

REQUEST FOR PROPOSALS FOR CLOUD BASED BACKUP AND RECOVERY SERVICES - RFP-RH-11-018
PROPOSALS TABULATION

NAME	Continuity Centers	AssureVault, LLC	DocuStore Data Management	PC Mall Gov
ADDRESS	Woodbury, NY	Chesterland, OH	Dearborn, MI	Manassas, VI
Years in Business	11 years	7 years	23 years	11 years
Years providing managed back-up/recovery	11 years	5 years - Hybrid Cloud Backup & (BUR)		7 years
	Managed Disaster Recovery Workgroup Recovery Services	Recovery service; Asigra-based service provider		
Evidence of status as authorized product reseller	Asigra primary backup platform & basis of Secure Vault Private Cloud Backup Service; Asigra Partner & Advisory Council	Authorized reseller Asigra Online Backup and Recovery software product	Agmts for SunGard Availability Services & Artisan Infrastructure; Asigra contact provided	PC Mall Gov is an authorized reseller for Barracuda Networks
Work with Governments	Not Specifically; Agility Recovery - part of proposal has contracts w/ State, City, Local & Federal govts	Number of govts in Ohio - small and large local govts	Opt 1: Local, State & Fed govt agencies Opt 2: SunGard over 40 Fed clients & over 100 State, Local & higher education customers	150 employees supporting Federal govt customers; large Systems Integrators support public sector, State & Local govts, education K-12
Closest support facility	Metro New York	Chesterland, Ohio - 30 miles east of Cleveland, Ohio	Opt 1: Dearborn, MI & FH Opt 2: Full serv data ctr: Wood Dale, IL	Ann Arbor, MI
Public Sector Clients	Not Specifically; Agility Recovery - part of proposal has contracts w/ State, City, Local & Federal govts	Aurora, Ohio Eastlake, Ohio Mentor, Ohio Norton, Ohio Avon Lake, Ohio Moreland Hills, Ohio	Opt 1: DocuStore - 100's of govt agencies Opt 2: SunGard public sector partner	Hundreds of govt clients in US & internationally; State govts including NV, NJ, Idaho, VI, Alabama, CA, CO, UT, FL and Louisiana
Full time employees	22 full time employees	7 full time employees	12 full time employees	2500 employees over 9 subsidiaries -
Part time employees	6 part time employees	2 part time employees 4 contracted employees	6 part time employees	ovr 800 full time employees
In-House Support 24/7/365	Yes	Yes	Yes - Opt 1 and Opt 2	In house 24/7/365 via phone, web/email
Overseas/Off hours support staff	No	No	No - Opt 1 and Opt 2	Support group in-hs in North America

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Guarantees to resolve issues	Corporate Service Level Agreement	AssureVault's standard T/C's - no mechanism for this type of additional "outside" expertise. Support contract w/ Asirgra	Opt 1: DocuStore, NowX, Artisan Infrastructure & Asigra Opt 2: SunGard	Expert on Barracuda Backup Services as product developed & supported by their technical teams
Subcontract/Outsource	Next Day Business Day warranty for hardware replmt of the Backup and Recovery Appliances are subcontracted to Dell	All primary services provided by AssureVault personnel; customer serv & telephone support sometimes by contract personnel - midnight to 7 am	Opt 1: DocuStore, Artisan, Asigra, NowX Opt 2: SunGard Availability Services	None
Procedures to keep data secure/confidential	SAS70 Audit pertaining to SecureVault security	Data encrypted at customer site & remains encrypted all times; replicated to secondary server, then high density tape library & moved off site daily; 3 copies encrypted; two server locations; daily backup	Opt 1 SAS70 Type II certified data ctrs, 24x7 onsite security, biometric access, compl w/ reg standards, redundant Juniper SSG firewalls, AES 256-bit encrypton w/ 32 character key Opt 2 - SunGard all support resources	Barracuda Networks Storage Info.pdf
Staff assigned to this project	Tellone, COO, Exe Bd CPE Mirsky, 20 yrs works directly w/ new members to ensure smooth onboarding and successful protection of date & systems	AssureVault: Internal staff- 3 members, 3-5 yrs exp, delivery & support Hybrid Cloud BUR Contract staff-2 members fr TechStrong, Inc, skilled in Windows, Linux, Wmware, mgmt & support Microsoft Contract staff-2 members fr T1 Company skilled in netwk infrastructure & Cisco certified Tallerico-proj mgr-exp all types hybrid cloud Sukol-IT delivery mgr, site implementation Mack-Network mgr responsible Ranc-customer support mgr	R Leonard, VP Docustore 1.5 yrs K Imhof, managing partner, since 2003 T Leadbetter, Director IT, since 1997	Not a consulting engagement project- Barracuda's product is an appliance & cloud service w/o the need for consulting work.

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Telephone Support Program	24/7/365 phone support with detailed escalation procedure	AssureVault priority escalation system. \$300 charge for investigative wk if not fault of AssureVault If support team member not available, guaranteed response within 1 hour of logging support call. After hrs call forwarded to 2 on-duty technical staff	Opt 1: 800 support service 24/7/365 w/ one pt of contact that coordinates all support resources Opt 2: Standard telephone support is 24/7	Telephone support either 5x12 or 7x24 depending on level of support service
Ability to work remotely	Yes, secure remote connectivity to backup appliances that reside in RH providing full mgmt & support of backups	Tools to support remote connectivity incl LogMeIn, PCAnywhere, VPN clients, customer supplied remote access tools.	On-site or ability to work remotely; all support is coordinated locally w/ one single point of contact	Barracuda Support & technical consultants able to work remotely. Their team can tunnel directly into appliance to perform diagnostic work, apply fireware patches, etc.
Calculation of monthly storage usage	Monthly fee based upon average compressed, deduplicated stored amount on SecureVault measured on last day of each month	Reported within Asigra's software application; reported in two forms: online and protected. Reported wkly to clients; month end report. Month end online storage figure used for billing.	Opt 1: Invoice per average amt of data utilized in 30-day billing cycle Opt 2: Storage capacity is assigned contractual capacity. When more capacity is needed, SunGard will expand capacity allotment as customer requires	Monthly storage is calculated once at end of each month
Requirements for minimum storage utilization/required increments	Minimum storage 500GB is below expected stored amount	No minimum storage charges	Opt 1: \$500 mo min vault infrastructure Opt 2: No min charges. Charges based on assigned storage requiriement	There is a storage minimum of 100 GB
Different tiers of storage	Yes	Four Tiers of storage, each w/ own price structure: Online, Archive, Local-only storage, Laptop Storage.	Opt 1-Available & provided at any time. Quoting highest level of service. Re-evaluated after 90 days	Barracuda provides a single flat rate low cost storage fee of \$50 per 100 Gb block
Allowance for longer receiver times for older data w/ reduced storage charges				
Contract	Yes	Yes	Yes	Terms & Conditions on website
Insurance	Yes	Yes	Yes	Yes

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COST SUMMARY				
Monthly charge per GB of stored compressed and de-duplicated data	\$3.99/GB Onsite backup & recovery appl - no fee	Online Storage: <500 GB @ \$1.85/CGB <1 TB @ \$1.55/CGB Above 1TB @ \$1.35/CGB Archive Storage: <500 GB @ \$1.25/CGB 1TB @ \$1.00/CGB Above 1TB @ \$.80/CGB Local-only D2D: <500 GB @ \$22.00/month <1 TB @ \$200/month Above 1TB @ \$180/month Laptop Storage: Laptop/Mobile \$70/yr (10GB) + \$40/yr for 10 GB additional	Opt 1 - \$1.179 GB Opt 2 - 2.956GB: \$7,688 MO/12 Mos 2.81 GB: \$7308 MO/36 Mos	Barracuda Appliance, IR & Support Upgrade: Barracuda Backup Server 890 \$19,999 1 Yr IR (Instate Replmt) \$ 4,399 1 Yr Premium Support \$ 4,399 Barracuda Cloud Storage Backup Service 1 Yr Subscription 100 GB \$ 600 24 blocks 1 year \$14,400 Actual cloud storage amts needed may be less. RH pays for cloud storage for the de-duplicated and compressed data volumes - not the raw data volumes
Discounts for higher levels of storage	2-3 TB \$3.50/GB; 3 TB + \$2.99/GB		Opt 1: NO Opt 2: NO	
Monthly charge per GB of transferred data into or out of storage	0/GB		0 Opt 1: N/A Opt 2: N/A	
Service set up fees	0		Opt 1: \$2100 (2 days) Remote \$150/hr Opt 2: \$6998	
Service administrative fees	0		0 Opt 1: N/A Opt 2: N/A	
Technical Support fees	0		0 Opt 1: N/A Opt 2: N/A	
Other fees or charges not identified above:	Refer to SLA MobileVault (opt laptop/desktop backup) \$.99/GB	Hybrid Cloud Backup Appliance/ DS-Client \$600/setup & \$500/mo rental Implementation \$2000/2 days Consulting \$800/1 day Training \$500/1 day Travel/Accommodations \$1200/2 visits Backup & Recovery - Monthly data usage charge based on 1.8TB of compressed storage @ \$1.35GB \$2430	Disaster Recovery of Listed Equipment: Opt 2: \$4,250 MO/12 Mos \$3750 MO/36 Mos Recovery Fees: Business Hours \$90/hr Emerg/After Hours \$150/hr Holiday \$345/hr	
Total Project Cost		0 Total Fixed Charges \$5100.00 Monthly Chg w/ AssureVault \$2930/mo Monthly Chg w/RH appliances \$2430/mo	Opt 2: \$99,254.00 Opt 1: One Site Set up \$40,984.80 Remote: \$39,184.80	

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Future Years Increases:				
	2012	-1%	2%	0
	2013	-1%	2%	0
	2014	-1%	2%	2%
	2015	-1%	2%	0
	1% annual accumulating discount ea yr			
Reimbursables:	No additional fees for day-to-day backup support or file level restoration support. Add fees only should RH declare a disaster & req full server or full site recovery.	Estimated reimbursable costs \$1200	Opt 1: \$3,065.40/Mo/2600GB, includes premium support, software updates and maintenance and storage	
	*If file not recoverable within 4 hrs, refund 5% of base monthly recurring fee for each GB	12 month minimum contract Includes: 1x Level 2 portable disk recovery delivered but unattended for 3 mos		
	**If database files not recoverable within 24 hrs, refund 5% of base monthly recurring fee for each GB	1x Level 3 Disaster Recovery inclusive of 1 day onsite support per year Recovery Charges Exceptions outlined		
	60 days notice to increase subscript fees	12 month contract		
	Disaster Declaration Fee & Hrly Rate	If terminate within 12 mos, 50% refund		
	Limitation of Liability to 1 mo fees	Liability limited to monthly charge		
	No termination for term of contract			
	12 month contract			
	If terminate within 12 mos, 50% refund			
	Liability limited to monthly charge			

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NAME	CTS Companies	XO Communications Business Services	Dewpoint Inc.	Async Associates
ADDRESS	Bloomfield Hills, MI	Southfield, MI - Herndon, VA	Lansing, MI	Wixom, MI
Years in Business	31 years	15 years	15 years	10 years
Years providing managed back-up/recovery	8 years	5 years	5 years	30 years business computing
Evidence of status as authorized product reseller	Not re-selling any product. Products is owned by CTS & City pays a monthly fee to use the product/service	Relationship beyond authorized reseller; Aliance partner of i365	Certified Arrow Fusion Partner; chosen Terremark & Asigra for technology enabling paratners to provide solution	Contract with eTegrity
Work with Governments	Provided data storage solutions for numerous govt entities	No specific set up consultants for govt; has prof services org to design, deploy, train & manage a solution for the city	Consultants w/ experience in private & public sector both Dewpoint & Terramark	Async Associates currently is primary vendor partner with Oakland County. Support their Citrix environment
Closest support facility	Bloomfield Hills, MI	Salt Lake City, Utah	Virginia, Texas & Florida; Dewpoint eng staff in Michigan & Indiana	Wixom, MI
Public Sector Clients	Romeo Public Schools Community Central Bank M.T.S. Automotive Information Systems Grosse Pointe Woods, Romulus, Saline, Wayne County, Numerous School Districts	Cannot disclose customers; 32,000 customers-most highly regulation industries - financial, medical, legal & govt.	Oakland County City of Lansing State of Michigan Federal Government	Oakland County Allegeheny County State of South Carolina
Full time employees	44 full time employees	3500 - XO; 500 - I 365	52 full time employees	6 full time employees
Part time employees	1 part time employee		0 part time employees	2 part time employees
In-house support 24//365	24/7/365 remote & diagnostic/trouble shooting via phone and web	Yes	Yes	Yes, by eTegrity
Overseas/Off hours support staff	Support is local	No	No	No

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NAME	CTS Companies	XO Communications Business Services	Dewpoint Inc.	Async Associates
ADDRESS	Bloomfield Hills, MI	Southfield, MI - Herndon, VA	Lansing, MI	Wixom, MI
Telephone Support Program	Always a call or email away from service for over 9000 clients - who to call list	24/7/365 top tier engineering support	24/7 telephone support by Terremark at no additional charge. Dewpoint provides call escalation and tracking when engaged by customer	Certified engineers provided dedicated tech support during normal bus hrs; 24/x on call emergency support available via emergency paging services eTegrity provides 24/7/365 phone support for this product
Ability to work remotely	Yes - ability to work remotely	Ability to implement solution remotely or onsite. Additional charges apply to prof services engagements	Ability to do web based computer sharing as well as VPN capabilities	Yes. All support after being granted access by RH IT staff is able to support RH environment remotely
Calculation of monthly storage usage	Measurements taken monthly & renewed; If after 2 mos customer exceed contract amount, client is contacted to review growth & discuss contract	Calculated based on compressed storage on their vault; bills sent monthly at end of month	Customers commit to fixed amt of storage in data vault per site survey estimate. Excess data billed at 1.3 times current storage rate; opt to increase commitment; storage charged per 100 GB allocated based on the Tier. No chrg for Gateway appl	Measurements are taken monthly
Requirements for minimum storage utilization/required increments	Contract is for 2.6 T.B. stored at 2 separate data centers. If less storage is needed investment can be adjusted before agmt authorization. After contract is authorized storage can be adjusted for additional fees	Minimum storage requirements are customized per environment. Minimum SaaS (cloud-based) storage footprint is 250GB	DBR and DLM have a 100 GB minimum purchase. Additional increments 100 GB	No
Different tiers of storage	CTS offers on site, offsite & archived	Do not tier storage	Yes, 2 tiers: DBR & BLM	Yes
Allowance for longer receiver times for older data w/ reduced storage charges				
Contract Insurance	Yes	Yes	Yes	Yes

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ADDRESS	Bloomfield Hills, MI	Southfield, MI - Herndon, VA	Lansing, MI	Wixom, MI
COST SUMMARY				
Monthly charge per GB of stored compressed and de-duplicated data	\$.45 per data center-\$.90 total*1/GB	1-2 TB compressed storage=\$1.75 Gig/mo	\$610/mo	\$2,074.00 (\$1.35 per/gb/per/month) Note: 1.5 TB of offsite storage
Discounts for higher levels of storage	City is receiving top discounts	More than 2TB compressed storage is discounted based on size & term of contract	At 250GB level - \$520/mo Recommend: 1TB at \$420/mo	0
Monthly charge per GB of transferred data into or out of storage	\$.45 per data center-\$.90 total*2/GB	Based on compressed storage in vault. No transfer charges accumulated.	No additional charges	0
Service set up fees	Included	\$250 setup	\$1000 initial set-up	\$1,500.00/one time set-up
Service administrative fees	\$150.00/month	Range \$250-\$1600	No additional charges	0
Technical Support fees	\$150.00/month	No tech support fees	No additional charges	\$15.00/mo
Other fees or charges not identified above:	Allocated bandwidth @ data center - \$270.00/month On site appliance - \$1,281.00/month 2.6 T.B. stored @ 2 data centers - \$2,371.00/month	ERA price range from \$5195 (1.4TB local storage) to \$6395 (2TB local storage) Training & Cert courses offered-need to request current pricing	Gateway appliance usage fee \$1000/mo T&M on site as needed \$150/hr T&M remote as needed \$125/hr Overrun space used billed additionally - 1.3 * cost/GB Higher levels of CDP usage may require additional storage. Billing at cost.	Backup Server Appliance \$4,750.00 Includes 2TB of local storage-assuming 2:1 compression & de-duplication. Administrative costs are included
Total Project Cost	\$4,222.00/month	Depends on Deployment	\$63,400.00 1st year as recommended levels	\$6,250/excludes recurring costs \$2,089/recurring monthly costs
Future years increases:				
	2012 This quote is for a 3 yr agmt		none	0
	2013		none	0
	2014 0 if no increase in storage		unknown	0
	2015 0 if no increase in storage		unknown	0

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ADDRESS	Bloomfield Hills, MI	Southfield, MI - Herndon, VA	Lansing, MI	Wixom, MI
Reimbursables:	Covered: local appliance w/ hardware & software maintenance, incl initial installation of appliance & 5 clients - managed storage at data ctrs-phone support-remote support. All else is billable.	Customize solutions based on the environment. To provide exact pricing for RH, more info is required	Cost structure is \$ /GB/Month + GW Appliance fee \$/Month + Setup fee one time. If extended growth occurs there may be additional fees for increased onsite storage	
	Including up to 2.6 T.B. off site storing in 2 data ctrs;			
	*1-mobile users add \$4/user/month & \$.45 per GIG/data ctr (\$.90 total)			
	*2-mobile users add \$4/user/month & \$.45 per GIG/data ctr (\$.90 total)			

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NAME	Jelecoc	Dakota Backup
ADDRESS	Omaha, NE	Rapid City, SD
Years in Business	12 years	75 years
Years providing managed back-up/recovery	6 years	7 years
Evidence of status as authorized product reseller	Asigra authorized dealer; relevant reseller agmt provided	Contact: Bonnie Malec, Channel Business Development Manager
Work with Governments	Provided backup & recovery services to other govt agencies including DOT Comm, Douglas Omaha Technology Commission	Over 60 govt clients currently on backup solution from cities, counties & school districts
Closest support facility	Omaha, NE	Rapid City, SD
Public Sector Clients	Douglas Omaha Technology Commission Douglas County Election Commission Nebraska Municipal Power Pool Office of Lee Terry Qwest Center Omaha	City of Wahpeton ND City of Sturgis SD City of Smith Center KS City of Virginia MN City of Franklin NE Alger County MI Stark County ND Ellsworth County KS
Full time employees	25 full time employees	140 Full time employees
Part time employees	1 part time employee	12 part time employees
In-house support 24//365	Fully staffed support team-bus hrs 24/7/365 answering ser/eng on-call	24/7/365 support
Overseas/Off hours support staff	No	No -all located in Rapid City SD

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NAME	Jelecos	Dakota Backup
ADDRESS	Omaha, NE	Rapid City, SD
Telephone Support Program	Employes a 14/7/365 Operations Center	Support staff available 7am-6pm MST by toll free number, email & instant messaging. After hrs support by toll free phone. Remote support through Dakota Backup LogMe In
Ability to work remotely	All engineers provided with company laptop, cell phone & VPN access to services client requests while in office & offsite. Physical access to customer environment is not required	Only consultants are Asigra if needed; available M-F 9am EST to 5pm EST
Calculation of monthly storage usage	Storage usage is calculated based on average daily storage during billing period	Neither - bill done by average amount of data stored on their system over whole month
Requirements for minimum storage utilization/required increments	Top tier or smallest increment in cost summary will represent the minimum monthly spend for contract	None
Different tiers of storage Allowance for longer receiver times for older data w/ reduced storage charges	Yes, solution provides customers with ability to apply retention policy which will automatically move older data to lower cost disk based storage	BLM or archiving offered at \$1 per compressed GB. Also provide mobile backup at \$.75 per compressed GB and local only backup at \$.50 per compressed GB
Contract	Yes	Yes
Insurance	Yes	Yes

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NAME	Jelegos	Dakota Backup
ADDRESS	Omaha, NE	Rapid City, SD
COST SUMMARY		
Monthly charge per GB of stored compressed and de-duplicated data	Up to 2500 \$.60/\$.45 (archive) \$5000 setup Up to 3000 \$.55/\$.40 (archive)\$6,000 setup	\$2.00/GB
Discounts for higher levels of storage	Up to 3500 \$.50/\$.35 (archive)\$7,000 setup Up to 4000 \$.45/\$.35 (archive)\$8,000 setup Up to 5000 \$.40/\$.30 (archive)\$10,000 setup	None
Monthly charge per GB of transferred data into or out of storage	Data into/out of storage \$0/GB Service Set Up fees \$3000 fee (one time)	None
Service set up fees	Service Admin fees \$0/monthly	\$249.99
Service administrative fees		None
Technical Support fees		None
Other fees or charges not identified above:	Total cost of project set-up determined by tier of storage	BLM (Backup Lifecycle Mgmt) or Archiving \$1.00/GB Mobile Back-up \$.75/GB Local Only Back-up \$.25/GB in 10 GB blocks After Hours Fee \$172.50/hr
Total Project Cost		\$249.99
Future years increases:		
	2012	0
	2013	0
	2014	0
	2015	0

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NAME	Jelevos	Dakota Backup
ADDRESS	Omaha, NE	Rapid City, SD
Reimbursables:	Portable Restore Device \$200/mo	None
	Portable VaultStore Server \$200/mo or \$3,050 purchase (900 GB)	
	Portable VaultStore Server \$225/mo or \$3,050 purchase (900 GB)	
	Engineer Consultation \$145/hr (minimum 1 hour; 1/4 increments thereafter)	
	Standby Portable VaultStore Server \$100/mo (850 GB)	
	Review of logs for DS-Clients 4+ \$200 per DS-Client	