

We have prepared a quote for you



## Village of Wellington 36TB BCDR

Quote # 009410 Version 1

Prepared for:

Village of Wellington

Jonathan Martinez  
jmartinez@wellingtonfl.gov

Prepared by:

ITPartners+

Rudy Neubeck IV  
rudy@itpartners.com



Monday, October 28, 2019

Village of Wellington  
Jonathan Martinez  
12300 Forest Hill Blvd  
Wellington, Florida 33414  
jmartinez@wellingtonfl.gov

Dear Jonathan,

We welcome the opportunity to work with the Village of Wellington. We currently work with other Agencies to provide backup and disaster recovery solutions through Datto. We are happy to provide references upon request.

ITPartners+ is a current TIPS Contract Holder for Backup & Disaster Recovery that can be used for Florida agencies:

- TIPS Contract #181201
- Verification: <https://www.tips-usa.com/vendorProfile.cfm?RecordID=31A485EBACB8DF9FC59230F4F3936B8D>

*Rudy Neubeck*

Rudy Neubeck IV  
Creative Services Rep  
ITPartners+



Hardware

Description		Price	Qty	Ext. Price
Datto Siris 4 - Enterprise 36TB Backup and Disaster Recovery Appliance w/ Infinite Cloud Retention		\$22,350.00	2	\$44,700.00
Datto Siris 4 - Enterprise 36TB Backup and Disaster Recovery Appliance w/ Infinite of Cloud Retention				
<ul style="list-style-type: none"> <li>• 5 Year Full Hardware Warranty</li> <li>• Full trade in credit toward an upgraded device within 5 years</li> <li>• Includes full installation remotely and training for IT team</li> </ul>				
FLGISA 100% Off Discount (3 Year Service Contract)		(\$44,700.00)	1	(\$44,700.00)

**Subtotal:** \$0.00

Annual Service

Description		Recurring	Qty	Ext. Recurring
Datto Siris 4 Enterprise Backup & Disaster Recovery 36TB w/ Infinite Cloud Retention		\$3,999.00	12	\$47,988.00
Includes the following services:				
<ul style="list-style-type: none"> <li>• Best practice alignment</li> <li>• Support direct to Datto</li> <li>• Backup &amp; Disaster Recovery Procedures customized to your individual servers (See attached example)</li> <li>• Hardware health monitoring and warranty facilitation</li> </ul>				

## Annual Service

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Competitive Discount		(\$1,200.00)	12	(\$14,400.00)
<b>Annual Subtotal:</b>				\$81,576.00

## Services

Description		Price	Qty	Ext. Price
Service: Consulting, Installation, or Professional Services		\$149.00	36	\$5,364.00
Full On-Boarding Based on Scope of Work Below - Flat-fixed fee				
<b>Subtotal:</b>				\$5,364.00



## Statement of Work

### Executive Summary

ITPartners+ is offering (1) 36TB Datto Siris 4 hardware appliances with infinite cloud retention, complete management and full easy disaster recovery. This Datto solution will virtually **eliminate** all downtime in the event of a disaster. In addition, the Village of Wellington can virtualize one or more servers that have crashed from hardware, ransomware, or human error within minutes—either locally or via the secure cloud.

The Siris 4 hardware appliance has the capability to immediately virtualize an unlimited number of agents



## Statement of Work

(protected servers, limited only by hardware capacity) in the event of a disaster. In the event of a major catastrophe where the Datto appliance gets destroyed (such as fire, flood, etc.), the Village of Wellington will be able to virtualize in Datto's secure cloud and keep operations running in a sense of normal. There will be no additional costs to the Village of Wellington with cloud storage space, as it may grow, even with cloud revision history. The cloud will automatically retain images of servers indefinitely (subject to retention schedule) with no overages in cost.

Together, Datto and ITPartners+ are the best solution for a managed backup solution for the Village of Wellington. We provide capabilities for full image backups, individual file restores, granular exchange & SQL restores, (and most importantly) full screenshot verification with visual proof that the backups are working. The solution fully integrates into Hyper-V and VMware and allows for full bare metal restores.

ITPartners+ will also provide a full 100% hardware warranty on the Datto appliance for up to 5 years. In addition, the Village of Wellington can receive a trade in credit towards upgraded devices should their backup needs change or should new Datto technology come out that the Village of Wellington wants to take advantage of (up to 1 time within the first 5 years as long as the monthly service cost does not decrease). If the monthly fee changes because of the new technology, ITPartners+ will increase the contract based on the needs of the Village of Wellington with their approval. This is not a contract term, this is stating as long as service is active with ITPartners+, the Village of Wellington can take advantage of this offer.

### Scope of Services

1. Local and cloud off-site backups are included as part of this proposal in addition to the ability to fully virtualize all protected servers, either locally or in the cloud, with full screenshot proof of successful backups.
2. Data encryption that meets HIPPA and HITECH standards is provided both in transit and at rest is included with this proposal. Data center audits as well as documentation can be provided upon request.
3. Unlimited local and cloud file restores are included without any overage fees.
4. Unlimited revision history, at the Village of Wellington (your agency) discretion, for local backups can be configured (based on local storage space available). Infinite cloud retention is included in this proposal.
5. Bare Metal Restores (BMR), as well as the ability to export directly to VMware or to a VHD or VMDK



## Statement of Work

with a single click, is part of the proposal.

6. The ability to restore physical and virtual machines is included as part of the proposal.
7. As part of the BMR, your agency will have the ability to restore to dissimilar hardware.
8. All backups have the option to be encrypted at the discretion of your agency automatically for both local and off-site.
9. Agentless backups are included for VMware & Hyper-V.
10. Certified Engineers are available to be on-site in 24 business hours in the event of a disaster at then current rates.
11. Incremental backups can be configured to take place up to every 5 minutes, if desired.
12. ITPartners+ will provide monitoring of issues daily and your agency will be copied on all alerts and have full access to the device both locally and in the cloud.
13. SQL and Exchange databases will be backed up as part of the image and your agency will have the ability to perform granular restores instead of restoring the entire database, if desired.
14. Files, folders, or full partitions can be restored individually.
15. **Invoicing will not change as long as the device does not get upgraded/downgraded during the contract. your agency can use an unlimited amount of cloud storage without any billable overages.**
16. Your Agency will be able to apply the entire device cost of the hardware appliance toward another unit at any time (once within 5 years). If the needs of your agency change or the if your agency wants to upgrade to newly released Datto technology, 100% of the cost initially paid for the hardware appliance can be applied to an upgraded unit (even if it is a new model or product line entirely). This is not a contract term, this is stating as long as service is active with ITPartners+, your agency can take advantage of this offer.

## Implementation Plan

### Data Gathering

ITPartners+ will review the current environment for your agency to ensure the smoothest possible transition from the existing backup solution to the Datto solution. This includes but is not limited to checking hardware



## Statement of Work

configurations, software version, and current available/used storage, & network speed (Internet & local). If there are incompatible elements of the environment with the proposed solution, a recommendation will be made to ensure best practice.

### Migration Strategy

If none of the existing data needs to be migrated to the new solution, the migration process will be straightforward and simple. ITPartners+ will replace the current backup plan with the Datto SIRIS 4 unit. All current forms of backup will be decommissioned once the Datto device is in production, and is fully implemented and tested per the requirements of your agency.

### Solution Implementation

The Datto SIRIS 4 device will be placed onsite at the main data center for your agency. The Datto SIRIS 4 has the ability to do agentless backups for VMs in VMWare (see <https://kb.datto.com/hc/en-us/articles/205931640-Getting-Started-with-Agentless-Backups> for agentless backup requirements.) There will be an agent installed on the physical Domain controller, as well as any other physical machine in the environment. A one-time reboot of all physical machines is required after installation of the agent.

### Configuration

The Datto SIRIS 4 will be configured to backup all virtual and physical machines in the environment. Physical and virtual machines can be backed up as little as every 5 minutes (recommended is 1 hour). The local and cloud (off-site) sync schedule will be set based on the your agency's requirements. Alerts and notifications will be configured not only for the Datto Backup Device, but also for each individual physical and virtual machine. Granular Restore will be configured to allow restore of Exchange mailboxes and SQL databases in the event of a disaster.

### Testing

Each image-based backup of the physical and virtual machines will be tested to ensure the backup is working properly before the current backup solution is decommissioned. This includes checking screenshot verification, as virtualizing each backup to ensure its integrity. ITPartners+ will also ensure all notifications system, either via email and/or text, are working as intended, and notifying the correct staff.

### Acceptance

ITPartners+ will create a list of milestones and tasks, and will have your agency sign off on each individual task once its completion is deemed satisfactory.

### Ongoing Maintenance and Support



## Statement of Work

- ITPartners+ will provide appropriate notifications to your agency staff for all incidents encountered.
- All patch management and OS upgrades will be applied to the Datto appliance. Patch management to the actual Windows servers themselves will not be applied as part of this proposal.
- Your agency will have full access to Datto's Knowledge Base (KB's), service bulletins, alerts, and online portal

### Functional Requirements and Competitive Advantages

1. The costs provided include setup, training, support, and migration from the existing backup infrastructures to Datto's local and cloud platform. The timeframe for the conversion is one week (7-14 days) from start to fully redundant and backed up in the cloud (barring no hardware or image issues on your agencies server platforms or unforeseen circumstances).
2. Round trips to seed the data center will be provided at no charge.
3. Onboarding and Project Management will be performed by a PMP (Project Management Professional) Certified individual who is also Datto Certified to ensure the smoothest onboarding possible.
4. Certified Engineers are available to be on-site in under 24 business hours in the event of major disasters at current labor rates. (May use subcontractors)
5. Your agency will be able to apply the entire device cost of the hardware appliances toward other units at any time (once within 5 years as long as the monthly cost does not decrease). If the agencies needs change or if your agency wants to upgrade to newly released Datto technology, 100% of the cost initially paid for the hardware appliance can be applied to an upgraded unit (even if it is a new model or product line entirely) as long as the monthly fee is the same or higher. This is not a contract term, this is stating as long as service is active with ITPartners+, your agency can take advantage of this offer.
6. Screenshot verification to ensure the backup is functional – not just relying a system report or a green checkbox to know if your backups are working.
7. Your agency will need to provide the following:
  1. Adequate internet speeds to send data from your agency to the datto cloud
  2. Redundant surge protected power and 2U of space in the network rack
  3. All VM's and Servers to be backed up must be on the same local LAN as the datto appliance



## Statement of Work

4. Deployment of any agents and reboots of servers prior to white glove installation
- 5.

### **Meet your Project Manager:**

Strong leadership is the basis of any successful team project, and Kevin fully understands the importance of effective management. Throughout his professional practice, he has strived to place himself in the forefront in every situation, using a blend of technical and interpersonal skills to guide his workers toward the best possible results.

As a born leader with a natural affection for technology, Kevin has built his career on the tenets of promoting project management success through IT expertise. His qualifications are rooted in both experience and academic achievement; he has a Bachelor's Degree in Networking Security and has received a Project Management Professional certification. In addition, he is an Apple Certified Macintosh Technician & Datto Certified Technician.

Over the last 15 years, Kevin has spent extensive time in network security with 10 years in project management, working with many of the premier names in the business & government space. As a result of his unique resume, he has had the opportunity to collaborate with companies across numerous industries, including both technology and healthcare. Due to his management abilities and attention to detail, he has played critical roles in the oversight of large teams on many IT projects including data center build-outs meeting HIPAA compliance.

Kevin sees every project as a new opportunity to add value, refine best practices and build business relationships. Through his work, he has cultivated a strong network of connections, providing him with access to a wealth of industry updates and information. He also believes in personal accountability and continued development, and he is always interested in exploring new ways to make a difference for those around him.

### **Hardware Appliance:**

**(1) Siris 4 Enterprise 36 TB**



 Statement of Work

- **Capacity:** 36TB
- **CPU:** 2x Xeon Silver 4216
- **RAM:** 512GB
- **Array:** 9 x 6TB (Raid 6)
- **NICs:** 2 x 10GbE
- **OS Drive:** 240GB SSD
- **Chassis:** 2U

Disclaimer: In disaster scenarios, a limited number of servers can virtualize at once only limited by hardware capacity and your agencies desired speed.

<b>Pruning of Incremental Offsite Backups:</b>	<b>Takes Place After:</b>
Intra-dailies	7 Days
Dailies	2 Weeks
Weeklies	45 Days
Monthlies	As long as service is current



## Village of Wellington 36TB BCDR

### Prepared by:

ITPartners+  
Rudy Neubeck IV  
616-828-1010  
rudy@itpartners.com

### Prepared for:

Village of Wellington  
12300 Forest Hill Blvd  
Wellington, Florida 33414  
Jonathan Martinez  
(561) 791-4070  
jmartinez@wellingtonfl.gov

### Quote Information:

Quote #: 009410  
Version: 1  
Delivery Date: 10/28/2019  
Expiration Date: 12/27/2019

## Quote Summary

Description	Amount
Hardware	\$0.00
Services	\$5,364.00
<b>Total:</b>	<b>\$5,364.00</b>

## Annual Expenses Summary

Description	Amount
Annual Service	\$81,576.00
<b>Annual Total:</b>	<b>\$81,576.00</b>

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

### ITPartners+

Signature: *Rudy Neubeck*  
 Name: Rudy Neubeck IV  
 Title: Creative Services Rep  
 Date: 10/28/2019

### Village of Wellington

Signature: \_\_\_\_\_  
 Name: Jonathan Martinez  
 Date: \_\_\_\_\_