating warranty issues in sensitive locations

## Why do some vendors hesitate to bid?

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

**SPC managed over 4,500 Photocopiers and Printers last year.**

**Our relationship with our vendors has never been stronger!**

## Cost Projection by Department or Building

- Allows you to formulate next year's budget as early as December
- Allows you to see the projected usage bill in advance
- Tabulate total budgets and total costs district-wide
- Volume or cost pages allow you to pinpoint specific machines on the floorplans
- Timeline - allows you to track historical volume and costs to compare current budget with past years

## Map your devices on Floorplans

- Identifies detailed information (IP address, serial number, vendor ID, CPC, consumed volume, toner and service alerts)
- Device Information tab allows easy access to the printer/copier web interface
- Asset Management (Servers, Wireless Access Points, IP Cameras, Projectors, Apple TVs)

## Floorplan Administration

- Allows IT and Business Manager to move devices around on floorplan
- Paper trail of device locations after summer break
- Shows Previous Devices, Present Equipment, and Proposed Equipment

## Contacts Page

- Control Access and Permissions to STARDoc
- Toggle Email All (Toner Alerts, Service Alerts, Monthly Audits)

## Device Listing Page

- Centralized location for detailed information of District's assets
- Exportable device listing to Excel or PDF
- Non-Reporting Device listing for devices that haven't reported for more than two weeks
- Tracks additional non-contracted devices
- IP Addresses and MAC addresses imported automatically
- Strikethrough on machines that have been removed

## Monthly Audits

- Monthly Cost Snapshot
- Shows number of devices not reporting to help improve projections accuracy

## Last Sync Date

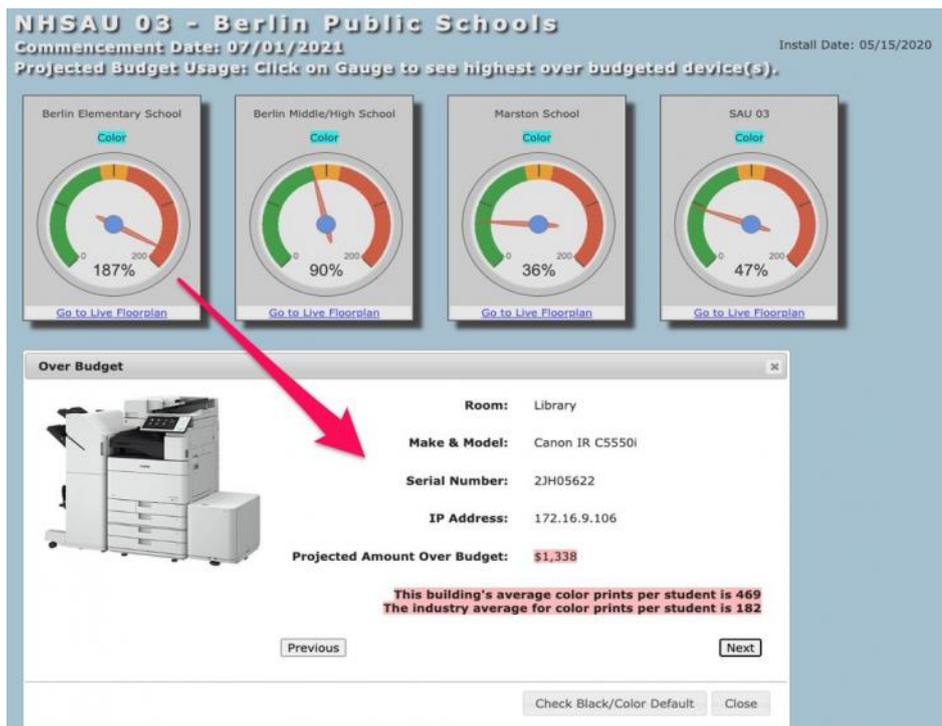
- Shows the last time FM Audit synced for equipment

## Over-Budget Report

- Request service history on any machine right through STARDoc.
- Catch overused equipment early, before equipment begins to break down due to overuse.

## Five-Year Fleet Management (FYFM)

- Interactive tool that examines printing habits
- Flags potential problem areas
- Helps identify equipment with high color usage



## NEW VENDOR CATEGORIES

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In the past we had two vendor categories: Cooperative and Uncooperative. In 2021 we added a third category:

### **Premier: defined as consistently providing ...**

- Quality bids to SPC
- Quality service with a four-hour or less average response time
- Reliable equipment and competitive pricing
- Support to SPC and our mutual clients to resolve concerns
- **Current Premier Vendors**
  - Budget Document Technologies
  - Konica Minolta Business Solutions
  - National 1927
  - Ricoh USA
  - SymQuest Group

### **Cooperative: defined as ...**

- Providing bids as required but lacking in one or more areas listed above, or they have yet to provide a history of strong support

### **Uncooperative: defined as ...**

- Rarely submitting bids to SPC
- Encourages SPC clients to breach existing contracts and undermines SPC's bid process

## WARRANTY RELIEF FUND

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### Why is it Needed?

With the recent pandemic, schools and businesses shut down. In FY20 credits owed were around \$389,000. However, your contracts stipulate that any unused service and supplies are to be refunded. While this may seem like good news, what if the vendor is unable or unwilling to repay those funds? Many companies outside of the copier industry are already filing for bankruptcy. SPC's legitimate concern is, what if this hits the copier industry and we can no longer access the funds owed to the client?

### Other Concerns:

- Vendor refuses to honor a Warranty
- Equipment is no longer under a vendor Warranty
- Vendor refuses to honor a Service-and-Supply Contract at the agreed-upon pricing.
- Vendor gets sold to a venture capitalist entity or to a risky new owner with limited cash reserves

### Purpose:

Since 1989, SPC's goal is to shelter our clients from Industry upheavals. This fund is to set aside monies that can be used by any client, if a need arises.

Funding Source: Initially, \$200,000 no-interest personal loan. To be paid back from two sources...

- Wholesale Trades... For over 10 years these funds have been set aside for warranty replacement units since the industry would provide the same cash price with or without the trade.
- Equipment Purchases... 2% of the gross will be set aside with each upgrade.

### Who Benefits?

All SPC clients...like any insurance fund, by pooling funds from SPC's entire client base, any losses are eliminated.

## WARRANTY RELIEF EQUIPMENT BASE

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### Why is it Needed?

As with credits owed to clients for unused copies, sometimes equipment needs to be replaced or added but there are no funds in the budget. Rather than relying solely on the Warranty Relief Fund, SPC will have an inventory of high-quality, low-meter copiers and printers to use as replacements or additional equipment as needed at a lower cost to the client than a new machine.

### Other Concerns:

- Equipment is no longer under a vendor Warranty
- Vendor refuses to honor a Warranty
- Equipment is damaged by user and not covered under the Warranty

### Purpose:

- To replace or add a machine when needed

### Who Benefits?

- All SPC clients...by pooling high-quality equipment from past client upgrades, equipment can be replaced with minimal impact on the client