| Board Agenda Item # | II A |
|---|---|
| Date: | May 8, 2017 |
| To: | Magnolia Board of Directors |
| From: | Caprice Young, Ed.D. <br> CEO & Superintendent |
| Staff Lead: | Suat Acar, MPS COO |
| RE: | Contract Approval for **Ubistor in partnership with PCMG** |

Proposed Board Recommendation

I move that the board awards the winning bid according to vendor evaluation matrix and adopt the purchase of MPS Backups solutions provided by Ubistor in partnership with PCMG.

Background

MPS Central Office and schools with higher enrollment, i.e. MSA-1, MSA-2, MSA-3, and MSA-Santa Ana need backup system for the school servers and the administration computers. The recommended system should cover the backup needs, including onsite and offsite data retention with virtualization features as well. The MPS IT Department opened the RFP process on March 17, 2017 and ended on March 30, 2017. The RFP evaluation committee is consists of MPS CFO, Ms. Montijo, MPS COO, Mr. Acar, and MPS IT Director, Mr. Monoshev. The committee evaluated the bids received according to following factors and recommends awarding of the bid to Ubistor.

| Factor | Weight |
|---|---|
| Cost of products and services (required, highest weight) | 40% |
| Functionality/completeness/specifications of proposed solution | 30% |
| Vendor: qualifications, credentials, certifications, experience, references | 20% |
| Contract terms and conditions | 10% |
| **Total** | **100.00%** |

Budget Implications

The purchase of MPS Systems Backup Solutions is budgeted as follows:

- $10,020 one time cost is included in FY 2016-17
- $28,740 total annually will be billed per location: CMO, MSA 1, MSA 2, MSA 3 and MSA SA

Name of Staff Originator: Rasul Monoshev

# ived Price Quotes for MPS Systems Backup Solution Need for 5 sites (CMO, MSA-1, MSA-2, MSA-3, MSA-Santa

| | CalNet | PCMG |
|---|---|---|
| Item 1: Backup System Hardware | $811 rental per month | $ 9,270.00 |
| Item 2: Cloud Storage and System Recovery | $ 1,339.80 | $ 2,395.00 |
| Item 3: Installation and Training services | $ 1,850.00 | $ 750.00 |
| Additional item monthly support for Calnet | $430.25 per month | |
| **Monthly total payment for 5 sites** | **$ 2,581.55** | **2,395.00** |
| **Total for 12 months** | **$ 30,978.60** | **28,740.00** |
| **Total One time charges** | **$ 1,850.00** | **10,020.00** |
| Functionality/specification of items(30%) | All RequestedSpecs | All RequestedSpecs |
| Vendor Qualifications(20%) | Good Qualified | Well Qualified |
| Terms and Conditions(10%) | Good | Good |

## Evaluation

| | CalNet | PCMG |
|---|---|---|
| Pricing including tax (Max 40 points) | 40 | 35 |
| Functionality/specification of items (Max 30 points) | 20 | 25 |
| Vendor Qualifications (Max 20 points) | 10 | 20 |
| Terms and Conditions (Max 10 points) | 5 | 10 |
| | **75** | **90** |

The Winning bid is Ubistor in partnership with PCMG. Deciding factor is the devices are owned as opposed to leasing with engineering hours.

## REQUEST FOR PROPOSALS FOR THE BACKUP SOLUTIONS

## (Due Date – March 30th, 2017)

### PURPOSE

The Magnolia Public Schools(MPS) is accepting proposals for the purchase of Backup System Solution for below sites. *Should there be a need for any other MPS schools between dates January 6th , 2017 – June 30th, 2017, the approved pricing, vendor, the solution, and system will be used.*

| | |
|---|---|
| MPS Central Office | 250 East First St STE1500, Los Angeles, CA 90012 |
| MSA-1 | 18238 Sherman Way, Reseda, CA 91335 |
| MSA-2 | 17125 Victory Blvd., Van Nuys, CA 91406 |
| MSA-3 | 1254 East Helmick Street, Carson, CA 90746 |
| MSA-Santa Ana | 2840 W. 1st Street, Santa Ana, CA 92703 |

### GENERAL TERMS AND CONDITIONS FOR RFP PROPOSAL GUIDELINES

1. Each item request and guideline in the RFP must be known and properly addressed in the proposal.
2. All equipment in proposal must conform to specifications provided in the RFP.
3. The Vendor must provide terms of warranty on all products
4. The Vendor shall provide a clear breakdown of equipment and services costs.
5. The Vendor must provide an estimated timeline for product delivery.
6. Proposal must be valid for 60days.

**All questions regarding the RFP should be addressed in writing to Rasul Monoshev, IT Director, rmonoshev@magnoliapublicschools.org.**

### PROPOSAL SUBMISSION

Proposals are to be submitted no later than 5:00 PM PST, Thursday, 03/30/2017 with options below:

- Email price quote to mpsbackupsystem@magnoliapublicschools.org

- Mail to: Rasul Monoshev, MPS Backup System

Magnolia Public Schools, 250 East First St STE1500, Los Angeles, CA 90012

**ACCEPTANCE/REJECTION OF PROPOSAL SUBMISSIONS**

The Magnolia Public Schools reserves the right to accept or reject any and all proposals or any portion of any and all proposals at their discretion. While price is an important consideration, it will not be the sole determining factor in the selection of a Vendor. Payments will not be made nor orders submitted until after the Magnolia Public Schools Board of Directors has accepted a proposal and awarded it as the winning proposal submission. A contract will exist between the Magnolia Public Schools and the Vendor upon selection of the winning proposer.

**COMPENSATION**

Payment 60 days after invoice date. The payment will not be issued until after both the Vendor and Magnolia Public Schools agree that the project is complete and meets all requirements.

**RFP Revisions**

The Magnolia Public Schools reserves the right to modify or issue amendments to the RFP at any time. The Magnolia Public Schools also reserves the right to cancel or reissue the RFP at any time. Notices will be posted to http://magnoliapublicschools.org/apps/pages/index.jsp?uREC_ID=284296&type=d. It is the sole responsibility of the proposer to monitor the URL for posting of such information.

**RFP EVALUATION**

All qualified, responsive proposals will be evaluated using the following factors and weights.

| Factor | Weight |
|---|---|
| Cost of products and services (required, highest weight) | 40% |

| Factor | Weight |
|---|---|
| Functionality/completeness/specifications of proposed solution | 30% |
| Vendor: qualifications, credentials, certifications, experience, references | 20% |
| Contract terms and conditions | 10% |
| **Total** | **100.00%** |

## RFP EVALUATION COMMITTEE and EVALUATION TIMELINE

### RFP Evaluation Committee

The RFP Evaluation committee members are as follows:

Suat Acar, Chief Operations Officer

Nanie Montijo, Chief Financial Officer

Rasul Monoshev, IT Director

### RFP Evaluation Timeline

RFP announcement:                           March 17th, 2017

RFP Submission Deadline:                 March 30th, 2017 5pm

RFP Evaluation Committee Meeting:     March 31st, 2017, 10am

MPS Regular Board Meeting to finalize the selection of the vendor, April 5th, 2017

## EQUIPMENT & SERVICES SPECIFICATIONS

- **Item 1:** Backup System Hardware
  **Quantity:** 5
  **Description:**
    - ✓ Datto SIRIS S3-B2000 2TB Appliance or similar

- **Item 2:** Cloud Storage and System Recovery
  **Quantity:** 5 (Monthly Subscription)
  **Description:**
    - ✓ With 1 year Cloud retention or similar

- **Item 3:** Installation and Training services
  **Quantity:** 1 for MPS Central Office
  **Description:**
  - ✓ Installation and staff training on operation

**Delivery/Shipping**

**NOTE:** No dock at this location.

**Ship to Address:**

Rasul Monoshev

Magnolia Public Schools, 250 East First St STE1500, Los Angeles, CA 90012

UBISTOR

# UbiStor Data Protection and Disaster Recovery Solutions

March 29, 2017          Proposal: 170307KRL-03          Version: 1.0

PREPARED BY:

Gena Barber

Brian Bieschke

PREPARED FOR:

MAGNOLIA
PUBLIC SCHOOLS

IN PARTNERSHIP WITH:

PCM-G
THE RIGHT
TECHNOLOGY,
DELIVERED

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## Service Overview

UbiStor's SafeStor® Recovery Service delivers the most aggressive Recovery Time Objective (RTO) of any backup and disaster recovery solution available today. It is the ideal solution for businesses where downtime is not an option. UbiStor offers the best protection for a business's mission-critical applications, delivered via the most robust and flexible technology on the market today. SafeStor® Recovery, built on the Datto SIRIS 3 platform, is the only backup, recovery, and business continuity solution to offer instant local and off-site virtualization, Screenshot Backup Verification™, and Backup Insights™ all from one simple management interface.

This service is designed to simplify deployment, easily scale and manage your entire backup and recovery requirements. The powerful Backup Insights™ tool gives you a complete picture of how files and folders have changed over time, adding versioning to the robust file restore capabilities. Full off-site file restores are now possible – in a true disaster, you can recover key documents even before the lightning-fast off-site virtualization process has begun, right from the management portal.

Designed to fit the needs of a wide array of small, medium, and enterprise customers, the SIRIS 3 platform packs serious performance in a convenient mini-tower or rackmount system with up to 120TB of backup storage and 4TB of RAM. For mission-critical applications of all sizes, the entire SIRIS family gives you the absolute best option for recovering your Windows and Linux machines.

### Hybrid Cloud

UbiStor utilizes Hybrid Cloud technology to improve redundancy and give our customers greater protection of their systems and data. Hybrid Cloud continuity is simple in concept yet robust in feature set; it leverages the advantages of local backup and the security of the cloud. It starts with workstations and servers protecting data locally across the Local Area Network (LAN) to the SIRIS appliance. From there it is automatically transmitted to the secure UbiStor Cloud. This technology improves fault tolerance while reducing the reliance on bandwidth speed. The local device can act as a restore hub for everything from files to application and even full system fail over. Scheduling off-site data transfers can be critical for bandwidth management and successful offsite recovery. If the local device is lost to a disaster, data and systems that were transferred to the Cloud can act as a replica site for the business. A local only backup solution cannot ensure data integrity should a site wide disaster occur and this type of image-based backup is a superior technology versus outdated tape and local disc alternatives.

### Image-Based Backup

SIRIS 3 uses image-based backup technology to take a complete picture of the workstation or server. Advantages include quick full system restores, easy recovery of individual files, bare metal restores (BMR) capability, and the ability to boot individual backups as virtual machines.

### Instant Local Virtualization

Should a business experience a server failure, the system can be virtualized instantly on the local appliance. The advanced web interface allows for configuration of CPU and memory resources. Networking resources can also be configured dynamically, allowing for changes to be made without restarting the virtual machine. With the system now virtualized, the business can operate "business as usual" until it has the time to fix its server issue, without compromising any data or incurring any downtime.

## Instant Off-site Virtualization

The SIRIS appliance protects clients from site-wide outages using instant off-site virtualization. In the event of a local disaster such as a fire or flood, the entire network can be recreated in the secure UbiStor Cloud in a matter of minutes. Secure connections are provided to employees and a business can resume normal operations.

## Screen Shot Backup Verification

No more guessing if your backup is working properly. SIRIS 3 boots backups as virtual machines, capturing an image of the login page to give you visual proof that your data has been successfully backed up - an industry first.

## End-to-End Encryption

All data is protected by AES-256 encryption both in transit and in the cloud. Additionally, users have the option to encrypt data locally, and passphrases can be specified per appliance or per protected machine to meet compliance regulations.

## eDiscovery Software

eDiscovery gives our customers the ability to search keywords within their backup data, emails, and attachments and review in an easy to read format. Powered by the industry-leading Kroll Ontrack software, it is compatible with dozens of file formats and systems including Microsoft Exchange, SharePoint, and SQL server.

## Solution Architecture
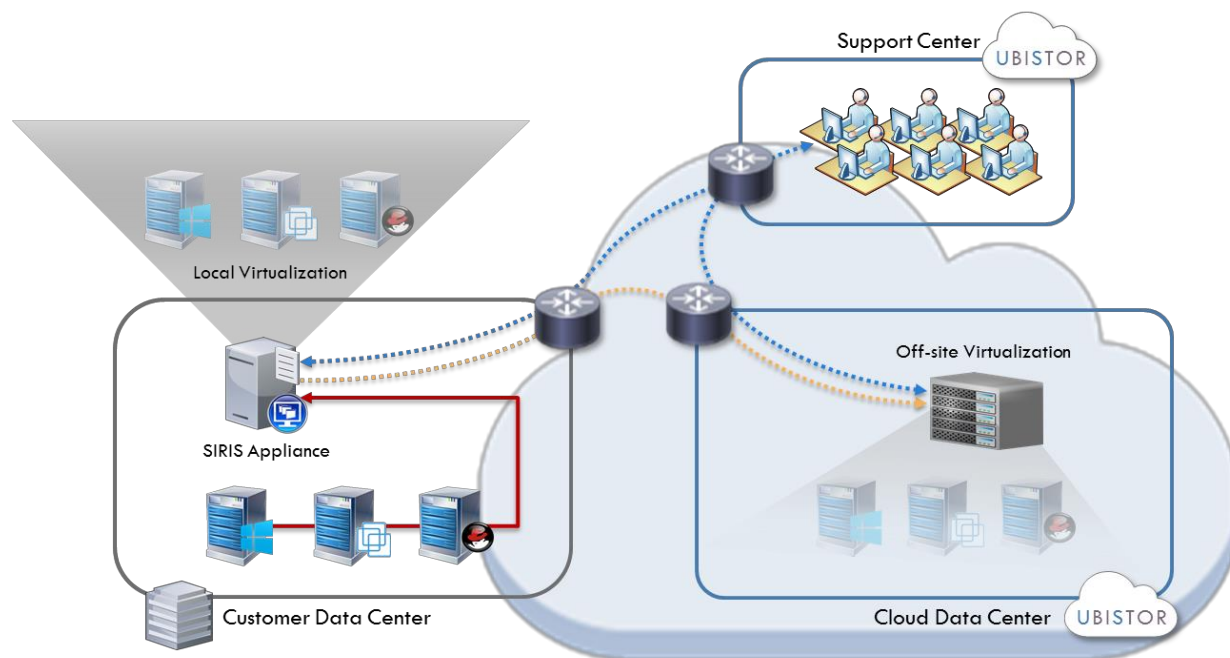
# Description of Services

Magnolia Public Schools (MPS) has issued an RFP for a data protection solution including data backup and recovery for five MPS locations. UbiStor will provide a local backup and recovery appliance and integrated Cloud recovery solution that utilizes MPS' existing LAN/WAN and internet connections to allow them to encrypt, compress and retain their backup data locally and send a copy to a Cloud Data Center for offsite data retention and disaster recovery.

## Assumptions

The following assumptions have been made for this proposal.

- o The five locations include:
  - Magnolia Public Schools Central Office
  - Magnolia Science Academy 1
  - Magnolia Science Academy 2
  - Magnolia Science Academy 3
  - Magnolia Science Academy Santa Ana
- o Each MPS location has 1 TB of Front End data to protect
- o Onsite storage and recovery appliance is provided
- o Cloud Recovery service is provided
- o Unlimited Windows and Linux server agents are provided
- Retention requirements are:
  - o One Year Cloud Retentions
- A lead time of up to 30 days is required for scheduling resources for this engagement
- Work to be performed during standard business hours defined as 0800 to 1700 central time zone, Monday-Friday
- Adequate bandwidth is available at any in-scope site(s) to support replication.
- UbiStor is providing this quote based on the available information at the time of proposal generation*

*The work effort estimate may be adjusted accordingly as new information is taken into account resulting from additional discovery or needed environmental remediation.

# UbiStor SafeStor® Recovery Pricing and Terms

UbiStor provides a complete turnkey data protection solution, allowing your organization the flexibility and peace of mind you need.

**Hardware:**
(5) Datto SIRIS S3-B2000 2TB Appliances including 5-Year Hardware Warranty

**Cloud Services:**
Cloud Storage
System Recovery

**Services:**
(1) Installation Services
(1) Training Services

**Term:**
3 Year

## Monthly Pricing

| Qty. | Description | Price/Month | Monthly Cost |
|------|-------------|-------------|--------------|
| 5 | Datto Siris S3-B2000 - 1 Year Cloud Retention | $479.00 | $2,395.00 |
| | | Total: | $2,395.00 |

## One Time Charges

| Qty. | Description | Unit Price | Total |
|------|-------------|------------|-------|
| 5 | Datto Siris S3-B2000 2TB Appliance | $1,854.00 | $9,270.00 |
| 1 | Installation and Training (MPS Central Office) | $750.00 | $750.00 |
| | | Total: | $10,020.00 |

## UbiStor Responsibilities

The Professional Services and Support teams at UbiStor provides remote monitoring and management solutions you need to implement and operate a truly unified data management solution. UbiStor engineers will augment and enhance your IT staff to speed migration, reduce deployment time, and further improve your return on investment.

### Implementation

If requested, UbiStor provides expert implementation services by trained and certified engineers to ensure your deployment goes as planned. This is a turnkey solution; our professional service team and the customer will work together to accomplish the following tasks:

- **Appliance Procurement and Configuration** – Appliances are provisioned and shipped onsite in preparation for installation.

- **Policy and Schedule Configuration** – Data demands are calculated based on job window constraints, bandwidth availability, data volume, and data classification. Business requirements relative to data retention, backup and restore windows, off-site storage, and end-user service level agreements are discussed in order to create the proper policies and schedules.

- **Agent Configuration and Deployment** – Deployment and configuration of applicable system agents for the protected systems within the customer environment.

- **Replication and Target Configuration** – Each SafeStor Recovery solution is configured as a hybrid private cloud, with dedicated resources for maximum efficiency, security and performance. As a part of the implementation, there is an appliance located at the primary site. Additionally, a local seed copy of data will be collected and replicated to the cloud. This process will be carefully coordinated across all sites requiring hardware for the deployment.

- **Verification and Testing** – Post implementation, the UbiStor engineer will make any necessary configuration changes and update and test restore capabilities. UbiStor will also test and validate each step along the implementation process.

- **Training and Support** – Post implementation, the UbiStor engineer will provide foundation training including an overview of the architecture and day to day administrative tasks including backup and restore functions, schedule creation, and reporting. Additional training available upon request.

### Monthly Services

- Unlimited system licenses for Windows, Mac OSX, and Linux agents, (excluding X1)
- Snapshots of protected systems, applications, and files
- Replication of snapshots to the cloud for storage and retention
- Restoration of systems and individual files from the device and cloud
- On-Site Virtualization on the device, Hybrid Virtualization through the device to the Cloud, and Off-Site Virtualization in the Cloud
- 24/7/365 US-based technical support

- Every System is entitled to 30 days of Off-Site Virtualization per year, after which a $175 fee per hour will apply
- Granular Recovery of Exchange, SQL, and SharePoint through unlimited licenses for Kroll OnTrack's software

## Additional Notes

- All Business and Professional models are field upgradeable except X1, X2, B3000, and P10000. Only the E6000 and E12000 models are field upgradeable for the Enterprise models.
- All devices include a 5 year hardware warranty, except the SIRIS X1 which includes a 3 year warranty.
- Contracts require consecutive monthly service payments for the entire committed service term agreed to; commencing within forty-five (45) days of the invoice, or discount will be forfeited. If service contract is cancelled prior to end of committed service term, a lump sum payment for remaining service contract term will be due immediately. Service contracts are non-transferrable.
- All time-based cloud retention follows the schedule below:
  - Intra-dailies to dailies after 7 days
  - Dailies to weeklies after 2 weeks
  - Weeklies to monthlies after 6 weeks
- Switching to Infinite Cloud Retention (ICR), if not selected at time of device purchase, is subject to a conversion fee.  The conversion fee is waived for new devices and/or devices that have been purchased within the last 45 days.
- SIRIS 3 X1 allows for one system license.
- SIRIS 3 X2 allows for two system licenses.

# Customer Responsibilities

- Designate a knowledgeable contact(s) to participate in the project kickoff meeting and for all necessary communications, access and hands-on customer-environment tasks relative to this project
- Provide UbiStor with reasonable access to and from all areas and systems affected by the performance of tasks defined in the UbiStor Responsibilities section of this document
- All Customer site Internet and WAN/LAN connectivity for the backup solution
- Installation of appliance at the customer site
- Managing daily backups, review verifications and alerts, and restores on the system

## About UbiStor

UbiStor, Inc. is a privately held IT managed solutions provider founded in 2001 by a group of seasoned Fortune 500 executives with decades of experience in the disaster recovery arena. UbiStor possesses core competencies that include data protection, tiered recovery and hosting solutions and provides high quality, cost effective solutions in a consultative approach ensuring proper business protections are understood and utilized. UbiStor continually strives to exceed client expectations as part of the company culture and has numerous references across the business vertical and solution spectrums.

We understand that our company's success is heavily dependent on the resources we employ. This includes the systems we utilize for support and implementation, our vendors and partners, and most importantly our people. Researching and retaining the appropriate systems ensure efficient tracking and handling of all support issues. Close partnerships with our vendors maintains tight supply chain management and effective resource channels. UbiStor continually evaluates new technologies and providers, delivering industry leading solutions. We hire and train our workforce to retain required skills and provide proficient support with a commitment to continuing education and certifications.

UbiStor's commitment to service excellence is reflected by SSAE 16 SOC 2 Type 2 certification and membership in the International Association of Managed Service Providers. SSAE 16 is a widely recognized auditing standard developed by the American Institute of Certified Public Accountants (AICPA). This represents that UbiStor has been through an in-depth audit of control objectives and activities demonstrating superior controls and safeguards. Membership in the MSPAlliance shows UbiStor's pledge to operate under the Managed Service Providers Code of Ethics and high technical standards.

- Thousands of projects completed
- Petabytes of storage under management
- 100% data restore success rate

We have prepared a quote for:

# Magnolia Public Schools

## DBOB Proposal (CMO)

**Quote #027885.2 prepared for Rasul Monoshev, Magnolia Public Schools**

**Business Development Executive:** Jason Nedelman, jnedelman@calnettech.com (818) 701-5753

| Monthly Disk Based and Online Backup Services | Price | Qty | Extended |
|---|---|---|---|
| DBOB includes Cal Net's hybrid cloud and on-premise Disaster Recovery as a Service (DRaaS) solution providing you a GUARANTEED business continuity soluiton managed by Cal Net. | | | |
| **SIRIS 3 B2000 Business Month to Month**<br><br>Cal Net DBOB (Disk Based and Online Backup) with Unlimited Cloud Based Storage<br>- Tower Chassis<br>- 2TB Raw / 1TB Usable storage<br>- 32GB RAM, Xeon D 1521<br>- Dual x 10GbE RJ45 Ethernet ports<br>- 250w Power supply 120/240v<br>- Unlimited # of Machines protected<br>- 1 to 2 recommended Virtual Machines at time. (Varies according to source machine resource needs)<br><br>> Unlimited system licenses for Windows, Mac OSX, and Linux agents<br>> Take snapshots of protected systems, applications, and files<br>> Replicate snapshots to two DBOB Cloud locations for storage and retention<br>and cloud Restore systems and individual files from the DBOB device<br>> On-Site Virtualization on the device, Hybrid Virtualization through device to the DBOB Cloud, and Off-Site Virtualization in the DBOB Cloud<br>> Granular Recovery of Exchange, SQL and SharePoint through unlimited licenses for Kroll Ontrack's software | $162.30 | 5 | $811.50 |
| Off Premise Cloud Based Data Retention: Cloud based data retention enables your DBOB device to synchronize an unlimited amount of data to up to two cloud based storage datacenters. | | | |

| Monthly Disk Based and Online Backup Services | Price | Qty | Extended |
|---|---|---|---|
| **Unlimited Cloud Based Storage – One (1) Year Retention**<br><br>Includes the monthly recurring costs of the "Unlimited Cloud Based Backup Storage" for the life of contract agreement, including one (1) year of time based retention. At this point, data is being retained for one (1) year in the cloud, and is subject to the intra-daily, daily, weekly and monthly conversion schedule set forth in the Cloud Archiving policy described below.<br><br>Cloud Archiving Policy:<br>Unlimited cloud storage is subject to the intra-daily, daily, weekly and monthly conversion schedule set forth below, for the duration of agreement. The amount of retention years will depend upon the policy selected but all consolidation is based upon the following pre-defined schedule;<br><br>* Intra-Daily to Daily after 3 days<br>* Daily to Weekly after 2 weeks<br>* Weekly to Monthly after 1 month<br>* Monthly backups are deleted on a rolling basis, the oldest first, commencing the first month after one (1) year.<br><br>~ Every System backed up to the Cloud Based Storage is entitled to 30 days of Off-Site Virtualization per year, after which a $150 fee per hour will apply. | $267.96 | 5 | $1,339.80 |
| Support and Maintenance of the DBOB Unit and related services only. | | | |
| **DBOB Monthly Support & Maintenance**<br>Cal Net DBOB (Disk Based and Online Backup) Includes the Following Maintenance Warranty & Support:<br><br>- Unlimited Remote DBOB support provided by the Cal Net DBOB HelpNET team.<br>- Unlimited file & server restoration provided by the Cal Net DBOB HelpNET remote team.<br>(**Disaster Recovery scenarios are considered projects & outside the scope of normal restores.)<br>- Unlimited patching of the DBOB units to keep them up-to-date.<br>- Unlimited Software upgrades as they are released for DBOB units.<br>- 24x7 Monitoring of your DBOB unit.<br><br>- Any defect in hardware as a result of ordinary use and/or disaster will be assessed and deemed as replaceable under the discretion of a certified Cal Net Technology Group technician. Once deemed replaceable, Cal Net will express ship a replacement device with offsite data seeded to the device, if necessary.<br>- All incoming requests for file restoration provided by the Cal Net DBOB HelpNET remote team.<br>- 48 hour replacement guarantee.<br>- Ability to upgrade your unit to a larger or smaller unit for no additional cost other than the cost difference of the unit itself. | $86.05 | 5 | $430.25 |
| **Monthly Disk Based and Online Backup Services** | | Subtotal: | $2,581.55 |

| Deployment Service | Price | Qty | Extended |
|---|---|---|---|
| DBOB Deployment<br>Per Statement of Work | $1,850.00 | 1 | $1,850.00 |
| Deployment Service | | Subtotal: | $1,850.00 |

| Recap | Amount |
|---|---|
| Monthly Disk Based and Online Backup Services | $2,581.55 |
| Deployment Service | $1,850.00 |
| | |
| Total: | $4,431.55 |

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