



August 20, 2025

IMMUTABLE ON-PREMISE BACKUP STORAGE SERVER PROPOSAL FOR
CITY OF DICKINSON
AARON MEYER, IT DIRECTOR

Prepared by:

Shawn Benz
Technology Advisor
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shawn.benz@marconet.com

Marco Technologies, LLC
112 3rd St W, Suite 202
Dickinson, ND 58601



**Managed
Services**



**Copiers &
Printers**



**Audio
Visual**



**Business
IT Services**



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*To enhance your user experience, this page features hyperlinks to facilitate easy navigation.



August 20, 2025

City of Dickinson
Aaron Meyer, IT Director
38 1st St West
Dickinson, ND 58601

RE: Cover Letter

Dear Aaron,

Thank you for the opportunity to partner with City of Dickinson and provide the following response to your Immutable On-Premise Backup Storage Server Request for Proposal.

Established in 1973, Marco is the leading company in integrated technology solutions in the nation with over 1,200 team members committed to our mission of helping clients effectively apply technology that contributes to their success. We proudly serve over 18,000 clients nationally with offices in 16 states throughout the upper Midwest and East Coast, including Dickinson, ND.

At Marco, we gauge our success by our ability to deliver solutions that help our clients achieve their goals. Based on what we have learned, here's a look at some of the results City of Dickinson could see by partnering with Marco:

We're passionate about what we do and what to achieve excellence every time. Here's what our clients tell us they appreciate most about Marco:

- **Extensive technical expertise** with over 650 factory-trained, certified systems engineers and technical professionals who can design solutions to promote efficiency, cost-savings and growth.
- **Strong vendor partnerships** established over the past 52 years that enable us to provide the best solutions for your business needs.
- **Top player in the industry** with a track record of leading innovation and advancements that improve business performance.

We understand that business relationships are not immediate and develop over time. A commitment to developing long-term client relationships have driven our growth and established Marco as the trusted company it is today. We look forward to building an ongoing relationship with City of Dickinson.

Sincerely,

A handwritten signature in blue ink, appearing to read "Shawn Benz", written over a light blue horizontal line.

Shawn Benz
Technology Advisor
701.250.2116
shawn.benz@marconet.com

A handwritten signature in blue ink, appearing to read "Jason Moe", written over a light blue horizontal line.

Jason Moe
Sales Director
701.751.2860 x4310
jasonm@marconet.com

MARCO CORPORATE OVERVIEW

WHO WE ARE AND WHAT WE DO

Marco is a leading integrated technology services company with 47 locations and over 18,000 clients nationally. Our 52 years of business experience and history of innovation demonstrate our leadership in these areas:

- Copiers/Printers
- Managed Services
- Business IT Services
- Phone Systems
- Cloud Services
- Carrier Services
- Enterprise Content Management
- Audio Visual Systems
- Physical Security
- Shredding Services

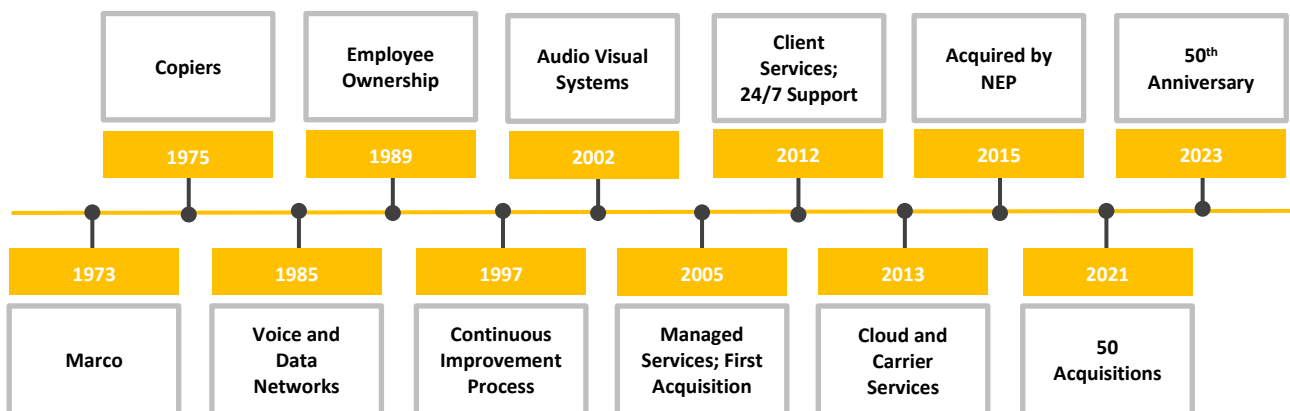


MARCO'S MISSION

To help our clients effectively apply technology that contributes to their success.

OUR JOURNEY IN TECHNOLOGY

Originating as a typewriter company in the 1930s, Marco took on the printing industry in 1973, voice and data solutions in 1985 and continued to expand into cloud technologies, software solutions and managed services.



Marco's unique insight on how each critical business tool, application and infrastructure works together will help you leverage your investment, maximize your technologies adoption and improve organizational efficiency.

FINANCIAL STABILITY

As a low-risk technology provider that has remained strong and profitable, Marco has increased its workforce to over 1,200 employees, expanded to 16 states and 47 locations. Our ongoing commitment to growth contributes to the success of our company and our clients.

Revenue:

- 2024 | \$465 million
- 2023 | \$460 million
- 2022 | \$412 million

TECHNICAL SUPPORT

When partnering with Marco, you will not only receive a dedicated account team, but you also will have access to over 650 factory-trained, certified systems engineers and technical representatives to keep you aware of the latest technologies. Our full-time dispatchers and Support Desk professionals consistently maintain a 95% live call answer rate.

GOLD STANDARD CULTURE

Creating a strong corporate culture takes intention — and a lot of passion. We have both, and you can feel it as soon as you walk in our doors. We take employee satisfaction to heart and consider our team members part of our work family and our Gold Standard Community.

GOLD
STANDARD

Marco's Gold Standard is focused on building a positive workplace environment – and it's not only for our employees. The Gold Standard includes four pillars: **employee engagement, client satisfaction, community support and vendor partnerships**. We have internal committees dedicated to making each pillar a success because we never settle for less than gold.

ADDITIONAL INFORMATION AND RESOURCES

- Learn more about what we do and more importantly, why we do it on our website at marconet.com.
- We offer many [free educational resources](#), such as our webinars, questionnaires, and eBooks.
- Discover current technology topics, solutions and tools at YouTube.com/@Marconet.
- Sign up for our [Technology Insights Blog](#) on our website for additional educational tools to help you and your business succeed.
- Stay updated with "[The Tech Tip-Off](#)," our monthly LinkedIn newsletter for quick insights on IT, cybersecurity, printing, and all things tech.
- Explore self-help resources and FAQs in our comprehensive Knowledge Base, available at help.marconet.com.



August 20, 2025

PROPOSAL FOR

CITY OF DICKINSON

AARON MEYER

Prepared By:

Shawn Benz

Technology Advisor

701-250-2116

shawn.benz@marconet.com

Quote Number: 207809



Managed Services



Copiers & Printers



Audio Visual



Business IT Services



IT - immutable storage RFP -- CITY OF DICKINSON



Prepared by:

Marco
Shawn Benz
701-250-2116
shawn.benz@marconet.com

Prepared for:

CITY OF DICKINSON
38 1st St W
DICKINSON, ND 58601-5222
Aaron Meyer
(701) 456-7805
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Quote Information:

Quote #: 207809
Version: 4
Date Issued: 08/20/2025
Expiration Date: 08/29/2025

■ ExaGrid - EX135

Description	One-Time	Qty	Ext. One-Time
540TB Usable Capacity - (2) ExaGrid EX135 - 324TB Raw Disk Capacity Tiered Backup Storage Appliance - 5 year support - turn key ExaGrid Installation	\$113,437.03	2	\$226,874.06
Disk Capacity: Raw:324TB.Useable: 270TB, 135TB Full Backup. Includes qty 2 10 Gigabit or qty 1 25 Gigabit Add on Cards. Disks are encrypted (Note: QTY 2 = 540TB Usable)		2	
Five year 5 x 8 EX135 Customer Support and product Maintenance		2	
25 Gigabit Ethernet Dual Port SFP28 Optical Option for all ExaGrid models. Includes two qualified SFP28 short-range Modules.		2	
EX-25GBE-OPTICAL Five year 5 x 8 Customer Support and product Maintenance		2	

Subtotal: **\$226,874.06**

■ ExaGrid - EX189

** Optional Section*

Description	One-Time	Qty	Ext. One-Time
378TB Usable Capacity - (1) ExaGrid EX189 - 432 TB Raw Disk Capacity Tiered Backup Storage Appliance - 5 year support - turn key ExaGrid Installation	\$161,849.28	1	\$161,849.28
Disk Capacity: Raw:432TB.Useable: 378TB, 189TB Full Backup. Includes qty 2 10 Gigabit or qty 1 25 Gigabit Add on Cards. Disks are encrypted. Note: Showing as "optional" as its 22TB short of the 400TB requirement"		1	
EX189-SECMANDS Five year 5 x 8 Customer Support and product Maintenance		1	
25 Gigabit Ethernet Dual Port SFP28 Optical Option for all ExaGrid models. Includes two qualified SFP28 short-range Modules.		2	



SCHEDULE A - SCHEDULE OF PRODUCTS TO PRODUCT
AGREEMENT(S)

EX-25GBE-OPTICAL Five year 5 x 8 Customer Support and product Maintenance		2	
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* Optional Subtotal: **\$161,849.28**

Quote Summary - One-Time Expenses

Description	Amount
ExaGrid - EX135	\$226,874.06

Total: **\$226,874.06**

Payment Options

Description	Payments	Interval	Amount
One-Time Payment			
One-Time Payment	1	One-Time	\$226,874.06

Summary of Selected Payment Options

Description	Amount
One-Time Payment: One-Time Payment	



■ Approval

- Client represents that it has reviewed and agrees to be legally bound by this Schedule of Products.
- Client represents that it has reviewed and agrees to be legally bound by the Relationship Agreement, any Product Agreement(s) referred to herein, and applicable policy(ies) ("Terms and Conditions") which are located at www.marconet.com/legal for the Products it is obtaining as identified in this Schedule of Products.
- If the parties have negotiated changes to the Terms and Conditions that have been reduced to writing and signed by both parties, the modified version(s) of such Terms and Conditions, that have not expired or been terminated, shall replace the online version(s).
- Client agrees to use electronic signatures, electronic communications, and electronic records to transact business under the above documents.
- The pricing above does not include taxes. Taxes, fees and surcharges shall be paid by Client and will be shown on invoices to Client.
- Payments made via credit card are subject to a 3% surcharge.
- A \$30 fee will be assessed for any returned payment.
- Price availability is subject to change without notice at any point during or after the quotation, ordering, and fulfillment process.

Marco Technologies, LLC

CITY OF DICKINSON

Signature: _____

Name: _____

Title: _____

Date: _____

Prepared for: Aaron Meyer

Signature: _____

Signed by: _____

Title: _____

Date: _____

PO Number: _____

Email Address: _____



ExaGrid Tiered Backup Storage

Fastest Backups
Fastest Recoveries
Unparalleled,
Cost-effective
Scale-out
Comprehensive
Security and
Ransomware
Recovery

ExaGrid Americas

Customer Support and Maintenance

ExaGrid's customer support and maintenance services are designed to ensure that ExaGrid meets your data protection needs. Each customer is assigned a Level 2 support engineer.

Support and Maintenance

Annual Fee Yearly options based on a percentage of the actual purchase price of the system

Coverage All hardware, software and support coverage listed below

Support Response

Requirement..... Current annual customer maintenance and support renewal

Support Hours 8:00 a.m. to 5:00 p.m. (Eastern standard time), Monday – Friday (optional 7x24 support available for an additional fee)

Methods..... Phone or email support

Response Time..... Two-hour response time
(80% of requests for support are responded to in less than an hour)

Installation

Service Installation is done via phone using a WebEx session. ExaGrid has installed thousands of customers and systems worldwide using this approach.

Self Monitoring, Automatic Notification, and Remote Support

Requirement..... Current annual customer maintenance and support renewal
Valid remote access from an ExaGrid service center to the ExaGrid system

Service Monitor any alerts including pre-defined thresholds
Remotely analyze and diagnose problems

Reconciliation Many problems are quickly resolved without customer intervention.
ExaGrid does not commit to what percentage of problems it can resolve without customer intervention.

Hardware Maintenance

Requirement..... Current annual customer maintenance and support renewal

Program All systems are modular, and all drives and power supplies are hot swappable. Any failed hardware components are shipped next-day business air and are replaced by the customer. 100% of the hardware is covered—disk drive, power supply, server, included network components.

Software Maintenance

Requirement..... Current annual customer maintenance and support renewal

Program All software to access all features and functionality are included with all appliances. There is no a la carte software.
In addition, all versions (point and full) are provided at no charge. There are no additional charges if the customer is on yearly maintenance and support.

Availability

Countries ExaGrid supports all countries, worldwide

Support Email Address support@exagrid.com

Support Phone Number... 1.800.868.6985 or 1.508.898.2872 option 2



REFERENCES

We value our client relationships and protect their information. Out of professional courtesy, if you wish to speak directly to Marco/Exagrid's references, please allow us to arrange. You can also visit our website at <https://www.marconet.com/resources> to learn more about our customers' experience in partnering with Marco for their technology solutions.

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Vermillion, SD 57069

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Watford City, ND 58854

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