

Proposal Summary	Leonard Bros. Data Management	Online Tech, LLC	DocuStore, Inc,
Cloud Based Backup and Recovery Services	620 Woodward Heights	305 E. Eisenhower Ste. 300	6620 Lonyo
RFP-RH-16-016	Ferndale, MI 48220	Ann Arbor, MI 48108	Dearborn, MI 48126
	Paul Leonard	Todd Thomas	Ken Imhof
	248-542-1131	734-213-2020	313-834-2900
Firm Established	1987	1994	1988
Years in Business	In business since 1880	22	28
Type of Organization	Corporation	Corporation	Corporation
How many years has your company been providing managed backup and recovery services? Provide Historical Narrative.	Been providing managed backup and recovery services for 5 years. Was a natural progression from their tape storage and rotation services that they had been providing to clients for 23 years. Subcontractor, T1 Company/AssureVault, has been engaged in providing backup, restore and Disaster recovery services since 2006.	Founded in 1994 as one of Michigan's first ISPs, Online Tech is one of the longest lasting internet companies in the great lakes market. In 2003 Online Tech was acquired by new owners and made significant investments in our data center and network infrastructure, making them one of Michigan's largest managed data center operators. Online Tech has been providing back up services for over 10 years.	They have been providing online backup and recovery services for the City of Rochester Hills for the last five years. Additionally, they have provided Online backup & Recover Services for seven years using the Asigra Product and the Sterling Data Storage system critical cloud for other customers.
Has your company and the consultants to be assigned to the City's account, worked with governments before? Please explain.	Subcontractor, T1 Company/AssureVault, staff members to be assigned to this project have worked with a multitude of governmental agencies. The staff has been engaged with over twenty governments delivering cloud backup services.	Has worked with several governments both inside and outside Michigan.	Current service provider of online backup and recovery services for the City of Rochester Hills.
Where is your closest support facility?	Local support will be provided by the IT Organization headed by Charles Molnar, Leonard Brothers located in Ferndale, MI. Remote support services will be provided by T1 Company support staff located in Cleveland, OH.	Flint, Michigan	Asigra-Grand Rapids Sterling Data Storage-Phoenix, AZ
Please provide a list of client references (minimum of 5 public sector clients).	City of Rochester Hills Kevin Krajewski Scanning as subcontractor	References available upon being shortlisted on RFP.	City of Rochester Hills Kevin K. x 2475 Online backup and recovery services, scanning services, document storage and retrieval, vault storage.

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	City of Ferndale Marni McGrath, 248-336-4360 Document storage and scanning		City of Dearborn Mark Brace, 313-943-2382 Physical record storage, retrieval services, and destruction services.
	18th District Court James Gibbs, 734-595-8720 Document storage		19th District Court Eric Cyman, 313-943-2070 Physical record storage, retrieval services, and destruction services.
	Wayne County Dept. of Technology Mark Packowski, backup tape storage & rot.		Muskegon County Clerk Nancy Waters, 231-724-6316 Various document scanning, database management and database conversion.
			City of Norton Shores Lynn Fuller-City Clerk, 231-332-2030 Microfilm and Document Scanning
How many employees does your company employ?			
Full Time	18	60	10 Docustore, 53 Kent Record mgmt, Sterling 12
Part Time		4	4 Docustore
Do you have in-house support staff available 24/7/36 to provide remote diagnostics and troubleshooting via phone/web?	Yes	The support center is staffed at the data center 24/7/365. It is fully managed backup service. They monitor the status and results of all backups that are run. Backups that do not complete successfully result in automatic ticket creation. Support staff responds to every backup failure to troubleshoot and resolve issues.	Asigra -All business support is provided by Docustore. All technical support is provided by Kent Record Management and available by telephone and web 24/7/365. I do not remember getting a service request outside normal business hours but we are available. Sterling Data Storage -All support is provided by Sterling Data Storage 24/7/365 and available by telephone and web.
Do you depend on overseas, off-hours support staff?	No	No. All staff is local.	Asigra-No Sterling Data Storage-No

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What guarantees will the City have that when a support issue/question arises that your firm does not have the internal expertise to resolve/answer, you will go "outside" to find the expertise at no additional cost to the City.	Leonard Bros. is a Level II certified engineer. T1Co/AssureVault is a certified Asigra provider, which includes two Asigra certified engineers. Four members of the tech support staff verse in management of their cloud-based backup and recovery services.	They have service contracts with all their vendors that support our managed backup and recovery services.	As the current online backup and recovery service provider they have resolved all issues in the past with no additional expense to the City and they will continue to do that should they get an extension of their current services. IT resources and IT Tech support staff to set up either Asigra System or the Sterling System to maximize each system's potential.
What services do you intend to outsource/subcontract?	The entire cloud backup and recovery service, including support services, will be provided by T1 Company of Cleveland, OH.	None of the services proposed in our response will be outsourced or subcontracted.	Both software systems are not proprietary, they did not build them. As such, contractual relationships and/or licensing agreements are necessary in order to provide the IT support services.
Explain your procedures and processes by which data is kept secure and confidential.	Service enforces the utilization of Asigra's FIPS-140-2 certified encryption protocol. In addition our service contract specifically outlines if any member of the vendor's or sub-contractor's staff is exposed to the values of the customer-supplied encryption keys all data backups must be recreated. Proposal and service also provides: 1. Separate backup appliance designed to isolate your data processing environment from the backup and recovery environment 2. There are two offsite copies of the backup data.	Physical Security- All data centers require two-factor authentication for building access, including keycard logging and biometric identification. All visitors must sign in, wear badges and follow proprietary security procedures. Environmental controls include 24/7 monitoring, logged security cameras. Technical Security-Backup data is only accessible by authorized Online tech personnel and is protected by two factor authentication mechanisms. All access to backup data is centrally logged. City will/can have access to your data through the self-service tools for any system that is backed up with a local agent.	Data storage services will continue to be provided by the Kent Record Management data vault. The data vault is SSAE 16 Type 1 certified to ensure safe handling of customer's information. (see attached document in vendor response)

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Describe the resources you are capable of bringing to the City of Rochester Hills. Submit profiles of staff to be assigned to this project and examples of similar work performed by each staff member.	Charles Molnar (Leonard Bros.) will be main contact. Has been with Leonard bros for 10 yrs. Chuck is IT Supervisor. Paul Leonard is CEO and has been with company for 25 years and is always available to discuss additional needs or concerns. Please see profiles for Josh Sukol, Scott Tallerico, and Dennis Tallerico	Has a staff of Operations resources that include Product Strategy, Manager of Product Engineering, manager of Cloud Infrastructure, Manager of network services, Manager of Technical resources, and Deployment manager resources. Over 30 Online Tech resources. Please see vendor response for certifications.	Asigra-Ken Imhof, owner, Docustore Inc. Business support. BJ Ash, IT supervisor. Andrew Ysasi, executive director. Sterling data storage-Ken Imhof, owner, Docustore Inc. Business support. BJ Ash, IT supervisor. Steve Miedema, Senior account executive.
What type of telephone support can your company provide? Please describe the support program and hours of availability.	Standard customer support that is included with the backup service between 8 a.m.-5 p.m. Monday thru Friday. The customer can submit any number of support requests during these support hours. Support team will respond within one hour.	Online Tech provides both email support and live support by phone 24/7/365.	Asigra -Online backup and recovery support services are available from Kent Record Management IT on a 24/7 basis. Kent records can be reached at support@kentrecords.com during normal business hours, or, via email/cell to Ken Imhof or B.J. Ash for emergency service. Sterling Data Storage -Online backup and recovery support services are available from Kent Record Management Frontline IT during normal business hours. For emergency technical support services, Sterling Data Storage provides 24/7/365 support and can be reached at support@sterlingdatestorage.com or 877-503-6313
Do consultants have the ability to work remotely? Please describe the process.	Yes. The backup appliance is equipped with remote connection software and our support tools. For routine support, support staff connects via a browser-based tool to the appliance. The backup appliance also includes a separate remote console port to allow support personnel to gain access at the hardware console level to manage the hardware environment.	Yes, Online Tech's consultants have the ability to work remotely through two-factor authentication and have signed NDAs with us for access approval.	Asigra -Yes, Kent Record management IT team has the ability to work remotely and has done so successfully for the last 4 years. An email to support team has resulted in immediate problem solving for the City. Sterling Data Storage -Yes, the Sterling Data Storage IT support team has the ability to work remotely.

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Please explain how monthly storage usage is calculated. Are measurements taken each day, high water mark or once at the end of each month?	Monthly storage usage for billing purposes is based on the total consumed: online storage, BLM archive storage, local only storage and parked storage.	Backup usage is calculated based on protected data. The high water mark for a given month is the measurement utilized in protected data calculations. Replication of backup data to a second online tech data center is a separate service and is billed based on the high water mark during a given month for de-duplicated data (in GB) replicated to secondary location.	Asigra -Monthly storage calculated once per month at the end of the month based upon the high water mark for compressed and de-duplicated data storage amounts. NOTE: It is likely that each software will reduce the protected data to different degrees. Asigra does an outstanding job at reducing the 7Tb of protected data to 1.3 Tb of stored data. Sterling Data Storage -Monthly storage is calculated once per month at the end of the month based upon the high water mark for compressed and de-duplicated data storage amounts.
Do you require minimum storage utilization charges based on some minimum amount of storage space? If so, are there any required increments?	No, there are no minimum storage usage charges. No required increments.	Online Tech requires a minimum commitment of 50GB of protected data. Additional protected data is available in 50 GB increments.	Asigra -Currently Docustore has licensing agreements for 3.0 Tb of data storage with 2.0 Tb being active/critical data storage (DS-Client) and 1Tb of archival storage (BLM) Please see complete description on vendor response. Sterling Data Storage -No minimum storage utilization charges.
Do you offer different tiers of storage allowing for longer recovery times for older data with reduced storage charges?	Yes, four levels of storage. Each with their own pricing schedule. All are measured and billed based on Asigra's online storage unit. Four classes of storage are: Online (remote) storage, Archive (BLM) storage, Local-only storage, and parked storage.	No	Yes, both Asigra and Sterling have two levels of data storage. Asigra-Due to lack of definition of the types of data storage, they quote the data storage as critical DS-Client type. Sterling-Levels are Critical Cloud and Archival Cloud. They quoted the data storage as critical cloud.
Can you meet the City's Insurance requirements?	Yes	Yes	Yes

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Please attach a copy of your standard contract if required.	Yes	Please see attachment for the business associate agreement in the vendor proposal.	No
COST PROPOSAL			
Monthly charge per GB of stored compressed and de-duplicated data	\$0.90	\$0.30	Asigra \$1.17/Gb Sterling \$.74/Gb
Monthly charge per GB of protected data backed up		\$0.36	
Please explain any discounts offered for higher levels of storage:	.80 / CGB above 5 CTB	Additional pricing tiers are available at 10 TB, 20 TB, and 30 TB protected data commitments.	1 Gb-2 Gb Asigra \$1.07/Gb Sterling \$.74/Gb 2 Gb-5 Gb Asigra \$.97/Gb Sterling \$.71/Gb 6 Gb-10 Gb Asigra \$.92/Gb Sterling \$.69/Gb
Archive storage	\$0.65		
Local-only storage	\$0.12		
Parked storage (commercial cloud storage)	\$0.06		
Monthly charge per GB of transferred data into or out of storage	0	0 Bandwidth is included in the monthly fees for backup and replication.	No charge
Service setup fees	\$1,400.00	\$0.00	No Charge
Technical support fees	0	\$0.00	No Charge unless outside the scope of the proposal.
Training fees, if applicable. City staff is familiar with the Asigra backup platform. Minimal training would be required if the vendor is using the Asigra platform.	\$600 Includes refresher on Asigra V13 features and introduction to the backup appliance.	Not Applicable	No charge for training.

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Other fees or charges not identified above:	MBA-800 Backup Appliance: 64 GB Memory, 8 TD storage, dual power \$5700 one time fee Initial seed back ups \$750 one time fee		Moving critical data from Asigra DS-Client to Asigra BLM inactive data, or, moving critical data from Sterling Cloud to Sterling Archival Cloud will reduce Gb fees by 43%. This quote assumes all data is critical and not archival type.
Total Project Cost	\$8450 on time fee	\$3570 per Month	For 2.4 Tb of Critical Data Asigra- \$27, 936 year Sterling- \$20,448 year
Above prices shall be firmed through the first contract year. Please provide percentage of increase for future years, if any:			
2017	2%	0%	0%
2018	2%	0%	0%
2019	2%	N/A	0%
2020	2%	N/A	0%
Provide description and cost of any other optional services you offer related to backup and disaster recovery.	T1 provides DR services including multiple DR centers, design of DR communication networks. Their core DR infrastructure includes either single tenant or multitenant vm guests running under VMWare V6.0	RFP mentions a desire for continuous data protection (CDP). This is available in a separate Online Tech Product, Disaster Recovery as a Service (DRaaS). Disaster Recovery service pricing typically starts at \$400 per month. Please see detailed description in Vendor Response.	Sterling can provide and support a number of online backup and recovery cloud services for various and varying budgets. File cloud for file only backups, Critical cloud for hybrid cloud backup, Archival cloud for long term data backup, Video Cloud for DVR System backup, Virtual servers, virtual desktops, and remote technical support MSP services.
Clearly define all relative direct and indirect costs, including all reimbursable, All hourly rates and fees, charges, costs and anticipated reimbursable cost must be clearly stated,	Reimbursable travel costs for initial installation of backup appliance and creation/transfer of backup environment: 2 Staff @ 2 days, 1 night \$800	Backup fees are based on amount of protected data. For agent based back ups, this is equivalent to the amount of data that exists on the server. Please see detailed description in Vendor Response.	Any IT consulting fees out of the scope of this proposal will be billed at a rate of \$90 an hour.

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List and exceptions/alternatives to the specifications contained in this Request for Proposal.	None	<p>5. <i>The City shall be the sole holder of the encryption keys -The encryption keys are embedded into the software and neither EMC nor Online Tech has access.</i></p> <p>8. <i>Backup servers, SQL databases or other applications is preferred to be agent less meaning no software client shall be required to be installed on any server or PC to be backed up -Application-aware backups are achieved through software agents installed on the server. Physical machines must also be backed up through an agent to be installed on each physical server. Backups of entire virtual machines can be agent less and will only require installation of a virtual application within the environment.</i></p>	None
		<p>18. Service shall provide a Continuous Data Protection (CDP) option-Online Tech offers a separate product, Disaster Recovery as a Service, which provides CDP for virtualized infrastructure.</p> <p>20. Service shall allow for Local-Only backups sets-Their understanding is that this requirement asks that backup policies be able to store local copies of backup sets locally or on premise, rather than or in addition to be stored in an Online Tech data center. This functionality is not supported by the backup service.</p>	
Preferred Payment Method	ACH	ACH	ACH