

**NHSAU 57 - Ricoh
FLEET REPORT FY22**



SPC SUMMARY

This annual fleet report is a service SPC offers in order to stay ahead of problem or aging units under contract. It is designed to highlight areas of concern as well as determine how well your vendor is managing your fleet.

Out of 105 units under contract with Ricoh, there were 43 service calls on 18 copiers and 4 printers during the fiscal year. Uptime for your fleet was 99.81%, which is decent for the size and newness of your fleet. SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. Ricoh notes their average response time from call to arrival as 7.24 hours, which is much higher than the bid specs and will be addressed with the vendor. Please note that some calls are considered of lesser importance (i.e., the machine is up and running) and therefore a technician's arrival may be delayed for a machine that takes higher precedence (i.e., a machine is not running at all). This could unnaturally inflate the average response time.

Your last upgrade was 8/2/2021. All machines are under a five-year+ warranty and service contract that expires on 6/30/2026. The average model in your fleet was introduced 3.72 years ago. No units are more than 7 years from date of intro. We monitor this detail because as models get more than 10 years out from date of introduction parts become harder to locate and repair times may be longer.

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Location	Make/Model	Serial Number	Vendor ID	# Service Calls	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Uptime%	Projected Monthly Volume Black	Actual Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Barron Elementary School														
Hall of Room 207	Ricoh IM6000	4461R500262	14775941	0	No Calls	No Calls	100.00%	15,052	12,484	0	0	1/1/19	4.08	Black Photocopier
Kitchen Office	Ricoh P501	5211P600327	14776202	0	No Calls	No Calls	100.00%	213	264	0	0	4/1/19	3.83	Black Network Printer
Library	Ricoh P501	5211P600330	14776201	0	No Calls	No Calls	100.00%	128	229	0	0	4/1/19	3.83	Black Network Printer
Library	Ricoh IMC6000	3141R100358	14775940	2	136,686	3.30	99.40%	13,029	21,813	6,802	12,225	1/1/19	4.08	Color Photocopier
Mail Room 131	Ricoh IM6000	4461R500231	14776050	1	95,185	9.60	99.40%	13,355	15,458	0	0	1/1/19	4.08	Black Photocopier
Main Office	Ricoh IMC4500	3151R301221	14775753	0	No Calls	No Calls	100.00%	1,981	3,840	2,144	2,187	1/1/19	4.08	Color Photocopier
Main Office	Ricoh P501	5211P600328	14775729	0	No Calls	No Calls	100.00%	14	11	0	0	4/1/19	3.83	Black Network Printer
Room 205	Ricoh MP3055SP	C300B800020	14775755	0	No Calls	No Calls	100.00%	1,015	98	0	0	2/1/17	6.00	Black Photocopier
Fisk Elementary School														
Downstairs Hall	Ricoh IM6000	4461R500056	14775687	0	No Calls	No Calls	100.00%	16,107	12,401	0	0	1/1/19	4.08	Black Photocopier
Kitchen Storage	Ricoh P501	5211P600337	14776550	0	No Calls	No Calls	100.00%	596	687	0	0	4/1/19	3.83	Black Network Printer
Library Office	Ricoh P501	5211P600334	14776544	0	No Calls	No Calls	100.00%	162	184	0	0	4/1/19	3.83	Black Network Printer
Main Office	Ricoh IMC4500	3121R402042	14775685	0	No Calls	No Calls	100.00%	3,653	3,083	2,782	3,452	1/1/19	4.08	Color Photocopier
SEL Grade Hall	Ricoh IM5000	4451R200235	14775686	0	No Calls	No Calls	100.00%	7,149	10,302	0	0	6/1/21	1.67	Color Photocopier
Work Room Color	Ricoh IMC6000	3141R200768	14775341	2	132,533	3.80	99.50%	9,001	12,188	5,638	12,163	1/1/19	4.08	Color Photocopier
Work Room B&W	Ricoh IM6000	4461R500224	14775689	0	No Calls	No Calls	100.00%	5,815	8,037	0	0	1/1/19	4.08	Black Photocopier
Haigh Elementary School														
Faculty Room	Ricoh IMC4500	3121R301219	14775858	0	No Calls	No Calls	100.00%	233	5,443	500	5,791	1/1/19	4.08	Color Photocopier
Lancaster Elementary School														
2nd Floor Library	Ricoh IM5000	4451R500131	14775752	1	102,041	3.40	99.60%	7,525	13,228	0	0	6/1/21	1.67	Black Photocopier
Alcove 2nd Floor	Ricoh IM8000	4031C200078	14775859	0	No Calls	No Calls	100.00%	8,528	10,592	0	0	10/1/20	2.33	Black Photocopier
Kitchen Office	Ricoh P501	5211P600406	14776204	0	No Calls	No Calls	100.00%	242	280	0	0	4/1/19	3.83	Black Network Printer
Main Office	Ricoh IMC6000	3141R100333	14775939	2	44,253	17.20	98.20%	12,671	16,184	5,848	10,682	1/1/19	4.08	Color Photocopier
Room 121 Reading Room	Ricoh IM430F	3351P501197	14775727	0	No Calls	No Calls	100.00%	721	1,428	0	0	12/1/20	2.17	Black Photocopier
Room 134	Ricoh SPC352dn	X031R400099	14775728	0	No Calls	No Calls	100.00%	188	58	123	186	12/1/17	5.17	Black Network Printer
Room 141 Mail Room	Ricoh IM6000	4461R500239	14775441	0	No Calls	No Calls	100.00%	10,983	7,538	0	0	1/1/19	4.08	Black Photocopier
North Salem Elementary School														
Brent's Office	Ricoh P501	5211P600404	14776205	1	20,201	1.30	99.90%	42	147	0	0	4/1/19	3.83	Black Network Printer
Cafeteria	Ricoh P501	5211P600329	14776203	0	No Calls	No Calls	100.00%	201	141	0	0	4/1/19	3.83	Black Network Printer
Library	Ricoh P501	5211P600720	14775726	0	No Calls	No Calls	100.00%	1,595	2,994	0	0	4/1/19	3.83	Black Network Printer
Main Office	Ricoh IMC6000	3141R100404	14775367	3	19,933	16.80	97.50%	18,573	21,552	4,312	5,603	1/1/19	4.08	Color Photocopier
Room 212 Hallway	Ricoh IM6000	4461R500229	14775754	0	No Calls	No Calls	100.00%	12,527	14,174	0	0	1/1/19	4.08	Black Photocopier
Staff Work Room	Ricoh IM9000	4041C400258	14776051	0	No Calls	No Calls	100.00%	21,824	26,110	0	0	12/1/20	2.17	Black Photocopier
Salem High School														
CTE Main Office	Ricoh IM9000	4041C400096	14776002	0	No Calls	No Calls	100.00%	2,388	6,366	0	0	12/1/20	2.17	Black Photocopier
CTE Main Office C511	Ricoh SPC352dn	X031R600012	14784827	0	No Calls	No Calls	100.00%	253	79	175	246	12/1/17	5.17	Color Network Printer
Food Service Office	Ricoh IMC300F	3921P650874	14776970	0	No Calls	No Calls	100.00%	1,199	1,270	342	648	3/1/20	2.92	Color Laser MFP
Guidance Office	Ricoh P501	5211P600405	14776072	0	No Calls	No Calls	100.00%	255	681	0	0	4/1/19	3.83	Black Network Printer
Guidance Office	Ricoh IMC6000	3141R100366	14775592	0	No Calls	No Calls	100.00%	5,350	2,764	1,491	3,022	1/1/19	4.08	Color Photocopier
Hallway Outside Auto Tech	Ricoh IMC4500	3120RC02125	14775991	0	No Calls	No Calls	100.00%	2,772	3,159	2,209	1,902	1/1/19	4.08	Color Photocopier
IT Office	Ricoh IMC4500	3121R100897	14496798	0	No Calls	No Calls	100.00%	474	629	104	183	1/1/19	4.08	Color Photocopier
It Office Spare	Ricoh P501	5211P600399	14776070	0	No Calls	No Calls	100.00%	0	0	0	0	4/1/19	3.83	Black Network Printer
It Office Spare	Ricoh P501	5211P600400	14776069	0	No Calls	No Calls	100.00%	0	208	0	0	4/1/19	3.83	Black Network Printer
It Office Spare	Ricoh P501	5211P600403	14776071	0	No Calls	No Calls	100.00%	0	0	0	0	4/1/19	3.83	Black Network Printer
Library	Ricoh IMC6000	3141R200426	14775830	1	296,648	13.98	99.30%	12,202	11,345	9,375	9,141	1/1/19	4.08	Color Photocopier

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Library	Ricoh IM5000	4451R500123	14775997	0	No Calls	No Calls	100.00%	1,036	3,195	0	0	6/1/21	1.67	Black Photocopier
Library	Ricoh IM9000	4041C400144	14775827	5	52,812	4.60	98.20%	43,818	22,949	0	0	12/1/20	2.17	Black Photocopier
Main Office Accounts Payable	Ricoh P501	5211P600393	14776231	0	No Calls	No Calls	100.00%	295	285	0	0	4/1/19	3.83	Black Network Printer
Maintenance Garage	Ricoh P501	5211P600395	14776232	0	No Calls	No Calls	100.00%	98	44	0	0	4/1/19	3.83	Black Network Printer
Performing Arts Center Office	Ricoh P501	5211P600397	14776233	0	No Calls	No Calls	100.00%	23	32	0	0	4/1/19	3.83	Black Network Printer
Performing Arts Director	Ricoh SPC352dn	X031R500108	14784828	0	No Calls	No Calls	100.00%	121	82	102	99	12/1/17	5.17	Color Network Printer
Principal's Copy Room	Ricoh IM9000	4041C400072	14775767	0	No Calls	No Calls	100.00%	16,569	9,615	0	0	12/1/20	2.17	Black Photocopier
Room A146 Graphics	Ricoh SPC352dn	X031R500143	14784830	0	No Calls	No Calls	100.00%	102	16	194	42	12/1/17	5.17	Color Network Printer
Room A150 Art Studio	Ricoh SPC352dn	X031R500127	14784825	0	No Calls	No Calls	100.00%	417	161	462	365	12/1/17	5.17	Color Network Printer
Room A163	Ricoh IMC4500	3121R200575	14775996	0	No Calls	No Calls	100.00%	1,763	4,562	439	603	1/1/19	4.08	Color Photocopier
Room A164	Ricoh IMC6000	3141R200513	14775884	0	No Calls	No Calls	100.00%	4,842	2,367	857	991	1/1/19	4.08	Color Photocopier
Room A266 Teachers' Lounge	Ricoh IM9000	4041C400246	14776318	1	313,123	8.70	99.40%	36,710	27,526	0	0	12/1/20	2.17	Black Photocopier
Room A267 Humanities Director	Ricoh P501	5211P600402	14776225	0	No Calls	No Calls	100.00%	213	178	0	0	4/1/19	3.83	Black Network Printer
Room B316 Math Office	Ricoh IMC6000	3141R200590	14776320	2	127,602	8.20	99.00%	35,688	28,320	3,875	8,351	1/1/19	4.08	Color Photocopier
Room B337 Business	Ricoh P501	5211P600293	14776221	0	No Calls	No Calls	100.00%	233	460	0	0	4/1/19	3.83	Black Network Printer
Room B411	Ricoh IM6000	4461R500293	14775829	2	211,400	2.90	99.60%	17,923	32,456	0	0	1/1/19	4.08	Black Photocopier
Room B4276	Ricoh IM430F	3351P502025	14784341	0	No Calls	No Calls	100.00%	487	417	0	0	3/1/19	3.92	Black Laser MFP
Room C550 CADD Classroom	Ricoh IMC4500	3120RC01463	14775992	0	No Calls	No Calls	100.00%	233	275	37	439	1/1/19	4.08	Color Photocopier
Room C554 Science Work Room	Ricoh IM8000	4031C200295	14776004	0	No Calls	No Calls	100.00%	23,977	10,234	0	0	10/1/20	2.33	Black Photocopier
Room C603 CPU Networking	Ricoh SPC352dn	X031R500126	14784829	0	No Calls	No Calls	100.00%	767	510	137	219	12/1/17	5.17	Color Network Printer
Room C606 Biotech Prep	Ricoh SPC352dn	X031R600008	14784826	0	No Calls	No Calls	100.00%	937	164	161	215	12/1/17	5.17	Color Network Printer
Room C640 Health Science	Ricoh SPC352dn	X031R600005	14784824	0	No Calls	No Calls	100.00%	532	627	149	417	12/1/17	5.17	Color Network Printer
Room C654	Ricoh IMC6000	3141R100361	14775984	1	160,916	0.00	100.00%	31,341	31,029	4,188	8,986	1/1/19	4.08	Color Photocopier
Room C662 Math/Science Director	Ricoh P501	5211P600394	14776100	0	No Calls	No Calls	100.00%	189	160	0	0	4/1/19	3.83	Black Network Printer
Room D596 Auto Office	Ricoh P501	5211P600257	14776224	0	No Calls	No Calls	100.00%	183	42	0	0	4/1/19	3.83	Black Network Printer
Room E103 Special Education	Ricoh IMC6000	3141R100330	14775766	0	No Calls	No Calls	100.00%	5,672	2,277	37	396	1/1/19	4.08	Color Photocopier
Room E103 Special Education	Ricoh P501	5211P600376	14776546	0	No Calls	No Calls	100.00%	1,414	241	0	0	4/1/19	3.83	Black Network Printer
Room D104 Main Office	Ricoh SPC352dn	X031R400234	14776129	0	No Calls	No Calls	100.00%	537	705	148	144	12/1/17	5.17	Color Network Printer
Room F741 Nurse's Office	Ricoh IMC300F	3921P550720	14775781	0	No Calls	No Calls	100.00%	222	176	151	151	3/1/20	2.92	Color Laser MFP
Room F776 Kitchen Office	Ricoh P501	5211P600374	14776543	0	No Calls	No Calls	100.00%	174	355	0	0	4/1/19	3.83	Black Network Printer
Room G765 Athletic Office	Ricoh IMC4500	3120RC01439	14775993	0	No Calls	No Calls	100.00%	1,851	896	209	301	1/1/19	4.08	Color Photocopier
Room H025 Athletic Trainer	Ricoh IM430F	3351P502026	14784340	0	No Calls	No Calls	100.00%	893	229	0	0	3/1/19	3.92	Black Laser MFP
Room H732 Music Department	Ricoh IMC4500	3120RC02220	14775995	0	No Calls	No Calls	100.00%	3,990	4,756	447	472	1/1/19	4.08	Color Photocopier
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Accounts Payable	Ricoh P501	5211P600294	14776219	0	No Calls	No Calls	100.00%	2,727	2,006	0	0	4/1/19	3.83	Black Network Printer
Admin Assistant to Supt	Ricoh P501	5211P600290	14776217	2	7,168	19.80	97.70%	1,147	539	0	0	4/1/19	3.83	Black Network Printer
Admin Supt	Ricoh P501	5211P600258	14776220	2	9,595	18.20	98.10%	1,082	889	0	0	4/1/19	3.83	Black Network Printer
Data Entry Office	Ricoh IMC300F	3921P651070	14776971	0	No Calls	No Calls	100.00%	297	208	112	15	3/1/20	2.92	Color Laser MFP
Main Office	Ricoh IMC6000	3141R300523	14498007	0	No Calls	No Calls	100.00%	6,527	8,029	742	690	1/1/19	4.08	Color Photocopier
Main Office Side Room	Ricoh IM5000	4451R300167	14774700	1	72,301	4.40	99.60%	6,238	4,549	0	0	6/1/21	1.67	Black Photocopier
Soule Elementary School														
Bus Port Area	Ricoh IMC6000	3141R300693	14774998	0	No Calls	No Calls	100.00%	15,711	13,387	8,964	12,609	1/1/19	4.08	Color Photocopier
Copy Room	Ricoh IM6000	4461R500186	14775684	0	No Calls	No Calls	100.00%	9,406	12,703	0	0	1/1/19	4.08	Black Photocopier
Kitchen Office	Ricoh P501	5211P600295	14776548	0	No Calls	No Calls	100.00%	314	394	0	0	4/1/19	3.83	Black Network Printer
Library	Ricoh P501	5211P600335	14776542	0	No Calls	No Calls	100.00%	231	158	0	0	4/1/19	3.83	Black Network Printer
Mail Room	Ricoh IMC4500	3121R402046	14775692	0	No Calls	No Calls	100.00%	5,460	5,343	1,631	3,448	1/1/19	4.08	Color Photocopier
Main Office	Ricoh P501	5211P600371	14776547	0	No Calls	No Calls	100.00%	40	334	0	0	4/1/19	3.83	Black Network Printer
Title One Hall of Room 108	Ricoh IM5000	4451R200196	14775688	0	No Calls	No Calls	100.00%	1,497	2,291	0	0	6/1/21	1.67	Black Photocopier

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Woodbury Middle School														
Cafeteria	Ricoh P501	5211P600375	14776541	0	No Calls	No Calls	100.00%	376	346	0	0	4/1/19	3.83	Black Network Printer
Guidance Office	Ricoh IM430F	3351P650451	14776133	0	No Calls	No Calls	100.00%	1,437	1,289	0	0	3/1/19	3.92	Black Laser MFP
Library	Ricoh IMC6000	3141R200490	14776030	0	No Calls	No Calls	100.00%	4,097	8,042	5,023	8,113	1/1/19	4.08	Color Photocopier
Library	Ricoh IM8000	4031C200252	14776014	5	84,834	7.10	98.00%	32,231	25,332	0	0	10/1/20	2.33	Black Photocopier
Main Office	Ricoh P501	5211P600370	14776545	0	No Calls	No Calls	100.00%	819	904	0	0	4/1/19	3.83	Black Network Printer
Main Office Mail Room	Ricoh IM9000	4041C400154	14776312	3	74,840	2.00	99.50%	16,553	14,966	0	0	12/1/20	2.17	Black Photocopier
Main Office Rear	Ricoh P501	5211P600367	14776549	0	No Calls	No Calls	100.00%	278	250	0	0	4/1/19	3.83	Black Network Printer
Principal's Office	Ricoh SPC352dn	X031R400237	14776128	0	No Calls	No Calls	100.00%	71	108	31	67	12/1/17	5.17	Color Network Printer
Room 111	Ricoh P501	5211P600392	14776230	0	No Calls	No Calls	100.00%	121	253	0	0	4/1/19	3.83	Black Network Printer
Room 118 Nurse's Office	Ricoh IM430F	3351P501395	14776132	0	No Calls	No Calls	100.00%	295	534	0	0	3/1/19	3.92	Black Laser MFP
Room 125	Ricoh IM430F	3351P650450	14776134	0	No Calls	No Calls	100.00%	783	572	0	0	3/1/19	3.92	Black Laser MFP
Room 1219	Ricoh P501	5211P600364	14776540	1	33,616	6.90	99.30%	779	1,160	0	0	4/1/19	3.83	Black Network Printer
Room 131 Music	Ricoh P501	5211P600396	14776101	0	No Calls	No Calls	100.00%	510	648	0	0	4/1/19	3.83	Black Network Printer
Room 158 Copy Center	Ricoh IM9000	4041C400113	14776012	2	182,192	1.80	99.60%	38,504	28,699	0	0	12/1/20	2.17	Black Photocopier
Room 200	Ricoh IMC300F	3921P651104	14776969	0	No Calls	No Calls	100.00%	1,682	762	1,760	740	3/1/20	2.92	Color Laser MFP
Room 201 Hallway	Ricoh IM9000	4041C400129	14776013	2	124,809	2.80	99.60%	27,518	17,684	0	0	12/1/20	2.17	Black Photocopier
Room 204	Ricoh IM8000	4031C100031	14775768	1	242,273	2.60	99.80%	29,672	16,501	0	0	10/1/20	2.33	Black Photocopier
Room 50	Ricoh P501	5211P600288	14776222	0	No Calls	No Calls	100.00%	596	638	0	0	4/1/19	3.83	Black Network Printer
Room 54	Ricoh P501	5211P600398	14776223	0	No Calls	No Calls	100.00%	1,298	1,313	0	0	4/1/19	3.83	Black Network Printer
TOTALS & AVERAGES				43	115,680	7.24	99.81%	6,311	5,807	2,113	3,098		3.72	

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Equipment with 5 or more calls for the reporting period July 1, 2021 to June 30, 2022

Location	Current Equipment	Serial Number	# Service Calls	Current Total Meter	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Uptime%	Avg Monthly Volume Total	Model Type	Reasons for service calls
Salem High Library	Ricoh IM9000	4041C400144	5	556,961	52,812	4.60	98.20%	22,949	Black Photocopier	Service calls were primarily for quality issues; calls were spread throughout the fiscal year.
Woodbury Middle Library	Ricoh IM8000	4031C200252	5	566,019	84,834	7.10	98.00%	25,332	Black Photocopier	Service calls were for jamming issues and an issue with the waste toner bottle. Vendor considers this normal wear for the machine and its usage.