NAME	Continuity Centers	AssureVault, LLC	DocuStore Data Management	PC Mall Gov
ADDRESS	Woodbury, NY	Chesterland, OH	Dearborn, MI	Manassas, VI
A SECTION OF THE PROPERTY OF T				
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	Recovery service; Asigra-based service		
	Workgroup Recovery Services	provider		
Evidence of status as authorized product	Asigra primary backup platform & basis	Authorized reseller Asigra Online	Agmts for SunGard Availability Services &	PC Mall Gov is an authorized reseller for
reseller	of Secure Vault Private Cloud Backup	Backup and Recovery software product	Artisan Infrastructure; Asigra contact	Barracuda Networks
	Service; Asigra Partner & Advisory		provided	
and the second s	Council			
Work with Governments	Not Specifically; Agility Recovery - part	Number of govts in Ohio - small and	Opt 1: Local, State & Fed govt agencies	150 employees supporting Federal govt
	of proposal has contracts w/ State,	large local govts	Opt 2: SunGard over 40 Fed clients &	customers; large Systems Integrators
	City, Local & Federal govts		over 100 State, Local & higher	support public sector, State & Local govts,
			education customers	education K-12
	Material National Nat	Chesterland, Ohio - 30 miles east of	Opt 1: Dearborn, MI & FH	Ann Arbor, MI
Closest support facility	Metro New York	Cleveland, Ohio	Opt 2: Full serv data ctr: Wood Dale, IL	, and the second
		Cieveiand, Offio	Opt 2.1 un serv data ett. wood baie, ie	
Public Sector Clients	Not Specifically; Agility Recovery - part	Aurora, Ohio	Opt 1: DocuStore - 100's of govt agencies	Hundreds of govt clients in US & inter-
rubite Sector Citeries	of proposal has contracts w/ State,	Eastlake, Ohio	Opt 2: SunGard public sector partner	nationally; State govts including NV,
	City, Local & Federal govts	Mentor, Ohio		NJ, Idaho, VI, Alabama, CA, CO, UT,
A	City, Local & Federal goves	Norton, Ohio		FL and Louisana
		Avon Lake, Ohio	ANALY CONTRACTOR OF THE PROPERTY OF THE PROPER	
		Moreland Hills, Ohio		
		, , , , , , , , , , , , , , , , , , ,		
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	6 part time employees	ovr 800 full time employees
		4 contracted 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

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

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

NAME	Continuity Centers	AssureVault, LLC	DocuStore Data Management	PC Mall Gov
ADDRESS	Woodbury, NY	Chesterland, OH	Dearborn, MI	Manassas, VI
7				
COST SUMMARY				
Monthly charge per GB of stored compressed	\$3.99/GB	Online Storage:	Opt 1 - \$1.179 GB	Barracuda Appliance, IR & Support
and de-duplicated data	Onsite backup & recovery appl - no fee	<500 GB @ \$1.85/CGB	Opt 2 - 2.956GB: \$7,688 MO/12 Mos	Upgrade:
	177 AMA   187 AM	<1 TB @ \$1.55/CGB	2.81 GB: \$7308 MO/36 Mos	Barracuda Backup Server 890 \$19,999
		Above 1TB @ \$1.35/CGB		1 Yr IR (Instate Replmt) \$ 4,399
		Archive Storage:		1 Yr Premium Support \$ 4,399
		<500 GB @ \$1.25/CGB		Barracuda Cloud Storage
		1TB @ \$1.00/CGB		Backup Service 1 Yr Subscription
		Above 1TB @ \$.80/CGB		100 GB \$ 600
		Local-only D2D:		24 blocks 1 year \$14,400
		<500 GB @ \$22.00/month		Actual cloud storage amts needed may
		<1 TB @ \$200/month		be less. RH pays for cloud storage for
		Above 1TB @ \$180/month		the de-duplicated and compressed data
		Laptop Storage:		volumes - not the raw data volumes
		Laptop/Mobile \$70/yr (10GB) + \$40/yr		
		for 10 GB additional		
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	0/GB		0 Opt 1: N/A Opt 2: N/A	
into or out of storage				
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	Hybrid Cloud Backup Appliance/	Disaster Recovery of Listed Equipment:	
	MobileVault (opt laptop/desktop	DS-Client \$600/setup & \$500/mo rental	Opt 2: \$4,250 MO/12 Mos	
	backup) \$.99/GB	Implementation \$2000/2 days	\$3750 MO/36 Mos	
		Consulting \$800/1 day	Recovery Fees:	
	Support recovering database \$250/hr	Training \$500/1 day	Business Hours \$90/hr	
	Support recovering server sys \$250/hr	Travel/Accommodations \$1200/2 visits	Emerg/After Hours \$150/hr	
	No fee for backup jobs, file recovery as	Backup & Recovery - Monthly data	Holiday \$345/hr	
	flat files or general questions	usage charge based on 1.8TB of		
		compressed storage @ \$1.35GB \$2430		
Total Project Cost		0 Total Fixed Charges \$5100.00	Opt 2: \$99,254.00	
		Monthly Chg w/ AssureVault \$2930/mo	Opt 1: One Site Set up \$40,984.80	
		Monthly Chg w/RH appliances \$2430/mo	Remote: \$39,184.80	

NAME		Continuity Centers	AssureVault, LLC	DocuStore Data Management	PC Mall Gov
ADDRESS		Woodbury, NY	Chesterland, OH	Dearborn, MI	Manassas, VI
ADDRESS		vvoodaary, res			
Future Years Increases:					
TOTAL TOTAL COSTS	2012	-1%	29	%	0
	2013	-1%			0
	2013	NAME AND ADDRESS OF THE PROPERTY OF THE PROPER			%
	2015				0
	AND	1% annual accumulating discount ea yr			
		170 difficult deconficulating discount Ca yr			
Reimbursables:		No additional fees for day-to-day	Estimated reimbursable costs \$1200	Opt 1: \$3,065.40/Mo/2600GB, includes	
		backup support or file level restoration		premium support, software updates and	
		support. Add fees only should RH		maintenance and storage	
		declare a disaster & req full server or			
		full site recovery.			
		*If file not recoverable within 4 hrs, refund	12 month minimum contract		
	0///	5% of base monthly recurring fee for	Includes: 1x Level 2 portable disk recovery		
A 1/A 2/1/A		each GB	delivered but unattended for 3 mos		
		**If database files not recoverable within	1x Level 3 Disaster Recovery inclusive		
		24 hrs, refund 5% of base monthly	of 1 day onsite support per year		
		recurring fee for each GB	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		
VALUE AND		Limitation of Liability to 1 mo fees	Liability limited to monthly charge		
4	/4	No termination for term of contract			
		12 month contract			
		If terminate within 12 mos, 50% refund			
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Liability limited to monthly charge			

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
		AAA		
Evidence of status as authorized product	Not re-selling any product. Products is	Relationship beyond authorized reseller;	Certified Arrow Fusion Partner; chosen	Contract with eTegrity
reseller	owned by CTS & City pays a monthly	Aliance partner of i365	Terremark & Asigra for technology	
	fee to use the product/service		enabling paratners to provide solution	
Work with Governments	Provided data storage solutions for	No specific set up consultants for govt;	Consultants w/ experience in private &	Async Associates currently is primary
A PART A AMAZINA A A	numerous govt entities	has prof services org to design, deploy,	public sector both Dewpoint & Terramark	vendor partner with Oakland County.
		train & manage a solution for the city		Support their Citrix environment
Closest support facility	Bloomfield Hills, MI	Salt Lake City, Utah	Virginia, Texas & Florida; Dewpoint eng	Wixom, MI
	Diominicio Illia, Mi	July Lake City, Otali	staff in Michigan & Indiana	vivori, iii
			, , , , , , , , , , , , , , , , , , , ,	· · · · · · · · · · · · · · · · · · ·
Public Sector Clients	Romeo Public Schools	Cannot disclose customers; 32,000	Oakland County	Oakland County
	Community Central Bank	customers-most highly regulation	City of Lansing	Allegeheny County
	M.T.S.	industries - financial, medical, legal &	State of Michigan	State of South Carolina
The state of the s	Automotive Information Systems	govt.	Federal Government	
	Grosse Pointe Woods, Romulus, Saline,			
	Wayne County, Numerous School			
	Districts			
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		O part time employeees	2 part time employees
	- part anno employee		2 7 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	- F 2 200 200 200 200
In-house support 24//365	24/7/365 remote & diagnostic/trouble	Yes	Yes	Yes, by eTegrity
	shooting via phone and web			
0		N	N	M.
Overseas/Off hours support staff	Support is local	No	No	No

NAME	CTS Companies	XO Communications Business Services	Dewpoint Inc.	Async Associates
ADDRESS	Bloomfield Hills, MI	Southfield, MI - Herndon, VA	Lansing, MI	Wixom, MI
		14//		
Guarantees to resolve issues	2 product engineers support the product;	i365 world-class cut service-all reasonable	Support model to leverage Terremark	Async Associates partner eTegrity has
	expertise of installing personnel; active	steps to insure full services; if necessary	as 1st pt of contact for technical issues;	expertise to resolve backup & recovery
	support agmts in production use from	can include 3rd parties at no additional	Dewpoint alternate tier of support.	issues.
	manufacturer; wholly owned solution	cost but rarely necessary	Gateway for hardware	
	by CTS; 3rd party hardware/software by			
7/A-/A-/A-/A-/A-/A-/A-/A-/A-/A-/A-/A-/A-/	manufacturer to CTS			
(4-1-4-4-4-4-4-4-4-4-4-4-4-4-4-4-4-4-4-4				
Subcontract/Outsource	Subcontracting is not required	None	Terremark through partnership w/	Async Associates is reseller of virtualiza-
7			Arrow Fusion	tion, backup & recovery solutions &
				services-business partner, no sub-
				contractors
		Data encrypted end to end; customers	Asigra encrypts all data in transit & at rest	Net Access Corporation - general
Procedures to keep data secure/confidential	Off site storage on CTS owned & managed	are sole owner of encryption key;	in cloud storage using AES256 bit encryption	
	devices in SAS70 compliant data center		RH enters encryption keys during DS	services
	restricted access to only employees	SAS70 Type 2 certification annually -	Client installation. Terremark will not	SCF VICCS
	that maintain system; under full NDA;	highest industry standard for auditing	store or access keys.	
	customer data encrypted only		store or access keys.	
	accessible by encrypted key held by			Aldalina
	client			
Staff assigned to this project	Bacon-IT Serv Mgr - 19 yrs	XO-local acct team & reg & nat support	Terremark over 900 employees that	D Travis - Project Mgr-since 2001 w/
Starr assigned to this project	Lang-IT Technician - 1 yr	for any XO solutions; hosted IT solution	support both comm & govt entites	Async; 15 yrs experience in IT and
	Williams - Data Storage/Recovery	led by R Larmer (sales eng) for XO -		support.
	Sales Engineer - 23 yrs	pt of contact; post install cust care		M Foster-Engineer-since 2001 w/
	Jaics Engineer 25 yrs	provided by XO through toll free number.		Async; 20 yrs exp in IT & support,
		R Larmer 16 yrs exp in hosted IT industry		certified w/ Microsoft & Citrix
	\$ 100 miles (100 miles			
				AAAM
444444444444444444444444444444444444444		\$		

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	24/7/365 top tier engineering support	24/7 telephone support by Terremark at	Certified engineers provided dedicated
The state of the s	service for over 9000 clients - who to	100	no additional charge. Dewpoint provides	tech support during normal bus hrs;
	call list		call escalation and tracking when	24/x on call emergency support available
		ANAMAN AND ANAMAN AND ANAMAN AND ANAMAN AND ANAMAN AND ANAMAN ANAMAN AND ANAMAN AND ANAMAN AND ANAMAN AND ANAMAN AND ANAMAN ANAMANANAN ANAMAN ANAMAN ANAMAN ANAMAN ANAMAN ANAMAN ANAMAN ANAMAN	engaged by customer	via emergency paging services
				eTegrity provides 24/7/365 phone support
				for this product
			Aldr. N. I.	Vac All concert after heigh granted
Ability to work remotely	Yes - ability to work remotely	Ability to implement solution remotely	Ability to do web based computer	Yes. All support after being granted access by RH IT staff is able to support
		or onsite. Additional charges apply to	sharing as well as VPN capabilities	
		prof services engagements		RH environment remotely
			Customers commit to fixed amt of storage	Measurements are taken monthly
Calculation of monthly storage usage	Measurements taken monthly & renewed;	Calculated based on compressed		Measurements are taken monthly
	If after 2 mos customer exceed contract	storage on their vault; bills sent	in data vault per site survey estimate.  Excess data billed at 1.3 times current	
	amount, client is contacted to review	monthly at end of month		
	growth & discuss contract		storage rate; opt to increase commitment;	
			based on the Tier. No chrg for Gateway appl	
Requirements for minimum storage	Contract is for 2.6 T.B. stored at 2	Minimum storage requirements are	DBR and DLM have a 100 GB minimum	No
utilization/required increments	separate data centers. If less storage is	customized per environment. Minimum	purchase. Additional increments	
	needed investment can be adjusted	SaaS (cloud-based) storage footprint is	100 GB	W///
	before agmt authorization. After contract	250GB		
	is authorized storage can be adjusted			
	for additional fees			
				*
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	Yes	Yes	Yes	Yes
Insurance	Yes		Yes	Yes

NAME	CTS Companies	XO Communications Business Services	Dewpoint Inc.	Async Associates
ADDRESS	Bloomfield Hills, MI	Southfield, MI - Herndon, VA	Lansing, MI	Wixom, MI
COST SUMMARY				
	1	4.75.01	46401	63.074.00 (64.25 applied to an large with)
Monthly charge per GB of stored compressed	\$.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)
and de-duplicated data				Note: 1.5 TB of offsite storage
Discounts for higher levels of storage	City is receiving top discounts	More than 2TB compressed storage is	At 250GB level - \$520/mo	
		discounted based on size & term of	Recommend: 1TB at \$420/mo	
		contract		
Monthly charge per GB of transferred data	\$.45 per data center-\$.90 total*2/GB	Based on compressed storage in vault. No	No additional charges	
into or out of storage		transfer charges accumulated.		
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	
Technical Support fees	\$150.00/month	No tech support fees	No additional charges	\$15.00/mo
Other fees or charages not identified above:	Allocated ban width @ data center -	ERA price range from \$5195 (1.4TB local	Gateway appliance usage fee \$1000/mo	Backup Server Appliance \$4,750.00
	\$270.00/month	storage) to \$6395 (2TB local storage)	T&M on site as needed \$150/hr	Includes 2TB of local storage-assuming
	On site appliance - \$1,281.00/month	Training & Cert courses offered-need	T&M remote as needed \$125/hr	2:1 compression & de-duplication.
	2.6 T.B. stored @ 2 data centers -	to request current pricing	Overrun space used billed additionally -	Administrative costs are included
	\$2,371.00/month		1.3 * cost/GB	
			Higher levels of CDP usage may require	
			additional storage. Billing at cost.	
				A Company of the Comp
Total Project Cost	\$4,222.00/month	Depends on Deployment	\$63,400.0	00 \$6,250/excludes recurring costs
			1st year as recommended levels	\$2,089/recurring monthly costs
-uture years increases:				
20:	12 This quote is for a 3 yr agmt		none	
20:	13	·	none	
20:	14 0 if no increase in storage		unknown	
20:	15 0 if no increase in storage		unknown	

NAME	CTS Companies	XO Communications Business Services	Dewpoint Inc.	Async Associates
ADDRESS	Bloomfield Hills, MI	Southfield, MI - Herndon, VA	Lansing, MI	Wixom, MI
Reimbursables:	Covered: local appliance w/ hardware &	Customize solutions based on the	Cost structure is \$ /GB/Month + GV	V
	software maintenance, incl initial	environment. To provide exact pricing	Appliance fee \$/Month + Setup fee	
	installation of appliance & 5 clients -	for RH, more info is required	one time. If extended growth occur	rs
	managed storage at data ctrs-phone		there may be additional fees for	
	support-remote support. All else is		increased onsite storage	
	billable.			
444,000	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)			

NAME	Jelecos	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	Asigra authorized dealer; relevant reseller	Contact: Bonnie Malec, Channel
reseller	agmt provided	Business Development Manager
Work with Governments	Danish alkantus 0	Over CO and diente averath as bades
work with Governments	Provided backup & recovery services	Over 60 govt clients currently on backup
	to other govt agencies including DOT	solution from cities, counties & school districts
	Comm, Douglas Omaha Technology	SCHOOL DISTRICTS
	Commission	
Closest support facility	Omaha, NE	Rapid City, SD
<u> </u>		Tapia diliji di
Public Sector Clients	Douglas Omaha Technology Commission	City of Wahpeton ND
	Douglas County Election Commission	City of Sturgis SD
	Nebraska Municipal Power Pool	City of Smith Center KS
	Office of Lee Terry	City of Virginia MN
	Qwest Center Omaha	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//265	Fully staffed support team-bus hrs	24/7/365 support
In-house support 24//365		24/ // 303 Support
	24/7/365 answering ser/eng on-call	
Overseas/Off hours support staff	No	No -all located in Rapid City SD
Overseas, on nours support stan	INV	110 an rocated in napid city of

NAME	Jelecos	Dakota Backup
ADDRESS	Omaha, NE	Rapid City, SD
Guarantees to resolve issues	Highly tech support & eng staff to	Certified Asigra partner; trained
	rectify issues quickly & efficiently;	personnel on staff; access to Asigra
× × × × × × × × × × × × × × × × × × ×	software vendor utilized for backup &	support team - no additional charges for
100000000000000000000000000000000000000	recovery services, provides another	Asigra support
	level of support (Asigra)	
Subcontract/Outsource	All work in house	None
Subcontract/Outsource	All WOLK III House	None
Procedures to keep data secure/confidential	Backup & recovery offering housed	During install RH input own encryption
	with their SAS 70 audited data centers;	key; data is encrypted in flight & at rest;
	all data encrypted at customer location,	data ctrs are SAS 70 Type II; software is
	both in transit & at rest up to AES-256	FIPS validated 140-2
	bit encryption key. Operations center	
	PCI DSS certified	
Staff assigned to this project	E. Karmazin-oversees managed services	B Wiedmeier, C Parker and
Starr assigned to this project	team - 11 yrs IT	R Ahrenstorff in computer business
17-24PL-64PA-1-44PA-1-44PA-1-44PA-1-44PA-1-44PA-1-44PA-1-44PA-1-44PA-1-44PA-1-44PA-1-44PA-1-44PA-1-44PA-1-44PA	T Davis, Sr Engineer - 2007	20+ years;; certification in Server 2000/
	S Mills, Computer engineering, 15 yrs	2003/2008, Hyper V, Vmware, and
777-77-77	network, system, info security	Microsoft Exchange 2000/2003/2007/
	G Mooney, Sr Engineer on Managed	2010; over 3000 clients for back-ups and
	Services Team, 15 yrs lead eng VMWare	protection over 250TB of data

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
and and an and add the of the and the of the		
Ability to work remotely	All engineers provided with company	Only consultants are Asigra if needed;
	laptop, cell phone & VPN access to	available M-F 9am EST to 5pm EST
	services client requests while in office &	
	offsite. Physical access to customer	
	environment is not required	
Calculation of monthly storage usage	Storage usage is calculated based on	Neither - bill done by average amount of
	average daily storage during billing	data stored on their system over whole
	period	month
Requirements for minimum storage	Top tier or smallest increment in cost	None
utilization/required increments	summary will represent the minimum	
	monthly spend for contract	
Different tiers of storage	Yes, solution provides customers with	BLM or archiving offered at \$1 per
Allowance for longer receiver times for	ability to apply retention policy which	compressed GB. Also provide mobile
older data w/ reduced storage charges	will automatically move older data to	backup at \$.75 per compressed GB
	lower cost disk based storage	and local only backup at \$.50 per
		compressed GB
Contract	Yes	Yes
Insurance	Yes	Yes

NAME	Jelecos	Dakota Backup
ADDRESS	Omaha, NE	Rapid City, SD
COST SUMMARY		
	11//////	
Monthly charge per GB of stored compressed	Up to 2500 \$.60/\$.45 (archive) \$5000 setup	\$2.00/GB
and de-duplicated data	Up to 3000 \$.55/\$.40 (archive)\$6,000 setup	
Discounts for higher levels of storage	Up to 3500 \$.50/\$.35 (archive)\$7,000 setup	None
	Up to 4000 \$.45/\$.35 (archive)\$8,000 setup	
	Up to 5000 \$.40/\$.30 (archive)\$10,000 setup	
Monthly charge per GB of transferred data	Data into/out of storage \$0/GB	None
into or out of storage	Service Set Up fees \$3000 fee (one time)	***************************************
Service set up fees	Service Admin fees \$0/monthly	\$249.99
Service administrative fees		None
Technical Support fees		None
Other fees or charages not identified above:	Total cost of project set-up determined	BLM (Backup Lifecyle Mgmt) or Archiving
	by tier of storage	\$1.00/GB
	7, 131 17 17 17 17 17 17 17 17 17 17 17 17 17	Mobile Back-up \$.75/GB
		Local Only Back-up \$.25/GB in 10 GB blocks
		After Hours Fee \$172.50/hr
		The Hours is a grandy in
AAA AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA		
	A.A.I.I.MAN	
Total Project Cost		\$249.99
Future years increases:		
2012		0
2013		0
2014		0
2015		0
L		

NAME ADDRESS	Jelecos Omaha, NE	Dakota Backup 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		A Notice 1971
	\$100/mo (850 GB)		
	Review of logs for DS-Clients 4+		
	\$200 per DS-Client		