



DuPage County Sheriff, IL - BDRaaS Co-Managed Solution & Services

Quote created: May 19, 2025 Reference: 20250519-092137971

DuPage County Sheriff, IL
501 N. County Farm Road
Wheaton, Illinois 60187
United States

Jason Snow
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6304072072

Comments

This proposal for DuPage County Sheriff's Office includes pricing for ThinkGard's co-managed Business Continuity & Backup and Disaster Recovery as a Service (BC-BDRaaS) solution.

Billing Terms

June 2025 - November 2025: billed monthly at \$9,836.00

December 2025 - November 2026: billed annually at \$118,032.00

December 2026 - November 2027: billed annually at \$118,032.00

December 2027 - June 2028: the remaining pro-rated amount of contract

All applicable taxes will be assessed at time of billing.

The Interlocal Purchasing System (TIPS): <https://www.tips-usa.com>

ThinkGard contract number: 228405

Products & Services

Enterprise 48 TB Appliance

48TB Appliance

2 x ~~\$21,330.00~~
after 100% discount
\$0.00

- CPU Intel Xeon Gold x2 5220R (TOTAL 48c/96t, 2.2GHz)
 - RAM: 512GB (16x32GB) ECC
 - Array: 6x18TB SAS RAID 10
 - NICs: 2x 10G, 2x 1G
 - OS Drive: 2x m.2 240GB RAID 1
 - Performance Cache: 480GB SATA SSD
 - Chassis: 2U
-

DataGard TBR S5-48TB

DataGard S5-48TB Monthly Services

2 x \$4,918.00 / month
for 3 years

Services Included in Monthly Rate:

- 1 Year Time-Based Retention in US-based datacenters (TBR)
 - Bicoastal Data Center offsite replication locations
 - Ongoing daily monitoring and management of all backup appliances:
 - Customizable local backup schedules per server (from every 5 minutes to 24 hours)
 - Experienced Support team that checks on every appliance daily
 - Initial remediation of backup errors
 - Communication with client if assistance or intervention is needed for production servers
 - Monitor daily mini disaster recovery test via screenshot verifications
 - Telephone and email on-call service available 24/7/365
 - Facilitate test restorations per request with IT staff
 - Annual Disaster Recovery testing, including cloud testing, with a DR Plan deliverable
 - Full ThinkGard Support team assistance for any restoration event:
 - 24/7 assistance during all disaster events
 - Work with client to determine the most efficient of eight (8) restoration types available to provide business continuity
 - Server loss incident management: in the event an incident occurs, ThinkGard staff will assist the organization through restoration and recovery.
 - Mounting of backup points for simple file/volume recoveries
 - Local and/or cloud virtualization in the event of server(s) loss
 - Assist in verification of 'clean' servers in the case of a ransomware attack along with identifying and confirming the possible attack window
 - 30 days of offsite virtualization, after which a fee of \$200.00 per 24 hours will incur.
-

Implementation Services - Enterprise

1 x \$14,754.00

The one-time fee includes:

- Preconfigure appliance(s) networking to match client environment and provide documentation for firewall configuration to communicate to the offsite Data Centers
 - Two video conferences with ThinkGard Support (more as necessary):
 - Onboarding meetings will go through process of adding server backup jobs to appliance(s) as well as provide plan to get all servers backing up to appliance(s).
 - Post-Onboarding meeting will audit the appliance(s) to make sure everything has been added to the backup solution, as well as a walkthrough of the Disaster Recovery testing process. We will provide a link to schedule your DR Test with our staff at this time.
 - Assistance in onboarding client servers to the backup appliance(s)
 - Setup of backup job alerting and reporting
 - Monitoring of onboarded servers to configure individual server's screenshot verification
 - RoundTrip option to offsite large servers to the cloud Data Center (optional)
- Shipping cost of appliance(s) to client

Monthly subtotal	\$9,836.00
One-time subtotal	\$14,754.00
after \$42,660.00 discount	
Total	\$24,590.00

This quote expires on August 17, 2025

This Order is entered into as of May 19, 2025 between ThinkGard, LLC a Delaware corporation ("Company") and DuPage County Sheriff, IL ("Client")

Order Governed by the Master Agreement

This Order is part of, and incorporated into, the Master Agreement between DuPage County Sheriff, IL and ThinkGard, LLC and is subject to the terms and conditions of the agreement and any definitions contained in the Agreement. If any provision of this Order conflicts with the Agreement, the terms and conditions of the Agreement shall control.

Deliverables & Services

Services Onboarding

1. Company will leverage project manager to manage the following onboarding activities:
 1. Deployment & configuration of systems, detailed in this agreement, designed for best practice.
 2. Creation of agent and installation packages for client to deploy in production environment.

Exclusions

Items other than those included above are expressly excluded from the Services provided within this Order. The following exclusions and clarifications are intended to clarify the scope of services for this order:

1. When client requests services by Company not explicitly included in this agreement, they are agreeing to invoicing of said services per the terms outlined in the Master Agreement. For all services which incur additional hourly fees, Company will notify the client that these services are outside the scope of this work order and will receive approval from client prior to rendering these additional services.
2. Software and licensing purchased by the client directly from a third-party vendor are not included as a part of services to be supported.
3. Should deficiencies, malware infections, or critical vulnerabilities be discovered during the deployment of services, Company will bring to Client attention and discuss the impact of the deficiencies on Company's ability to provision the Services and provide client with options to correct the deficiencies. Initial remediation hours will be billed outside of this Order unless otherwise explicitly stated in this Order.

Assumptions

1. Company reserves the right, at its discretion, to pass onto the client any changes to obligations, such as terms or pricing imposed on Company by a given vendor, for an offering that is currently resold to the client at any time during the current agreement term.
2. The items defined in this Order are designed to enhance the security of the customer environment. There is no guarantee that any security measure will prevent a data breach, infection, or other cyber security incident.

Client Responsibilities

1. Client will provide a primary point of contact for Company to work with on all services provided in this Order.
2. Client will be responsible for ensuring applicable agents and software are deployed to Client devices.

3. Client will maintain both hardware and software maintenance agreements with the source Vendor whenever possible to allow for ongoing access to security updates and to provide quick replacement of non-functioning components.
4. Third party tool licensing may be required for additional cost.

Invoicing

1. Recurring services, if included, shall be provided for term indicated in Products & Services, starting from the date of the first recurring invoice (Effective Services Start Date), unless terminated in accordance with the terms of this Order or the Master Agreement.
2. Upon execution of an Order, Company shall invoice Client for all non-recurring charges due for Company to commence Services, including any onboarding fees. Upon activation of the Services, billing shall commence, and Company shall invoice Client for monthly recurring charges in advance of providing managed services. If the Order start date does not fall on the first calendar day of a month, Company shall calculate the first month's Services on a prorated basis.
3. Any taxes related to services purchased or licensed pursuant to this Order shall be paid by Client or Client shall present an exemption certificate acceptable to the taxing authorities. Applicable taxes and freight charges shall be billed as a separate item on the invoice.
4. Unit rates will automatically increase annually on the anniversary of the Effective Services Start Date equivalent to the CPI change for All Urban Consumers or by 4.00%, whichever is higher.
5. The terms of this Order will automatically renew for an additional term of equivalent length to the current active term unless notice of termination is provided by either party no fewer than 90 calendar days prior to expiration of the current active term.
6. Company will audit the Client's usage of the quantity of Services on a monthly basis; for each quantity of Services found in excess of the amount stated in this Order above, Company will increase the monthly service fee amount by the corresponding unit price stated above.
7. At no time during the term of this Order will the fees payable under this Order (i.e. the monthly subtotal amount) drop below seventy-five percent (75%) of the initially agreed upon monthly subtotal stated above.
8. In the event of the early termination of the Agreement in accordance with Section 3.3 of the Master Agreement, Client agrees that the initially agreed upon monthly subtotal stated above shall be used for calculating fees due for the remaining term of the Agreement.
9. Additional services may be added at any time during the life of this Order at the unit price listed above.

Signature

Choose a profile to start the e-signature process.

Jason Snow

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Questions? Contact me



Brittany Rademacher

Account Executive

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ThinkGard

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Hoover, AL 35244

United States



DuPage County Sheriff, IL - 0365

SaaS ICR | 501-550 Users

Quote created: May 20, 2025 | Reference: 20250520-095347317

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501 N. County Farm Road
Wheaton, Illinois 60187
United States

Jason Snow
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Comments

This proposal for DuPage County Sheriff's Office includes pricing for ThinkGard's co-managed Office 365 Backup and Disaster Recovery as a Service (BDRaaS) solution.

Billing Terms

June 2025 - November 2025: billed monthly at \$1,578.50

December 2025 - November 2026: billed annually at \$18,942.00

December 2026 - November 2027: billed annually at \$18,942.00

December 2027 - June 2028: the remaining pro-rated amount of contract

All applicable taxes will be assessed at time of billing.

The Interlocal Purchasing System (TIPS): <https://www.tips-usa.com>

ThinkGard contract number: 226105

Products & Services

Microsoft 365 SaaS Protection ICR | 501-550 Users

1 x \$1,578.50 / month
for 3 years

Services include:

- Store an unlimited amount of data in the Datto Cloud.
- 3x daily point in time backup for Microsoft 365's Exchange, OneDrive, Teams and SharePoint
- Perform manual backups, as needed, at any time.
- Restore individual files or groups of files back into a user's account or export them directly to a machine.
- Preview backups by user, item and point in time snapshot.
- Comprehensive search across all M365 content.
- Security controls that include compliance with SOC 2 Type II and the ability to meet HIPAA compliance needs.
- ThinkGard manages and monitor backup data multiple times each day.

Implementation Services - SaaS Protection

1 x \$250.00

Deployment and optimization of entire solution.

Monthly subtotal	\$1,578.50
One-time subtotal	\$250.00
Total	\$1,828.50

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