

COUNTY OF ROCKLAND  
Department of General Services  
**Purchasing Division**

# Contract Award Notification

**Title:** **Security Management Tool and Data Retention**

**Contract Period:** October 1, 2025 through September 30, 2028 w/2-1 year options

**Original Date of Issue:** September 9, 2025

**Date of Revision:**

**BID No:** **RFB-RC-2025-099**

**Catalog:** **Computer/Information Technology**

**Authorized Users:** Rockland County Departments, United States Agencies, Other States & Political Subdivisions Therein, Local Governments, School Districts & Non-Profit Agencies

Address Inquiries To:

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**Description**

This contract is for security management tool and data retention

Contract #	Vendor Number	Contractor & Address	Telephone No.
BID 25-099	0000029812	NETBRIDGE 360, LLC 732 Clay Hill Road Hoosick Falls, NY 12090 Contact: Robert A. Mare rmare@netbridge360.com	518-728-6537



**COUNTY OF ROCKLAND - DGS-PURCHASING**  
 BLDG. A., 6TH FLOOR, 50 SANATORIUM RD, POMONA, NY 10970  
 TELEPHONE: 845-364-3820 / TELEFAX: 845-364-3809

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## PURCHASES BY OTHER

### LOCAL GOVERNMENTS, SCHOOL DISTRICTS, AND NON PROFIT AGENCIES

As per the New York State General Municipal Law, all political subdivisions of New York State are allowed to make purchases through the resulting contract(s). As per Rockland County Procurement Policy, Non Profit Agencies approved to participate in New York State's Contract Extension Program are authorized to make purchases through the resulting contract(s).

1. The County of Rockland shall make all contract award information available to other political subdivisions and non profit agencies through our website: **[www.rcpurchasing.com](http://www.rcpurchasing.com)**
2. Any other political subdivision or Rockland County non profit agency will issue purchase orders directly to vendors within the specified contract period referencing the County's contract and shall be liable for any payments due on such purchase orders; and shall accept sole responsibility for any payment due.
3. All purchases shall be subject to audit and inspection by the other political subdivisions and Rockland County non profit agencies for which the purchase was made.
4. No officer, board or agency of a county, town, village, or school district shall make any purchase through the County when bids have been received for such purchase by such officer, board or agency, unless such purchase may be made upon the same terms, conditions and specifications at a lower price through the County.
5. All Bidders shall be on notice that as a condition of the award of a County contract, the successful bidder shall accept the award of a similar contract with any other political subdivision in New York State and Rockland County non profit agencies authorized to use New York State's contracts, if called upon to do so. A listing of approved Rockland County non profit agencies is available on the Purchasing Division's website at [www.rcpurchasing.com](http://www.rcpurchasing.com). The County, however, will not be responsible for any debts incurred by the participants pursuant to this or any other agreement.
6. Necessary deviations from the County's specifications in the award of a participant contract, whether such deviations relate to quantities, or delivery points shall be resolved between the successful bidder and the other political subdivisions and Rockland County non profit agencies.

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## **SPECIFICATIONS**

### **1. SCOPE**

- 1.1. The scope of work is to provide Total Data Assurance, Business Continuity and Disaster Recovery Solutions for unlimited servers and network attached data repositories located at the Rockland County District Attorney's Office and at the Regional Investigative Resource center. The provider will provide both on-site and Datto Cloud Backup solutions, on-site and cloud-based recovery/restoration services as well as on-site and cloud-based virtualization services (keep operating even if servers go down) in which the Cloud Backup data centers are in the U.S. with 24/7/365 U.S.-based technical support. The provider will provide Datto Siris5-36 with an Infinite Retention Plan solution or approved equal as specified. The Datto Siris5-36 will be an upgrade from the current DATTO Siris 4 E-12. The current attached data repositories are physical hard drives attached to the servers. WD Elements hard drives, Seagate One Touch Hard drives, 3.5in Hot Plug Hard Drives.

### **2. REQUIREMENTS**

- 2.1. Minimum Specifications Sheet must be filled out and returned with bid submission
- 2.2. The bid will present the cost of the required Datto Total Data Protection Maintenance and Services in terms of a fee per month over a span of time not less than thirty-six (36) months.
- 2.3. All items must be as specified or approved equal or equivalent with final approval provided by Rockland County.
- 2.4. Cloud Backup data centers must be in the U.S.
- 2.5. Must have 24/7/365 U.S.-based technical support
- 2.6. Important Note: The County of Rockland will require a Facilities Clearance (FCL), which is an administrative determination that a Contractor is eligible for access to confidential information. Anyone that will work on this network and related equipment will require special authentication and will be required to adhere to a higher level of trust. The following investigative measures will be used so that proper government clearance of any personnel to perform work on this network can be completed by Rockland County. Resumes of the recommended personnel intended for this project must be included and clearly identified in the response as the personnel that will be considered. The following investigations will be conducted prior to award:

2.3.1.1. **Single Scope Background Investigation (SSBI)**

2.3.1.2. **National Agency Check with Local Agency Check and Credit Check (NACLC)**

#### **2.7. Backup Storage and Capacity**

- 2.7.1. Datto Siris5-36 storage device or equivalent
- 2.7.2. 36TB of total onsite backup capacity of which 18TB will be usable. The remaining 18TB of the total capacity is required and will be reserved for virtualization services as needed.

#### **2.8. Installation**

- 2.8.1. The Provider will physically install the new device and will copy existing backup from current Datto device to the new Datto device and remove existing back up software and VSS writers from machines to be backed up. Install Shadowsnap agent on machines to be backed up
- 2.8.2. The provider will physically configure the new device for onsite backup and Datto Cloud Backup.

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- 2.9. **Virtualization Services:** In the event that the systems and applications identified by the Rockland County DA Office for backup are compromised or otherwise unavailable to operate, the provider will initiate and deploy virtualization services for such software and applications. These virtualization services will be provided via the onsite backup device installed, managed and supported by the provider, as well as via the provider's cloud-based virtual server environment; whichever is deemed most appropriate to initiate at the time of the outage.
- 2.10. **Retention Threshold:** The provider will provide an infinite retention threshold for the data, systems and applications identified by the Rockland County DA Office to be stored in the provider's offsite, cloud-based environment. The provider will also provide a retention threshold for data on the onsite back device compromised of no less than one (1) year's worth of retroactive data backup.
- 2.11. **Technical Support** which will include:
- 2.11.1. **Backup Monitoring:** The provider will use software to remotely and passively monitor the Rockland County DA Office's backup devices; be alerted if any backup job fails or completes with errors; contact the Rockland County DA Office by telephone or e-mail using the contact information on file, inform the Rockland County DA Office of the issue and provide the DA Office with the opportunity to open a service ticket to investigate and/or resolve the issue.
- 2.11.2. **Backup Maintenance:** The provider will track and assure that the manufacturer support agreements for the backup device(s) and backup software are valid and active; upgrade the firmware on each device up to one (1) time per calendar quarter, as necessary to resolve any existing functionality or performance issues; and upgrade the backup software up to one (1) time per calendar quarter to keep the software within two (2) revisions of the most current, generally-available software release.
- 2.11.3. **Backup Support:** The provider will make changes to the backup hardware or software and/or reconfigure backup jobs, as necessary, to support the Rockland County DA Office's backup requirements, and automatically respond to critical incidents/alerts.
- 2.12. **Restoration and Recovery Services:** The provider will provide restore and recovery services in the event data is accidentally deleted, lost, or corrupted. Restore and recovery services are dependent on the general health of hardware and software used to backup data and is therefore completed using best efforts and not guaranteed. Restore and recovery services are limited to the data repositories included in the scope of the agreement between the provider and Rockland County DA Office and the granularity, recovery point and recovery time are subject to the functionality of backup technologies used. This will include:
- 2.12.1. Image-based recovery/restoration
- 2.12.2. Cloud-based recovery/restoration
- 2.12.3. Appliance-based virtual server spin-up
- 2.12.4. Cloud-based virtual server spin-up
- 2.13. **Data Backup Services** which will include:
- 2.13.1. **Onsite Backup:** For the systems, data and applications identified by the Rockland County DA Office, the provider will provision a software agent on all physical and virtual -based servers that will provide monitoring information to the provider; provision external hard drives; configure data backups. By default, full data backups will be completed once a week and incremental or differential data backups will be completed each night. Data backups will be completed during off hours, if at all possible, retain data backups according to specifications.

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2.13.2. **Offsite Backup:** For the systems, data and applications identified by the Rockland County DA Office, the provider will provision a software agent on all physical and virtual based servers that will provide monitoring information to the provider; provision a backup appliance with offsite cloud storage; configure data backups. By default, full data backups will be completed once a week and incremental or differential data backups will be completed each night. Data backups will be completed during off hours, if at all possible, retain data backups according to specifications. These offsite backups shall be immutable and inaccessible to any and all individuals until a given time period wherein restoration and recovery services are specifically requested by the Rockland County DA Office. Once restoration and recovery services have been completed and concluded by the provider, the offsite backup data shall once again be maintained as immutable and inaccessible to any and all parties.

2.14. **Alerting, Notification and Reporting** which will include:

2.14.1. **Online Provider Portal Access:** The provider will provide access to an online ticketing system that the Rockland County DA Office can use to report trouble tickets and track associated resolutions.

2.14.2. **Automatic Backup Alerts and Notifications:** The provider will configure alerting and notification mechanisms, according to the Rockland County DA Office's desire that will provide automatic messaging about failed backups, successful backups, backup errors.

2.14.3. **Data Backup Audit Report:** The provider will provide a quarterly report to the Rockland County DA Office's that summarizes the existing data backup strategy and provided evidence of successful backups.

3. **NONRESTRICTIVE USE OF BRAND NAME OR EQUAL SPECIFICATIONS**

3.1. The use of a brand name is for the purpose of describing the standard of quality, performance, and characteristics desired and is not intended to limit or restrict competition.

4. **APPROVED EQUAL OR EQUIVALENT ITEMS**

4.1. Bidder must submit specification, cut sheets, and brochure data with the bid submission if bidding on an equal or equivalent item. Bidders must also include a company name, address, contact and contact telephone number of where the product is currently being utilized.

4.2. If the bidder is bidding an approved equal, he must first provide references showing locations the County of Rockland can visit of the exact make and model intended to be supplied. If bidding an alternate or approved equal, two copies of brochures, specifications, and any other pertinent information must be sent with quote.

4.3. In the event that an alternate is bid, the County of Rockland reserves the right to request a demonstration of the specific model bid. Failure to furnish the demonstration will render the bid, for that item, as non-responsive.

4.4. Any units not conforming to these specifications may be rejected, and it will be the responsibility of the manufacturer to conform to the requirements unless exceptions have been specifically cited by the bidder and acceptance made on the basis of the exceptions. Each bidder is required to respond to every requirement in this specification with the appropriate explanation of equipment when specified and supply all requested information with bids.

4.5. The County of Rockland will make the final determination on whether the equipment is considered an approved equal.

4.6. for equivalent or as specified equipment) in the space provided on the Proposal Pages.

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**5. AWARD**

5.1. Bid will be awarded in its entirety to the lowest responsive responsible Bidder based on overall bid total and who meets the stated requirements.

**6. CONTRACT PRICE ADJUSTMENTS**

6.1. Vendors shall submit a letter to the Director of Purchasing, during the term of this bid, addressing any **unscheduled price increases** from the manufacturers. This letter must include on the manufacturer's letterhead all information to support any unscheduled increase. Any increase authorized is at the sole discretion of the Director of Purchasing and shall be in writing.

**7. F.O.B. Destination**

7.1. Ownership passes to the County when the carrier delivers the product to the delivery point specified by the Purchase Order. (Vendor owns product in transit) The County is not billed. Vendor pays freight charges.

**8. SERVER INFORMATION – all servers and computers are physical**

Server 1: Dell Power Edge R760 Windows Server 2022 Standard	Hard Drives Size: 5.88 TB	Used: 42.7 GB
Server 2: Dell Power Edge R760 Windows Server 2022 Standard	Hard Drives Size: 5.88 TB	Used: 203.2 GB
Server 3: Dell Power Edge R540 Windows Server 2022 Standard	Hard Drives Size: 7.71 TB	Used: 36.3 GB
Server 4: Synology RS1221 RPT Synology DSM	Hard Drives Size: 83.7 TB	Used: 5.84 TB
Server 5: Dell OptiPlex 7080 Windows 11	Hard Drives Size: 2.94 TB	Used: 2.67 TB
Server 6: Dell Power Edge R320, Windows Server 2012 R2 Standard	Hard Drives Size: 5.8 TB	Used: 1.12 TB
Server 7: HP ProLiant DL360P Gen 8, Windows Server 2012 R2 Standard	Hard Drives Size: 1.95 TB	Used: 193.9 GB
Server 8: HP ProLiant DL360P Gen8, Windows Server 2012 R2 Standard	Hard Drives Size: 1.95 TB	Used: 158.74 GB
Server 9: HP ProLiant DL360 G77, Windows Server 2008 R2 Standard	Hard Drives Size: 5.04 TB	Used: 1.07 TB

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# MINIMUM SPECIFICATIONS SHEET

**COMPONENT:** MONTHLY TECHNICAL SUPPORT, RESTORATION AND RECOVERY SERVICES, DATA BACKUP SERVICES, ALERTING, NOTIFICATION AND REPORTING FOR ABOVE OR APPROVED EQUAL

MINIMUM SPECIFICATIONS ITEM #1	BIDDER <u>MUST</u> NOTE COMPLY OR LIST ALTERNATE SPECIFICATIONS
Local and Datto Cloud Backup service required to include the following: *Backup Monitoring *Backup Maintenance *Backup Support *Image-based recovery/restoration *Cloud-based recovery/restoration *Appliance-based recovery/restoration *Cloud-based virtual server spin-up *Onsite Backup *Offsite Backup *Online Provider Portal Access *Automatic Backup Alerts and Notifications *Data Backup Audit Report (Quarterly) *24/7/365 U.S.-based technical support * Cloud Backup data centers must be in the U.S. *AICPA certified	
<b>COMPONENT:</b> INSTALLATION FOR ABOVE OR APPROVED EQUAL	
MINIMUM SPECIFICATIONS ITEM #2	BIDDER <u>MUST</u> NOTE COMPLY OR LIST ALTERNATE SPECIFICATIONS
Install the new device. Copy existing backup from current Datto device to the new Datto device. Remove existing Back up software and VSS writers from machines to be backed up. Install Shadowsnap agent on machines to be backed up. Configure new hardware on LAN. Configure alerting on hardware and back up jobs. Configure new hardware for onsite backup and cloud backup.	
<b>COMPONENT:</b> DATTO SIRIS5-36 STORAGE DEVICE OR APPROVED EQUAL	
MINIMUM SPECIFICATIONS ITEM #3	BIDDER <u>MUST</u> NOTE COMPLY OR LIST ALTERNATE SPECIFICATIONS
*TOTAL CAPACITY 36TB *USABLE CAPACITY 18TB	COMPLY