



## STATEMENT OF WORK

|                          |                            |   |
|--------------------------|----------------------------|---|
| <b>Project Name:</b>     | Lake County-2020.06-Rubrik | <b>Seller Representative:</b><br>Damian Gonzalez<br>+1 (847) 465-6000<br>damigon@cdwg.com |
| <b>Customer Name:</b>    | LAKE COUNTY                |   |
| <b>CDW Affiliate:</b>    | CDW Government LLC         |   |
| <b>SOW Created Date:</b> | June 16, 2020              | <b>Solution Architect:</b><br>Quincy Flowers  |
| <b>Drafted by:</b>       |                            |   |

This statement of work (“**Statement of Work**” or “**SOW**”) is made and entered into on the last date that this SOW is fully executed as set forth below (“**SOW Effective Date**”) by and between the undersigned, CDW Government LLC (“**Provider**,” and “**Seller**,”) and LAKE COUNTY (“**Customer**,” and “**Client**,”).

This SOW shall be governed by Seller’s “**SOW Services**,” accessed via the “**Terms & Conditions**” link at [www.cdwg.com](http://www.cdwg.com) (the “**Agreement**”). If there is a conflict between this SOW and the Agreement, then the Agreement will control, except as expressly amended in this SOW by specific reference to the Agreement. References in the Agreement to a SOW or a Work Order apply to this SOW.

## PROJECT SCOPE

### PHYSICAL BRIK IMPLEMENTATION

Seller will conduct a physical implementation engagement with Customers:

- Remote plan and design session around Rubrik environment deployment and site readiness
  - Site Readiness (physical considerations for racking/cabbling)
  - Deployment variables for Brik installation
- Install and deploy up to 4 Rubrik Briks physical at a single site
  - Racking and cabling of Brik nodes
  - Deployment of physical nodes
  - Base Rubrik Cluster configuration
  - Configure Rubrik archive targets
  - Configure hypervisor integration
- Configure Rubrik backup environment jobs, policies, and schedules within Rubrik UI
  - RBAC and user configuration
  - SLA Domains
  - Configuration of up to three (3) application/storage connectors as needed
- Perform Test Backup and Restore of non-production VM workload
  - Restore Scenarios:
    - VM Restore
    - VM Image mounts
    - Single File Restore
- Configure Rubrik appliance replication if multiple Briks are installed as part of solution
- Provide functional demonstration and knowledge transfer around solution

## VIRTUAL EDGE IMPLEMENTATION

- Remote plan and design session around Rubrik environment deployment and site readiness
  - Site Readiness
  - Deployment variables
- Install and deploy up to 4 Rubrik Briks (either virtual or physical) at a single site
  - Deployment of virtual appliance
  - Base Rubrik Cluster configuration
  - Configure Rubrik archive targets
  - Configure hypervisor integration
- Configure Rubrik backup environment jobs, policies, and schedules within Rubrik UI
  - RBAC and user configuration
  - SLA Domains
  - Configuration of up to three (3) application/storage connectors as needed
- Perform Test Backup and Restore of non-production VM workload
  - Restore Scenarios:
    - VM Restore
    - VM Image mounts
    - Single File Restore
- Configure Rubrik appliance replication if multiple Edge appliances are installed as part of solution
- Provide functional demonstration and knowledge transfer around solution

## RUBRIK CLOUDOUT INTEGRATION FOR AZURE DEPLOYMENT

Seller will conduct an implementation engagement with Customer.

- REMOTE PLANNING SESSION AROUND RUBRIK INTEGRATION WITH AZURE
  - RUBRIK ON-PREMISE ENVIRONMENT READINESS
  - AZURE SUBSCRIPTION AND ACCOUNT READINESS
  - AZURE STORAGE TYPES (BLOB) FOR BACKUP TARGET DISCUSSIONS AND SELECTIONS ←REMOVED REFERENCE TO S3 HERE
- DEPLOYMENT OF CLOUDOUT COMPONENTS
  - DEPLOYMENT OF AZURE BLOB STORAGE CONTAINER ←CHANGED S3 TO BLOB STORAGE CONTAINER.
  - CONFIGURATION OF INTELLIGENT-TIERING STORAGE (IF NEEDED)
  - CONFIGURATION AND INTEGRATION OF RUBRIK ARCHIVAL LOCATIONS FOR AZURE
  - CONFIGURE TEST/PILOT BACKUP JOB TO USE AZURE ARCHIVING
- BACKUP ARCHIVAL TESTING
  - EXECUTE TEST/PILOT BACKUP JOB TO ARCHIVE DATA TO AZURE
  - MONITOR JOB TO ENSURE SUCCESSFUL COMPLETION
  - VERIFY AZURE BLOB DATA USAGE TO VALIDATE ARCHIVING ←AGAIN, S3 TO BLOB HERE.
  - TEST RETRIEVAL/RESTORE OF NON-PRODUCTION BACKUP DATA FROM AZURE
  - KNOWLEDGE TRANSFER AROUND AZURE AND RUBRIK INTEGRATION

## RESPONSIBILITIES

As part of this engagement, Customer is responsible for providing the following:

1. Rubrik licensing. Actual feature use will be dependent up on the version purchased.

2. Virtual infrastructure for Rubrik Availability to be deployed on.

As part of this engagement, Seller is responsible for the following:

1. Manage any support issues which may arise throughout the duration of the jumpstart

## PROJECT ASSUMPTIONS

1. Seller is not responsible for modifications beyond the initial configuration engagement.
2. Customer has either a local NTP server or will allow access to an external NTP time source
3. Project management and site readiness tasks will be performed remotely.

## OUT OF SCOPE

Tasks outside the statement of work include, but are not limited to:

1. Configuration of the environment that is proposed to be backed up (VMs, servers)
2. Configuration of LAN/SAN switches
3. Remediation of items outside of the scope of the project

## ITEM(S) PROVIDED TO CUSTOMER

| Item                            | Description                                   | Format |
|---------------------------------|---|--------|
| Rubrik Design Sheet             | Project design and planning documentation     | Word   |
| Vendor procedural documentation | Vendor installation and administration guides | PDF    |

## PROJECT MANAGEMENT

Seller will assign a Project Administrator resource to perform the following activities during the project:

- **Kickoff Meeting.** Review SOW including project objectives and schedule, logistics, identify and confirm project participants and discuss project prerequisites.
- **Milestone Project Schedule.** A high-level project schedule and resources assigned to the project.
- **Point of Contact.** Act as a Point of Contact for changes or escalations that may arise during the project.
- **Project Closure.** Recap the project activities, provide required documentation, identify any next steps, and formally close the project.

## CONTACT PERSONS

Each Party will appoint a person to act as that Party’s point of contact (“**Contact Person**”) as the time for performance nears and will communicate that person’s name and information to the other Party’s Contact Person.

Customer Contact Person is authorized to approve materials and Services provided by Seller, and Seller may rely on the decisions and approvals made by the Customer Contact Person (except that Seller understands that Customer may require a different person to sign any Change Orders amending this SOW). The Customer Contact Person will manage all communications with Seller, and when Services are performed at a Customer-Designated Location, the Customer Contact Person will be present or available. The Parties’ Contact Persons shall be authorized to approve changes in personnel and associated rates for Services under this SOW.

## CHANGE MANAGEMENT

This SOW may be modified or amended only in a writing signed by both Customer and Seller, generally in the form provided by Seller (“**Change Order**”). Services not specified in this SOW are considered out of scope and will be addressed with a separate SOW or Change Order.

In the event of a conflict between the terms and conditions set forth in a fully executed Change Order and those set forth in this SOW or a prior fully executed Change Order, the terms and conditions of the most recent fully executed Change Order shall prevail.

## PROJECT SCHEDULING

Customer and Seller, who will jointly manage this project, will together develop timelines for an anticipated schedule (“**Anticipated Schedule**”) based on Seller’s project management methodology. Any dates, deadlines, timelines or schedules contained in the Anticipated Schedule, in this SOW or otherwise, are estimates only, and the Parties will not rely on them for purposes other than initial planning.

## TOTAL FEES

The total fees due and payable under this SOW (“**Total Fees**”) include both fees for Seller’s performance of work (“**Services Fees**”) and any other related costs and fees specified in the Expenses section (“**Expenses**”).

Seller will invoice for Total Fees. Customer will pay invoices containing amounts authorized by this SOW in accordance with the terms of the Agreement. Unless otherwise specified, taxes will be invoiced but are not included in any numbers or calculations provided herein. Any objections to an invoice must be communicated to the Seller Contact Person within fifteen (15) days after receipt of the invoice.

## SERVICES FEES

Services Fees hereunder are FIXED FEES, meaning that the amount invoiced for the Services will be \$14,675.00.

The invoiced amount of Services Fees will equal the amount of fees applicable to each completed project milestone (see Table below).

Table – Services Fees

| Milestone     | Percentage  | Fee                |
|---------------|-------------|--------------------|
| Signed Sow    | 100%        | \$14,675.00        |
| <b>Totals</b> | <b>100%</b> | <b>\$14,675.00</b> |

## EXPENSES

Neither travel time nor direct expenses will be billed for this project.

## TRAVEL NOTICE

Upon execution of this SOW, travel will be scheduled to occur no less than two (2) weeks after the date of Customer’s request for travel. Should Customer request that travel be expedited, Customer will be billed for any additional travel and expense costs that apply.

## CUSTOMER-DESIGNATED LOCATIONS

Seller will provide Services benefiting the locations specified on the attached Exhibit (“**Customer-Designated Locations**”).



# SIGNATURES

In acknowledgement that the parties below have read and understood this Statement of Work and agree to be bound by it, each party has caused this Statement of Work to be signed and transferred by its respective authorized representative.

This SOW and any Change Order may be signed in separate counterparts, each of which shall be deemed an original and all of which together will be deemed to be one original. Electronic signatures on this SOW or on any Change Order (or copies of signatures sent via electronic means) are the equivalent of handwritten signatures.

**CDW Government LLC**

**LAKE COUNTY**

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Mailing Address:

200 N. Milwaukee Ave.

Vernon Hills, IL 60061

Mailing Address:

\_\_\_\_\_  
\_\_\_\_\_

# EXHIBIT A

## CUSTOMER-DESIGNATED LOCATIONS

Seller will provide Services benefiting the following locations (“**Customer-Designated Locations**”).

| <b>Location(s)</b> | <b>Address</b>                                |
|--------------------|---|
| Lake County HQ     | 18 N County St, Waukegan, IL 60085            |
| Libertyville       | 500 W. Winchester Rd., Libertyville, IL 60048 |