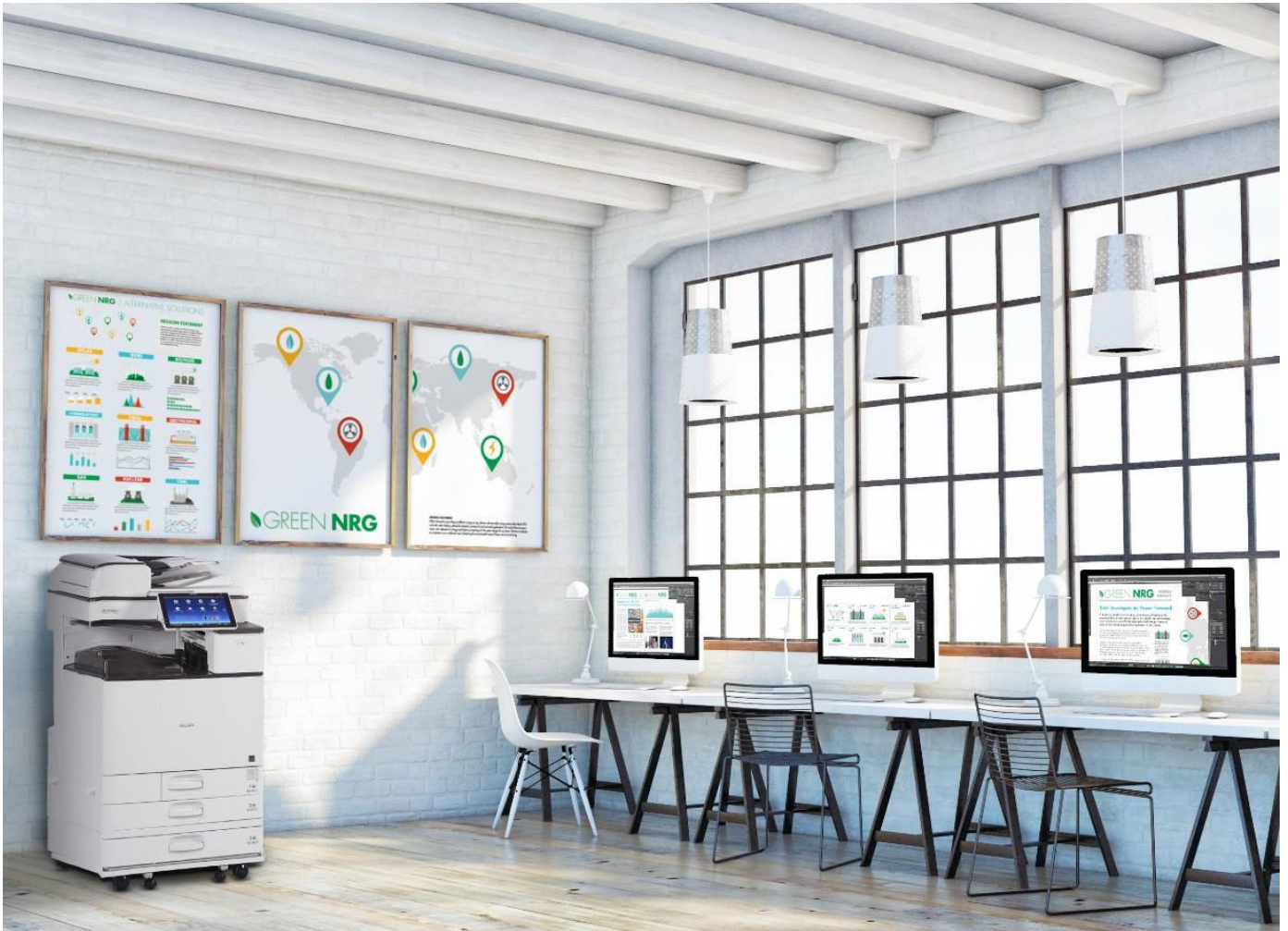




**WE MAKE
TECHNOLOGY
SIMPLE.**

**COPIERS & PRINTERS
MANAGED PRINT SERVICES
MANAGED NETWORK SERVICES
ADVANCED TECHNOLOGY**



PREPARED FOR:



New Berlin CUSD #16

SUBMITTED BY:

Adam Reiss

CIL Sales Rep

areiss@gfidigital.com

9/20/2023

OUR STORY

From a humble beginning in 1999, GFI Digital has grown into the industry leader in office technology.

Founder & President Bruce Gibbs says our commitment to service is what sets us apart. We've hand selected the best service, sales, and implementation teams in the industry and continue to grow with these principles.

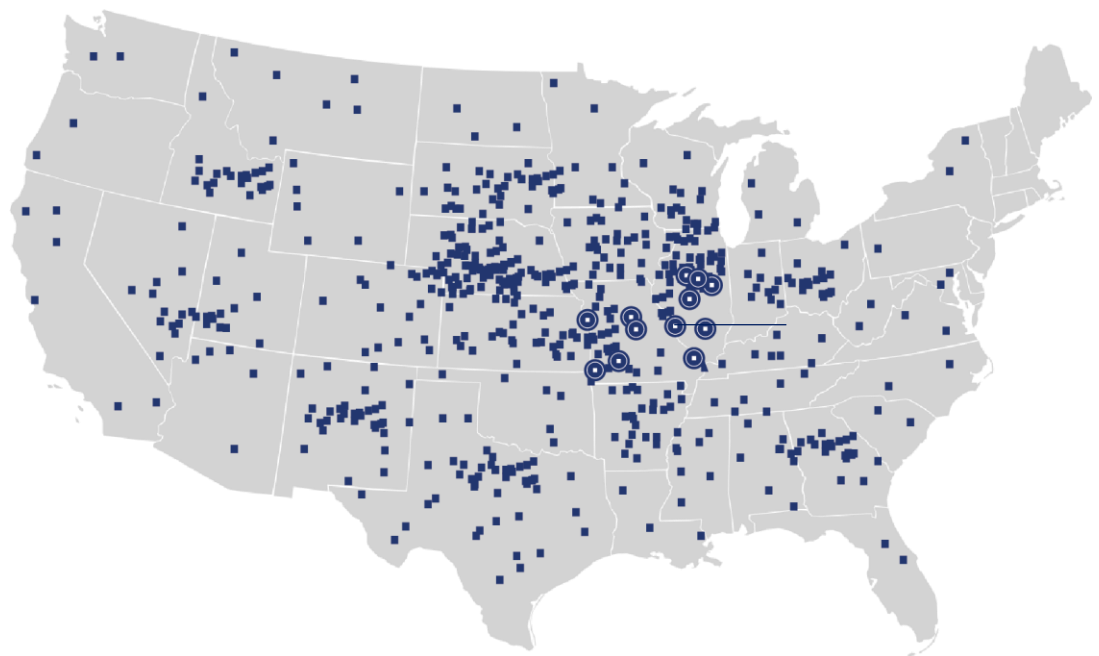


BRUCE GIBBS
FOUNDER & PRESIDENT

“Our Mission is to Develop and Support Our Customers and Employees through Our Commitment to Service Excellence.”

Corporate Headquarters
St. Louis, MO

St. Louis, MO
Jefferson City, MO
Columbia, MO
Kansas City, KS
Champaign, IL
Mount Vernon, IL
Springfield, IL
Cape Girardeau, MO
Springfield, MO
Joplin, MO
Bloomington, IL
Peoria, IL



OUR SOLUTIONS.

Since 1999 we have been committed to service excellence. Our priority is finding the right people, partners, and solutions for our customers.

We Make Technology Simple.

As an industry leader we have the capability to be your one vendor solution for all of your office technology needs.



Office Equipment

Offering two of the leading copier brands in the industry means we know how to find the right fit for your office environment. Each product line provides unique features to meet your printing & scanning needs. Our goal is to make your life easier!

SHARP | **RICOH**

Advanced Technology

Our engineers are the best in the business. They have the tenure required to consult, design, implement, and support even the most advanced technology projects. Services include Networking, Data Center, Security, Backup & Disaster Recovery, and Applications.


Hewlett Packard
Enterprise


CISCO
Meraki



vmware

DELLEMC

datto

Managed Print

Increase productivity & reduce the cost of printing by discovering how GFI Digital can be your one-vendor solution for service, supplies, and maintenance. Our automated system ensures you'll have toner, supplies, and support when you need it for optimal efficiency.

Managed Network

Our customizable programs range from enterprise-level IT support to supplying a completely outsourced IT department. Our team of experts provide help desk service and 24/7 monitoring to ensure network uptime so you can focus on running your business, NOT your Technology.

DIGITALNET

ACCREDITATIONS

Recognition

- Pro's Elite Dealer
- Top Places to Work – St. Louis Post Dispatch
- Ricoh RFG Circle of Excellence Certified Dealership
- Sharp Hyakuman Kai Elite for Outstanding Sales Achievement
- U.S. Bank Top Level Elite Award



Certifications

- EFI/Fiery Certified: Fiery Channel Incentive Platinum Partner
- CompTIA A+ Certified
- Microsoft Certified
- Certified HPE Business Partner
- Certified Cisco Partner
- Certified VMWARE Partner
- Certified Dell/EMC Partner



Trusted Reliability



Award-Winning



PURPOSE FOR UPGRADE

- Updated Technology – Blank Page Delete, Etc.
- Color Capability on 3 Devices for the School Offices
- **Excellent Service - #1 in USA out of 4,000 dealers!**
- More Robust Devices – **Sharp** Reliability
- Faster Printing/Scanning/Processing Speeds
- End User Ease of Use – Customizable Display
- Reduced Management – **Auto Supply Orders & Meter Reads**
- Guaranteed Average 4 Hour Response Times
- **Free IT Help Desk Support**
- Increased User Functionality – Newer Technology
 - Wireless Access, Fax Forwarding, Cloud Connection

PROPOSED SOLUTION W/COLOR

Qty	Model	Description
5	Sharp BP50M65	65 Page/Min. B&W copy/print with Ext. Stapling Finisher, Hole Punch, 4 Paper Trays, Fax
4	Sharp BP50C65 - Color	65 Page/Min. B&W & Color copy/print with Ext. Stapling Finisher, Hole Punch, 4 Paper Trays, Fax



60 Month FMV Lease:

\$1,153.00/mth

Pricing provided through Premier MFP Equipment Hardware, Software, Services Contract #PP-IT-227 and requires New Berlin Schools to sign up as a Premier member.

Service program includes all maintenance, all parts, all labor, all toner, all preventative maintenance calls and emergency calls on-site. All black and white images will be billed at \$.0062 per page and all color at \$.0525 per page.

Service calls will be performed on-site and within an average of 4 business hours' response time. All service will be provided by GFI Digital manufacturer trained service personnel. Business hours are from 8:00am-5:00pm, Monday through Friday.

Additionally, unlimited helpdesk support for IT related print and scan issues is included. Delivery, installation, connectivity, and training are included.

PROPOSED SOLUTION B&W ONLY

Qty	Model	Description
9	Sharp BP50M65	65 Page/Min. B&W copy/print with Ext. Stapling Finisher, Hole Punch, 4 Paper Trays, Fax



60 Month FMV Lease:

\$996.00/mth

Pricing provided through Premier MFP Equipment Hardware, Software, Services Contract #PP-IT-227 and requires New Berlin Schools to sign up as a Premier member.

Service program includes all maintenance, all parts, all labor, all toner, all preventative maintenance calls and emergency calls on-site. All black and white images will be billed at \$.0062 per page.

Service calls will be performed on-site and within an average of 4 business hours' response time. All service will be provided by GFI Digital manufacturer trained service personnel. Business hours are from 8:00am-5:00pm, Monday through Friday.

Additionally, unlimited helpdesk support for IT related print and scan issues is included. Delivery, installation, connectivity, and training are included.

TOTAL CALL PROCEDURE



Always make sure the customer is 100% satisfied. If at any point they are not, immediately notify your manager!

CALL AHEAD

1. Call customer as soon as possible once receiving call (within a half hour or less).
2. Speak to the person who placed the call and try and help customer over the phone. Phone fix if possible.
3. Give customer a reasonable ETA (4 hours or less).
4. If ETA cannot be agreed upon call manager immediately to redistribute call load.

DISPATCH

1. Prior to dispatching, review service history and determine parts needed to avoid incomplete calls.
2. Fill out service daily neatly and accurately (include contact names).
3. Dispatch to call via Remote Tech.

ARRIVE

1. Arrive at call via Remote Tech. Fill out and review contact information on service daily.
2. Gather parts and tools required to do the call (don't forget vacuum cleaner!!!).
3. Present business card to customer and politely introduce yourself.
4. Review service issues with person who placed the call. If possible have them run the job that they were having an issue with. Collect all information and samples possible.

SERVICE

1. Check ID tag and serial number of machine. Verify they match the information in Remote Tech.
2. Print out and review service logs. Check PM, JAM, and TROUBLE counters.
3. Duplicate and fix service issue.
4. Perform preventive maintenance if needed. Avoid scheduling PM's if possible!! You and the customer are better off if you can do maintenance at the time of the original call.
5. Clean and inspect the following on every service call: ADF, OPTICS, PROCESS UNIT, FUSER, PAPER FEED & PAPER PATH, PAPER TRAYS, FINISHER, and MACHINE EXTERIOR. Take extra care to make sure the machine looks clean.
6. Check and fill paper trays. Empty the waste toner.
7. Test all functions of machine including all paper sources and finishing options. Test copy quality using test charts.
8. Neatly and accurately fill out service log and clear jam and trouble counters.
9. Always make sure your work area is left clean of any parts, paper, and especially toner spills.

REVIEW

1. Review service call with customer and get signature on service daily/charge ticket.
2. Find out if the customer has any other service issues.
3. Have the customer run the machine to verify they are satisfied.
4. Check customer supplies and return any extra to GFI.
5. If you must incomplete the call for any reason, call manager to discuss and approve, then give customer an ETA when you expect to return to complete repairs.

COMPLETE

1. Fill out service daily completely. Make sure meters and parts/supply numbers are filled in neatly and accurately (Circle any number not closed in Remote Tech).
2. Close out call via Remote Tech to include: problem and repair codes, odometer readings, all parts/supplies used or needed and accurate meter reads. Meters must be entered accurately at all times (inform dispatch of any meter rolls).
3. Prepare to dispatch to next call.

FOLLOW UP

1. Immediately inform manager on any potential problems with equipment or unsatisfied customers.
2. Follow up with parts department on any parts orders, which you have not received within 3 days.
3. Keep your manager informed on parts status for incomplete calls, and any other service issues, that can affect the customer and your ability to provide service beyond.
4. Follow up with customer and manager on any delay in repairing equipment, and any intermittent service issues.

PERFORMANCE BOND

GFI Digital will credit your account \$50.00 if our average response time for emergency service calls exceed 4 hours.

GFI Digital guarantees your leased Copier or Facsimile will perform for the term of your lease and if repairs cannot be made

GFI Digital will replace your equipment with a unit of similar capabilities.

GFI Digital will provide operator training at installation and, at no charge, additional training as needed.

GFI Digital will stock adequate inventories of parts and supplies for your equipment.

GFI Digital asks that you as the customer use the equipment within the manufacturer's specifications, maintain said equipment under full maintenance/supply programs by us, keep your account current, and notify GFI Inc. President, Bruce Gibbs, in writing within 15 days of any violations of this Performance Bond by GFI Digital.

Customer Signature

GFI Digital, Inc.

Date _____


Date _____

MAINTENANCE AGREEMENT

Maintenance pricing includes all of the following: (staples and paper are excluded from the contract)

- Toner
- Drums
- On – site Maintenance
- Preventative Maintenance
- All Parts
- Replacement of loaner equipment in the event of machine failure
- 4 hour response time
- All service will be provided by GFI Digital manufacturer trained service personnel
- 8:00 am to 5:00pm service, Monday through Friday
- Unlimited Helpdesk support

IT INSTALLATION SURVEY

1. Customer Site Information		Make/Model:	
Customer Name:	IT Contact Name:		
Customer Contact Name:	IT Contact Info:		
Customer Address:	Customer Phone:		
City:	State:	Zip:	
IP, Subnet, & Gateway:	Dedicated Grounded Power:		
2. Network Configuration, Device OS\QTY, Scanning & Data Access			
Network Environment: <input type="checkbox"/> Server OS: _____ <input type="checkbox"/> No Server	Environment OS: <input type="checkbox"/> Win7 QTY _____ <input type="checkbox"/> Win8 QTY _____ <input type="checkbox"/> Win10 QTY _____ <input type="checkbox"/> Mac OS QTY _____	Scan Setup: <input type="checkbox"/> Scan to Email <input type="checkbox"/> Scan to Folder <input type="checkbox"/> <u>SharpDesk</u> <input type="checkbox"/> Other	Data Access: <input type="checkbox"/> Fax Line w/in 6FT <input type="checkbox"/> Data Line w/in 10FT
3. Scan to Email/Folder			
SMTP Server:	Reply to Email:		
Port Number: 25 465 587 Other:	SMTP Require Authentication: YES or NO		
IF SMTP Yes, Username:	Password:		
IF SMB Scanning: Username:	Password:		
<u>Sharpdesk</u> License Key (If applicable):			
4. FAX Settings			
Name for FAX Header:	FAX Forward to Email: YES or NO		
FAX Number:	FAX Forwarding to Folder: YES or NO		
FAX Confirmation: YES or NO	FAX Volume: LOW MED HIGH		
5. Other MFP Settings & Notes			
<input type="checkbox"/> User Codes <input type="checkbox"/> Driver Popup	<input type="checkbox"/> <u>AirPrint</u> (If model supported)	<input type="checkbox"/> Wireless Access Point Present <input type="checkbox"/> Data Connected to Network Switch	
<input type="checkbox"/> FM Audit Requested (Automated Meter Reads)	FMA Email:		
GFI Sales Rep:			
Other Notes:			



IT INSTALLATION SURVEY

Scope of Work Agreement

GFI Digital Inc. intends to provide the highest achievable quality products and services available during the installation of your connected product. This Scope of Work Agreement provides a complete explanation of the project and details of the items to be completed by each party. GFI Digital is not responsible for PC/Server configuration, maintenance or troubleshooting issues unless directly related to the installation of your printer or Multi-Functional Product (MFP).

Client Responsibilities:

1. Provide a tested network port near the Multifunctional Product (MFP).
2. Provide proper power & fax phone line (if applicable).
3. Provide a patch cable for ports that are further than 10 feet from the MFP.
4. Provide a printer cable (USB or other cable as required) for stand-alone installations (not networked).
5. Ensure that an IS/IT staff member or equivalent will be available during the installation process.
6. Have workstations that meet the operating system requirements in good working order for install.

GFI Digital Responsibilities (if the options are available on equipment):

1. Your equipment will be delivered, setup, and tested at the location of your choosing.
2. Configure MFP with provided static IP address/subnet mask/gateway and verify network connectivity.
3. Install print driver and configure printing defaults on ONE Windows server and print a test page.
4. Install print drivers on up to FIVE client workstations and print test pages.
5. Install Desktop Scanning software application (if included) on TWO Windows client workstations to confirm connectivity and instruct customer on further installations.
6. Install PC Fax driver (if applicable) on up to FIVE Windows client workstations and send a test PC Fax.
7. Configure scan to e-mail and configure up to FIVE e-mail destinations.
8. Configure Inbound Routing (Fax Forwarding) if applicable & requested for incoming faxes to a single or group email destination or shared network folder.
9. Install Command Workstation on One Windows or Macintosh client workstation for Fiery installations.
10. Provide training to customer on setting up User Codes and Addressbooks.

Additional Network Installation and Training:

1. Training will be provided after installation by our Sales Representative or a Customer Service Representative
2. Other additional work performed at an hourly rate (\$120.00 per hour)

Additional Network Support:

Additional Network Support is available through GFI DigitalNET. GFI DigitalNET provides network service offerings including computer and network support, internet firewalls, multi-location support, remote access, network installations, troubleshooting services, and project management. Ask your Account Manager for more information.

Customer Representative: _____ Date _____

Sales Representative: Adam Reiss

System Engineer: _____

STATEMENT OF CONFIDENTIALITY & NON-DISCLOSURE

Reservation of Rights

The enclosed materials are proprietary to GFI Digital, Inc. ("GFI"), and GFI reserves all right, title, and interest in and to such materials. The terms, conditions, and information set forth herein are confidential to GFI Digital and may not be disclosed in any manner to any person other than the addressee, together with its officers, employees, and agents who are directly responsible for evaluating the contents of these materials for the limited purpose intended. These materials may not be used in any manner other than for such limited purpose. Any unauthorized disclosure, use, reproduction, or transmission is expressly prohibited without the prior written consent of GFI Digital. These materials summarize a proposed equipment and or services solution. They are intended for informational purposes only to assist you in your evaluation of GFI Digital as a potential business partner. These materials do not represent an offer or a binding agreement. Accordingly, neither you nor GFI Digital will have any obligations unless and until we enter into mutually acceptable definitive written GFI Digital purchase, lease and/or service agreements. Such agreements will set forth the entire and specific understanding between us with respect to the actual equipment and/or services to be provided. We are pleased to provide you with "sample" copies of such agreements upon request.

CONCLUSION

GFI is confident that our proposed program will create better work flows and increase productivity. At GFI, we maintain lasting partnerships to guarantee you always have the right solution to meet your company's needs. We maintain a level of excellence that is sure to exceed expectations. We thank you for the opportunity to submit to you this solutions proposal and look forward to continuing our partnership with you and the New Berlin School District.

Sincerely,

Adam Reiss

Senior Account Manager

GFI Digital, Inc.

Cell: 217-303-6776

areiss@gfidigital.com