

Galion City Health Department

Prepared by

Chris Hines

05/04/2026

Proposed Solution



GORDON
FLESCH
COMPANY

Letter of Introduction

We appreciate your interest in partnering with Gordon Flesch Company (GFC). It is our passion to empower your people through technology to meet and exceed your goals and objectives, while providing you with the highest level of customer service.

GFC will assess your current technology objectives and develop strategies to decrease costs and increase efficiencies. This approach emphasizes the importance of aligning your technology investments with your business goals. Working in a systematic, phased approach, we will close the gap between where you are today to where you would like to be. This process can also include right-sizing your fleet, removing inefficient devices, current invoice/contract analysis, technology enhancements, process optimization and total cost of ownership considerations.

We are an independent, privately-owned technology solutions provider **with over 69 years of experience**. We are not limited to any one manufacturer nor restricted to that manufacturer's solution offerings. Our independence allows us to develop solutions that are customized to your needs. We look forward to building upon this partnership and implementing reliable solutions for your company, ensuring the success of our solutions with our unmatched service and support.

Please do not hesitate to contact me if you have any questions or desire any additional information.

Sincerely,

Chris Hines
Senior Account Executive
o: (419) 422-1553
chines@gflesch.com

Your Local Partner

- Headquarters in Madison, WI
- 29 offices throughout the Midwest
- Live and work in the communities we serve

Wisconsin - Madison (2), Milwaukee (2) and Appleton

Illinois - Geneva, Chicago, Lake Zurich, Rockford and Woodstock

Indiana - Indianapolis, Columbus and Terre Haute

Iowa - Cedar Falls, Cedar Rapids, Davenport, Dubuque, Fairfield, Fort Dodge, Mason City and Spencer

Ohio - Columbus, Chillicothe, Findlay, Lancaster, Mansfield, Newark and Wooster

South Dakota - Sioux Falls



Technology Solutions Provider

One Vendor

From multi-function and single-function output devices to Managed Voice Services, Managed IT Services and Onsite Services, we simply make it easy do business with GFC. **We worry about Print, Voice and IT so you don't have to!**

In-House Leasing

GFC Leasing was formed to provide a personalized, flexible way for our clients to lease business equipment and services. We offer flexible terms and straightforward end-of lease options and best of all, GFC Leasing will hold the lease for the duration of the contract.

- Flexible leasing terms and no end of term surprises
- Change equipment as business needs change
- Dedicated and personalized team of experts
- Stay up-to-date with the latest technology
- True "Technology as a Service" solutions

Our Products and Services



**MANAGED PRINT
SOLUTIONS**



**MANAGED
VOICE SERVICES**



**MANAGED IT
SERVICES**



**OUTPUT MANAGEMENT
SOLUTIONS**



**ONSITE
SERVICES**

imageCARE⁺ Managed Print Services

GFC can remove the stress of updating, maintaining or repairing your printers so your team can get back to doing what they do best. An imageCARE+ MPS program is designed to:

- Improve print workflow efficiency and security
- Optimize the placement and number of print devices on the network
- Improve supply management and reduce supply waste
- Improve decisions making with clear, informative Business Reviews using PowerBI
- Include powerful data-driven analytics



eleviTy[®] A GORDON FLESCH COMPANY Managed IT Services

Our **Managed IT** Services team helps clients strategically align technology with their organizational and business goals, empowering them to operate more effectively, efficiently and securely. Our experienced consultants will provide risk analysis, cutting-edge tools and expertise to guard your business against the threat of a cyberattack. When you partner with GFC, you work with a dedicated **Virtual CIO (vCIO)** who serves as your trusted advisor to strategically address your technology challenges. Our Managed IT team will minimize downtime and keep your business hardware and software running at peak efficiency.

Security



Strategy



Solutions



Support



ELEVATE Managed Voice Services

Free your employees to work from anywhere with Elevate, the cloud-based business communications platform that goes wherever you go.

- Business Phones
- Desktop App
- Mobile Devices
- Video Conferencing
- Team Chat
- File Management



Ongoing Service, Support and Security

GFC Service

The GFC name is synonymous with customer service. We do not have a "fix it and run" mentality.

- 178 Service Professionals
- 17.9 Years Tenure
- First Call Effectiveness



GFC Support

Since 1997, the Technology and Logistics Center (TLC) has been a key component of our customer service offering. Based out of our Wisconsin facility. The TLC is a modern laboratory equipped with a representative array of our hardware and software solutions.



The center is staffed with trained Systems Engineers each specialized in computer operating systems, print graphics, color correction and data capture. Their combined expertise covers our complete product and solution suite; ensuring you will receive qualified dedicated support when you need it.

With over 40,000 annual calls to the TLC, 98.6% are answered live by a System Engineer and resolved during the first 24 hours.

GFC Security

No matter the size of your business, a Print Security Strategy is critical to every organization. The security experts at GFC can keep you on the right course by conducting an initial security assessment of your print environment and working with you to determine the most practical plan of action. Some of the action items include:

- Perform Configuration Compliance Check
- Create Custom Security Settings
- Hard Drive Encryption
- Hard Drive Erasure
- Trusted Platform Module
- Output Management Software
- Device Management Tools
- Print Job Encryption

GORDON FLESCH COMPANY Security Checklist	
Set-Up Measures <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Upgrade Firmware to Most Recent Version <input checked="" type="checkbox"/> Change Manufacturer Default Admin Password <input checked="" type="checkbox"/> Disable Unused Protocols <input checked="" type="checkbox"/> Disable Unused Services <input checked="" type="checkbox"/> Disable Weak Cipher Levels 	End-of-Life Measures <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reset to Factory Default <input checked="" type="checkbox"/> Hard Drive Overwrite <ul style="list-style-type: none"> • Certificate of Completion Available Upon Request
Manufacturer Security-by-Design <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Proprietary Operation System <input checked="" type="checkbox"/> Hard Drive Protection <input checked="" type="checkbox"/> Event Log Monitoring <input checked="" type="checkbox"/> Anti-Virus 	Firmware Management Options <ul style="list-style-type: none"> <input type="checkbox"/> Always Up-to-Date <ul style="list-style-type: none"> • Requires compatible devices and access to manufacturers updates • Firmware updates have the potential to temporarily impact performance and functionality <input type="checkbox"/> On Your Own <ul style="list-style-type: none"> • We provide you Centralized Management Tools to update your devices on your own schedules • GFC's Service Technicians will still need to update the firmware when performing most service calls <input type="checkbox"/> Update As-We-Go <ul style="list-style-type: none"> • As Service Technicians are onsite and deems necessary, firmware is updated
Optional Measures <ul style="list-style-type: none"> <input type="checkbox"/> Disabling Thumb Drives <input type="checkbox"/> Hard Drive Destruction* <input type="checkbox"/> Locking Paper Trays* <input type="checkbox"/> Real Time Hard Drive Overwrite/Erasure* <input type="checkbox"/> Centralized Fleet Management Tools* <input type="checkbox"/> Print Job Encryption* <input type="checkbox"/> Trusted Platform Module <input type="checkbox"/> Custom Security Measures* <input type="checkbox"/> Secure Release* <input type="checkbox"/> Statistical User Tracking* <input type="checkbox"/> Rules Based Routing* <input type="checkbox"/> Mobile Print Management <p><small>*May require additional configurations and/or costs</small></p>	Staying Secure <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Service Technicians Identification for Service Calls Through GFC App or Client Portal <input checked="" type="checkbox"/> GFC Security Council <ul style="list-style-type: none"> • Meets quarterly to discuss any threats that could impact the devices and solutions we manage <input checked="" type="checkbox"/> Security Blogs & Whitepapers Released Periodically Throughout the Year <p>Email _____</p>
imageCARE Business Reviews <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Review security measures taken to ensure GFC is aligned with your organizational Attitude Toward Security 	
Company _____	Name _____
Date _____	

This Security Checklist is for informational and planning purposes only, and should not be construed as a promise to perform by either GFC or the client.

GFC Client Portal and eInvoice Pay Portal

The **GFC Client Portal** places important technology data at your fingertips. This online portal allows you to do the following:

- Access to account information
- Place a service request
- Monitor service in real time
- View service history
- Order supplies
- Make payments and monitor status
- Manage MFP fleets
- Submit and view meter readings
- View equipment information
- Manage user settings
- Set admin permissions
- QR access from printer

While the **eInvoice Pay Portal** is a simple way to manage your account and pay invoices faster. Within the portal you can pay your GFC bills online, review payment history and easily manage your preferred payment method.

Client Portal	eINVOICE Portal
<p>If You Need To Do These Things:</p> <ul style="list-style-type: none">▪ Order Supplies▪ Place a Service Request▪ Monitor Service in Real Time▪ Submit and View Meter Readings▪ Manage User Settings <p>User name <input type="text"/></p> <p>Password <input type="password"/></p> <p>Log In ...</p>	<p>If You Need To Do These Things:</p> <ul style="list-style-type: none">▪ Make Fast & Secure Payments Online▪ Schedule Future Payments▪ Search & View Invoices 24/7▪ Check Account Status & Billing History <p>Click Here ...</p>

myGFC App

The **myGFC** app makes it easy to manage your business technology needs. Some of the features include:

- Schedule and track a service call
- See what technician is assigned to your service call
- Rate the quality of the service after its completed
- Constant communication with the GFC support team

Download the **myGFC** app from the App Store



Award Winning Industry Leader

2025 Ricoh ProVision Dealer Partner

2024 Canon Top Dollar Volume Award 10 Consecutive Years

2024 Canon Advanced Partner Program

2024 Lexmark Largest Independent Dealer Award

2023 Lexmark Advisory Council Dealer

2024 EFI Platinum Partner

2024 ENX Magazine Elite Dealer

2023 Intermedia Champions Dealer Program, Platinum Status





GFC Recommended Solution

Canon iR ADV DX C3930i

Machine Features

- 30 Images Per Minute - Black & White/Color
- Energy Star Certified
- Quick Startup Mode: 4 seconds
- First Out Time: As fast as 6.1 seconds (B/W) 8.4 seconds (Color)
- (2) 550 Sheet Standard Paper Cassettes
 - Up to 12" x 18" Size Paper and 14 lb. Bond to 80 lb. Cover
- 100 Sheet Stack Bypass
- 10.1" Customizable High-Resolution LCD Touch Screen
- With New Timeline Feature to enhance User Experience
- 200 Sheet Single Pass Document Feeder (up to 270 ipm)
- Maintain Scanning Integrity with Multi-Sheet Feed Detection
- Rapid Jam Recovery
- Advanced Color Network Scanning Features:
- Improved Scanning Security with TLS 1.3
- Single Pass Scanning
- Network Color Scanning to File Folder, E-mail, or FTP
- Scan Directly to Word or PowerPoint
- Scan as PDF Compact - Decreases File Size of Color Scans
- Scan to Text Searchable PDF File Format
- Scan to USB Drive
- Blank Page Removal
- Network Printing - UFR II, PCL, Adobe PS3
- Secure Print Via Mailbox and Print Driver
- 100 User Inboxes
- Mobile Device Printing
- Direct Print via USB Drive
- 3.5 GB Standard RAM + 256 GB Solid State Drive
- 1,200 x 1,200 dpi Resolution
- Enabled with Canon's Unified Firmware Platform (UFP) to ensure regular updates and continuous improvements
- Remote Operator's Kit (for remote troubleshooting & support)
- Integration with existing SIEM systems and McAfee Embedded Control to protect against malware and tampering of firmware and apps
- Enhanced Security Features: Solid State Hard Drive, FIPS140-3 encryption support, Initialize & Lock, Mailbox Password Protection
- Cabinet Type-W
- Super G3 FAX Board-BH1



Photo may not represent final configuration

Optional Accessories

-

GFC Solution Investment

Qty	Manufacturer	Model	Description
1	Canon	iR ADV DX C3930i	iR ADV DX C3930i Printer Copier
			Cabinet Type-W
			Super G3 FAX Board-BH1

imageCARE Agreement				
	BW Images		Color Images	
	Volume	Overage	Volume	Overage
iR ADV DX C3930i		0.0125		0.0768
The imageCARE Agreement includes toner, all parts, all labor, travel time, technical updates, preventative maintenance, access to the GFC Help Desk for remote resolution, and firmware updates through GFC's Quality Assurance Program. GFC’s imageCARE also provides an automatic meter reading application and 24/7 access to your private customer portal with information and tools. Network connected installations include the services of a Digital Support Specialist to manage system integration and training. Delivery, installation and start-up supplies is included. <i>Pricing does not include sales tax.</i>				
				<u>60 Month</u>
Monthly Lease Investment				\$149.36
Outright Purchase Price			\$6,066.55	

Network Consultation, Installation and Support

Network connected installations include the services of a Digital Support Specialist to manage system integration, training & unlimited access to our Technology and Logistics Center (TLC).

Delivery, equipment installation, start-up supplies and training included.

Pricing does not include applicable sales tax. Pricing valid for 30 days.

05/04/2026

Information herein is proprietary and confidential and shall not be used or disclosed without prior written consent of the Gordon Flesch Co.

Next Steps

Thank you for choosing to partner with Gordon Flesch Company. It is our goal to provide you with an exceptional customer experience and ensure you can fully leverage the technology in which you have invested. Below are some of the key milestones we feel are necessary to achieving this goal:

Authorize Agreements

- √ Sign up for the Client Portal <https://forms.gflesch.com/Forms/einfo>
- √ Sign up for Online Billing and to make your payments via eInvoice Portal <https://secure2.billtrust.com/gflesch/ig/signup>
- √ Set up Automatic Meter Readings <https://meters.gflesch.com/Login>

Key Contacts (Name, email, phone)

Primary Contact				
IT Contact				
AP Contact				
AP Distribution Group				
Onsite/Delivery				

Coordinate Successful Delivery

- √ Delivery Coordinator - Collaborate to Determine Implementation Details
- √ Onsite Install Survey
- √ Networking Install Checklist
- √ Coordinate Delivery, Installation & Training

Complete Implementation & Training

- √ Network the Device(s)
- √ Load Necessary Print Drivers
- √ Configure Automatic Meter Readings
- √ Set up Your Dedicated Customer Portal
- √ Configure All Required Device Settings
- √ Selected Key-User Training
- √ End-User Group Training

Thank You

Please let us know if you have any questions, desire a walk-through of our facility, or would like a demonstration of our solution offerings.

Welcome to the GFC Family

Thank you for choosing the Gordon Flesch Company. To ensure you get the most from your new copier, here's everything you need to know:



SET UP AUTOMATIC METER READINGS

GFC requires the use of device software to facilitate Automatic Meter Readings (AMR). This software:

- Improves the accuracy and efficiency of our meter reading processes
- Ensures that monthly meter readings are expedited quickly
- Eliminates the need for unnecessary emails and letters regarding your meter readings.

👉 **Sign up here:** <https://meters.gflesch.com/Login> or watch for an email from corp.imagecareadmin@gflesch.com with a link to set up your AMR.



STAY CONNECTED WITH THE CLIENT PORTAL

Manage your account easily.

👉 **Sign up here:** <https://einfo.gflesch.com>

With the Client Portal, you can:

- Request or View Status of a Service Request for your machine
- View Recent Service History
- Order and Track Supplies
- View and Manage your account information



PAY INVOICES ONLINE

Once you receive your first invoice, register for the **eInvoice Portal** to pay bills securely and conveniently.

👉 **Sign up here:** <https://einfo.gflesch.com>



NEED ASSISTANCE? WE'RE HERE TO HELP!

Onsite Service Requests: Submit through the Client Portal or call **866.680.2679**

Software Support: Call the GFC Technology Support Center at **888.432.5556**

Supplies: Order through the Client Portal or call **866.680.2679**



Helpful Tip: Keep your machine ID handy! It's on the sticker located on your machine.

Contract questions:

Regarding maintenance contracts to include meter reads and invoicing.

- In WI, IA, SD & IL call **866.681.2679**
- In OH & IN call **877.457.5877**

GFC Leasing Questions: Call **800.677.7877**



RECYCLING

Learn more about our recycling options and help us stay green by visiting our website:

gflesch.com/customer-support/recycle-services