

**CHARTER TOWNSHIP OF VAN BUREN BOARD OF TRUSTEES
APRIL 19, 2022 WORK STUDY MEETING 5:00 P.M.
TENTATIVE AGENDA**

Per guidance provided by the Wayne County Local Public Health Department for meetings of governmental bodies held under public act 228 of 2020, effective January 1, 2022, the following Zoom link is provided to enable remote participation in a meeting of the public body by the general public.

Please click this URL to join. <https://us02web.zoom.us/j/83156489403>

Or One tap mobile:

+13017158592,,83156489403# US (Washington DC)

+13126266799,,83156489403# US (Chicago)

Or join by phone:

Dial(for higher quality, dial a number based on your current location):

US: +1 301 715 8592 or +1 312 626 6799 or +1 929 205 6099 or +1 253 215
8782 or +1 346 248 7799 or +1 669 900 6833

Webinar ID: 831 5648 9403

International numbers available: <https://us02web.zoom.us/j/kvE78FlWn>

ROLL CALL:

Supervisor McNamara _____

Clerk Wright _____

Treasurer Budd _____

Trustee Frazier _____

Trustee Martin _____

Trustee Miller _____

Trustee Boynton _____

Recording Assistant Beaudry_____

UNFINISHED BUSINESS:

NEW BUSINESS:

1. Discussion on ThinkGard's Cloud Based/On-Premise Disaster Recovery Solution for Van Buren Township's Data and Application Servers and to authorize the Supervisor to execute the 3-year agreement.

PUBLIC COMMENT:

ADJOURNMENT:

Charter Township of Van Buren

REQUEST FOR BOARD ACTION

Agenda Item: _____

Work Study Date: 4-19-2022
Board Meeting: 4-19-2022

Consent Agenda _____

New Business X _____

Unfinished Business: _____

Public Hearing _____

ITEM (SUBJECT)	To consider approval of Disaster Recovery/Business Continuity Data Backup & Recovery Solution for Township Data Servers.
DEPARTMENT	Information Technology
PRESENTER(S)	I.T. Director Steve Rankin
PHONE NUMBER	(734) 699-8900 x9204
INDIVIDUALS IN ATTENDANCE (OTHER THAN PRESENTER)	Nolan Griffin – ThinkGard Total Data Security

Agenda topic

ACTION REQUESTED	
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To discuss and approve ThinkGard's Cloud based/On-Premise Disaster Recovery Solution for Van Buren Township Data and Application Servers and to authorize the Supervisor to execute the 3-year agreement.

BACKGROUND – (SUPPORTING AND REFERENCE DATA, INCLUDE ATTACHMENTS)	
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With ever-increasing Cyber Security attack threats to both Private and Public sector business operations the Information Technology Department would like to recommend

ThinkGard's Cloud based/On-Premise Disaster Recovery Solution which would provide the Township with a solid Disaster Recovery Plan and Business Continuity for Township employees and residents.

After researching a number of Vendor products that offered this type of solution we believe that the ThinkGard's solution is the most complete solution that can keep the Township's Business operations running with minimal downtime in the event of a disaster.

This request is part of our on-going Cyber Security initiative for the past several years that the Information Technology Department has been focused on to help provide the Township with the best prevention and recovery tools available at a reasonable cost. See attachments.

BUDGET IMPLICATION	2022 Budget \$500 Capital Outlay \$31,800 Technology Line Item 2023 Budget \$31,800 Technology Line Item 2024 Budget \$31,800 Technology Line Item
IMPLEMENTATION NEXT STEP	Board Approval of Disaster Recovery and Business Continuity Solution

DEPARTMENT RECOMMENDATION	Approval
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COMMITTEE/COMMISSION RECOMMENDATION	
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ATTORNEY RECOMMENDATION	
(May be subject to Attorney/Client Privilege and not available under FOIA)	

ADDITIONAL REMARKS	
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APPROVAL OF SUPERVISOR	<u>Daniel Selman</u>
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VAN BUREN
CHARTER TOWNSHIP

**VAN BUREN TOWNSHIP
BID**

Bid Opening: Friday, April 8th, 2022 at 10:00 AM in the Denton Room

<i>Date</i>	<i>Time</i>	<i>Firm Name</i>	<i>Base Bid</i>
4/8/22	10:06	CTS Companies	\$ 81,944.96
4/8/22	10:07	Think Gard	\$ 95,900.00
4/8/22	10:08	Element Four	\$ 73,474.00

Present: Brittany Beaudry, Steve Rankin, John Brataniec



VAN BUREN

CHARTER TOWNSHIP

Summary: VBT Disaster Recovery/Business Continuity Objective

As part of the Information Technology Department's continued efforts regarding Cyber Security threats we have been researching Disaster Recovery/Business Continuity solutions to ensure that if the Township does experience a Cyber Security incident that compromises or corrupts Township systems it has one of the best solutions to allow for a quick recovery of Township Business Operations.

Over the past 3 months we have talked to variety of vendors and attended numerous Demo's of Disaster Recovery solutions related to data backup and restore options. In addition, seven local community I. T. Directors were contacted to find out what solutions they utilized at their respective Townships or Cities.

We also feel it is important to be able to strongly answer MMRMA's Data Breach question asking if we have a "Business Continuity Plan" in case of attack.

An RFP was initiated with a closing date of April 8th, 2022. Three companies responded with the bids listed below. The below bids cover a three-year period (2022 – 2025)

ThinkGard – Total Data Security	\$95,900
CTS Companies	\$81,944.96
Element Four	\$73,474

Members of the Information Technology Department evaluated the submitted bids and feel that "ThinkGard – Total Data Security" offers the best and most complete solution for the Township in the event of a Disaster Recovery situation where Business Continuity can be restored the fastest for our employees and residents.

- They offer **one price annually with no extra fees** unlike the two other bidders.
- They **offer redundant Data Centers in two different regional locations** (Utah and Pennsylvania).
- Regarding Public Safety they **work within CJIS compliance** with Cities and Counties all over the US.
- *ThinkGard is the only bidder who includes the option in case of complete local failure where we can run our Township Virtual Server\rs from their Cloud Center at no extra cost for up to 30 days while recovery efforts are made.* (Think Cyber Attack, Flood, Fire, Tornado, etc.).



Van Buren Township MI - Enterprise 18TB - DRaaS Solution

Quote created on March 10, 2022 - Reference: 20220310-092522315

Van Buren Township MI
46425 Tyler Rd.
Van Buren Twp., MI 48111

Steve Rankin
IT Director
srankin@vanburen-mi.org
248-877-7990

Comments

This proposal for the Van Buren Township, MI includes pricing for ThinkGard's Managed Backup & Disaster Recovery (DRaaS) solution.

Nolan Griffin - Sales Executive at ThinkGard LLC



Products & Services

18TB Enterprise - Flash Appliance

1 x ~~\$14,318.00~~

18TB Enterprise - Flash Appliance
(S4-XE18-256)

100% discount **\$0.00**

- CPU: (2) Intel Xeon Silver 4214
- RAM: 64GB
- Array: RAID 6
- NICs: 2x10GbE and 2X1GbE
- Drives: 18TB
- Chassis: 2U

DataGard - Enterprise 18TB Monthly Services

1 x ~~\$2,799.54 / month~~

Services Included in Monthly Rate:

\$149.54 discount \$2,650.00 / month

- 1 Year Time-Based Retention in US-based datacenters (TBR)
- Local backups in variable rates to the appliance (5 minutes - 24 hours)
- Backup replication - 2 remote bicoastal sites
- Daily monitoring & technical support to keep backups running
- Assist in file and server recovery
- On-Call trouble shooting service

for 3 years

- Annual system testing including local & cloud test
- Full technical DR documentation
- 5-year warranty on the backup appliance
- 30 days of off-site virtualization after which a fee of \$200.00 per 24 hours will apply.

Implementation Services - Enterprise

1 x ~~\$1,000.00~~

SKU 2IP268

\$500.00 discount **\$500.00**

Implementation Services - Enterprise
The one-time fee includes:

- Optimize & preconfigure appliance(s).
- Assistance in installing backup agents on each server.
- Initial disaster recovery testing to build technical DR documentation.
- Setup of reporting and alerting.

Recurring discount	\$149.54 / month
Recurring subtotal	\$2,650.00 / month
One-time discount	\$14,818.00
One-time subtotal	\$500.00
Total	\$3,150.00

This quote expires on April 30, 2022.

Purchase Terms

BACKUP AND DISASTER RECOVERY AGREEMENT TERMS

Term: This Agreement between Client and THINKGARD is effective upon the date signed by the Client, shall remain in force for a period of 3 years (36 Months) (the "Initial Term") and be reviewed yearly to address any necessary adjustments or modifications. Should adjustments or modifications be required that affect the fees paid for the services rendered under this Agreement, said fee adjustment will be negotiated and agreed-to between the Client and THINKGARD in writing. Absent such a written adjustment, the Agreement automatically renews for a subsequent one-year term beginning on the day immediately following the end of the Initial Term unless either party gives the other thirty (30) day's prior written notice of its intent not to renew this Agreement. This Agreement cannot be automatically renewed more than five (5) times.

This Agreement may be terminated by the Client upon thirty (30) day's written notice if THINKGARD:

- Fails to substantially complete or satisfy its obligations under this Agreement and does not cure any identified failure within thirty (30) days of receipt of written notice of said failure from the Client;
- Breaches any material term or condition of this Agreement and fails to remedy such breach within thirty (30) days of receipt of written notice of such a breach from the Client; Terminates or suspends its business operations, unless it is succeeded by a permitted assignee under this Agreement.

If either party terminates this Agreement, THINKGARD will, if requested by the Client, assist Client in the orderly termination of services, including timely transfer of the services to another designated provider. Client agrees to pay THINKGARD the actual costs of rendering such assistance. Actual costs could include but are not limited to: Training, data transfer, license transfers or equipment de-installation. If Client terminates this Agreement without cause, Client agrees to pay THINKGARD a termination fee equal the actual hard costs that ThinkGard incurred as result of this early cancellation. Client agrees to allow THINKGARD to assign, delegate, subcontract services to third party competent contractors approved by THINKGARD and Client.

Services Provided: An on-site Backup Appliance that acts as a local storage device for data backups and standby server in the event of server and/or workstation failure.

- a) Incremental backups sent to the backup appliance once an hour by default.
- b) Secure Remote (Off-site) Storage provided at two (2) secure data centers.
- c) Day-to-day data restoration of files, file folders, emails or email stores, SQL databases, and SharePoint.
- d) Full data recovery from secure data centers with the most recent information stored offsite - in the event of total catastrophe, where the on-site server and backup appliance are lost.
- e) Full management, monitoring, and testing of the backup appliance and remote storage.

Security: All data is fully encrypted during transmits off-site and while stored off-site. All data is stored off-site, in encrypted form, on multiple servers in two (2) highly secure data center facilities. (a) Each file is encrypted using 256-bit AES and SSL key-based encryption technology. 256-bit AES encrypted data cannot be read without the corresponding keys - a feature designed to prohibit the misuse of the encrypted data. (b) The on-site backup appliance unit communicates with off-site remote servers using SSL (Secure Socket Layers) technology. As a result, the online backup of data is encrypted twice. It is encrypted at all times using the 256-bit AES encryption, and it is encrypted again while it's being sent over the Internet. (c) Data stored off-site remains encrypted at all times.

Data Deduplication and Compression: Data deduplication and compression occurs prior to data storage and transmit using state-of-the-art technology. This ensures that backups are completed in a shorter timeframe, less storage space is used on the on-site backup appliance and at the off-site data centers, and needed bandwidth to transfer data off-site remains manageable.

Backup Frequency: Servers can be backed up as frequently as once an hour by default. Retention policies can be customized to create as many archived versions of data and full recovery points as needed. Off-site backup frequency is continuous by default, and may be customized to meet Internet bandwidth limitations. Off-site backup frequency is ultimately dependent upon total data size, data changes, and available Internet bandwidth.

Smart Data Transport: Data transmission can be configured to minimize Internet bandwidth consumption. The on-site backup appliance and propriety off-site data transfer system leverages advanced bandwidth throttling to schedule Internet bandwidth used depending on the time of day, customized for each day of the week. This allows bandwidth to be limited during business hours to maintain network functionality and maximize bandwidth during off-peak hours to efficiently transfer data off-site.

Remote Storage provided at two high availability Data Centers in Pennsylvania and Utah Highly redundant storage in multiple redundant cluster nodes at two (2) redundant bi-coastal data centers. (a) Connectivity provided by multiple providers with automatic failover capabilities. (b) Facilities power is supplemented with both battery backup and diesel generation capabilities. (c) Full physical security at each facility including global biometric authentication access methodology to track all authenticated data center personnel and prohibit the entry of any unauthorized persons. (e) Fire suppression and environmental control provided.

Remote Storage and Base Remote Backup Image Creation (a) Your data is stored (in encrypted form) in two (2) secure off-site data centers, located in Pennsylvania and Utah. (b) The initial backup will be sent via a SATA II drive to the primary remote storage facility. There is an approximate two-week turnaround time to seed the initial backup off-site. Incremental backups will occur during the off-site seeding process and will collapse into the main backup once the off-site transfer is complete.

Recovery Time Objective (RTO): THINKGARD will log all retrieval activities from the Client. (a) THINKGARD will attempt to resolve access, backup, or retrieval problems over the phone on first call within 24-hours of the first request. THINKGARD will restore a file, file folder, email or an entire mailbox, as needed, upon Client's call to the THINKGARD helpdesk (b) In a disaster, where Client loses its entire office, THINKGARD will have a new backup appliance imaged, with the most current backup information (usually, the previous day's data). The new backup appliance will be shipped out via next-business day air transportation to a location of your choice. When the backup appliance arrives, it will be ready for use as a virtual server. (c) The backup appliance can also be used to perform a bare metal restore to dissimilar hardware, which means that when a new server arrives, the backup appliance can be used to restore the most current data to the new server(s) and/or workstation(s), regardless of hardware.

Off-Site Virtualization: In a disaster where Client loses its physical servers and backup appliance, servers and/or workstations may be virtualized off-site. (a) Servers can be virtualized in both off-site data centers. (b) Public IP and/or VPN access will be given to connect to remote virtual machines. Virtual machines can also be accessed using VNC and/or RDP.

Ownership of the Data: The backup data being stored on the backup appliance and at the Data Center remains the sole property of the Client. If the Client chooses to terminate services, THINKGARD will assist Client in the orderly termination of services. This could involve copying the backup image to an external drive, which can be synchronized with the data on the backup appliance. The Client agrees to pay THINKGARD the actual costs of rendering such assistance.

Catastrophe Service: In the event of a catastrophe, fees for the "Disaster Recovery Service" are covered in the Agreement

Interference: The Client shall not, during the term of this Agreement and for twelve (12) months following its termination, solicit to work for the Client any employee of THINKGARD

Warranty: THINKGARD warrants that THINKGARD's work will be performed in accordance with reasonable and customary practices prevailing at the time for its business. (a) As long as the service fees are current, the backup appliance unit shall be fully warranted and no additional charges will be incurred for hardware failure. Firmware and software updates are also included (please note, however, that the backup appliance cannot be modified in any way or the hardware warranty(ies) and THINKGARD's warranties under this Agreement, shall be voided. This includes adding software applications to the backup appliance itself, adding memory and/or hard drives, etc.) (c) Backup appliance replacement parts will be shipped next business day air transportation and prepaid by THINKGARD.

Confidentiality: Each party shall treat the information received from the other party that is designated as confidential ("Confidential Information") as a trade secret and strictly confidential. THINKGARD designates the backed up data and all information relating to the backed up data as confidential. Both parties shall: (i) restrict disclosure of Confidential Information to employees and agents solely on a "need to know" basis; (ii) advise employees and agents of their confidentiality obligations; (iii) use commercially reasonable means to comply with the confidentiality obligations of this Agreement; and (iv) notify the other of any unauthorized possession or use of that party's Confidential Information as soon as practicable after receiving notice of same. Notwithstanding the foregoing, neither party shall be obligated to preserve the confidentiality of any information which: (i) was previously known; (ii) is a matter of public knowledge; (iii) was or is independently developed; (iv) is released for disclosure with written consent; (v) is received from a third party to whom the information was disclosed without restriction.

Equipment and Facilities: Client agrees that THINKGARD may utilize certain items of their equipment and may gain access to certain parts of The Client's facilities. Facility access may be denied for any reason at any time, however if access to facilities is denied, the Client understands that THINKGARD may be unable to perform their duties adequately and if such a situation should exist, THINKGARD will be held harmless.

Passwords: THINKGARD acknowledges that it must have remote access to the backup appliance to perform their duties under this Agreement. Backup data will always be encrypted and not accessible to anyone who does not have the password. If the encryption password is lost, the backup data will be inaccessible.

No Third Party Beneficiary: Neither Party shall subcontract, assign, subrogate or transfer any interest, obligation or right under this Agreement without prior written consent from the other Party, and any such attempt shall be null and void. Except that a board of a governing authority cannot bind their successors in office to contracts beyond their term of office and extension beyond its term is voidable by the successor Board.

Dispute Resolution: This Agreement shall be governed by the state and Federal laws applicable to the State of Michigan, U.S.A.

Force Majeure & Malicious Acts: THINKGARD shall not be liable for any loss, damage or failure due to causes beyond its control, including strikes, riots, earthquakes, epidemics, wars, fires, floods, weather, power failure, telecommunications and/or internet interruptions, the failure or closure of a financial institution, computer malfunctions, acts of God or any other failure, interruption or error not directly caused, or reasonably anticipated, by THINKGARD.

Taxes: Client shall be solely responsible for any taxes or similar charges arising out of this Agreement, including all applicable Federal, State or local sales taxes, customs, duties, use taxes, value-added taxes, excise charges or brokerage fees. Client shall also be solely responsible for assessing and remitting payment for any such items to the appropriate authorities.

Warranty of Representative Capacity: Each Party warrants that its undersigned representative has

the authority and capacity to bind that Party to the terms and conditions of this Agreement and understands that each Party has reasonably relied upon such warranty and promises as an inducement to enter into this Agreement.

Severability: If a court or quasi-judicial body subsequently determines that one or more of the provisions of this Agreement is unlawful, then the provisions deemed unlawful, and only those provisions, shall be rendered void and shall be considered severed from the other terms and conditions of this Agreement.

Remedy Upon Client's Payment Default: Client agrees that in the event it defaults on its payment obligations under this Agreement, THINKGARD shall: a) To the extent provided by law have the right to pursue any and all available legal remedies to collect said sums, including through the immediate filing of an action in a court of law in Michigan and/or the federal jurisdiction which includes said County of Wayne, Michigan.

Understanding: The undersigned have read and understood each and every provision of this Agreement and agree that, at a minimum, prior to executing this Agreement, they were each given sufficient time and the opportunity to present the Agreement to an attorney for clarification of the meaning and function of each and every provision.

Integrated Agreement: This Agreement embodies the entire understanding of the Parties and all of the terms and conditions with respect to the matters discussed in this Agreement and that the terms are contractual and are not mere recitals. The Parties agree this Agreement supersedes and annuls any and all other or former Agreements, contracts, promises or representations, whether written or oral, expressed or implied, and it may not be altered, superseded or otherwise modified except in a writing signed by the party to be charged.

Immigration: By signing this contract, the contracting parties affirm, for the duration of the Agreement, that they will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama.

Questions? Contact me



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United States