Specialized Purchasing Consultants

1491 East Side River Road
Dummer, NH 03588
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·SPC·

FY22
Annual
Report

With FY23 Projections

Than Porter

Union 69 - Hope

444 Camden Rd

Hope, ME 04847

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

November 2022

Than Porter
Union 69 - Hope
444 Camden Rd
Hope, ME 04847

Skip Tilton
President

Corporate Office:
1491 East Side River Road
Dummer, NH 03588
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VISIT US ON THE WEB:
www.spccopypro.com

Dear Than:

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

"Protecting Your Copier Interests"

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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

Total Number of Machines	**37**

Total Black Photocopiers & MFPs:	4
Total Color Photocopiers & MFPs:	3
Total Black Network Printers:	27
Total Color Network Printers:	3
Total Removed From Service:	0

# of Units Not in Use for FY22	**0**
# of Units OFF Warranty**	0
# of Units Approaching End of Warranty	0
# of Units Overused	0
# of Units Underused	0

Contract Commencement Date	07/01/2021
All Warranties and Service Contracts Expire	06/30/2026
# of Annual Payments Left on Lease	3

**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 Than,

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 325 copies per student while the industry average is 243 (See pages 9 & 10). This is 34% 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 25).

We can discuss this and any other concerns at our meeting.

Sincerely, Skip

Five-Year Basis beginning with the 2021/2022 Fiscal Year

Copies-per-Year: 700,024 (SPC Ratios Pre-COVID)

641,058 are B/W Prints

58,966 are Color Prints

Present vs. Proposed Recommendations as of 8/1/2021

PRESENT SITUATION	PROPOSED SITUATION
1) Guarantees on Photocopiers: **Terminates on January 9th, 2022**	1) Guarantees for both New, Recons & Used Machines: **Five + Years**
2) Annual Price Ceilings Left: **Terminates on January 9th, 2022**	2) 5% or CPI Annual Ceilings, whichever is less: **Five + Years**
3) Copiers with 3 million plus: **0**	3) Copiers with 3 Million plus: **2**
4) Units to be Traded: **37**	4) New: **37**
5) Photocopiers: **4**	5) Photocopiers: **4 with Secure Print/Confidential Mailbox**
6) Color Photocopiers: **2**	6) Color Photocopiers: **2**
7) MFPs: **1**	7) MFPs: **1**
8) Printers: **32**	8) Printers: **32**
9) Duplexers: **36**	9) Duplexers: **37**
10) Finishers: **4**	10) Finishers: **4**
Total number of Units: **37**	Total number of Units: **37**

Overall Description of Equipment Fleet:
Presently, you have three manufacturers with 14 different models. This creates various difficulties for IT and billing to manage. With the new arrangement, you will have one vendor covering all printing devices in the district with a blanket contract with at most 3 invoices a year for the service and supplies. SPC will manage this entire process.

Print Management: STARDoc for all devices. This will assist with Budget setups and monitoring.

Capital:
Presently, you have **one** Commercial lease that will end on January 6th, 2022. That will be paid off on July 1, 2021. With the new arrangement, you will have **one** municipal master lease ($1.00 buyout) at 3.29**%** interest**.** Your first of five annual lease payments will be due on August 1, 2021. Master Lease would be under Hope Elementary with the District Office and Appleton activating a sharing agreement to reimburse their portion.

Service & Supplies:
Considering all of your consumable cost centers including service you are averaging **$0.009379 for black and $0.093238 for Color**. The new contract will come in at a CPC of **$0.004067 for Black and $0.035916 for Color. These figures include an average for both printers and copiers.**

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 bid for your School District:

Cost Center	Present	Ricoh (All New)
1. **Service & Supplies Color:**	$5,497.89	$2,117.84
2. **Service & Supplies Black:**	$6,012.17	$2,606.91
3. **Annual Muni Lease &:**	$8,165.88 (4 Copiers)	$10,921.72 (37 machines)
4. **Forced Upgrades (18 Owned Devices):**	$2,675.00	$00.00
Totals:	$22,350.94*	$15,646.47

Annual Cost Savings: $6,704.47   **Five Year Cost Savings: $33,522.35**

*Current Costs exclude Forced Upgrades and are based on COVID volumes. That amounts to $17,500.00.

The successful bidders will have a blanket servicing contract that includes all consumables excluding only staples and paper for all of 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.

Security package: Hard Drive Wipes are included in these prices. It also includes return shipping of leased equipment. All compensation to SPC is included in these figures as well. Cost Savings would be even higher if we included the printers in the District.

NON-CONTRACTED DEVICES

Make - Model	Serial Number	IP Address	Last Update
HP 2600 SERIES	CN9758B49R06MD	192.168.3.145	2022-11-15 12:40:16
HP LaserJet Pro M404dn	PHBB273977	192.168.0.46	2022-11-16 00:17:45
HP LaserJet Pro M404dn	PHBB273986	172.16.0.39	2022-07-24 00:02:22
HP LaserJet Pro M404dn	PHBB274140	192.168.0.47	2022-11-16 00:17:45
HP LaserJet Pro M404dn	PHBBJ05063	192.168.2.117	2022-11-16 00:17:45
HP LaserJet Pro M404dn	PHBBL01644	192.168.1.88	2022-10-31 08:18:18
			2022-11-16 00:17:45

With your next upgrade, we highly recommend you incorporate these machines into your next contract. Depending on volume, this could result in significant cost savings. For example, in buying supplies on your own and having your in-house IT staff service them, a color laser device color cost can average as much as 25 cents per print, while our bids are coming in at less than 5 cents per print.

In addition, not including the usage on these machines can throw off your usage ratios shown on the next few pages, which can also affect your future budget planning.

AVERAGE STUDENT-TO-COPY USAGE - BLACK

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
Appleton Village School	119	237,564	$7,312.75	1,996	$61.45
Hope Elementary School	152	242,866	$7,489.44	1,598	$49.27
Union 69 District Office	0	52,483	$1,653.63	0	$0.00
Totals	271	532,913	$16,455.82	1,966	$60.72

*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.
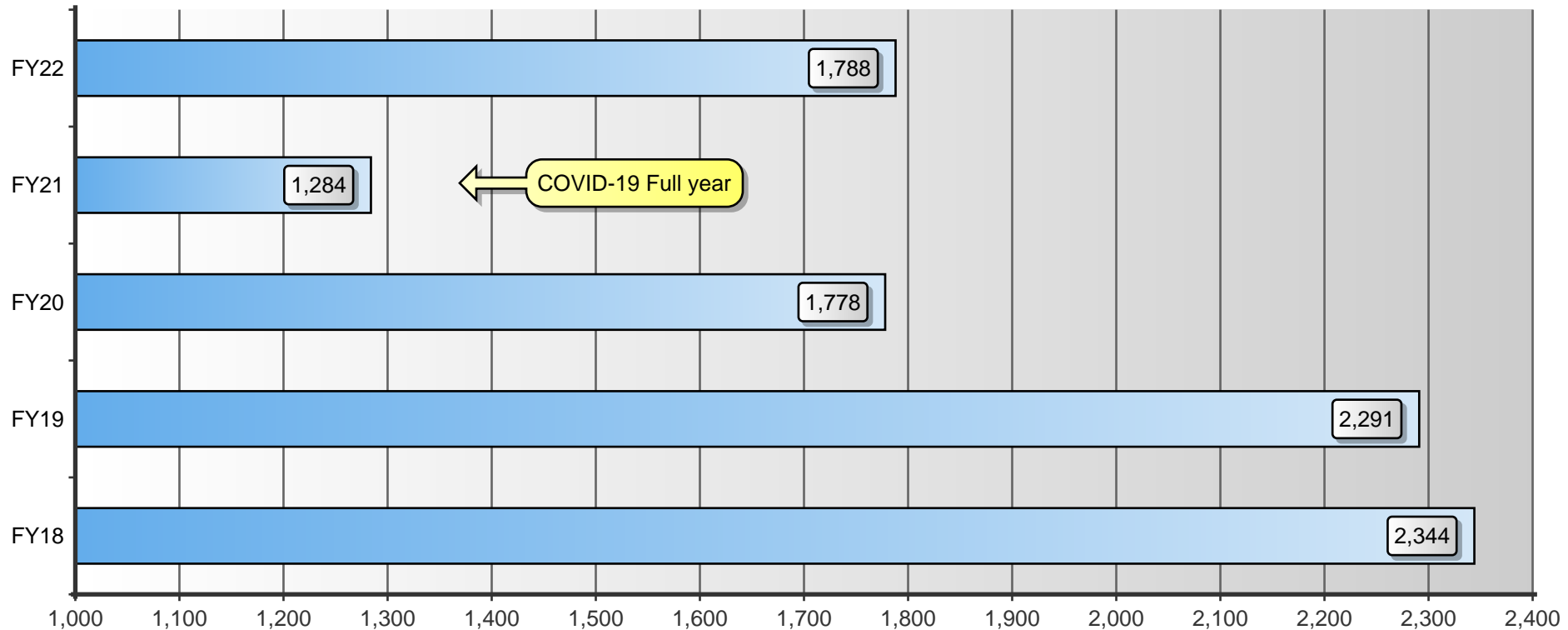
AVERAGE STUDENT-TO-COPY USAGE - COLOR

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
Appleton Village School	119	47,899	$1,755.64	403	$14.75
Hope Elementary School	152	40,266	$1,355.66	265	$8.92
Union 69 District Office	0	0	$0.00	0	$0.00
Totals	271	88,165	$3,111.29	325	$11.48

*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 37 of STARDoc Features. Current industry ratio averages 243 color prints per student per year. Your color volume this year averages 325 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.
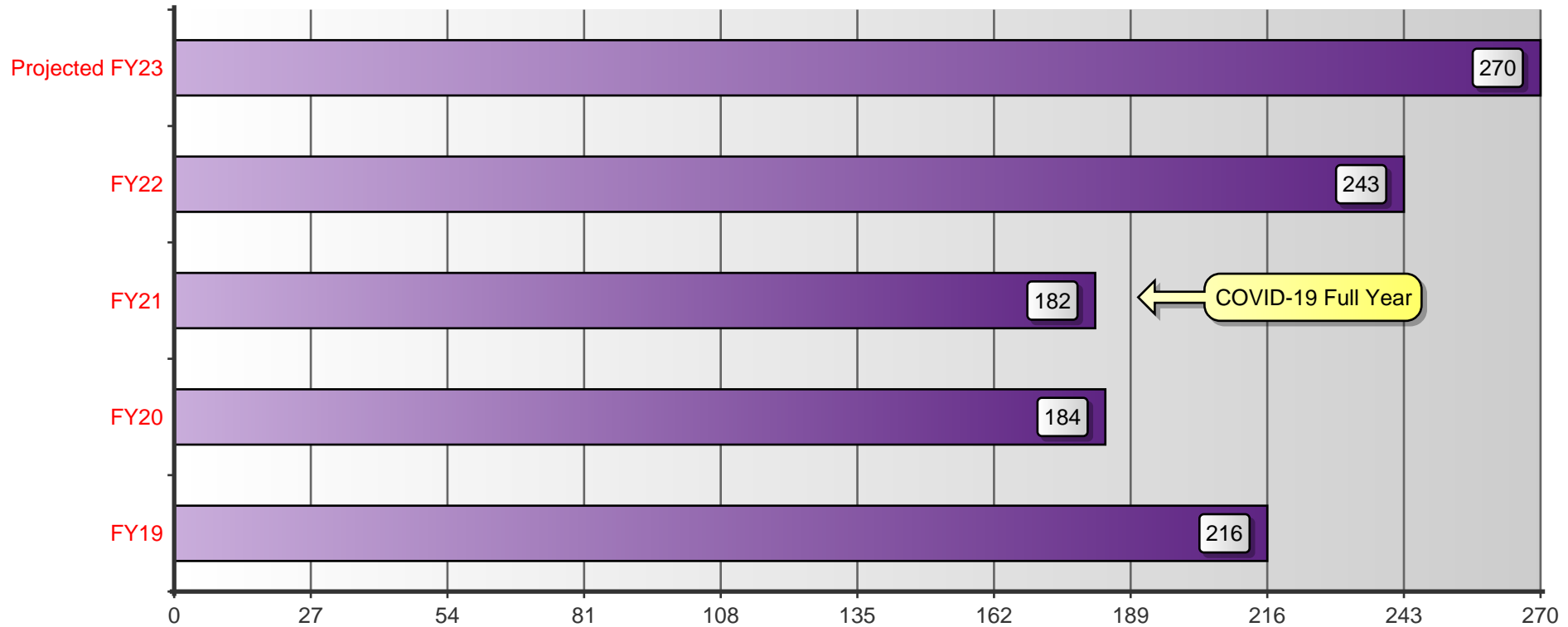
COLOR-TO-TOTAL VOLUME COMPARISON

Volumes

Black
Color

14.2%

12.0%

2,772,664

532,913

88,165

377,371

3,000,000

2,000,000

1,000,000

0

Union 69 - Hope   All Schools Average
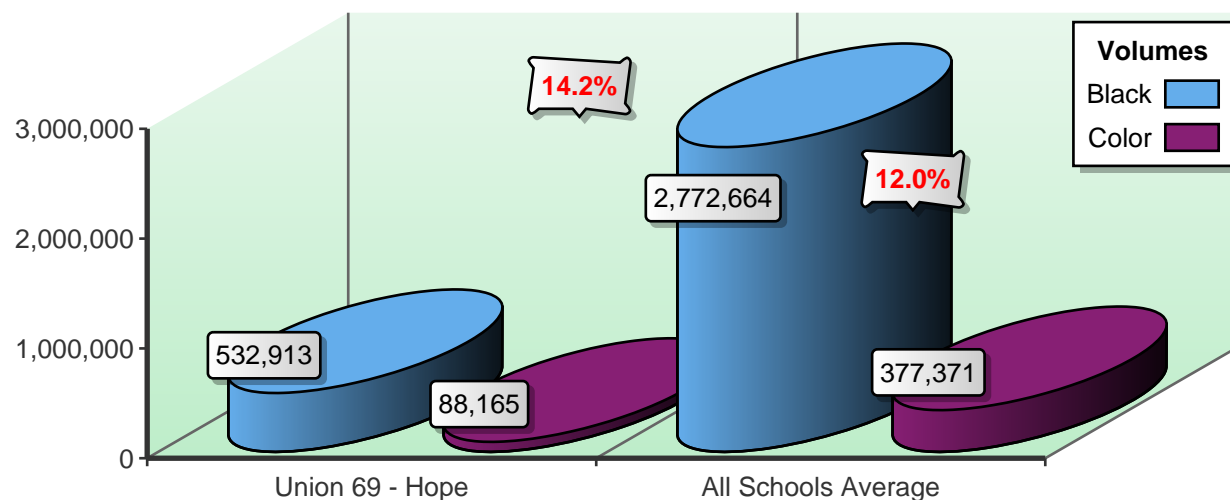
SPC Analysis

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: 07/01/2016

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	10/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations

Appleton Village School

2nd Grade

Ricoh P 501 / 45 PPM	0	1,479	1,479	$0.00463	None at this time.
5211P602059 / 14777417				$6.85	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	

3rd Grade

Ricoh P 501 / 45 PPM	0	5,543	5,543	$0.00463	None at this time.
5211P602069 / 14777423				$25.66	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	

4th Grade

Ricoh P 501 / 45 PPM	0	5,915	5,915	$0.00463	None at this time.
5211P602082 / 14777424				$27.39	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	10/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
5th Grade					
Ricoh P 501 / 45 PPM	0	2,531	2,531	$0.00463	None at this time.
521IP602068 / 14777415				$11.72	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	
6th Grade					
Ricoh P 501 / 45 PPM	0	1,484	1,484	$0.00463	None at this time.
521IP602008 / 14777416				$6.87	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	
7th Grade					
Ricoh P 501 / 45 PPM	0	4,052	4,052	$0.00463	None at this time.
521IP602055 / 14777411				$18.76	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	
8th Grade					
Ricoh P 501 / 45 PPM	0	1,167	1,167	$0.00463	None at this time.
521IP602004 / 14777422				$5.40	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	10/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
Kindergarten					
Ricoh P 501 / 45 PPM	0	2,851	2,851	$0.00463	None at this time.
5211P602054 / 14777413				$13.20	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	
Lab					
Ricoh P 501 / 45 PPM	0	6,518	6,518	$0.00463	None at this time.
5211P602060 / 14777414				$30.18	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	
Lab					
Ricoh SPC352dn / 30 PPM	0	321	321	$0.00463	None at this time.
X03IR700054 / 14763435				$1.49	
750,000 / 12/2017	0	3,951	3,951	$0.03738	
Color Network Printer / UNION69				$147.69	
Lab					
Ricoh IMC6000 / 60 PPM	0	183,346	183,346	$0.00370	None at this time.
3141R400425 / 14776538				$678.38	
4,000,000 / 01/2019	0	37,473	37,473	$0.03319	
Color Photocopier / UNION69				$1,243.73	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	10/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
Library					
Ricoh P 501 / 45 PPM	0	73	73	$0.00463	None at this time.
521IP602057 / 14777412				$0.34	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	
Office					
Ricoh IM C300F / 31 PPM	0	4,682	4,682	$0.00725	None at this time.
392IP550869 / 14777364				$33.94	
750,000 / 03/2020	0	6,475	6,475	$0.05625	
Color Laser MFP / UNION69				$364.22	
Resource Room					
Ricoh P 501 / 45 PPM	0	17,602	17,602	$0.00463	None at this time.
521IP602085 / 14777425				$81.50	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	
		Subtotal Black	237,564	$941.68	
		Subtotal Color	47,899	$1,755.64	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	10/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations

Hope Elementary School

2nd Grade

Ricoh P 501 / 45 PPM	0	3,805	3,805	$0.00463	None at this time.
5211P602166 / 14776156				$17.62	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer/UNION69				$0.00	

2nd Grade

Ricoh P 501 / 45 PPM	0	3,187	3,187	$0.00463	None at this time.
5211P602084 / 14777405				$14.76	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	

3rd Grade

Ricoh P 501 / 45 PPM	0	2,212	2,212	$0.00463	None at this time.
5211P602011 / 14777410				$10.24	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	

4th Grade

Ricoh P 501 / 45 PPM	0	3,842	3,842	$0.00463	None at this time.
5211P602010 / 14777409				$17.79	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	10/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
5th Grade					
Ricoh P 501 / 45 PPM	0	2,029	2,029	$0.00463	None at this time.
5211P602065 / 14777401				$9.39	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	
6th Grade					
Ricoh P 501 / 45 PPM	0	8,174	8,174	$0.00463	None at this time.
5211P602066 / 14777421				$37.85	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	
7th Grade					
Ricoh P 501 / 45 PPM	0	5,074	5,074	$0.00463	None at this time.
5211P602005 / 14777418				$23.49	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	
8th Grade					
Ricoh P 501 / 45 PPM	0	5,818	5,818	$0.00463	None at this time.
5211P602058 / 14777403				$26.94	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	10/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
Kindergarten					
Ricoh P 501 / 45 PPM	0	4,611	4,611	$0.00463	None at this time.
5211P602009 / 14777419				$21.35	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	
Lab					
Ricoh SPC352dn / 30 PPM	0	1	1	$0.00463	None at this time.
X03IR700101 / 14763433				$0.00	
750,000 / 12/2017	0	0	0	$0.03738	
Color Network Printer / UNION69				$0.00	
Lab					
Ricoh P 501 / 45 PPM	0	7,379	7,379	$0.00463	None at this time.
5211P602063 / 14777404				$34.16	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	
Lab					
Ricoh SPC352dn / 30 PPM	0	665	665	$0.00463	None at this time.
X03IR700102 / 14763434				$3.08	
750,000 / 12/2017	0	4,589	4,589	$0.03738	
Color Network Printer / UNION69				$171.54	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	10/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
Lab					
Ricoh IM 5000 / 50 PPM	0	68,307	68,307	$0.00370	None at this time.
445IR500734 / 14784459				$252.74	
3,000,000 / 06/2021	0	0	0	$0.00000	
Black Photocopier / UNION69				$0.00	
Math					
Ricoh P 501 / 45 PPM	0	5,590	5,590	$0.00463	None at this time.
5211P602067 / 14777408				$25.88	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	
Office					
Ricoh IM430F / 45 PPM	0	6,532	6,532	$0.00725	None at this time.
335IP503136 / 14784342				$47.36	
1,000,000 / 03/2019	0	0	0	$0.00000	
Black Laser MFP / UNION69				$0.00	
Office					
Ricoh IMC6000 / 60 PPM	0	109,556	109,556	$0.00370	None at this time.
3141R200158 / 14776653				$405.36	
4,000,000 / 01/2019	0	35,677	35,677	$0.03319	
Color Photocopier / UNION69				$1,184.12	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	10/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
Resource Room					
Ricoh P 501 / 45 PPM	0	4,129	4,129	$0.00463	None at this time.
5211P602056 / 14777420				$19.12	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	
SPED					
Ricoh P 501 / 45 PPM	0	1,955	1,955	$0.00463	None at this time.
5211P602064 / 14777402				$9.05	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	
		Subtotal Black	242,866	$976.17	
		Subtotal Color	40,266	$1,355.66	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	10/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations

Union 69 District Office

Accounts Payable

Ricoh P 501 / 45 PPM	0	7,972	7,972	$0.00463	None at this time.
5211P602061 / 14777406				$36.91	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer/UNION69				$0.00	

Business Desk

Ricoh P 501 / 45 PPM	0	12,482	12,482	$0.00463	None at this time.
5211P501020 /				$57.79	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	

Front Desk

Ricoh IM430F / 45 PPM	0	8,620	8,620	$0.00725	None at this time.
3351P503138 / 14784343				$62.50	
1,000,000 / 03/2019	0	0	0	$0.00000	
Black Laser MFP / UNION69				$0.00	

Office Copier

Ricoh IM 5000 / 50 PPM	0	20,922	20,922	$0.00370	None at this time.
4451R500478 / 14784258				$77.41	
3,000,000 / 06/2021	0	0	0	$0.00000	
Black Photocopier / UNION69				$0.00	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	10/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
SPED Desk					
Ricoh P 501 / 45 PPM	0	2,487	2,487	$0.00463	None at this time.
5211P602062 / 14777407				$11.51	
1,000,000 / 04/2019	0	0	0	$0.00000	
Black Network Printer / UNION69				$0.00	
		Subtotal Black	52,483	$246.12	
		Subtotal Color	0	$0.00	
		Overall Black Totals	532,913	$2,163.97	
		Overall Color Totals	88,165	$3,111.29	**Your Avg Color CPC is $0.0353**

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 07/01/2021 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
532,913	$0.00938	$4,998.72

CURRENTLY WITH SPC

Current Volume	Current CPC*	Current Cost	Cost Savings	5 Year Savings
532,913	$0.00406	$2,163.63	$2,835.10	$14,175.49

*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
$2,835.10 x 1 years as a Client = $2,835.10 Cost Savings!

PROJECTED EQUIPMENT COSTS BY BUILDING - BLACK

This table represents PROJECTED expenses for BLACK prints or copies by building based on recent activity. Approximate current paper case costs and **averaged** current annual lease 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
Appleton Village School	237,564	$941.68	$1,502.35	$4,868.72	$7,312.75
Hope Elementary School	242,866	$976.17	$1,535.88	$4,977.38	$7,489.44
Union 69 District Office	52,483	$246.12	$331.90	$1,075.61	$1,653.63
TOTALS	532,913	$2,163.97	$3,370.14	$10,921.71	$16,455.82

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
Totals		**73,469,937**	**1,432**			**$412,071.62**	**$2,060,358.10**	

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

TOTALS	82,468,260	69,686,229	73,469,937		
Total New Clients	14,950,000	41,249,400	17,952,178	<< 8 Clients	
Total Existing Clients	67,518,260	28,436,829	55,517,759	<< 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
TOTALS		**73,469,937**	**1,432**

PROJECTED EQUIPMENT COSTS BY BUILDING - COLOR

This table represents PROJECTED expenses for COLOR prints or copies by building based on recent activity. Current paper case costs and 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
Appleton Village School	47,899	$1,755.64
Hope Elementary School	40,266	$1,355.66
Union 69 District Office	0	$0.00
TOTALS	88,165	$3,111.29

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. Your CPC did not increase this year because of your recent upgrade.

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
Ricoh USA	Black Laser MFP	15,152	$0.00725	$109.85	$0.00725	$109.85
Ricoh USA	Black Network Printer	129,961	$0.00463	$601.72	$0.00463	$601.72
Ricoh USA	Black Photocopier	89,229	$0.00370	$330.15	$0.00370	$330.15
Ricoh USA	Color Laser MFP	4,682	$0.00725	$33.94	$0.00725	$33.94
Ricoh USA	Color Network Printer	987	$0.00463	$4.57	$0.00463	$4.57
Ricoh USA	Color Photocopier	292,902	$0.00370	$1,083.74	$0.00370	$1,083.74
TOTALS AND AVERAGES		532,913	$0.00406	$2,163.97	$0.00406	$2,163.97

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. Your CPC did not increase this year because of your recent upgrade.

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
Ricoh USA	Color Laser MFP	6,475	$0.05625	$364.22	$0.05625	$364.22
Ricoh USA	Color Network Printer	8,540	$0.03738	$319.23	$0.03738	$319.23
Ricoh USA	Color Photocopier	73,150	$0.03319	$2,427.85	$0.03319	$2,427.85
TOTALS AND AVERAGES		**88,165**	**$0.03529**	**$3,111.29**	**$0.03529**	**$3,111.29**

LEASED/OWNED EQUIPMENT DETAILS

Total Number of Machines Under Contract	37
Number of Machines on Lease	37
Number of Machines Owned	0
Number of Rental/Loaner Machines	0

Lease Company	Norway Savings Bank
Term	5 Annual
Annual Payment usually due on 8/1	$16,620.56
Lease Start Date	07/01/2021
Lease End Date	08/01/2025
Remaining Payments	3

The Lease End Date has no bearing on Service & Supply and Warranty Contracts.

LEASED EQUIPMENT

Building	Room	Make/Model	Serial Number
Appleton Village School	2nd Grade	Ricoh P 501	521IP602059
Appleton Village School	3rd Grade	Ricoh P 501	521IP602069
Appleton Village School	4th Grade	Ricoh P 501	521IP602082
Appleton Village School	5th Grade	Ricoh P 501	521IP602068
Appleton Village School	6th Grade	Ricoh P 501	521IP602008
Appleton Village School	7th Grade	Ricoh P 501	521IP602055
Appleton Village School	8th Grade	Ricoh P 501	521IP602004
Appleton Village School	Kindergarten	Ricoh P 501	521IP602054
Appleton Village School	Lab	Ricoh IMC6000	3141R400425
Appleton Village School	Lab	Ricoh P 501	521IP602060
Appleton Village School	Lab	Ricoh SPC352dn	X03IR700054
Appleton Village School	Library	Ricoh P 501	521IP602057
Appleton Village School	Office	Ricoh IM C300F	392IP550869
Appleton Village School	Resource Room	Ricoh P 501	521IP602085
Hope Elementary School	2nd Grade	Ricoh P 501	521IP602084
Hope Elementary School	2nd Grade	Ricoh P 501	521IP602166
Hope Elementary School	3rd Grade	Ricoh P 501	521IP602011
Hope Elementary School	4th Grade	Ricoh P 501	521IP602010
Hope Elementary School	5th Grade	Ricoh P 501	521IP602065
Hope Elementary School	6th Grade	Ricoh P 501	521IP602066
Hope Elementary School	7th Grade	Ricoh P 501	521IP602005
Hope Elementary School	8th Grade	Ricoh P 501	521IP602058
Hope Elementary School	Kindergarten	Ricoh P 501	521IP602009
Hope Elementary School	Lab	Ricoh IM 5000	445IR500734
Hope Elementary School	Lab	Ricoh P 501	521IP602063
Hope Elementary School	Lab	Ricoh SPC352dn	X03IR700101
Hope Elementary School	Lab	Ricoh SPC352dn	X03IR700102
Hope Elementary School	Math	Ricoh P 501	521IP602067
Hope Elementary School	Office	Ricoh IM430F	335IP503136
Hope Elementary School	Office	Ricoh IMC6000	3141R200158
Hope Elementary School	Resource Room	Ricoh P 501	521IP602056
Hope Elementary School	SPED	Ricoh P 501	521IP602064
Union 69 District Office	Accounts Payable	Ricoh P 501	521IP602061
Union 69 District Office	Business Desk	Ricoh P 501	521IP501020
Union 69 District Office	Front Desk	Ricoh IM430F	335IP503138
Union 69 District Office	Office Copier	Ricoh IM 5000	445IR500478

Building	Room	Make/Model	Serial Number
Union 69 District Office	SPED Desk	Ricoh P 501	521IP602062

Building	Room	Make/Model	Serial Number

STARDoc USER NAMES

Name	User Name
Nathaniel Porter	nathaniel.porter@fivetowns.net
Paula Emerson	paula.emerson@fivetowns.net
Tim Muether	tim.muether@fivetowns.net

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!

STARDoc Features

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
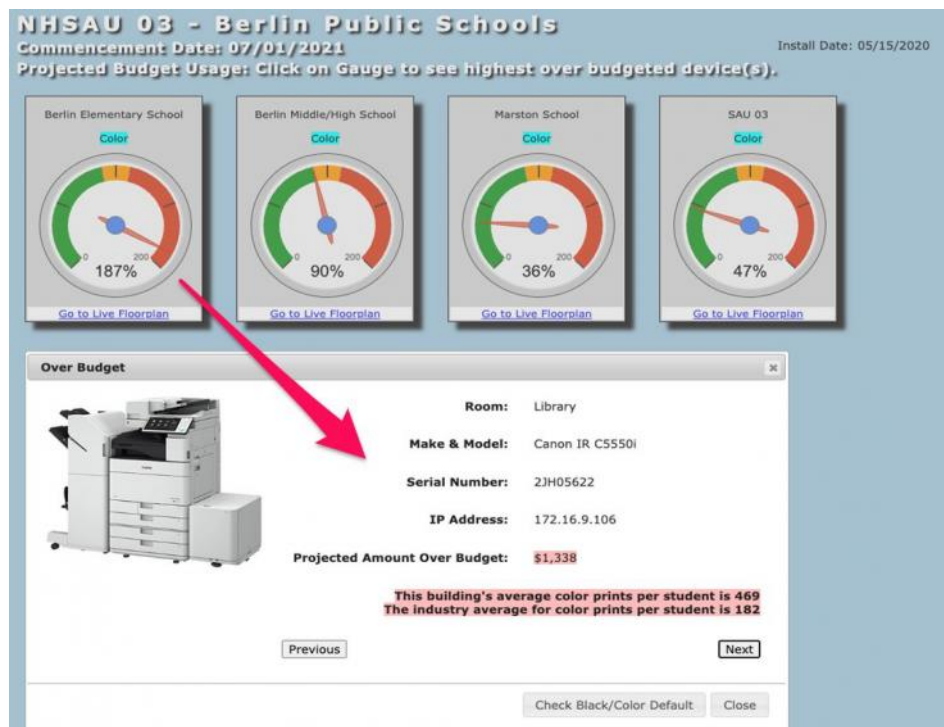
NEW VENDOR CATEGORIES

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

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

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