

STATE OF TEXAS §
 §
COUNTY OF FORT BEND §

ADDENDUM TO NWN CORPORATION'S NETWORK UPGRADE PROPOSAL

THIS ADDENDUM ("Addendum") is made and entered into by and between Fort Bend County ("County"), a body corporate and politic under the laws of the State of Texas, and NWN Corporation ("NWN"), a company authorized to conduct business in the State of Texas (hereinafter collectively referred to as the "Parties").

RECITALS

WHEREAS, the Parties have previously executed and accepted NWN's Quote # Q-04330 and the Micro Segmentation – Network Upgrade materials (collectively the "Network Upgrade Proposal") between County and NWN for a five year lease purchase of certain Cisco products, utilizing State of Texas Department of Information Resources Contract Number DIR-TSO-4192 (the "Master Lease Agreement").

WHEREAS, the Parties now desire to amend a certain portion of the Network Upgrade Proposal; and

NOW THEREFORE, for and in consideration of the mutual benefits to be derived by the Parties hereto, County, and NWN agree as follows:

I. Amendments

- A. **Scope of Services.** Subject to the terms of the Network Upgrade Proposal and this Addendum, NWN shall render additional products and/or services to County as described in NWN's Quote # Q-04330 and Micro Segmentation – Network Upgrade materials, attached hereto as Exhibit "A," and incorporated by reference; and NWN shall further provide product and/or services in accordance with DIR Contract Number DIR-TSO-4192, incorporated by reference as if set forth herein verbatim and attached as Exhibit "B."

- B. **Payment; Non-appropriation; Taxes.** Payment for the products and/or services listed in NWN's Quote # Q-04330 shall be made by County within thirty (30) days of receipt of invoices; the County will make an annual payment to NWN or the assignee of NWN in the total amount of \$5,301,729.00 over a term from November 1, 2021- November 1, 2025. The first annual payment will be made on or before November 1, 2021. The remaining four annual payments will be made on or before November 1st of each remaining year. Each of the five annual payments will be made in the amount of \$1,060,345.80.

It is specifically understood and agreed that in the event no funds or insufficient funds are appropriated by Fort Bend County under this Addendum, Fort Bend County shall notify all necessary parties that this Addendum shall thereafter terminate and be null and void on the last day of the fiscal period for which appropriations were made without penalty, liability or expense to Fort Bend County. County is a body corporate and politic under the laws of the State of Texas and claims exemption from sales and use taxes. A copy of a tax-exempt certificate will be furnished upon request.

NWN clearly understands and agrees, such understanding and agreement being of the absolute essence of this Addendum, that County shall have available the total maximum sum of Five Million, Three Hundred One Thousand, Seven Hundred Twenty-Nine and 00/100 (\$5,301,729.00), specifically allocated to fully discharge any and all liabilities County may incur over the five year payment term for this Addendum. NWN does further understand and agree, said understanding and agreement also being of the absolute essence of this Addendum, that the total maximum compensation that NWN may become entitled to and the total maximum sum that County may become liable to pay to NWN shall not under any conditions, circumstances, or interpretations thereof exceed of Five Million, Three Hundred One Thousand, Seven Hundred Twenty-Nine and 00/100 (\$5,301,729.00), over the five year payment term for this Addendum.

- C. Confidential Information.** NWN expressly acknowledges that County is subject to the Texas Public Information Act, TEX. GOV'T CODE ANN. §§ 552.001 *et seq.*, as amended, and notwithstanding any provision in the Addendum to the contrary, County will make any information related to the Addendum, or otherwise, available to third parties in accordance with the Texas Public Information Act. Any proprietary or confidential information marked as such provided to County by NWN shall not be disclosed to any third party, except as directed by the Texas Attorney General in response to a request for such under the Texas Public Information Act, which provides for notice to the owner of such marked information and the opportunity for the owner of such information to notify the Attorney General of the reasons why such information should not be disclosed. The terms and conditions of this Addendum are not proprietary or confidential information.

NWN in providing all services hereunder agrees to abide by the provisions of any applicable Federal or State Data Privacy Act.

- D. Term.** The term of this Addendum shall not automatically renew.
- E. Indemnity.** The Parties agree that under the Constitution and laws of the State of Texas, County cannot enter into an agreement whereby County agrees to indemnify or hold harmless another party; therefore, all references of any kind to County defending, indemnifying, holding or saving harmless NWN for any reason are hereby deleted.

NWN shall indemnify and defend County against all losses, liabilities, claims, causes of action, and other expenses, including reasonable attorney's fees, arising from activities of NWN, its agents, servants or employees, performed under this agreement that result from the negligent act, error, or omission of NWN or any of NWN's agents, servants or employees.

F. Attorney Fees. County does not agree to pay any and/or all attorney fees incurred by NWN in any way associated with the Addendum

G. Applicable Law. The laws of the State of Texas govern all disputes arising out of or relating to this Addendum. The Parties hereto acknowledge that venue is proper in Fort Bend County, Texas, for all legal actions or proceedings arising out of or relating to this Addendum and waive the right to sue or be sued elsewhere. Nothing in the Addendum shall be construed to waive the County's sovereign immunity.

H. Dispute Resolution.

1) **Demand.** The Parties will attempt to resolve any claim or controversy related to or arising out of this Addendum, whether in contract or in tort ("**Dispute**"), on a confidential basis, subject to the Texas Open Meetings Act, according to the following process, which either party may start by delivering to the other party a written notice describing the dispute and the amount involved ("**Demand**").

2) **Dispute Resolution.** After receipt of a Demand, authorized representatives of the Parties will meet at a mutually agreed upon time and place to try to resolve the Dispute by negotiation. If the Dispute remains unresolved after this meeting, either Party may start mandatory nonbinding mediation through a mediation process as is mutually acceptable to the Parties. The mediator will be jointly selected by the Parties. If the Parties fail to resolve the dispute through non-binding mediation, either party may assert their respective rights and remedies in a state court of competent jurisdiction in Fort Bend County, Texas. Nothing in this Section shall prevent a party from seeking necessary injunctive relief during the dispute.

3) **Injunctive Relief.** Notwithstanding the other provisions of this Section I, if either Party seeks injunctive relief, such relief may be sought in a court of competent jurisdiction without complying with the Dispute Resolution provisions of this Section I and in accordance with Texas laws.

I. Arbitration. County does not agree to submit disputes arising out of the Addendum to binding arbitration. Therefore, any references to binding arbitration or the waiver of a right to litigate a dispute are hereby deleted.

J. Infringement Assurance. Subject to § 10.A.3 of Appendix A (Standard Terms and Conditions For Product and Related Services) and § 16 of Appendix D of DIR Contract No.

DIR-TSO-4192, NWN will, at its expense, defend any suit brought against County and will indemnify County against an award of damages and costs (including reasonable attorney fees, court costs and appeals), made against County by settlement or final judgment of a court that is based on a claim that the use of NWN's Product infringes an intellectual property right of a third party. Such defense and indemnity shall survive termination or expiration of this Addendum and NWN's liability for the above is not limited by any limitation of liability clauses that may appear in any document executed by the Parties. NWN will pass through any indemnification rights and warranties with respect to the products made available for pass through by any third party manufacturer or supplier.

K. Insurance. Prior to commencement of the Services under this Addendum, NWN shall furnish County with properly executed certificates of insurance which shall evidence all insurance required and provide that such insurance shall not be canceled, except on 30 days' prior written notice to County. NWN shall provide certified copies of insurance endorsements and/or policies if requested by County. NWN shall maintain such insurance coverage from the time Services commence until Services are completed and provide replacement certificates, policies and/or endorsements for any such insurance expiring prior to completion of Services. NWN shall obtain such insurance written on an Occurrence form from such companies having Bests rating of A/VII or better, licensed or approved to transact business in the State of Texas, and shall obtain such insurance of the following types and minimum limits:

- (a). Workers' Compensation insurance. Substitutes to genuine Workers' Compensation Insurance will not be allowed. Employers' Liability insurance with limits of not less than \$1,000,000 per injury by accident, \$1,000,000 per injury by disease, and \$1,000,000 per bodily injury by disease.
- (b). Commercial general liability insurance with a limit of not less than \$1,000,000 each occurrence and \$2,000,000 in the annual aggregate. Policy shall cover liability for bodily injury, personal injury, and property damage and products/completed operations arising out of the business operations of the policyholder.
- (c). Business Automobile Liability insurance with a combined Bodily Injury/Property Damage limit of not less than \$1,000,000 each accident. The policy shall cover liability arising from the operation of licensed vehicles by policyholder.
- (d). Professional Liability insurance with limits not less than \$1,000,000.

County and the members of Commissioners Court shall be named as additional insured to all required coverage except for Workers' Compensation. All Liability policies including Workers' Compensation written on behalf of NWN shall contain a waiver of subrogation in favor of County and members of Commissioners Court.

If required coverage is written on a claims-made basis, NWN warrants that any retroactive date applicable to coverage under the policy precedes the effective

date of the contract; and that continuous coverage will be maintained or an extended discovery period will be exercised for a period of two years beginning from the time that work under the Addendum is completed

- L. No Waiver of Jury Trial.** The County does not agree that all disputes (including any claims or counterclaims) arising from or related to this Addendum shall be resolved without a jury. Therefore, any references to waiver of jury trial are hereby deleted.
- M. Personnel.** NWN represents that it presently has, or is able to obtain, adequate qualified personnel in its employment for the timely performance of the Services required under this Addendum and that NWN shall furnish and maintain, at its own expense, adequate and sufficient personnel, in the opinion of County, to perform the Services when and as required and without delays.

All employees of NWN shall have such knowledge and experience as will enable them to perform the duties assigned to them. Any employee of NWN or agent of NWN who, in the opinion of County, is incompetent or by his conduct becomes detrimental to providing Services pursuant to this Addendum shall, upon request of County, immediately be removed from association with the Services required under this Addendum.

- N. Ownership and Reuse of Documents.** All documents, data, reports, research, graphic presentation materials, etc., developed by NWN as a part of its work under this Addendum, shall become the property of County upon completion of this Addendum, or in the event of termination or cancellation thereof, at the time of payment under § C for work performed. NWN shall promptly furnish all such data and material to County on request.

Nothing in this Addendum will be construed to waive the requirements of § 205.009 of the Texas Local Government Code.

- O. Compliance with Laws.** NWN shall comply with all federal, state, and local laws, statutes, ordinances, rules and regulations, and the orders and decrees of any courts or administrative bodies or tribunals in any matter affecting the performance of this Addendum, including, without limitation, Worker's Compensation laws, minimum and maximum salary and wage statutes and regulations, licensing laws and regulations. When required by County, NWN shall furnish County with certification of compliance with said laws, statutes, ordinances, rules, regulations, orders, and decrees above specified.

P. Certain State Law Requirements for Contracts:

The contents of this Section are required by Texas Law and are included by County regardless of content.

- a. Agreement to Not Boycott Israel Chapter 2271 Texas Government Code: By signature below, NWN verifies NWN does not boycott Israel and will not boycott Israel during the term of this Addendum

- b. Texas Government Code Section 2251.152 Acknowledgment: By signature below, NWN represents pursuant to Section 2252.152 of the Texas Government Code, that NWN is not listed on the website of the Comptroller of the State of Texas concerning the listing of companies that are identified under Section 806.051, Section 807.051 or Section 2253.153

- Q. Human Trafficking.** BY ACCEPTANCE OF CONTRACT, NWN ACKNOWLEDGES THAT FORT BEND COUNTY IS OPPOSED TO HUMAN TRAFFICKING AND THAT NO COUNTY FUNDS WILL BE USED IN SUPPORT OF SERVICES OR ACTIVITIES THAT VIOLATE HUMAN TRAFFICKING LAWS

- R. Severability.** If any provision of this Addendum is determined to be invalid, illegal, or unenforceable, the remaining provisions remain in full force, if the essential terms and conditions of this Addendum for each party remain valid, binding, and enforceable.

- S.** Except as modified herein, the Network Upgrade Proposal remain in full force and effect and has not been modified or amended.

- T.** If there is a conflict among documents, the most recently executed document will prevail with regard to the conflict.

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IN WITNESS WHEREOF, this Addendum is signed, accepted, and agreed to by all Parties by and through the Parties or their agents or authorized representatives. All Parties hereby acknowledge that they have read and understood this Addendum and the attachments and exhibits hereto. All Parties further acknowledge that they have executed this legal document voluntarily and of their own free will.

FORT BEND COUNTY

NWN CORPORATION

KP George
County Judge

DocuSigned by:
Steve Lonon
0AD9B07CD3B94FE...

Authorized Agent- Signature

Date

Steve Lonon

Authorized Agent- Printed Name

ATTEST:

Vice President of Sales
Title

Laura Richard, County Clerk

7/7/2020

Date

Reviewed:

Information Technology Department

EXHIBIT A: NWN's Quote # Q-04330 and Micro Segmentation – Network Upgrade.
EXHIBIT B: DIR Contract Number DIR-TSO-4192, including the Master Lease Agreement

AUDITOR'S CERTIFICATE

I hereby certify that funds in the amount of \$_____ are available to pay the obligation of Fort Bend County within the foregoing Addendum.

Robert E. Sturdivant, County Auditor

EXHIBIT A

Quote # Q-04330
Opp Name Micro Segmentation -Network Upgrade
Contract # TX NWN DIR-TSO-4192 Cisco Branded Product & Related Services
Opportunity Number: OP-01915



Account Name: Fort Bend County
Contact: Charles King
Phone: (281) 341-4584
Email:

Org Name: NWN
Sales Rep: Marc Friedhoff
Email: mrfriedhoff@nwnil.com
Phone: (281) 506-1125

BILL TO

Client Name: Fort Bend County
Billing Address: 301 Jackson Street
Billing City: Richmond
Billing State: TX
Post Code: 77469

SHIP TO

Client Name: Fort Bend County
Shipping Address: 500 LIBERTY ST
Shipping City: RICHMOND
Shipping State: TX
Post Code: 77469-3500

Item Group	Frequency	#	Product Number	Description	Qty	List Price	Unit Price	Ext. Price
LAN Implementation Services	Recurring	1			1	\$0.00	\$0.00	\$0.00
\$0.00								
WLAN Implementation Services	Recurring	2			1	\$0.00	\$0.00	\$0.00
\$0.00								
Firewall Implementation Service	Recurring	3			1	\$0.00	\$0.00	\$0.00
\$0.00								
	One-Time	4			1	\$2,825.17	\$1,977.62	\$1,977.62
	One-Time	5			1	\$890.91	\$623.64	\$623.64
	One-Time	6			10	\$4,331.47	\$3,032.03	\$30,320.30
LAN Implementation Services	One-Time	7			194	\$1,878.32	\$886.85	\$172,048.90
	One-Time	8			29	\$9,493.71	\$5,514.60	\$159,923.40
	One-Time	9			6	\$6,576.22	\$4,603.35	\$27,620.10
\$392,513.96								
	One-Time	10			1	\$811.19	\$567.83	\$567.83
	One-Time	11			4	\$7,482.52	\$5,237.76	\$20,951.04
	One-Time	12			434	\$69.93	\$41.86	\$18,167.24
WLAN Implementation Services	One-Time	13			434	\$26.57	\$15.91	\$6,904.94
	One-Time	14			80	\$606.99	\$363.40	\$29,072.00
	One-Time	15			10	\$1,622.38	\$971.32	\$9,713.20
\$85,376.25								
	One-Time	16			0	\$3,258.74		\$0.00
	One-Time	17			0	\$2,195.80		\$0.00
	One-Time	18			0	\$1,748.25		\$0.00
Firewall Implementation Service	One-Time	19			2	\$17,398.60	\$9,214.30	\$18,428.60
	One-Time	20			7	\$4,349.65	\$2,303.57	\$16,124.99
	One-Time	21			2	\$26,937.06	\$14,265.87	\$28,531.74
	One-Time	22			2	\$5,888.11	\$3,916.77	\$7,833.54
\$70,918.87								
NWNBLOCK		23			1	\$50,000.00	\$50,000.00	\$50,000.00
\$50,000.00								
	One-Time	24			1	\$115,943.00	\$115,943.00	\$115,943.00
w Fiber Install and Closet Clean	One-Time	25			1	\$193,218.00	\$175,518.22	\$175,518.22
\$291,461.22								
WLAN Implementation Services	One-Time	26			4	\$3,874.13	\$2,701.82	\$10,807.28
\$10,807.28								
	One-Time	27			6	\$263.00	\$219.61	\$1,317.66
	One-Time	28			6	\$1,785.00	\$1,490.48	\$8,942.88
APC UPS	One-Time	29			1	\$2,180.00	\$1,820.30	\$1,820.30
	One-Time	30			1	\$257.00	\$214.60	\$214.60
	One-Time	31			1	\$598.00	\$500.56	\$500.56
\$12,796.00								
EA Agreement	Recurring	32			4	\$339.15	\$129.80	\$31,151.84
	Recurring	33			9	\$339.15	\$129.80	\$70,091.64
\$101,243.48								
Firewall Implementation Service	One-Time	34			1	\$13,582.98	\$9,508.09	\$9,508.09
	One-Time	35			3	\$9,682.83	\$6,777.98	\$20,333.94
\$29,842.03								
	Recurring	36			1	\$187.31	\$71.69	\$4,301.23
	Recurring	37			4	\$187.31	\$71.69	\$17,204.92
	Recurring	38			11	\$53.05	\$20.30	\$13,400.20
	Recurring	39			5	\$99.44	\$38.06	\$11,417.30
	Recurring	40			1	\$53.05	\$20.30	\$1,218.20
EA Agreement	Recurring	41			25	\$53.05	\$20.30	\$30,455.00
	Recurring	42			4	\$99.44	\$38.06	\$9,133.84
	Recurring	43			27	\$99.44	\$38.06	\$61,653.42
	Recurring	44			1	\$152.00	\$58.17	\$3,490.40
	Recurring	45			2	\$370.50	\$141.80	\$17,015.70
	One-Time	46			1	\$48,674.60	\$18,628.71	\$18,628.71
\$187,918.92								
	One-Time	47			14	\$2,845.00	\$895.89	\$12,542.46
	One-Time	48			70	\$198.17	\$164.48	\$11,513.60
	One-Time	49			14	\$370.00	\$116.51	\$1,631.14
	One-Time	50			5	\$2,782.00	\$876.05	\$4,380.25
	One-Time	51			25	\$196.27	\$162.90	\$4,072.50
	One-Time	52			5	\$370.00	\$116.51	\$582.55
	One-Time	53			15	\$18,400.00	\$5,794.16	\$86,912.40
	One-Time	54			75	\$1,346.00	\$1,117.18	\$83,788.50
	One-Time	55			45	\$2,040.00	\$642.40	\$28,908.00
	One-Time	56			15	\$6,120.00	\$1,927.19	\$28,907.85
	One-Time	57			15	\$5,100.00	\$1,605.99	\$24,089.85
	One-Time	58			60	\$4,128.00	\$1,299.91	\$77,994.60
	One-Time	59			15	\$2,040.00	\$642.40	\$9,636.00
	One-Time	60			15	\$9,180.00	\$2,890.78	\$43,361.70
	One-Time	61			15	\$9,180.00	\$2,890.78	\$43,361.70
	One-Time	62			4	\$18,400.00	\$5,794.16	\$23,176.64
	One-Time	63			20	\$1,346.00	\$1,117.18	\$22,343.60

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16	\$2,040.00	\$642.40	\$10,278.40
4	\$6,120.00	\$1,927.19	\$7,708.76
4	\$5,100.00	\$1,605.48	\$6,421.92
16	\$4,128.00	\$1,299.91	\$20,798.56
4	\$2,040.00	\$642.40	\$2,569.60
4	\$9,180.00	\$2,890.78	\$11,563.12
4	\$9,180.00	\$2,890.78	\$11,563.12
4	\$9,180.00	\$2,890.78	\$11,563.12
24	\$2,079.00	\$654.68	\$15,712.32
288	\$728.00	\$229.25	\$66,024.00
78	\$518.00	\$163.12	\$12,723.36
28	\$2,645.00	\$832.91	\$23,321.48
51	\$10,005.00	\$3,150.57	\$160,679.07
51	\$1,250.00	\$393.63	\$20,075.13
51	\$100.00	\$31.49	\$1,605.99
51	\$95.00	\$29.92	\$1,525.92
51	\$1,870.00	\$588.86	\$30,031.86
33	\$5,920.00	\$1,864.21	\$61,518.93
33	\$1,250.00	\$393.63	\$12,989.79
33	\$100.00	\$31.52	\$1,040.16
33	\$95.00	\$29.92	\$987.36
33	\$1,020.00	\$321.20	\$10,599.60
33	\$2,550.00	\$803.00	\$26,499.00
1	\$30,400.00	\$9,572.96	\$9,572.96
5	\$2,331.00	\$1,934.73	\$9,673.65
4	\$2,040.00	\$642.40	\$2,569.60
1	\$5,100.00	\$1,605.99	\$1,605.99
1	\$1,032.00	\$324.25	\$324.25
1	\$2,040.00	\$642.60	\$642.60
1	\$9,180.00	\$2,890.78	\$2,890.78
1	\$9,180.00	\$2,890.78	\$2,890.78
1	\$9,180.00	\$2,890.78	\$2,890.78
1	\$9,180.00	\$2,890.78	\$2,890.78
1	\$21,420.00	\$6,745.16	\$6,745.16
1	\$19,380.00	\$6,102.76	\$6,102.76
1	\$2,040.00	\$642.19	\$642.19
1	\$30,400.00	\$9,576.00	\$9,576.00
5	\$2,331.00	\$1,934.73	\$9,673.65
5	\$2,040.00	\$642.40	\$3,212.00
1	\$6,120.00	\$1,930.86	\$1,930.86
1	\$5,100.00	\$1,606.50	\$1,606.50
1	\$2,040.00	\$642.60	\$642.60
1	\$9,180.00	\$2,891.70	\$2,891.70
1	\$9,180.00	\$2,891.70	\$2,891.70
1	\$9,180.00	\$2,891.70	\$2,891.70
1	\$9,180.00	\$2,891.70	\$2,891.70
40	\$10,005.00	\$3,151.58	\$126,063.20
40	\$1,250.00	\$393.50	\$15,740.00
40	\$100.00	\$30.25	\$1,210.00
40	\$95.00	\$30.02	\$1,200.80
40	\$1,870.00	\$588.86	\$23,554.40
5	\$5,920.00	\$1,864.21	\$9,321.05
5	\$1,250.00	\$393.63	\$1,968.15
5	\$100.00	\$31.49	\$157.45
5	\$95.00	\$29.92	\$149.60
5	\$1,020.00	\$321.20	\$1,606.00
16	\$2,645.00	\$832.91	\$13,326.56
76	\$728.00	\$229.25	\$17,423.00
72	\$2,079.00	\$654.68	\$47,136.96
25	\$11,050.00	\$3,479.65	\$86,991.25
25	\$1,900.00	\$598.31	\$14,957.75
25	\$100.00	\$31.49	\$787.25
25	\$1,870.00	\$588.86	\$14,721.50
25	\$2,550.00	\$803.00	\$20,075.00
14	\$2,645.00	\$832.91	\$11,660.74
28	\$728.00	\$229.25	\$6,419.00
16	\$2,079.00	\$654.68	\$10,474.88
2	\$17,000.00	\$5,353.30	\$10,706.60
10	\$1,886.71	\$1,565.97	\$15,659.70
2	\$12,500.00	\$3,936.25	\$7,872.50
10	\$1,266.00	\$1,050.78	\$10,507.80
12	\$471.00	\$148.32	\$1,779.84
4	\$1,032.00	\$324.98	\$1,299.92
2	\$10,000.00	\$3,149.00	\$6,298.00
10	\$896.00	\$743.68	\$7,436.80
2	\$26,900.00	\$8,470.81	\$16,941.62
10	\$2,725.00	\$2,261.75	\$22,617.50
3	\$40,000.00	\$12,596.00	\$37,788.00
15	\$6,480.00	\$5,378.40	\$80,676.00
3	\$999.00	\$314.59	\$943.77
1	\$30,400.00	\$9,572.96	\$9,572.96
5	\$2,331.00	\$1,934.73	\$9,673.65
4	\$2,040.00	\$642.40	\$2,569.60
1	\$5,100.00	\$1,605.99	\$1,605.99
1	\$1,032.00	\$324.98	\$324.98
1	\$2,040.00	\$642.40	\$642.40
1	\$9,180.00	\$2,890.78	\$2,890.78
1	\$9,180.00	\$2,890.78	\$2,890.78
1	\$9,180.00	\$2,890.78	\$2,890.78
1	\$9,180.00	\$2,890.78	\$2,890.78
1	\$9,180.00	\$2,890.78	\$2,890.78
1	\$21,420.00	\$6,745.16	\$6,745.16
2	\$18,400.00	\$5,794.16	\$11,588.32
10	\$1,346.00	\$1,117.18	\$11,171.80
8	\$2,040.00	\$642.40	\$5,139.20
2	\$21,420.00	\$6,745.16	\$13,490.32
2	\$5,100.00	\$1,605.99	\$3,211.98
2	\$2,040.00	\$642.40	\$1,284.80
2	\$9,180.00	\$2,890.78	\$5,781.56
2	\$9,180.00	\$2,890.78	\$5,781.56
8	\$1,032.00	\$324.98	\$2,599.84
2	\$24,480.00	\$7,708.75	\$15,417.50
2	\$26,937.00	\$8,482.46	\$16,964.92
10	\$1,241.34	\$1,030.31	\$10,303.10
2	\$11,000.00	\$3,463.90	\$6,927.80
10	\$759.00	\$629.97	\$6,299.70
5	\$5,920.00	\$1,864.21	\$9,321.05
25	\$489.59	\$406.36	\$10,159.00
5	\$1,250.00	\$393.63	\$1,968.15

	One-Time	173			5	\$1,500.00	\$472.35	\$2,361.75
	One-Time	174			5	\$100.00	\$31.49	\$157.45
	One-Time	175			5	\$95.00	\$29.92	\$149.60
	One-Time	176			5	\$3,350.00	\$1,054.92	\$5,274.60
	One-Time	177			5	\$2,550.00	\$803.00	\$4,015.00
	One-Time	178			1	\$16,535.01	\$5,206.87	\$5,206.87
	One-Time	179			5	\$1,359.15	\$1,128.09	\$5,640.45
	One-Time	180			1	\$4,100.00	\$1,291.09	\$1,291.09
	One-Time	181			8	\$1,032.00	\$324.98	\$2,599.84
	One-Time	182			1	\$2,100.00	\$661.29	\$661.29
	One-Time	183			1	\$11,830.00	\$3,725.27	\$3,725.27
	One-Time	184			48	\$728.00	\$229.25	\$11,004.00
	One-Time	185			5	\$471.00	\$148.32	\$741.60
	One-Time	186			3	\$40,000.00	\$12,596.00	\$37,788.00
	One-Time	187			15	\$6,480.00	\$5,378.40	\$80,676.00
	One-Time	188			3	\$999.00	\$314.59	\$943.77
	One-Time	189			4	\$18,000.00	\$5,668.20	\$22,672.80
	One-Time	190			20	\$865.00	\$717.95	\$14,359.00
	One-Time	191			1	\$20,506.00	\$6,457.34	\$6,457.34
	One-Time	192			5	\$3,183.99	\$2,642.71	\$13,213.55
	One-Time	193			1	\$3,600.00	\$1,133.64	\$1,133.64
	One-Time	194			1	\$1,500.00	\$472.35	\$472.35
	One-Time	195			1	\$1,500.00	\$472.35	\$472.35
	One-Time	196			2	\$518.00	\$163.12	\$326.24
	One-Time	197			2	\$471.00	\$148.32	\$296.64
	One-Time	198			1	\$800.00	\$251.92	\$251.92
	One-Time	199			1	\$3,837.00	\$1,208.27	\$1,208.27
	One-Time	200			5	\$601.56	\$499.29	\$2,496.45
	One-Time	201			1	\$1,500.00	\$472.35	\$472.35
	One-Time	202			1	\$1,000.00	\$314.90	\$314.90
	One-Time	203			2	\$518.00	\$163.12	\$326.24
	One-Time	204			1	\$30,400.00	\$9,572.96	\$9,572.96
	One-Time	205			5	\$2,331.00	\$1,934.73	\$9,673.65
	One-Time	206			4	\$2,040.00	\$642.40	\$2,569.60
	One-Time	207			1	\$5,100.00	\$1,605.99	\$1,605.99
	One-Time	208			1	\$2,040.00	\$642.40	\$642.40
	One-Time	209			1	\$9,180.00	\$2,890.78	\$2,890.78
	One-Time	210			1	\$9,180.00	\$2,890.78	\$2,890.78
	One-Time	211			1	\$9,180.00	\$2,890.78	\$2,890.78
	One-Time	212			1	\$9,180.00	\$2,890.78	\$2,890.78
	One-Time	213			1	\$9,180.00	\$2,890.78	\$2,890.78
	One-Time	214			1	\$21,420.00	\$6,745.16	\$6,745.16
	One-Time	215			2	\$24,480.00	\$7,708.75	\$15,417.50
	One-Time	216			44	\$728.00	\$229.25	\$10,087.00
	One-Time	217			2	\$21,600.00	\$6,801.84	\$13,603.68
	One-Time	218			10	\$1,773.00	\$1,471.59	\$14,715.90
	One-Time	219			2	\$11,830.00	\$3,725.27	\$7,450.54
	One-Time	220			23	\$11,050.00	\$3,479.65	\$80,031.95
	One-Time	221			115	\$906.29	\$752.22	\$86,505.30
	One-Time	222			23	\$1,900.00	\$598.31	\$13,761.13
	One-Time	223			23	\$95.00	\$29.92	\$688.16
	One-Time	224			23	\$6,280.00	\$1,977.57	\$45,484.11
	One-Time	225			23	\$2,550.00	\$803.00	\$18,469.00
	One-Time	226			16	\$6,445.00	\$2,029.53	\$32,472.48
	One-Time	227			80	\$528.88	\$438.97	\$35,117.60
	One-Time	228			16	\$1,900.00	\$598.31	\$9,572.96
	One-Time	229			16	\$100.00	\$31.49	\$503.84
	One-Time	230			16	\$3,350.00	\$1,054.92	\$16,878.72
	One-Time	231			16	\$2,550.00	\$803.00	\$12,848.00
	One-Time	232			2	\$21,600.00	\$6,801.84	\$13,603.68
	One-Time	233			10	\$1,773.00	\$1,471.59	\$14,715.90
	One-Time	234			2	\$2,100.00	\$661.29	\$1,322.58
	One-Time	235			1	\$11,830.00	\$3,725.27	\$7,450.54
	One-Time	236			2	\$30,400.00	\$9,572.96	\$9,572.96
	One-Time	237			5	\$2,331.00	\$1,934.73	\$9,673.65
	One-Time	238			4	\$2,040.00	\$642.40	\$2,569.60
	One-Time	239			1	\$5,100.00	\$1,605.99	\$1,605.99
	One-Time	240			4	\$1,032.00	\$324.98	\$1,299.92
	One-Time	241			1	\$2,040.00	\$642.40	\$642.40
	One-Time	242			1	\$9,180.00	\$2,890.78	\$2,890.78
	One-Time	243			1	\$9,180.00	\$2,890.78	\$2,890.78
	One-Time	244			1	\$9,180.00	\$2,890.78	\$2,890.78
	One-Time	245			1	\$9,180.00	\$2,890.78	\$2,890.78
	One-Time	246			1	\$9,180.00	\$2,890.78	\$2,890.78
	One-Time	247			1	\$21,420.00	\$6,745.16	\$6,745.16
	One-Time	248			1	\$18,400.00	\$5,794.16	\$5,794.16
	One-Time	249			5	\$1,346.00	\$1,117.18	\$5,585.90
	One-Time	250			4	\$2,040.00	\$642.40	\$2,569.60
	One-Time	251			1	\$21,420.00	\$6,745.16	\$6,745.16
	One-Time	252			1	\$5,100.00	\$1,605.99	\$1,605.99
	One-Time	253			1	\$2,040.00	\$642.40	\$642.40
	One-Time	254			1	\$9,180.00	\$2,890.78	\$2,890.78
	One-Time	255			1	\$9,180.00	\$2,890.78	\$2,890.78
	One-Time	256			4	\$1,032.00	\$324.98	\$1,299.92
	One-Time	257			2	\$20,506.00	\$6,457.34	\$12,914.68
	One-Time	258			10	\$3,183.99	\$2,642.71	\$26,427.10
	One-Time	259			2	\$3,600.00	\$1,133.64	\$2,267.28
	One-Time	260			2	\$1,500.00	\$472.35	\$944.70
	One-Time	261			2	\$1,500.00	\$472.35	\$944.70
	One-Time	262			4	\$518.00	\$163.12	\$652.48
	One-Time	263			4	\$471.00	\$148.32	\$593.28
	One-Time	264			2	\$800.00	\$251.92	\$503.84
	One-Time	265			2	\$18,000.00	\$5,668.20	\$11,336.40
	One-Time	266			10	\$865.00	\$717.95	\$7,179.50
	One-Time	267			2	\$27,500.00	\$8,659.75	\$17,319.50
	One-Time	268			10	\$1,516.74	\$1,258.89	\$12,588.90
	One-Time	269			2	\$11,000.00	\$3,463.90	\$6,927.80
	One-Time	270			10	\$759.00	\$629.97	\$6,299.70
	One-Time	271			2	\$26,937.00	\$8,482.46	\$16,964.92
	One-Time	272			10	\$1,241.34	\$1,030.31	\$10,303.10
	One-Time	273			2	\$11,000.00	\$3,463.90	\$6,927.80
	One-Time	274			10	\$759.00	\$629.97	\$6,299.70
	One-Time	275			200	\$728.00	\$229.25	\$45,850.00
	One-Time	276			3	\$40,000.00	\$12,596.00	\$37,788.00
	One-Time	277			15	\$6,480.00	\$5,378.40	\$80,676.00
	One-Time	278			3	\$999.00	\$314.59	\$943.77
	One-Time	279			2	\$30,400.00	\$9,572.96	\$19,145.92
	One-Time	280			10	\$2,331.00	\$1,934.73	\$19,347.30
	One-Time	281			8	\$2,040.00	\$642.40	\$5,139.20

One-Time	282		2	\$5,100.00	\$1,605.99	\$3,211.98		
One-Time	283		2	\$2,040.00	\$642.40	\$1,284.80		
One-Time	284		2	\$9,180.00	\$2,890.78	\$5,781.56		
One-Time	285		2	\$9,180.00	\$2,890.78	\$5,781.56		
One-Time	286		2	\$9,180.00	\$2,890.78	\$5,781.56		
One-Time	287		2	\$24,480.00	\$7,708.75	\$15,417.50		
One-Time	288		2	\$21,420.00	\$6,745.16	\$13,490.32		
One-Time	289		8	\$728.00	\$229.25	\$1,834.00		
One-Time	290		3	\$1,066.00	\$335.68	\$1,007.04		
One-Time	291		15	\$77.14	\$64.03	\$960.45		
One-Time	292		3	\$109.00	\$34.32	\$102.96		
	293		2	\$4,495.00	\$1,415.48	\$2,830.96		
One-Time	294		10	\$504.00	\$418.32	\$4,183.20		
One-Time	295		4	\$518.00	\$163.12	\$652.48		
One-Time	296		4	\$471.00	\$148.32	\$593.28		
One-Time	297		1	\$5,015.00	\$1,579.22	\$1,579.22		
One-Time	298		5	\$411.68	\$341.69	\$1,708.45		
One-Time	299		1	\$650.00	\$204.69	\$204.69		
One-Time	300		1	\$100.00	\$30.00	\$30.00		
One-Time	301		1	\$95.00	\$29.88	\$29.88		
One-Time	302		1	\$1,020.00	\$321.30	\$321.30		
One-Time	303		1	\$2,550.00	\$803.51	\$803.51		
One-Time	304		3	\$10,000.00	\$3,149.00	\$9,447.00		
One-Time	305		15	\$1,620.00	\$1,344.60	\$20,169.00		
	306		3	\$800.00	\$251.92	\$755.76		
One-Time	307		3	\$125.00	\$39.36	\$118.08		
One-Time	308		35	\$1,245.00	\$392.05	\$13,721.75		
One-Time	309		35	\$375.00	\$118.09	\$4,133.15		
One-Time	310		20	\$728.00	\$229.25	\$4,585.00		
	311		5	\$4,495.00	\$1,415.48	\$7,077.40		
One-Time	312		25	\$504.00	\$418.37	\$10,459.25		
One-Time	313		10	\$518.00	\$163.12	\$1,631.20		
One-Time	314		10	\$471.00	\$148.32	\$1,483.20		
	315		9	\$1,195.00	\$376.31	\$3,386.79		
One-Time	316		45	\$134.00	\$111.22	\$5,004.90		
	317		4	\$119,995.00	\$37,786.43	\$151,145.72		
One-Time	318		20	\$13,440.00	\$11,155.20	\$223,104.00		
One-Time	319		4	\$3,995.00	\$1,258.03	\$5,032.12		
One-Time	320		4	\$5,495.00	\$1,729.83	\$6,919.32		
One-Time	321		16	\$1,032.00	\$324.98	\$5,199.68		
One-Time	322		3	\$29,995.00	\$9,445.43	\$28,336.29		
One-Time	323		15	\$3,360.00	\$2,788.80	\$41,832.00		
One-Time	324		3	\$2,500.00	\$787.25	\$2,361.75		
One-Time	325		12	\$518.00	\$163.12	\$1,957.44		
One-Time	326		1	\$23,995.00	\$7,532.03	\$7,532.03		
One-Time	327		1	\$61,495.00	\$19,358.63	\$19,358.63		
One-Time	328		5	\$9,347.00	\$7,758.01	\$38,790.05		
One-Time	329		2	\$1,032.00	\$324.98	\$649.96		
One-Time	330		8	\$728.00	\$229.25	\$1,834.00		
One-Time	331		5	\$1,066.00	\$335.68	\$1,678.40		
One-Time	332		25	\$77.14	\$64.03	\$1,600.75		
One-Time	333		5	\$109.00	\$34.32	\$171.60		
One-Time	334		400	\$1,245.00	\$392.05	\$156,820.00		
One-Time	335		400	\$375.00	\$118.09	\$47,236.00		
One-Time	336		4	\$5,015.00	\$1,579.22	\$6,316.88		
One-Time	337		20	\$412.91	\$342.72	\$6,854.40		
One-Time	338		4	\$650.00	\$204.69	\$818.76		
One-Time	339		4	\$3,350.00	\$1,054.92	\$4,219.68		
One-Time	340		4	\$2,550.00	\$803.00	\$3,212.00		
One-Time	341		4	\$8,385.00	\$2,640.44	\$10,561.76		
One-Time	342		20	\$687.86	\$570.92	\$11,418.40		
One-Time	343		4	\$650.00	\$204.69	\$818.76		
One-Time	344		4	\$6,280.00	\$1,977.57	\$7,910.28		
One-Time	345		4	\$2,550.00	\$803.00	\$3,212.00		
One-Time	346		5	\$3,647.00	\$3,027.01	\$15,135.05		
						\$4,068,276.01		
APC UPS	One-Time	347	ATS-3PS-NRC	Third Party One-time Services	7	\$90.00	\$82.14	\$574.98
								\$574.98

Quote Sub-Total: \$5,301,729.00

Subscription Term: 60.00
Billing Terms:
Annual Subscription Charge:
Total One-Time Charge:
Total Recurring Charge:

Tax Rate: 0.00%
Estimated Tax:
Estimated Shipping:

Terms & Conditions
This quote is valid for 30 days from date of issue. Applicable taxes and freight charges will be applied to the final invoice. All other Terms and Conditions are included in the Master Services Agreement or Proposal document. NWN will invoice customer for Non Recurring Components, First Year Annual Components, and First Year Monthly Components upon Contract Signing. Unless otherwise prohibited by contract, in the event of a product return by customer and NWN's vendors accordingly impose a restocking fee to process such return, NWN may, in its sole discretion, impose an equivalent restocking fee on customer.
Statement of Confidentiality
This quote has been developed by NWN and is NWN's proprietary trade secret and business confidential information. This quote may not be released to another vendor, business partner or contractor without prior written consent from NWN.
Additional Information

Micro Segmentation -Network Upgrade



Fort Bend County Network Refresh Phases 1 and 2 Wireless, LAN, and Perimeter Firewalls

Prepared for:
Charles King
Director/Controller
301 Jackson Street
West Suite 500
Richmond, TX, United States

Prepared by:
Marc Friedhoff
Account Executive - TOLA
4802 North Sam Houston, Pkwy

Executive Summary

Project Scope and Related Materials

Project Scope

Today Fort Bend County and its adjacent entities (FBC Library & FBC Sheriff's Office) IT networks are nearly as necessary to the County's operations as power and water are to its citizens. The wired & wireless networks play a significant role in the services that are provided by the county entities to the employees and citizens of the county.

As infrastructure components within the FBC network began to age, imminent issues around network security, design, hardware/software support, and simplified management began to surface. Because of these matters IT network teams are contending with a growing disadvantage to provide:

- New & advanced features within the datacenter, campus, and the cloud.
- Meeting newer application requirements
- Bandwidth capacity constraints
- Network automation & management
- Network agility, modularity, and redundancy
- Address modernized security landscape.
- Increased wireless performance and new capabilities

In addition, remaining idle on these known challenges manifests themselves into multiple single points of failure with a wide ranging effect. The time to delivery on providing a per-use case supported network architecture presently is time-consuming, typically is performed in an autonomous manner (hop-by-hop administration), prone to error and lacks automation for end-to-end policy.

FBC has partnered with NWN to achieve a next-generation network infrastructure to support the growing needs of the county and its associated entities. With a focus on addressing the business requirements of the FBC network, NWN's solutions will enable the various entities with delivering on state-of-the-art network earlier than the originally anticipated 5-year plan.

The FBC internet edge, datacenter core, and campus network will be modernized to be more reliable, resilient, secure and higher speeds for both wired and wireless applications which are key to the County employees providing services its citizens. To provide these solutions NWN will take a phased approach to achieving milestones in partnership with FBC IT.

This project will be broken out as follows:

Phase 1: LAN, WLAN, and Firewall Upgrades

Locations:

- Fort Bend County Office Locations
- Libraries

- Sheriff Offices

During the initial phase of the project NWN will be deploying new Cisco Catalyst 9000 Series switches to replace the aging Cisco Catalyst 4500, 3700, 2960, and 3850 series switches that are currently supporting access layer connectivity in the county. These new switches will have the ability to provide additional security, programmability and management through the Cisco DNA-C (Digital Network Architecture Center) or via stand-alone administration. With DNA-C this allows administrations to monitor device health, deploy software and configuration upgrades at scale, and provide security policy and micro-segmentation for various endpoint groups centrally from the DNA platform.

The Cisco 9000 series switches come in two flavors, Stackable and Chassis based.

The Cisco Catalyst 9000 switches are next-generation enterprise-class switches built with IoT, mobility, and security in mind for both wireless and wired applications. The Catalyst 9000 are the foundational building blocks for Cisco SD-Access (Cisco SDA), and provide native application visibility.

- Hardware based UDAP ASICs has native built-in support for NBAR2
- Software Maintenance Upgrades – Hot & Cold Patching
- Consistent QoS configuration across Catalyst 9000 series platform
- Intent-Based networking, Programmable APIs, Streaming telemetry, and scripting support (ie python, perl, etc.)
- Legacy 3700 switches to be repurposed for management layer network at County Jane Long datacenter for out-of-band administration.

(29) Cisco 9400 Series Chassis w/ 48 Port UPOE (60+W) Line Cards

- Redundant Power Supplies
- Redundant Supervisors
- Modular Line Cards – Fiber and Copper for additional future scalability
- Stackwise Virtual for dual-chassis based virtualization.

(207) Cisco 9300 Series 48 Port 1/10 Gig Switches

- deployed in 2-4 Switch Stacks, scalable to 9 switches per stack
- 480Gbps Hardware stacking and sharing power with Cisco Stack Power.
- 48 Copper Ports 10/100/1G Ports of UPOE per switch to support 802.11AC access points and beyond, these switches will also provide POE power for IOT devices and Cisco IP Phones. Stacks of Switches will uplink at 1G and 10G speeds based on the density of the users located in each closet.

Cisco 9500 Series Aggregation switches will be deployed in the Main Distribution Frame, or Core location, of each of the building locations. These devices will provide 1/10G uplinks to closet switches and provide high speed 1G+ connectivity to metro-ethernet circuits feeding each location as well as supporting all Layer 3 routing for the VLANs located in each location.

(3) Cisco 9500 Series Switches

- Redundant Power Supplies

NWN will be refreshing the FBC wireless infrastructure to support presently available RF technologies unsupported by the current wireless architecture. As a part of this lifecycle will be the implementation of the following wireless hardware and software.

The Catalyst 9120 Series Access Points, paired with Cisco DNA, are enterprise-class products that will address your current and future needs. These access points are the first step in updating your network and are able to take better advantage of all of the features and benefits that Wi-Fi 6 provides.

(407) Cisco Access Points 9120AX

- Support for IEEE 802.11ax (also known as WIFI 6), which builds on 802.11ac Wave1/2
- Intelligent capture feature probes the network and provides Cisco DNA Center with deep analysis.
- Cisco CleanAir & Flexible Radio (FRA) support

The Cisco Catalyst 9800 Series wireless controllers are the next generation of wireless infrastructure products, they are geared to leverage intent-based networking, provide support for WIFI 6, and integrate with Cisco DNA Center (specifically Assurance and Software Defined Access) for automation and management.

(12) WLAN Controllers 9800-L & 9800-40

- Foreign & Anchor wireless design segmenting guest traffic off into the DMZ
- FlexConnect for locally switched wireless traffic to minimize backhauling
- Central Web Authentication with ISE integration capability.

To address unsupported and legacy hardware Internet and WAN routers NWN will deploy ISR 4000 and ASR 1000 series routers. These will be to replace older ISR Gen1 (1800/2800/3800) & Gen2 (2900/3900) routers, as they have reached their performance peaks and are falling off in terms of support. In addition to increase throughput, the ISR & ASR platform family provide power redundancy, DNA Center integration, security improvements and automation capabilities.

The ISR 4000 series routers are replacement for the legacy ISR G1 & G2 routers, have built-in intelligent network capabilities and convergence. This router it specifically addresses the growing need for application-aware networking in addition to its performance improvements or its predecessors. The ISR 4K offer:

(2 – ARS1001-X ; 1 – ISR4331; 3 - ISR4451)

- Modular interfaces with online removal and insertion (OIR) for module upgrades without network disruption.
- Near zero-touch device staging and configuration
- Multicore CPU & modular IOS software
- NBAR2 application classification & recognition
- DNA integration for streaming telemetry & assurance
- Flexible NetFlow and out of band management

With the need to support 1G+ via multiple interfaces during the phase 1, the ASR 1000 makes for a great router for the FBC network and its dark fiber connectivity and internet POPs. NWN will be deploying these routers to

support not only “10 Gig” internet, but redundancy for FBC’s internet failover, support for a full BGP table, throughput to scale & support multiple carriers on a single platform.

- The ASR 1000 provides 20+ Gbps forwarding with services
- Features nonstop routing availability and modular patching
- DNA Center, Umbrella DNS integration supported.
- DNA integration for streaming telemetry & assurance
- Flexible NetFlow and out of band management

NWN as a part of the initial deployment phase will be implementing the Cisco FirePower NextGen security appliances and Firepower Management Center. The FirePower security appliances will have the ability to leverage “NGFW” features not presently support via traditional ASA functionality in the FBC. NWN with its offering of Cisco FirePower NGFW appliances will include Application Visibility and Control (AVC), Next-Gen IPS (NGIPS), Cisco Advanced Malware Protection (AMP) for Networks, and URL Filtering. NWN’s FirePower & next-gen security implementation for the following devices consist of what is stated in the following bullet points or Service description section below:

- (4) FPR-4115
- (3) FPR-2130
- (7) FPR-1120
- (9) FPR-1010
- (1) FMC-1600
- (1) FMC-2600

UPS Upgrades and Cabling

Battery backup (Uninterruptable Power Supply/UPS) and structured cabling support rests at the foundation of NWN’s solutions delivery. NWN will work with the FBC to identify when and where to make the necessary augmentation to these items for supporting the implementation of above mentioned services on a closet-by-closet basis.

- (6) SmartUPS 2000VA UPS will replace existing UPS to account for additional power load
 - Auto Theft
 - Jane Long – 1st Floor
 - PCT1 – Firemarshall
 - Library George Memorial – IDF Staff
 - (2) Spare UPS for miscellaneous replacements as needed
- (1) SmartUPS 3000VA UPS will replace existing UPS to account for additional power load
 - Four Corners

UPS Scoping:

- Closets with like for like infrastructure replacements will have similar power consumption, so no UPS’ will be replaced in those closets.
- L5-30 receptacles will be required for the SmartUPS 3000VA

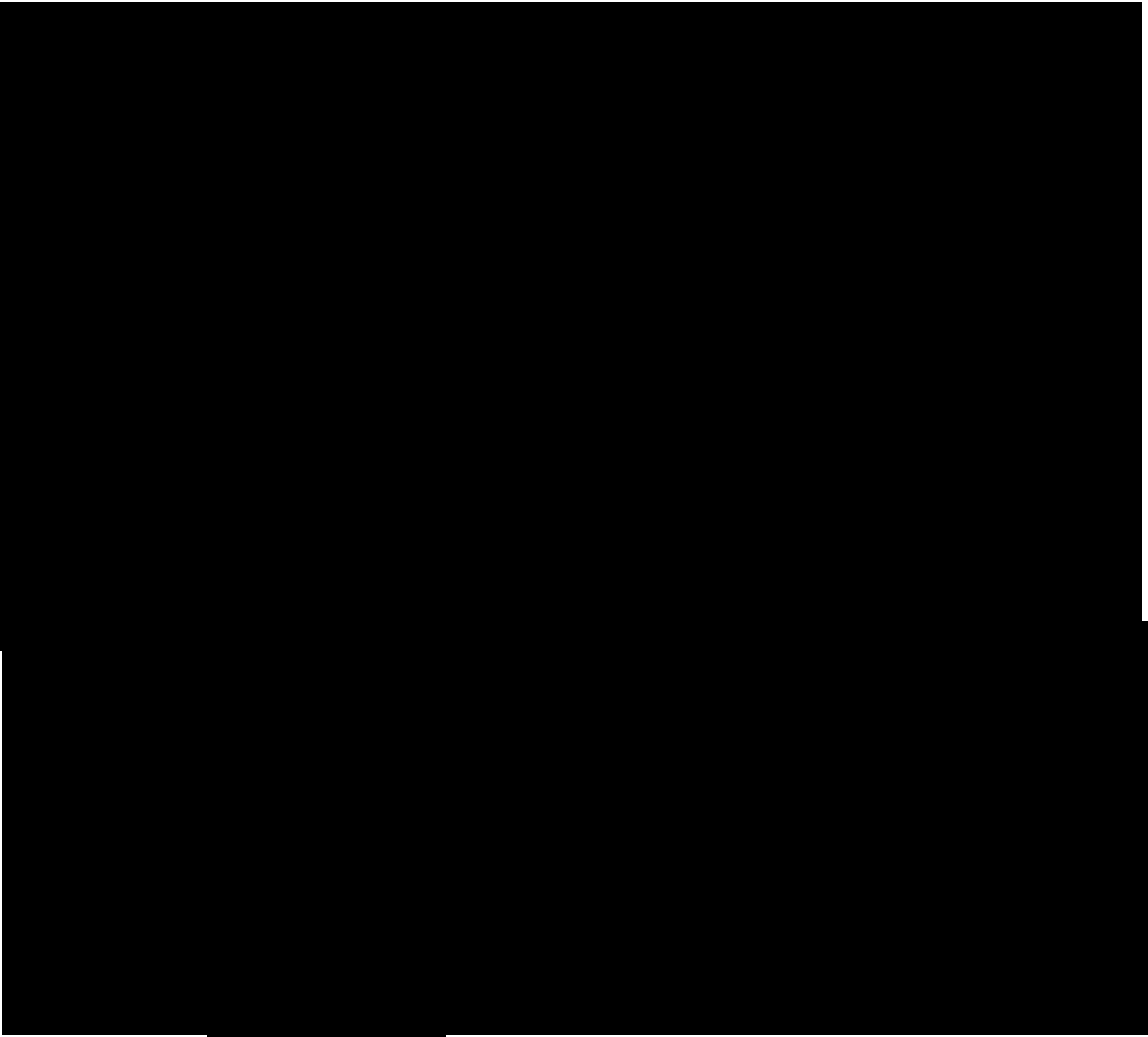
Project success measures

CUSTOMER SUCCESS PLAN	
Business Unit(s):	Fort Bend County – All Departments
Processes:	Fort Bend County is one of the largest counties in Texas and continues to expand and grow as they offer more services to their customer base. The county is heavily dependent on the network infrastructure support over 80 locations throughout the county for all wired, wireless, and VPN connectivity. Much of the infrastructure is nearing end of support for critical facilities and needs to be refreshed to continue to provide the capabilities and functionality to FBC customer basis.
Results:	This project will completely refresh the current infrastructure with expanded throughput (100G/40G/10G) capacity on LAN/WAN links throughout the district while providing the county with a robust platform capable of automation in networking and security policies. The analytics of the new platform will provide additional insight into customer behavior and drive more adoption of use cases for device tracking, security, and network performance troubleshooting and remediation. In the end the infrastructure will position FBC to provide enhanced and highly available network connectivity across a broad range of locations and connectivity options to both employees/guests/citizens utilizing FBC resources.
Targets:	<ul style="list-style-type: none"> • Successful migration of service from their existing network infrastructure to highly available, programmatic, and scalable network infrastructure • Additional visibility into end user and device communications for both security and network application performance management • 99% uptime for key critical resources – Core and Data Center/Distribution • 80 Location Refresh – All Equipment – Multiple Departments – Sheriff/Library/County • 1Gbps WLAN and 10Gbps LAN to Distribution Uplinks in key locations for expanded throughput and capacity to support voice and video • Application Visibility and Control – controlling and managing business relevant applications vs non-relevant activity (Facebook, etc). • Enterprise Software Agreement – Provides True Forward Expansion (up to 20%) for device licensing to protect from unforeseen expenses due to software licensing

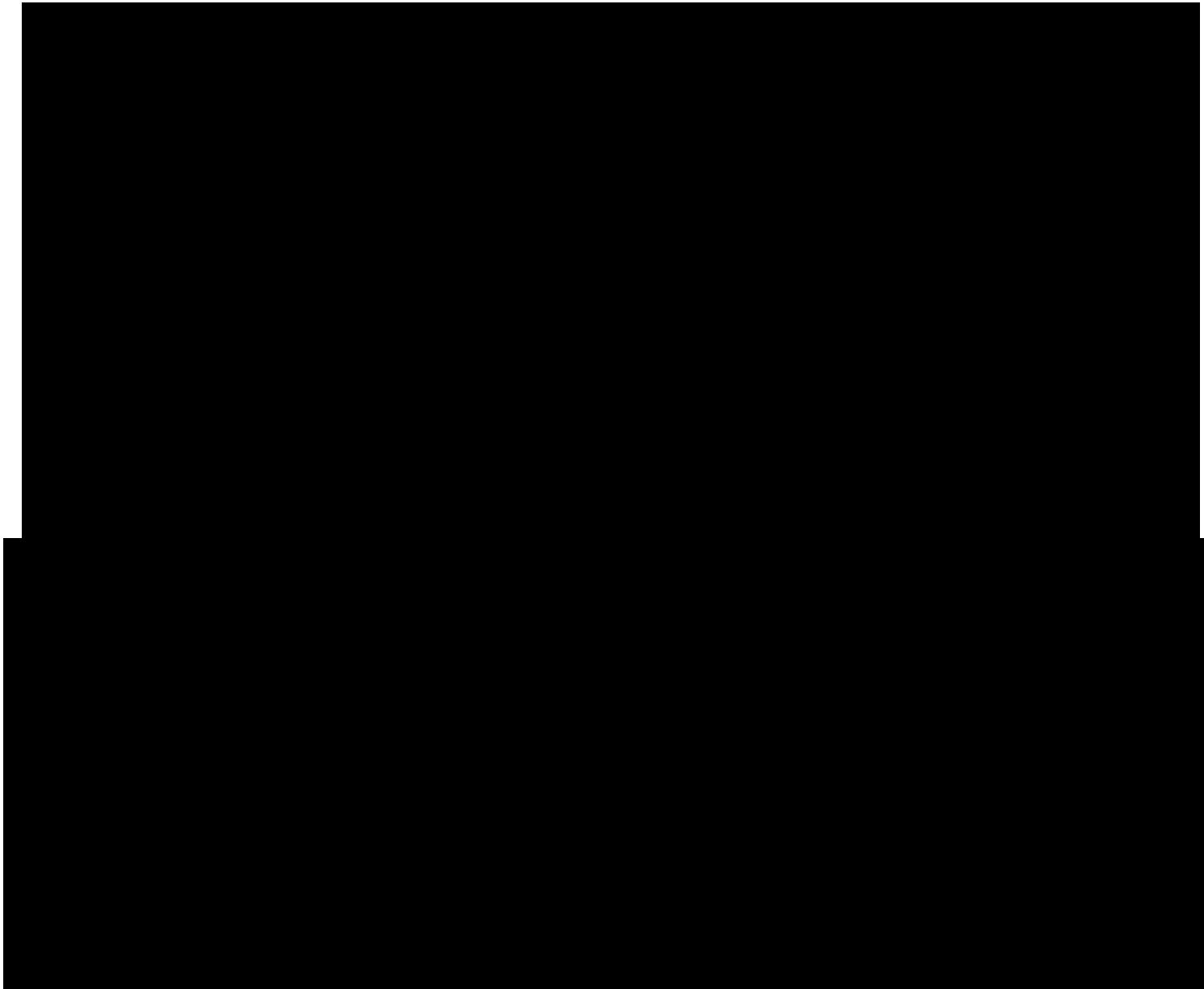
George Memorial –



FBC Sheriff's Office



Jane Long



Jane Long – [REDACTED]

Contract Pricing – Phase 1 – LAN/WLAN/Firewalls

LAN Implementation Services			
#	PART	DESCRIPTION	QTY
1.	ATS-Ess-Network-Services	Networking Essential Services Bundle	1
2.	ATS-Pro-LAN-Kickoff-KT	Kickoff Meetings (IKO / EKO) to begin a LAN Project & Knowledge Transfer during the project	1
3.	ATS-PRO-LAN-ASSESS	Network Assessment using the RISC Tool to deliver a Custom Report	1
4.	ATS-PRO-LAN-DESIGN	Network Design Session for a LAN New Install Project for up to 10 devices	10
5.	ATS-Pro-LAN-Catalyst-FS-Config&Pro-Brown	Configuration & Installation & Replacement for an existing fixed port Catalyst Switch	210
6.	ATS-Pro-LAN-CS-Config&Pro-Brown	Configuration & Installation & Replacement for an existing Chasse Switch	29
7.	ATS-Pro-LAN-RT-Config&Pro-Brown	Configuration & Installation & Replacement for an existing Router	6

WLAN Implementation Services			
#	PART	DESCRIPTION	QTY
8.	ATS-Ess-Wireless-Services	Wireless Essential Services Bundle	1
9.	ATS-Pro-WLAN-Kickoff	Kickoff Meetings (IKO / EKO) to begin a Wireless Project	1
10.	ATS-Pro-WLAN-Aironet-WLC-2	Installation and documentation for an HA pair of wireless controllers	4
11.	ATS-Pro-WLAN-AP-Config	Access Point configuration for a single AP	434
12.	ATS-Pro-WLAN-AP-Tuning	Tuning the wireless coverage of an AP after the installation as occurred	434
13.	ATS-Pro-WLAN-Survey-Passive-Office	Passive Wireless Survey for up to 25000 square feet in an Office space	80
14.	ATS-Pro-WLAN-Aironet-Design-B	Wireless Design Session for an adding to an existing Aironet wireless environment (Brownfield)	10
15.	ATS-Pro-WLAN-Aironet-WLC-1	Installation and documentation for a single wireless controller (No HA)	4

Firewall Implementation Services			
#	PART	DESCRIPTION	QTY
16.	Sec-Ess-NGFW&FMC-Services	Next Gen Firewall & Firepower Security Essential Services Bundle	1
17.	SEC-Pro-KO-CLOSURE	Customer Kickoff and Project Closure	0
18.	SEC-Pro-CUTOVER	Standard Cutover Window (Overtime)	0
19.	SEC-Pro-NEXTDAY-SUPPORT	Standard Next Day Support	0
20.	SEC-PRO-NGFW-BASEHAL	Installation & Configuration of a High Availability Pair of Next Gen Firewalls	2
21.	SEC-Pro-NGFW-Upgrade	Major Version Software Upgrade for a Single Next Gen Firewall (includes FMC Upgrade)	7
22.	SEC-Pro-NGFW-Migration	Migration Services to Prepare Firewall Config from ASA to NGFW (requires BASE SKU as well)	2
23.	SEC-Pro-FMC-BASE	Installation & Configuration of a Single Firepower Management Console	2
24.	SEC-PRO-NGFW-BASEHAM	Installation & Configuration of a High Availability Pair of Next Gen Firewalls - Medium	1
25.	SEC-PRO-NGFW-BASEHAS	Installation & Configuration of a High Availability Pair of Next Gen Firewalls - Small	3

One Time			
#	PART	DESCRIPTION	QTY
26.	NWNBlock	NWNBlock	1

Network Kickoff Meetings & Knowledge Transfer

Part Number	Description	Notes
ATS-Pro-LAN-Kickoff-KT	Kickoff Meetings (IKO / EKO) to begin a LAN Project & Knowledge Transfer during the project	Qty based on # of sessions

Internal kickoff meeting – this meeting involves the NWN Sales Team and the NWN Implementation Team. At this meeting, the entire NWN team is made aware of the Customer’s expectations that were set during the Sales process to ensure all communication is translated to the Implementation Team for the on-site work effort.

External kickoff meeting – this meeting involves the NWN Team and the Customer’s Team and usually takes place at the Customer’s site. During this meeting, all aspects of the project will be reviewed and established. This includes, but is not limited to: logistics management, roles and responsibilities of all project team members, draft schedule, task plan and work breakdown structure (WBS), communications plan and design and implementation approaches.

- Engineering Resource Assignments and Introductions with Customer Project Team
- Review of Scope and Q/A on Project Approach

Create project plan package – the NWN Project Manager will work with the overall team to create a project plan package, schedule, communications plan, project documents and protocols.

Knowledge Transfer – NWN’s technical team on the project will conduct a solution orientation session and knowledge transfer with the customer’s designated staff, including the NWN Managed Services Team as required. This does not replace manufacturer specific technical training on the specific equipment, but provides a solid overview of how NWN has integrated the solution into the customer’s environment. Details of this session are:

1 x 2 Hour session with up to four (4) customer technical staff members at the customer’s site

Maintenance contract activation – NWN will review any manufacture’s maintenance contracts purchased as part of this project and ensure those contracts are properly activated.

Transfer to customer support – NWN will provide final AS Built documentation to the customer on the solution implementation and transition the project to the customer’s technical support staff (or the NWN Managed Services Team as required).

Project closure meeting – NWN will conduct a project review, acceptance and closure meeting to close out the project, this will include a review of the scope for completion, BOM deliverables, final documents and customer acceptance and survey documents.

<p>Deliverables:</p> <ul style="list-style-type: none"> Kickoff Meetings and follow-up communication Project Plan Package Knowledge transfer session Maintenance contract activation and related documents Project closure meeting
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Network Assessment

Part Number	Description	Notes
ATS-Pro-LAN-Assess	Network Assessment using the RISC Tool to deliver a Custom Report	Qty based on # of sessions

NWN to provide a RISC Networks' exclusive Business Technology Analytics engagement. The project is an engagement consisting of data collection and review. After the completion of the engagement, NWN and RISC Networks will deliver the final reports to the Customer and will review the findings in a formal meeting.

Discovery, Inventory and Initial Performance Review

1. The first portion of the Analytics engagement includes discovery of the IP network and a web meeting to review the initial Asset list.
2. NWN will review the Asset list to verify that all necessary devices have been identified. If additional scans or additional configuration (SNMP) are required the customer can provide this information at this time.
3. Performance collection will begin.
4. A second web meeting will be scheduled during this week to review the critical interfaces list and provide a remediation recommendation to the Customer.

Performance and Capacity reviews and Remediation

5. All performance KPI (Key Performance Indicators) will be reviewed in one meeting during this phase to determine what bottlenecks exist in the environment. In addition, more directed of any Analytics tracking will be performed at this time.
6. Remediation of uncovered issues will be reviewed and cross checked against KPI.

Final Performance Reviews and Report Reviews

7. NWN will have a final performance review and remediation analysis as well as presentation of the deliverables.

Assumptions:

Customer will provide the following for this engagement:

- Provide resources and availability for virtual appliance to be installed on customer's network meeting the RISC setup requirements. (Setup requirements to be provided separately).
- Provide SNMP Read-Only community strings (v1 or v2 or v3) to NWN in order to set up the RISC virtual appliance.
- All infrastructure that the customer would like to have assessed from the RISC virtual appliance must be reachable & responsive by necessary management protocols in order to be included in the scope of the report.
- Provide outbound Internet access without proxy server intervention for RISC Virtual Appliance. This access can be restricted to only SSL (HTTPS port 443) if needed. Optional deployment topologies are outlined in the available on a limited basis at www.riscnetworks.com.
- Make the customer's IT personnel available to NWN in order to review and confirm RISC Networks' initial Inventory reports.
- Provide Windows Domain Administrator credentials for each Windows Domain and Workgroup that the customer would like to have assessed.
- Provide AXL Username and Password for Cisco Communications Manager if participating in RISC Networks' Cisco Unified Communications Assessment.
- Provide VMware credentials that allow access to the VMware vSphere monitoring API. (NOTE: Credentials can be tested by browsing to <http://x.x.x.x/mob> where x.x.x.x is the IP address of individual ESX servers.)

Deliverables:

NWN and RISC Networks will deliver the following analysis reports to the customer once the engagement is complete. Sample reports can be found on the following URL:

<https://www.riscnetworks.com/wp-content/uploads/2017/11/core-it-analysis.pdf>

- MyITAssessment Report - A comprehensive network assessment report based on RISC Networks Patent Pending UCEL engine that aligns customer issues directly to potential solutions in simple and easy-to-use reports. By identifying existing and potential problems or opportunities for optimization in the network, data center, unified communication and cloud environments, customers can efficiently understand, improve and optimize their IT network. Deliverables include reports that map issues and opportunities to potential solutions to achieve the IT goal.
- Asset Report - The asset report is provided in XLSX format for easy sorting and filtering. It provides a detailed vendor neutral inventory of the following devices:
 - Routers
 - Switches
 - Windows Servers
 - Windows Workstations
 - Linux/Unix Servers (where SNMP is available)

- VMware Hosts
- VMware Guests
- Cisco CallManagers
- IP Phones
- Complete list of inaccessible devices that can be used to detect unmanaged devices and/or rogue IPs such as BYOD devices

Device End-of-Life Report - MyITAssessment Solution Mapper engagements include detailed information regarding the lifecycle of network equipment in your environment. This report is based on multiple data sets. First, is Cisco Discovery Services. It provides excellent analysis of equipment and software lifecycle as well as security vulnerability details. Customers must accept the Cisco Terms and Conditions in order to access this data. All major milestones are provided for reference and use by the customer as they plan their lifecycle management strategies. For assessments that do not accept the Terms and Conditions for utilizing CDS or that have non-cisco equipment, MyITAssessment.com utilizes its own lifecycle database to attempt to match devices for End of Life. This match is limited to equipment only (no software or security) and provides excellent information regarding Cisco and non-Cisco equipment.

Network Design Meetings (either new environments or adding to existing environments)

Part Number	Description	Notes
ATS-Pro-LAN-Design	Network Design Session for a LAN New Install Project for up to 10 devices	Qty based on # of groups of 10 devices

- Scheduling for Design Meeting – Initial timeline will be set for overall project. NWN and Customer will work together to identify resources for project and coordinate schedules to complete the Design Phase.
- Design Meeting – NWN has a design meeting to discuss the technical aspects of the configuration for the Cisco LAN equipment. This will encompass everything from VLANs, IP addressing, Spanning-Tree/VPC configurations, FEX Fabric connectivity, ACLs, NATs, IP routing protocols, etc:
 - Equipment Role – Core/Distribution/Access
 - Equipment Installation Locations and Orientation in the Rack
 - 10G/1G Fiber/Copper - Design and Requirements
 - Naming Conventions and Standards
 - IPv4 Addressing – Subnet Design, DHCP/Static Address Assignment, HSRP/GLBP
 - Routing Design (if required) – EIGRP/BGP/OSPF/RIP configurations
 - VLAN/Spanning Tree Design – VTP, VLAN Names/Numbering, VLAN Trunks/Pruning, STP Design/Tuning
 - Virtual Port Channels and VPC Peer Link Configurations
 - Port Security/DHCP Snooping

- Administrative Access and Device Logging
- SNMP device community
- Quality of Service – Layer 2 and Layer 3 Requirements
- At the end of this Design meeting, NWN has gathered enough information to create a design document for the configuration of the equipment. The design document will include configuration parameters for the equipment and the requirements by Customer’s IT Staff. A project time frame (including specific dates) will be created at the end of the Design meeting.
- NWN will conduct a design review and acceptance session with Customer to review the design details prior to initiating any production implementation or changes. Customer’s acceptance of the design is the approval to move forward in the project.

<p>Deliverables:</p> <ul style="list-style-type: none"> Design development meetings Detailed design documents delivered to the Customer
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Network Equipment Configuration/Installation/Cutover (either new environments or adding to existing environments)

Part Number	Description	Notes
ATS-Pro-LAN-Catalyst-FS-Config&Pro-Brown	Configuration & Installation & Replacement for an existing fixed port Catalyst Switch	Qty based on # of switches
ATS-Pro-LAN-CS-Config&Pro-Green	Configuration & Installation for a new Chasse Switch	Qty based on # of switches

- Equipment Hardware Staging – NWN will stage the new Cisco equipment to ensure there are no problems with the equipment that was shipped from the Manufacturers. Once all the equipment is un-boxed and assembled, NWN will perform burn-in testing to ensure all equipment operates for a set amount of time. If any equipment is found to be faulty, then NWN will return to the equipment to the manufacturer and receive replacement equipment prior to shipping any equipment to Customer site.
- Configuration Staging – NWN will initially configure all of the equipment and test the configurations of the equipment. These configurations will be based on the findings and discussions during the design phase of the project.
- Hardware Installation – NWN will proceed to install the equipment in the specified areas at Customer site. Once the equipment is physically installed, NWN and Customer IT Staff will fully test the configurations for each device prior to the user migration to the new equipment.
- Configuration Testing and User Migration – Once configurations are tested and verified, NWN and Customer IT Staff will move a set amount of users over to the Cisco equipment and ensure the network equipment functions as intended and devices are able to communicate with specific resources on the network. Customer will need to provide an IT staff member with knowledge of the working environment to work with NWN engineers to ensure all systems are operating as intended and to participate in the execution of the test plan that was formulated during the Design phase. This process will continue on the set schedule that was mutually agreed upon through the established project plan.

- Production readiness acceptance – NWN will review the production cutover and implementation with Customer to verify that the solution is functioning in their environment as presented in this scope and the detailed design from the earlier Gate Review.
- Day 2 Support – NWN will remain on site for help address and diagnose any problems that arise due to the migration to the new equipment. NWN will be able to troubleshoot any switch/router issues and the Customer needs to provide a resource with troubleshooting knowledge for the Customer’s software applications and end user devices. Once the new solution is agreed to be stable by NWN and the Customer IT Staff, NWN will start to finalize the documentation for the project.

<p>Deliverables:</p> <p>Equipment staged</p> <p>Configuration Testing and Burn In</p> <p>Equipment delivery and installation</p> <p>Production implementation of the solution</p> <p>Successful execution of the post-cutover with Customer</p> <p>Production implementation acceptance by Customer</p>
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Wireless Kickoff Meetings

Part Number	Description	Notes
ATS-Pro-WLAN-Kickoff	Kickoff Meetings (IKO / EKO) to begin a Wireless Project	Qty based on # of sessions

- Internal kickoff meeting – This meeting involves the NWN Sales Team and the NWN Implementation Team. At this meeting, the entire NWN team is made aware of the Customer’s expectations that were set during the Sales process to ensure all communication is translated to the implementation Team for the on-site work effort.
- External kickoff meeting / planning meeting – This meeting involves the NWN Team and the Customer’s Team. During this meeting, all aspects of the project will be reviewed and established. This includes, but is not limited to: logistics management, roles and responsibilities of all project team members, draft schedule, task plan and work breakdown structure (WBS), communications plan and design and implementation approaches.
- Create project plan package – the NWN Project Manager will work with the overall team to create a project plan package, schedule, communications plan, project documents and protocols. NWN will work with the Customer to create a project plan including zone, phase, or scheduled work to reduce downtime, interference or impact on any existing wireless infrastructure.

<p>Deliverables:</p> <p>Kickoff Meetings</p> <p>Project Plan Package</p>

Wireless Design Meetings (either new environments or adding to existing environments for Aironet and Meraki)

Part Number	Description	Notes
ATS-Pro-WLAN-Aironet-Design-G	Wireless Design Session for a new Aironet wireless environment (Greenfield)	Qty based on # of sessions

Scheduling for Design Meeting – Initial timeline will be set for overall project. NWN and Customer will work together to identify resources for project and coordinate schedules to complete the Design Phase.

The Design Phase of the project includes establishing the low level design of the solution, functionality test plan is created, and Execute Phase timeframe is determined. Activities of this phase include:

Design Meeting – NWN holds a design meeting to discuss the technical aspects of the configuration for the equipment. This will encompass the configuration and staging requirements for the equipment in the LAN and WLAN design and may include the following based on the project success criteria:

- Equipment uplink requirements and configurations
- WLANs, SSIDs, and wireless security protocols
- Naming conventions and standards
- AP operational mode design and configurations
- IPv4 addressing / subnet design – infrastructure and wireless clients
- Administrative access and device logging
- SNMP device community
- Physical appliance / VM requirements

At the end of this Design meeting, NWN has gathered enough information to create a design document for the configuration of the equipment. The design document will include configuration parameters for the equipment and the requirements by Customer’s IT Staff. A project time frame (including specific dates) will be created at the end of the Design meeting.

NWN will conduct a design review and acceptance session with Customer to review the design details prior to initiating any production implementation or changes. Customer’s acceptance of the design is the approval to move forward in the project.

<p>Deliverables:</p> <ul style="list-style-type: none"> Design development meetings Detailed design documents Customer design acceptance
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Passive Survey

Part Number	Description	Notes
ATS-Pro-WLAN-Survey-Passive-Office	Passive Wireless Survey for up to 25000 square feet in an Office space	Qty based on # of 25000 square foot areas, min qty 1

Passive survey uses Ekahau Survey Pro and Ekahau Sidekick tools. Assessment is usually for WLAN coverage validation, deployment readiness, and troubleshooting. The assessment may include RF coverage mapping, RF channel and cell overlap analysis, interference analysis, etc. During the assessment no new equipment is added to the environment and no new wireless coverage is designed – it is simply an analysis of the production RF environment.

Assumptions:

1. RF sweep is performed to gather design data only and does not include physical location or remediation of any RF noise/interference sources or rogue devices. NWN can work with the Customer to resolve identified issues in a separate scoped work effort.
2. The on-site passive survey is a passive function, however it should be understood by the Customer that physical disruptions to their environment should be expected. Complete facility access is necessary to accomplish an accurate RF sweep; Customer should provide the necessary access.

<p>Deliverables: Validation Document of existing wireless coverage</p>

Wireless Equipment Configuration/Installation/Cutover (either new environments or adding to existing environments for Aironet and Meraki)

Part Number	Description	Notes
ATS-Pro-WLAN-Aironet-WLC-1	Installation and documentation for a single wireless controller (No HA)	Qty based on # of controllers
ATS-Pro-WLAN-Aironet-WLC-2	Installation and documentation for an HA pair of wireless controllers	Qty based on # of HA controllers
ATS-Pro-WLAN-AP-Config	Access Point configuration for a single AP	Qty based on # of APs
ATS-Pro-WLAN-AP-Tuning	Tuning the wireless coverage of an AP after the installation as occurred	Qty based on # of APs

Equipment is staged as detailed including high level configuration based on established design details. Activities of this phase include:

Equipment Hardware Staging – NWN will stage the new equipment to ensure there are no problems with the equipment that was shipped from the manufacturers. Once all the equipment is un-boxed and assembled, NWN will ensure all equipment operates as expected. If any equipment is found to be faulty, then NWN will return to the equipment to the manufacturer and receive replacement equipment.

Equipment Code Upgrade – As necessary, NWN will upgrade code on the specified equipment based on the Cisco recommended code version at the time of deployment. Code upgrade may be dependent on features, support, stability, and compatibility with Customer’s existing/production systems.

Configuration Staging – NWN will configure and test all of the equipment. These configurations will be based on the findings and discussions during the design phase of the project. Once all the equipment has been tested, NWN will re-package all of the equipment for shipment to Customer site and furnish Customer with a packing slip, if staging is completed at an NWN facility.

During the Execute Phase of the project installation, low level configuration, cutover, and testing occur. Activities of this phase include:

Hardware Installation – NWN will un-box the Cisco hardware at Customer’s site and install the equipment in the specified areas.

Primary Wireless LAN Controller (WLC) – NWN will interconnect the primary WLC based on the design specification, utilizing the identified LAN uplinks; uplinks will be configured as Etherchannel / LAG based on design document. As necessary, NWN will install the appropriate AP capacity licensing based on the project specifications.

If applicable, Secondary / High Availability WLC – NWN will interconnect the secondary / HA WLC based on the design specification utilizing identified LAN uplinks; uplinks will be configured as Etherchannel / LAG based on the design document.

Access Points (AP) – All APs and antennas will be installed based on the WLAN design specifications, unless the Customer chooses to do the installation.

If applicable, Prime Infrastructure (wireless) – NWN will install Prime Infrastructure. VM resources will be based on the design specifications and Cisco recommended VM sizing at the time of implementation. NWN will upgrade Prime to the Cisco recommended version at time of implementation. Once Prime Infrastructure installation and base configuration is complete, NWN will load floor plans for each building(s) and floor(s). Based on installed AP locations, each AP will be added to the floor plans to provide RF heat mapping functionality.

System Turn-Up - After installation is complete, NWN will execute system turn-up based on the project plan. Turn-up will include a migration from the existing/production WLAN infrastructure to the new Cisco WLAN infrastructure, if appropriate. Redundancy/HA failover testing will be performed if chosen.

NOTE: During system turn-up, the RF environment may be unbalanced as the dynamic RF management stabilizes the RF environment. This may be a period of 12-24hours.

Configuration Testing and User Migration – Once production WLAN is tested and verified, NWN and Customer IT Staff will move a set amount of users over to the new WLAN environment and ensure functionality as determined in the Design Meeting test plan. Customer will need to provide an IT staff member with knowledge of the working environment to work with NWN engineers to ensure all systems are operating as intended and to participate in the execution of the test plan. This process will continue on the set schedule that was mutually agreed upon through the established project plan.

WLAN Coverage Validation and System Tuning – Once the initial RRM stabilizes, NWN will perform WLAN coverage testing using Ekahau Professional. As needed, NWN will perform RF tuning which may include additional RF channel pruning as well as static RF channel and transmit power assignment as necessary. As-built RF coverage heat-mapping documentation will be provided to the Customer.

Production Readiness Acceptance – NWN will review the production cutover and implementation with Customer to verify that the solution is functioning in their environment as presented in this scope and the detailed design from the earlier Gate Review.

In the Transition Phase, cutover to the new WLAN system is complete and the project is transitioning to closure. Activities of this phase include:

Day 2 Support – NWN will remain on site to help address and diagnose issues that arise due to the migration to the new WLAN infrastructure. NWN will be able to troubleshoot wireless connectivity however, the Customer needs to provide a resource with troubleshooting knowledge for software applications and end user devices. NWN support does not include troubleshooting end user device configurations. Once the new WLAN is agreed to be stable by NWN and the Customer IT Staff, NWN will start to finalize the as-built documentation for the project.

Knowledge Transfer - NWN will perform a knowledge transfer (KT) of the new Cisco WLAN Infrastructure. KT may include:

- Review of WLAN architecture and components

- Review of AP locations as implemented

- Configuration review of the WLAN management as implemented including interfaces, WLANs, security, management, AP configuration, etc.

- Review of the system to include management and monitoring functionality, WLAN infrastructure support and troubleshooting, wireless client troubleshooting, etc. as applicable

- Total KT duration should be limited to 1 session with up to 5 Customer’s technical staff, and not to exceed 4 consecutive hours.

Transfer to Customer Support – NWN will provide final as-built documentation to the Customer on the solution implementation and transition the solution to the Customer’s technical support staff.

Documentation may include:

- Final design documentation

- Completed functionality testing details

Project Closure Meeting – NWN will conduct a project review, acceptance and closure meeting to close out the project, this will include a review of the scope for completion, BOM deliverables, final documents and customer acceptance and survey documents.

<p>Deliverables:</p> <ul style="list-style-type: none"> Equipment staged and configured as specified. Successful functionality testing. Equipment receipt/delivery and installation System turn-up Production implementation of the solution Testing and user migration WLAN coverage validation WLAN system tuning Production readiness acceptance by Customer. Day 2 support Knowledge transfer session(s) Maintenance contract activation Solution transfer to Customer staff As-built documentation deliverables Completed project closure meeting
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Experience Management Portal – Essentials Service

Part Number	Description
SEC-MSR-EMP-ESS/ Sec-Ess-NGFW&FMC-Services	NWN Offering Knowledge Base, NWN Community, Self-Service and Company Ticketing

The Experience Management Portal Essentials Service transforms the customer experience through access to NWN Offering Knowledge Base, NWN Community, Self-Service and Company Ticketing.

Experience Management Portal Essentials Features and User Rights:

Self-Service Ticketing

- Through the EMP Portal, users have access to self-service ticketing to be able to perform the following actions:
 - Initiate requests and trouble tickets
 - Update active tickets
 - View ticket status and history

Self-Service Company Ticketing

- Through the EMP Portal, administrators have visibility to all tickets for their company and are able to perform the following actions
 - View company tickets
 - Update active tickets
 - View ticket status and history

NWN Knowledge Base

- The NWN Knowledge Base empowers customers with the information to maximize adoption and value from our solutions.
- NWN Knowledge Base Content:
 - Curated content focused on best practices, including the most common questions for each of the NWN offerings.
 - Learning resources for seasoned administrators and end-users
 - “How to” articles
 - Training Documentation & Videos
- Users are able to perform the following actions:
 - Search and view articles
 - Rate article effectiveness
 - Rate article usefulness
 - Post article comments

NWN Community

The NWN Community feature allows users to engage and strategize with industry peers.

- Users are able to:
 - Post a question or comment to start a discussion
 - Follow and participate in discussions

Customers are enabled in the Experience Management Portal as follows:

- Customer Account Creation
- Application of entitlements including:
 - NWN Offerings Consumed
 - NWN uses Role Based Access Controls (RBAC) to manage user access. Roles will be applied based on customer defined user role assignments.
 - Administrator
Access includes:
 - Self-service Company Ticketing
 - NWN Knowledge Base
 - NWN Community
 - Customer End-User
Access includes:
 - Self-service Ticketing
 - NWN Knowledge Base
 - NWN Community

Customer Responsibilities

- It is the customer’s responsibility to notify NWN of any changes in personnel or EMP role assignment.
- Supported FirePower Threat Defense Appliances or ASA FirePower Appliances
- Implementation of ASA FirePower/Threat Defense Policies are out of scope of the FMC Deployment

Security Project Kickoff and Closure Meetings

Part Number	Description
SEC-PRO-PROJ-KO/ SEC-Pro-KO-CLOSURE	Customer Kickoff and Project Closure

Kickoff Meetings

Kickoff meetings are essential in any project to ensure a successful introduction of all stakeholders involved in the project. The security Kickoff meetings are held between the NWN and customer teams and will involve all customer IT staff and leadership, NWN engineering and project management, and customer project management teams.

- Internal kickoff meeting – this meeting involves the NWN Sales Team and the NWN Implementation Team. At this meeting, the entire NWN team is made aware of Customer’s expectations that were set during the Sales process to ensure all communication is translated to the Implementation Team for the on-site work effort. During this process the NWN Solution Architects and the NWN Professional Services engineering team will meet to discuss the details of the project and communicate the requirements for the project as agreed upon with Customer during the presales process.
- External kickoff meeting – this meeting involves the NWN Team and Customer’s Team and usually takes place at Customer’s site. During this meeting, all aspects of the project will be reviewed and established. This includes, but is not limited to: logistics management, roles and responsibilities of all project team members, draft schedule, task plan and work breakdown structure (WBS), communications plan and design and implementation approaches. Customer will also have the opportunity to meet the assigned services engineering team members who will be responsible for delivery of the installation components of the project.
- Scheduling for Design Meeting – Initial timeline will be set for overall project. NWN and Customer will work together to identify resources for project and coordinate schedules to complete the Design Phase.
- Create project plan package – the NWN Project Manager will work with the overall team to create a project plan package, schedule, communications plan, project documents and protocols.

Project Closure Meetings

Project Closure meetings occur at the end of the project when all the installation and configuration deliverables have been completed. During this final stage of the project, final documentation and knowledge transfer is performed as well as any handoffs to the customer’s operations team or NWN’s managed services team if required and part of the project scope.

- Knowledge Transfer – NWN’s technical team on the project will conduct a solution orientation session and knowledge transfer with Customer’s designated staff. This does not replace manufacturer specific technical training on the specific equipment, but provides a solid overview of how NWN has integrated the solution into Customer’s environment. Details of this session are:
 - 1 x 2 Hour session(s) with up to four (4) Customer technical staff members at Customer’s site
 - Deployment documentation
- Maintenance contract activation – NWN will review any manufacture’s maintenance contracts purchased as part of this project and ensure those contracts are properly activated.

- Transfer to Customer support – NWN will provide final AS Built documentation to Customer on the solution implementation and transition the project to Customer’s technical support staff.
- Project closure meeting – NWN will conduct a project review, acceptance and closure meeting to close out the project, This will include a review of the scope for completion, BOM deliverables, final documents and Customer acceptance and survey documents.

Deliverables:

- Kick off meetings and follow up communications
- Project plan package
- Project work schedule and related meetings (design, discovery, status)
- Knowledge transfer sessions, corresponding design documentation
- Maintenance contract activation and related documents
- Project closure meeting

Security Project Next Day Support

Part Number	Description
SEC-PRO-PROJ-NEXTDAY / SEC-Pro-CUTOVER	Standard Next Day Support

Day 2 Support – NWN will remain on site for help address and diagnose any problems that arise due to the migration to the new equipment. NWN will be able to troubleshoot any installation related issues and the Customer needs to provide a resource with troubleshooting knowledge for Customer’s software applications and end user devices. Once the new solution configurations agreed to be stable by NWN and Customer IT Staff, NWN will start to finalize the documentation for the project.

Next Generation Firewall – Management Center

Part Number	Description
SEC-PRO-FMC-BASE / SEC-Pro-FMC-BASE	Installation & Configuration of a Single Firepower Management Console

Design and base installation services for (1) FireSight Management Center Appliance – Virtual or Physical:

- Design session and documentation
- Rack and Stack of Appliance or Deployment into VMware vCenter
- Installation and base configuration of 1 appliance (VM or Appliance)
- Patching and Upgrading of Appliance to recommended versions of code
- Smart Account Registration and Setup
- Management IP Addressing and Domain Registration for LDAP
- Configure one identity source
- Registration with existing FirePower Threat Defense or ASA FirePower Units
 - Configure 5 internal admins or one external authentication store

Deliverables:

- As-built documentation

This offering does not include:

- High Availability Configuration
- Upgrade of software on existing appliance/virtual machine

- Policy configuration for NGFW deployment
- Threat Intelligence Integration – CTID or other 3rd Party
- Vulnerability Scanner Host Information – 3rd Party

Assumptions:

- Hardware or Virtual Licensing Required
 - Existing Smart Account with licenses registered
- Appropriate Sizing for FMC based on EPS and Archived Events
- Supported FirePower Threat Defense Appliances or ASA FirePower Appliances

Implementation of ASA FirePower/Threat Defense Policies are out of scope of the FMC Deployment

Next Generation Firewall Base Installation - High Availability (Large)

Part Number	Description
SEC-PRO-NGFW-BASEHAL / SEC-PRO-NGFW-BASEHAL	Installation & Configuration of a High Availability Pair of Next Gen Firewalls (Large)

Design and base installation services for (1) High Availability Pair of Next Gen Firewall – Virtual or Physical:

- Design session and documentation
- Rack and Stack of Appliance or Deployment into VMware vCenter
- Installation and base configuration of 1 appliance (VM or Appliance)
- Deploy image for ASA-w-Firepower, ASA or Firepower Threat Defense to recommended code
- Join HA Pair to Firepower Management Center (FMC) if using
- Assign appropriate licensing for the function of the appliances
- Configuration of System, Platform and Health Settings per best practice
- Configuration up to four interfaces or two inline sets and applicable routing and DHCP scope/Relay
- Configuration of up to 25 unique objects
- Configuration of base Network Discovery policy
- Scheduling of up to three tasks
- Configuration of Access Control Policy, licensing permitting, as follows:
 - Up to 15 unique Access Control Entries, including pre-filter rules
 - Security Intelligence objects for blacklist
 - Custom Intrusion policy beginning with Balanced security and connectivity
 - Malware and File Policy with join to AMP Cloud
 - Identity Policy with Domain Configuration via Agent or ISE/ISE-PIC

Deliverables:

- As-built documentation

This offering does not include:

- Any configuration of FTD beyond what is required for high availability

Assumptions:

- Appropriate licensing

- Physical Infrastructure (rack space, cooling, power, cabling)
- Virtual Infrastructure (available resources for OVA)

Next Generation Firewall – Upgrade Single Unit

Part Number	Description
SEC-PRO-NGFW-UP / SEC-Pro-NGFW-Upgrade	Major Version Software Upgrade for a Single Next Gen Firewall (includes FMC Upgrade)

Major Version Upgrade services for NGFW, Physical or Virtual:

- Design session and documentation of current code level
- Planning of upgrade path to recommended code level
- Work with customer to create a test plan
- If classic licenses are in use, archive license keys (customer provided)
- De-license, deregister and reimage (FTD) or follow upgrade path
- Upgrade code for ASA
- Upgrade code for ASA and reimage or upgrade firepower
- Validate

Assumptions:

- Existing NGFW is stable and operational prior to upgrade
- No intermediate upgrade steps required
- Customer has access to upgrade code

Next Generation Firewall – Configuration Migration from ASA

Part Number	Description
SEC-PRO-NGFW-MIG / SEC-Pro-NGFW-Migration	Migration Services to Prepare Firewall Config from ASA to NGFW (requires BASE SKU as well)

Design and Migration services from legacy ASA to NGFW, Physical or Virtual:

- Design session
- Develop test plan and back-out plans
- Assess efficacy of utilizing Migration Tools vs Manual Porting of Objects and Rules
 - Migrate up to 100 Access/NAT rules if using tool. Migrate up to 50 Access/NAT rules if manual
- Migrate policies and objects into Firepower
- LDAP and AAA migration
- Workshop with customer to eliminate stale rules
- Knowledge Transfer

This offering does not include:

- The configuration of any ASA features that are currently unsupported on Firepower Threat Defense.
- VPN migration. If needed, add Site to Site and Remote Access VPN SKUs

Next Generation Firewall Base Installation - High Availability (Medium)

Part Number	Description
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SEC-PRO-NGFW-BASEHAM / SEC-PRO-NGFW- BASEHAM	Installation & Configuration of a High Availability Pair of Next Gen Firewalls (Medium)
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Design and base installation services for (1) High Availability Pair of Next Gen Firewall – Virtual or Physical:

- Design session and documentation
- Rack and Stack of Appliance or Deployment into VMware vCenter
- Installation and base configuration of 1 appliance (VM or Appliance)
- Deploy image for ASA-w-Firepower, ASA or Firepower Threat Defense to recommended code
- Join HA Pair to Firepower Management Center (FMC) if using

- Assign appropriate licensing for the function of the appliances
- Configuration of System, Platform and Health Settings per best practice
- Configuration up to four interfaces or two inline sets and applicable routing and DHCP scope/Relay
- Configuration of up to 10 unique objects
- Configuration of base Network Discovery policy
- Scheduling of up to three tasks
- Configuration of Access Control Policy, licensing permitting, as follows:
 - Up to 10 unique Access Control Entries, including pre-filter rules
 - Security Intelligence objects for blacklist
 - Custom Intrusion policy beginning with Balanced security and connectivity
 - Malware and File Policy with join to AMP Cloud
 - Identity Policy with Domain Configuration via Agent or ISE/ISE-PIC

Deliverables:

- As-built documentation

This offering does not include:

- Any configuration of FTD beyond what is required for high availability

Assumptions:

- Appropriate licensing
- Physical Infrastructure (rack space, cooling, power, cabling)
- Virtual Infrastructure (available resources for OVA)

Next Generation Firewall Base Installation - High Availability (Small)

Part Number	Description
SEC-PRO-NGFW-BASEHAS / SEC-PRO-NGFW- BASEHAS	Installation & Configuration of a High Availability Pair of Next Gen Firewalls (Small)

Design and base installation services for (1) High Availability Pair of Next Gen Firewall – Virtual or Physical:

- Design session and documentation
- Rack and Stack of Appliance or Deployment into VMware vCenter
- Installation and base configuration of 1 appliance (VM or Appliance)
- Deploy image for ASA-w-Firepower, ASA or Firepower Threat Defense to recommended code
- Join HA Pair to Firepower Management Center (FMC) if using
- Assign appropriate licensing for the function of the appliances
- Configuration of System, Platform and Health Settings per best practice
- Configuration up to four interfaces or two inline sets and applicable routing and DHCP scope/Relay
- Configuration of up to 5 unique objects
- Configuration of base Network Discovery policy
- Scheduling of up to three tasks
- Configuration of Access Control Policy, licensing permitting, as follows:
 - Up to 5 unique Access Control Entries, including pre-filter rules
 - Security Intelligence objects for blacklist
 - Custom Intrusion policy beginning with Balanced security and connectivity
 - Malware and File Policy with join to AMP Cloud
 - Identity Policy with Domain Configuration via Agent or ISE/ISE-PIC

Deliverables:

- As-built documentation

This offering does not include:

- Any configuration of FTD beyond what is required for high availability

Assumptions:

- Appropriate licensing
- Physical Infrastructure (rack space, cooling, power, cabling)

Virtual Infrastructure (available resources for OVA)

Scope Assumptions

General Assumptions:

1. This Proposal is only valid for 30 days. At the end of the 30 period, NWN will need to refresh the pricing in this proposal before the Customer decides to execute this contract.
2. The work effort in this proposal assumes a continuous work effort that is established at the beginning of the project based on a project plan. If delays occur in the installation process due to Customer related issues, then a change order will need to address any additional costs that arise due to this delay.
3. NWN is not responsible for configuration changes on any equipment not specifically stated in the above Statement of Work.

4. All NWN work effort will occur during normal business hours (M-F, 8-5) with the exception of small cutover windows at each site to swap over cabling to new switches.
5. Customer assumes all responsibility for providing the appropriate power for all installed equipment in this proposal. NWN can provide the plug type and desired power connection for each piece of equipment in the proposal.
6. Customer is responsible for all rack or cabinet hardware (including rack mounting hardware) that is needed to install the new equipment.
7. Customer assumes all responsibility for ensuring enough contiguous rack space for the new equipment to be installed during this project.
8. Customer needs to provide all Copper Patch Cables between the new network equipment and the copper patch panels in each network closet. NWN assumes RJ45 connectivity for all copper patch cables needed.
9. Customer is responsible for providing all Cable Management (Vertical and Horizontal) in order to correctly route each patch cable from the newly installed network equipment to the appropriate patch panel.
10. Customer must provide access along with safety, security & emergency protocols for NWN staff for all the appropriate areas in the facility in order to complete the work effort included in this proposal.
11. Customer is responsible for all environmental concerns in each network closet that NWN will install new equipment. If equipment problems arise due to excessive heat or water in the network closets, then the Customer is responsible for all equipment replacement costs.
12. Customer must provide free and clear access to the network equipment racks in each network closet.
13. Customer must provide a work area large enough for receipt of all new equipment for this project.
14. Customer must provide outside phone and Internet access for all NWN staff when onsite.
15. Customer must provide a dedicated point of contact for the entirety of this project. This Contact must be available during major steps in the installation process. If the Customer contact is not available during the process and schedules slide due to Customer unavailability, then Customer costs may arise to the delayed schedule.
16. Customer and NWN will mutually agree upon downtime prior to any installation and ensure this downtime is scheduled in advance so the Customer can make appropriate preparations at the facility.
17. Customer must obtain all necessary work permits.
18. Customer must provide adequate parking for the NWN project team at no additional charge to NWN.
19. Customer's responsible for removal of shipping packaging once all the equipment is received at the Customer site.
20. Customer will need to provide a valid SSL security certificate from their internal CA or external CA in order to properly setup the ASA SSL VPN portal on each firewall. This certificate needs to be signed by a valid authority and will be the Customer's responsibility to provide to the NWN engineer during the SSL setup on the Firewalls. These certificates can be purchased by the customer from Verisign or other providers like GoDaddy.com, etc.
21. Typically, the policy for configuring Any Connect clients on the Cisco ASA consists of SSL based connectivity. IPSEC can also be supported but will need to be tested in addition to SSL connectivity in this project and certain limitations in functionality between SSL and IPSEC connections may apply. This should be discussed with the engineering team prior to deployment to ensure successful migration/installation of the proposed solution.
22. Data Center Assumptions:
23. Customer is responsible for defining the air-flow (hot and cold row) requirements for the data center prior to NWN installing any network equipment in the data center. If air-flow requirements change the type of equipment that is required, then the Customer will be responsible for the additional equipment costs.
24. Customer must have ACTIVE Cisco Smartnet contracts on any existing equipment that NWN will be upgrading or updating during this work effort.

25. Customer has provided an accurate end-point count for any licensing requirements in the attached Bill of Materials. If there are additional licenses that are required, then there will be an additional cost to the Customer.
26. Customer has given NWN the approximate distances for all fiber that will be used for connectivity in this scope of work. If the Fiber Optic connectors (1Gig or 10Gig) that NWN has quoted in the Bill of Materials for device connectivity need to change based on incorrect distances, then the Customer is responsible for equipment replacement costs.
27. It should be noted that 5K/2K installations require the use of a 4 post server rack. 2 post rack installations require an aftermarket rack to work properly
28. The typical orientation of the Cisco 9K/2K/6K lines is going to be port-outlet exhaust, meaning that airflow occurs from front to back with the ports facing the back of the cabinet. Please note this when orienting the switches. If reverse air-flow, with port-side-inlet is required, the reverse airflow fans and power supplies must be purchased.
29. Customer is responsible for providing access to all systems requested by NWN for completion of the project.
30. Customer is responsible for providing all hardware, software, maintenance and other resources required for the successful completion of the project.
31. Customer will provide a primary point of contact for the NWN Project Coordinator.
32. Customer will be responsible to have complete backups of any data prior to commencement of our services. NWN assumes no responsibility for lost data.
33. NWN Standard Business Hours are Monday thru Friday, 8am to 5pm. All work effort noted above is estimated to be completed during this timeframe, and NWN will bill actual hours as incurred with a 4-hour minimum charge for all onsite work effort. If after-hours work is required, then a change order will be required.
34. NWN will provide knowledge transfer to Customer staff throughout the engagement. Knowledge transfer is not intended to replace formal technical training and certification.
35. Customer must have ACTIVE manufacturer support contracts on any existing equipment that NWN will be performing work on during this work effort.

Terms and Conditions

Customer shall be billed in accordance with the Billing and Subscription Terms set forth herein for the terms beginning on the Subscription Start Date. The Subscription Start Date shall begin on the SOW Effective Date and for the length set forth in the Subscription Term. Unless Customer notifies NWN in writing at least ninety (90) days prior to the Subscription Renewal

Date, Customer's Subscription Term will automatically renew on annual terms. The Payment Frequency set forth in the table above details the timing and amount of the charges due under this SOW. Customer shall be billed the Non-recurring Charge and the Subscription Charge on the SOW Effective Date and in accordance with the Payment Frequency set forth in the Billing and Subscription Terms table set forth above. For example, a Payment Frequency of "Full Term" shall mean that the Customer is agreeing to pay for the entire Subscription Term's Non-recurring Charges and Recurring Charges upfront and such payment shall be invoiced as of the SOW Effective Date.

This SOW and any applicable Products or Services purchased hereunder are subject to either (i) the applicable mutually executed Master Products and Services Agreement or Master Services Agreement that authorizes the purchase(s) herein between NWN and Customer; or (ii) where NWN and Customer have not executed such an agreement, the terms and conditions set forth at <https://www.nwnit.com/service-description/> shall apply (the

online terms and conditions and the applicable agreement shall each be deemed the “Agreement”). For the avoidance of doubt, in the event of any conflict between the terms of this SOW and the Agreement, the terms of this SOW shall prevail. To the extent the name of the Agreement does not correspond with those referenced above but authorize Customer to purchase Products or Services from NWN, those agreements shall additionally be deemed Agreements for the purposes of this SOW. Any terms not defined in this SOW shall be set forth in the Agreement. The pricing contained in this SOW is valid for thirty (30) days from date of issue. Applicable shipping charges, taxes, and if applicable, telecommunications surcharges and fees, will be billed by NWN and itemized on a separate line item(s) on NWN’s invoice.

In the event Customer does not execute this SOW and only places a Purchase Order, such Purchase Order is deemed acceptance of the terms of this SOW and any additional or different terms in such Purchase Order will not bind NWN without its written consent to amend the terms of the SOW. Provided no additional or different terms are contained in a Purchase Order, NWN may reject a Purchase Order in its sole discretion within two (2) business days from its receipt and after which time such Purchase Order is deemed accepted (an “Accepted Purchase Order”). In the event Customer chooses to place a Purchase Order rather than signing this SOW, the date of the Accepted Purchase Order shall be considered the SOW Effective Date.

Statement of Confidentiality

This Statement of Work (“SOW”) has been developed by NWN and is NWN’s proprietary trade secret and business confidential information. This SOW may not be released to another vendor, business partner or contractor without prior written consent from NWN.

Accepted and Agreed by:

Fort Bend County	NWN Corporation, Inc.
_____ Signature	_____ Signature
_____ Name	_____ Name
_____ Title	_____ Title
_____ Date	_____ Date

Additional Information

EXHIBIT B

**STATE OF TEXAS
DEPARTMENT OF INFORMATION RESOURCES**

CONTRACT FOR PRODUCTS AND RELATED SERVICES

NWN Corporation

1. Introduction

A. Parties

This Contract for products and related services is entered into between the State of Texas, acting by and through the Department of Information Resources (hereinafter "DIR") with its principal place of business at 300 West 15th Street, Suite 1300, Austin, Texas 78701, and NWN Corporation (hereinafter "Vendor"), with its principal place of business at 4802 N. Sam Houston Parkway West, Suite 500, Houston, Texas 77068.

B. Compliance with Procurement Laws

This Contract is the result of compliance with applicable procurement laws of the State of Texas. DIR issued a solicitation on the Comptroller of Public Accounts' Electronic State Business Daily, Request for Offer (RFO) DIR-TSO-TMP-425, on December 20, 2017, for Cisco Branded Products and Services. Upon execution of this Contract, a notice of award for RFO DIR-TSO-TMP-425 shall be posted by DIR on the Electronic State Business Daily.

C. Order of Precedence

For purchase transactions under this Contract, the order of precedence shall be as follows: this Contract; Appendix A, Standard Terms and Conditions For Products and Related Services Contracts; Appendix B, Vendor's Historically Underutilized Businesses Subcontracting Plan; Appendix C, Pricing Index; Exhibit 1, Vendor's Response to RFO DIR-TSO-TMP-425, including all addenda; and Exhibit 2, DIR-TSO-TMP-425, including all addenda; are incorporated by reference and constitute the entire agreement between DIR and Vendor governing purchase transactions. In the event of a conflict between the documents listed in this paragraph related to purchases, the controlling document shall be this Contract, then Appendix A, then Appendix B, then Appendix C, then Exhibit 1, and finally Exhibit 2. In the event and to the extent any provisions contained in multiple documents address the same or substantially the same subject matter but do not actually conflict, the more recent provisions shall be deemed to have superseded earlier provisions.

2. Term of Contract

The initial term of this Contract shall be two (2) years commencing on the last date of approval by DIR and Vendor, with three (3) optional one-year renewals. Prior to expiration of each term, the contract will renew automatically under the same terms and conditions unless either party provides notice to the other party 60 days in advance of the renewal date stating that the party wishes to discuss modification of terms or not renew. Additionally, the parties by mutual agreement may extend the term for up to ninety (90) additional calendar days.

3. Product and Service Offerings**A. Products**

Products available under this Contract are limited to Cisco Branded Products and Related Products as specified in Appendix C, Pricing Index. Vendor may incorporate changes to their product offering; however, any changes must be within the scope of products awarded based on the posting described in Section 1.B above. Vendor may not add a manufacturer's product line which was not included in the Vendor's response to the solicitation described in Section 1.B above.

B. Services

Services available under this Contract are limited to Cisco Branded and Related Services as specified in Appendix C, Pricing Index. Vendor may incorporate changes to their service offering; however, any changes must be within the scope of services awarded based on the posting described in Section 1.B above.

4. Pricing

Pricing to the DIR Customer shall be as set forth in Appendix A, Section 8, Pricing, Purchase Orders, Invoices and Payment, and as set forth in Appendix C, Pricing Index, and shall include the DIR Administrative Fee.

5. DIR Administrative Fee

A) The administrative fee to be paid by the Vendor to DIR based on the dollar value of all sales to Customers pursuant to this Contract is three quarters of one percent (.75%). Payment will be calculated for all sales, net of returns and credits. For example, the administrative fee for sales totaling \$100,000 shall be \$750.00.

B) All prices quoted to Customers shall include the administrative fee. DIR reserves the right to change this fee upwards or downwards during the term of this Contract, upon written notice to Vendor without further requirement for a formal contract amendment. Any change in the administrative fee shall be incorporated in the price to the Customer.

6. Notification

All notices under this Contract shall be sent to a party at the respective address indicated below.

If sent to the State:

Kelly A Parker, CTPM, CTCM
Director, Cooperative Contracts
Department of Information Resources
300 W. 15th St., Suite 1300
Austin, Texas 78701
Phone: (512) 475-1647
Facsimile: (512) 475-4759
Email: kelly.parker@dir.texas.gov

If sent to the Vendor:

Chris Joslin

NWN Corporation
2969 Prospect Park Drive
Suite 225
Rancho Cordova, California 95670
Phone: (916) 596 - 4764
Email: CJoslin@nwnit.com

7. Software License and Service Agreements

A. Shrink/Click-wrap License Agreement

Regardless of any other provision or other license terms which may be issued by Vendor after the effective date of this Contract, and irrespective of whether any such provisions have been proposed prior to or after the issuance of a Purchase Order for products licensed under this Contract, or the fact that such other agreement may be affixed to or accompany software upon delivery (shrink-wrap), the terms and conditions set forth in this Contract shall supersede and govern the license terms between Customers and Vendor. **It is the Customer's responsibility to read the Shrink/Click-wrap License Agreement and determine if the Customer accepts the license terms as amended by this Contract. If the Customer does not agree with the license terms, Customer shall be responsible for negotiating with the reseller to obtain additional changes in the Shrink/Click-wrap License Agreement language from the software publisher.**

B. Conflicting or Additional Terms

In the event that conflicting or additional terms in Vendor Software License Agreements, Shrink/Click Wrap License Agreements, Service Agreements or linked or supplemental documents amend or diminish the rights of DIR Customers or the State, such conflicting or additional terms shall not take precedence over the terms of this Contract.

In the event of a conflict, any linked documents may not take precedence over the printed or referenced documents comprising this contract; provided further that any update to such linked documents shall only apply to purchases or leases of the associated Vendor product or service offering after the effective date of the update; and, provided further, that, if Vendor has responded to a solicitation or request for pricing, no update of such linked documents on or after the initial date of Vendor's initial response shall apply to that purchase unless Vendor directly informs Customer of the update before the purchase is consummated.

In the event that different or additional terms or conditions would otherwise result from accessing a linked document, agreement to said linked document shall not be effective until reviewed and approved in writing by Customer's authorized signatory.

Vendor shall not without prior written agreement from Customer's authorized signatory, require any document that: 1) diminishes the rights, benefits, or protections of the Customer, or that alters the definitions, measurements, or method for determining any authorized rights, benefits, or protections of the Customer; or 2) imposes additional costs, burdens, or obligations upon Customer, or that alters the definitions, measurements, or method for determining any authorized costs, burdens, or obligations upon Customer.

Vendor Contract No. _____

If Vendor attempts to do any of the foregoing, the prohibited documents will be void and inapplicable to the contract between DIR and Vendor or Vendor and Customer, and Vendor will nonetheless be obligated to perform the contract without regard to the prohibited documents, unless Customer elects instead to terminate the contract, which in such case may be identified as a termination for cause against Vendor.

The foregoing requirements apply to all contracts, including, but not limited to, contracts between Customer and a reseller who attempts to pass through documents and obligations from its Manufacturer or Publisher.

8. Authorized Exceptions to Appendix A, Standard Terms and Conditions for Product and Related Services Contracts.

No exceptions have been agreed to by DIR and Vendor.

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Vendor Contract No. _____

This Contract is executed to be effective as of the date of last signature.

NWN Corporation

Authorized By: Signature on File

Name: Mathew Niemann

Title: Vice President of Contracts

Date: 6/22/2018

The State of Texas, acting by and through the Department of Information Resources

Authorized By: Signature on File

Name: Hershel Becker

Title: Chief Procurement Officer

Date: 6/28/2018

Office of General Counsel: Signature on File, 6/25/2018

Appendix A
Standard Terms and Conditions For Product and Related Services Contracts

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Standard Terms and Conditions For Product and Related Services Contracts

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The following terms and conditions shall govern the conduct of DIR and Vendor during the term of the Contract.

1. Contract Scope

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

The Vendor shall provide the products and related services specified in Section 3 of the Contract for purchase by Customers. In addition, DIR and Vendor may agree to provisions that allow Vendor and/or Order Fulfiller to lease the products offered under the Contract. Terms used in this document shall have the meanings set forth below in Section 3.

2. No Quantity Guarantees

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

The Contract is not exclusive to the Vendor. Customers may obtain products and related services from other sources during the term of the Contract. DIR makes no express or implied warranties whatsoever that any particular quantity or dollar amount of products and related services will be procured through the Contract.

3. Definitions

A. **Customer** - any Texas state agency, unit of local government, institution of higher education as defined in Section 2054.003, Texas Government Code, the Electric Reliability Council of Texas, the Lower Colorado River Authority, a private school, as defined by Section 5.001, Education Code, a private or independent institution of higher education, as defined by Section 61.003, Education Code, a volunteer fire department, as defined by Section 152.001, Tax Code, and those state agencies purchasing from a DIR contract through an Interagency Agreement, as authorized by Chapter 771, Texas Government Code, any local government as authorized through the Interlocal Cooperation Act, Chapter 791, Texas Government Code, and the state agencies and political subdivisions of other states as authorized by Section 2054.0565, Texas Government Code and, except for telecommunications services under Chapter 2170, Texas Government Code, assistance organizations as defined in Section 2175.001, Texas Government Code to mean:

- 1) A non-profit organization that provides educational, health or human services or assistance to homeless individuals;
- 2) A nonprofit food bank that solicits, warehouses, and redistributes edible but unmarketable food to an agency that feeds needy families and individuals;
- 3) Texas Partners of the Americas, a registered agency with the Advisory Committee on Voluntary Foreign Aid, with the approval of the Partners of the Alliance Office of the Agency for International Development;
- 4) A group, including a faith-based group, that enters into a financial or non-financial agreement with a health or human services agency to provide services to that agency's clients;
- 5) A local workforce development board created under Section 2308.253;
- 6) A nonprofit organization approved by the Supreme Court of Texas that provides free legal services for low-income households in civil matters;
- 7) The Texas Boll Weevil Eradication Foundation, Inc., or an entity designated by the commissioner of agriculture as the foundation's successor entity under Section 74.1011, Texas Agriculture Code;
- 8) A nonprofit computer bank that solicits, stores, refurbishes and redistributes used computer equipment to public school students and their families; and
- 9) A nonprofit organization that provides affordable housing.

B. **Compliance Check** – an audit of Vendor's compliance with the Contract may be performed by, but not limited to, a third party auditor, DIR Internal Audit department, or DIR contract

- management staff or their designees.
- C. Contract** – the document executed between DIR and Vendor into which this Appendix A is incorporated.
 - D. CPA** – refers to the Texas Comptroller of Public Accounts.
 - E. Day** - shall mean business days, Monday through Friday, except for State and Federal holidays, unless otherwise specified as calendar days. If the Contract calls for performance on a day that is not a business day, then performance is intended to occur on the next business day.
 - F. Order Fulfiller** – the party, either Vendor or a party that may be designated by Vendor, who is fulfilling a Purchase Order pursuant to the Contract.
 - G. Purchase Order** - the Customer’s fiscal form or format, which is used when making a purchase (e.g., formal written Purchase Order, Procurement Card, Electronic Purchase Order, or other authorized instrument).
 - H. State** – refers to the State of Texas.

4. General Provisions

A. Entire Agreement

The Contract, Appendices, and Exhibits constitute the entire agreement between DIR and the Vendor. No statement, promise, condition, understanding, inducement or representation, oral or written, expressed or implied, which is not contained in the Contract, Appendices, or its Exhibits shall be binding or valid.

B. Modification of Contract Terms and/or Amendments

- 1)** The terms and conditions of the Contract shall govern all transactions by Customers under the Contract. The Contract may only be modified or amended upon mutual written agreement of DIR and Vendor.
- 2)** Customers shall not have the authority to modify the terms of the Contract; however, additional Customer terms and conditions that do not conflict with the Contract and are acceptable to Order Fulfiller may be added in a Purchase Order and given effect. No additional term or condition added in a Purchase Order issued by a Customer can conflict with or diminish a term or condition of the Contract. Pre-printed terms and conditions on any Purchase Order issued by Customer hereunder will have no force and effect. In the event of a conflict between a Customer’s Purchase Order and the Contract, the Contract term shall control.
- 3)** Customers and Vendor will negotiate and enter into written agreements regarding statements of work, service level agreements, remedies, acceptance criteria, information confidentiality and security requirements, and other terms specific to their Purchase Orders under the Contract with Vendors.

C. Invalid Term or Condition

- 1)** To the extent any term or condition in the Contract conflicts with the applicable State and/or United States law or regulation, such Contract term or condition is void and unenforceable. By executing a contract which contains the conflicting term or condition, DIR makes no representations or warranties regarding the enforceability of such term or condition and DIR does not waive the applicable State and/or United States law or regulation which conflicts with the Contract term or condition.
- 2)** If one or more terms or conditions in the Contract, or the application of any term or condition to any party or circumstance, is held invalid, unenforceable, or illegal in any respect by a final judgment or order of the State Office of Administrative Hearings or a court of competent jurisdiction, the remainder of the Contract and the application of the term or condition to other

parties or circumstances shall remain valid and in full force and effect.

D. Assignment

DIR or Vendor may assign the Contract without prior written approval to: i) a successor in interest (for DIR, another state agency as designated by the Texas Legislature), or ii) a subsidiary, parent company or affiliate, or iii) as necessary to satisfy a regulatory requirement imposed upon a party by a governing body with the appropriate authority. Assignment of the Contract under the above terms shall require written notification by the assigning party and, for Vendor, a mutually agreed written Contract amendment. Any other assignment by a party shall require the written consent of the other party and a mutually agreed written Contract amendment.

E. Survival

All applicable software license agreements, warranties or service agreements that were entered into between Vendor and a Customer under the terms and conditions of the Contract shall survive the expiration or termination of the Contract All Purchase Orders issued and accepted by Vendor or Order Fulfiller shall survive expiration or termination of the Contract for the term of the Purchase Order, unless the Customer terminates the Purchase Order sooner. However, regardless of the term of the Purchase Order, no Purchase Order shall survive the expiration or termination of the Contract for more than five years, unless Customer makes an express finding and justification for the longer term. The finding and justification must either be included in the Purchase Order, or referenced in it and maintained in Customer's procurement record. Rights and obligations under this Contract which by their nature should survive, including, but not limited to the DIR Administrative Fee; and any and all payment obligations invoiced prior to the termination or expiration hereof; obligations of confidentiality; and, indemnification, will remain in effect after termination or expiration hereof.

F. Choice of Law

The laws of the State shall govern the construction and interpretation of the Contract. Exclusive venue for all actions will be in state court, Travis County, Texas. Nothing in the Contract or its Appendices shall be construed to waive the State's sovereign immunity.

G. Limitation of Authority

Vendor shall have no authority to act for or on behalf of the Texas Department of Information Resources or the State except as expressly provided for in this Contract; no other authority, power or use is granted or implied. Vendor may not incur any debts, obligations, expenses, or liabilities of any kind on behalf of the State or DIR.

H. Proof of Financial Stability

Either DIR or Customer may require Vendor to provide proof of financial stability prior to or at any time during the contract term.

5. Intellectual Property Matters

A. Definitions

1) "Work Product" means any and all deliverables produced by Vendor for Customer under a Statement of Work issued pursuant to this Contract, including any and all tangible or intangible items or things that have been or will be prepared, created, developed, invented or conceived at any time following the effective date of the Contract, including but not limited to any (i) works of authorship (such as manuals, instructions, printed material, graphics, artwork, images, illustrations, photographs, computer programs, computer software, scripts, object code, source code or other programming code, HTML code, flow charts, notes, outlines, lists, compilations,

manuscripts, writings, pictorial materials, schematics, formulae, processes, algorithms, data, information, multimedia files, text web pages or web sites, other written or machine readable expression of such works fixed in any tangible media, and all other copyrightable works), (ii) trademarks, service marks, trade dress, trade names, logos, or other indicia of source or origin, (iii) ideas, designs, concepts, personality rights, methods, processes, techniques, apparatuses, inventions, formulas, discoveries, or improvements, including any patents, trade secrets and know-how, (iv) domain names, (v) any copies, and similar or derivative works to any of the foregoing, (vi) all documentation and materials related to any of the foregoing, (vii) all other goods, services or deliverables to be provided to Customer under the Contract or a Statement of Work, and (viii) all Intellectual Property Rights in any of the foregoing, and which are or were created, prepared, developed, invented or conceived for the use or benefit of Customer in connection with this Contract or a Statement of Work, or with funds appropriated by or for Customer or Customer's benefit: (a) by any Vendor personnel or Customer personnel, or (b) any Customer personnel who then became personnel to Vendor or any of its affiliates or subcontractors, where, although creation or reduction-to-practice is completed while the person is affiliated with Vendor or its personnel, any portion of same was created, invented or conceived by such person while affiliated with Customer.

2) "Intellectual Property Rights" means the worldwide legal rights or interests evidenced by or embodied in: (i) any idea, design, concept, personality right, method, process, technique, apparatus, invention, discovery, or improvement, including any patents, trade secrets, and know-how; (ii) any work of authorship, including any copyrights, moral rights or neighboring rights; (iii) any trademark, service mark, trade dress, trade name, or other indicia of source or origin; (iv) domain name registrations; and (v) any other proprietary or similar rights. The Intellectual Property Rights of a party include all worldwide legal rights or interests that the party may have acquired by assignment or license with the right to grant sublicenses.

3) "Statement of Work" means a document signed by Customer and Vendor describing a specific set of activities and/or deliverables, which may include Work Product and Intellectual Property Rights, that Vendor is to provide Customer, issued pursuant to the Contract.

4) "Third Party IP" means the Intellectual Property Rights of any third party that is not a party to this Contract, and that is not directly or indirectly providing any goods or services to Customer under this Contract.

5) "Vendor IP" shall mean all tangible or intangible items or things, including the Intellectual Property Rights therein, created or developed by Vendor (a) prior to providing any Services or Work Product to Customer and prior to receiving any documents, materials, information or funding from or on behalf of Customer relating to the Services or Work Product, or (b) after the Effective Date of the Contract if such tangible or intangible items or things were independently developed by Vendor outside Vendor's provision of Services or Work Product for Customer hereunder and were not created, prepared, developed, invented or conceived by any Customer personnel who then became personnel to Vendor or any of its affiliates or subcontractors, where, although creation or reduction-to-practice is completed while the person is affiliated with Vendor or its personnel, any portion of same was created, invented or conceived by such person while affiliated with Customer.

B. Ownership.

As between Vendor and Customer, the Work Product and Intellectual Property Rights therein are and shall be owned exclusively by Customer, and not Vendor. Vendor specifically agrees that the Work Product shall be considered "works made for hire" and that the Work Product shall, upon

creation, be owned exclusively by Customer. To the extent that the Work Product, under applicable law, may not be considered works made for hire, Vendor hereby agrees that the Contract effectively transfers, grants, conveys, assigns, and relinquishes exclusively to Customer all right, title and interest in and to all ownership rights in the Work Product, and all Intellectual Property Rights in the Work Product, without the necessity of any further consideration, and Customer shall be entitled to obtain and hold in its own name all Intellectual Property Rights in and to the Work Product. Vendor acknowledges that Vendor and Customer do not intend Vendor to be a joint author of the Work Product within the meaning of the Copyright Act of 1976. Customer shall have access, during normal business hours (Monday through Friday, 8AM to 5PM) and upon reasonable prior notice to Vendor, to all Vendor materials, premises and computer files containing the Work Product. Vendor and Customer, as appropriate, will cooperate with one another and execute such other documents as may be reasonably appropriate to achieve the objectives herein. No license or other right is granted hereunder to any Third Party IP, except as may be incorporated in the Work Product by Vendor.

C. Further Actions.

Vendor, upon request and without further consideration, shall perform any acts that may be deemed reasonably necessary or desirable by Customer to evidence more fully the transfer of ownership and/or registration of all Intellectual Property Rights in all Work Product to Customer to the fullest extent possible, including but not limited to the execution, acknowledgement and delivery of such further documents in a form determined by Customer. In the event Customer shall be unable to obtain Vendor's signature due to the dissolution of Vendor or Vendor's unreasonable failure to respond to Customer's repeated requests for such signature on any document reasonably necessary for any purpose set forth in the foregoing sentence, Vendor hereby irrevocably designates and appoints Customer and its duly authorized officers and agents as Vendor's agent and Vendor's attorney-in-fact to act for and in Vendor's behalf and stead to execute and file any such document and to do all other lawfully permitted acts to further any such purpose with the same force and effect as if executed and delivered by Vendor, provided however that no such grant of right to Customer is applicable if Vendor fails to execute any document due to a good faith dispute by Vendor with respect to such document. It is understood that such power is coupled with an interest and is therefore irrevocable. Customer shall have the full and sole power to prosecute such applications and to take all other action concerning the Work Product, and Vendor shall cooperate, at Customer's sole expense, in the preparation and prosecution of all such applications and in any legal actions and proceedings concerning the Work Product.

D. Waiver of Moral Rights.

Vendor hereby irrevocably and forever waives, and agrees never to assert, any Moral Rights in or to the Work Product which Vendor may now have or which may accrue to Vendor's benefit under U.S. or foreign copyright or other laws and any and all other residual rights and benefits which arise under any other applicable law now in force or hereafter enacted. Vendor acknowledges the receipt of equitable compensation for its assignment and waiver of such Moral Rights. The term "Moral Rights" shall mean any and all rights of paternity or integrity of the Work Product and the right to object to any modification, translation or use of the Work Product, and any similar rights existing under the judicial or statutory law of any country in the world or under any treaty, regardless of whether or not such right is denominated or referred to as a moral right.

E. Confidentiality.

All documents, information and materials forwarded to Vendor by Customer for use in and preparation of the Work Product shall be deemed the confidential information of Customer, and subject to the license granted by Customer to Vendor under sub-paragraph H. hereunder. Vendor shall not use, disclose, or permit any person to use or obtain the Work Product, or any portion thereof, in any manner without the prior written approval of Customer.

F. Injunctive Relief.

The Contract is intended to protect Customer's proprietary rights pertaining to the Work Product, and the Intellectual Property Rights therein, and any misuse of such rights would cause substantial and irreparable harm to Customer's business. Therefore, Vendor acknowledges and stipulates that a court of competent jurisdiction may immediately enjoin any material breach of the intellectual property, use, and confidentiality provisions of this Contract, upon a request by Customer, without requiring proof of irreparable injury as same should be presumed.

G. Return of Materials Pertaining to Work Product.

Upon the request of Customer, but in any event upon termination or expiration of this Contract or a Statement of Work, Vendor shall surrender to Customer all documents and things pertaining to the Work Product, including but not limited to drafts, memoranda, notes, records, drawings, manuals, computer software, reports, data, and all other documents or materials (and copies of same) generated or developed by Vendor or furnished by Customer to Vendor, including all materials embodying the Work Product, any Customer confidential information, or Intellectual Property Rights in such Work Product, regardless of whether complete or incomplete. This section is intended to apply to all Work Product as well as to all documents and things furnished to Vendor by Customer or by anyone else that pertain to the Work Product.

H. Vendor License to Use.

Customer hereby grants to Vendor a non-transferable, non-exclusive, royalty-free, fully paid-up license to use any Work Product solely as necessary to provide the Services to Customer. Except as provided in this Section, neither Vendor nor any Subcontractor shall have the right to use the Work Product in connection with the provision of services to its other customers without the prior written consent of Customer, which consent may be withheld in Customer's sole discretion.

I. Third-Party Underlying and Derivative Works.

To the extent that any Vendor IP or Third Party IP are embodied or reflected in the Work Product, or are necessary to provide the Services, Vendor hereby grants to the Customer, or shall obtain from the applicable third party for Customer's benefit, the irrevocable, perpetual, non-exclusive, worldwide, royalty-free right and license, for Customer's internal business purposes only, to (i) use, execute, reproduce, display, perform, distribute copies of, and prepare derivative works based upon such Vendor IP or Third Party IP and any derivative works thereof embodied in or delivered to Customer in conjunction with the Work Product, and (ii) authorize others to do any or all of the foregoing. Vendor agrees to notify Customer on delivery of the Work Product or Services if such materials include any Third Party IP. On request, Vendor shall provide Customer with documentation indicating a third party's written approval for Vendor to use any Third Party IP that may be embodied or reflected in the Work Product.

J. Agreement with Subcontracts.

Vendor agrees that it shall have written agreement(s) that are consistent with the provisions hereof related to Work Product and Intellectual Property Rights with any employees, agents, consultants, contractors or subcontractors providing Services or Work Product pursuant to the Contract, prior to their providing such Services or Work Product, and that it shall maintain such written agreements at all times during performance of this Contract, which are sufficient to support all performance and grants of rights by Vendor. Copies of such agreements shall be provided to the Customer promptly upon request.

K. License to Customer.

Vendor grants to Customer, a perpetual, irrevocable, royalty free license, solely for the Customer's internal business purposes, to use, copy, modify, display, perform (by any means), transmit and

prepare derivative works of any Vendor IP embodied in or delivered to Customer in conjunction with the Work Product. The foregoing license includes the right to sublicense third parties, solely for the purpose of engaging such third parties to assist or carryout Customer's internal business use of the Work Product. Except for the preceding license, all rights in Vendor IP remain in Vendor.

L. Vendor Development Rights.

To the extent not inconsistent with Customer's rights in the Work Product or as set forth herein, nothing in this Contract shall preclude Vendor from developing for itself, or for others, materials which are competitive with those produced as a result of the Services provided hereunder, provided that no Work Product is utilized, and no Intellectual Property Rights of Customer therein are infringed by such competitive materials. To the extent that Vendor wishes to use the Work Product, or acquire licensed rights in certain Intellectual Property Rights of Customer therein in order to offer competitive goods or services to third parties, Vendor and Customer agree to negotiate in good faith regarding an appropriate license and royalty agreement to allow for such.

6. Product Terms and Conditions

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

A. Electronic and Information Resources Accessibility Standards, As Required by 1 TAC Chapters 206 and 213 (Applicable to State Agency and Institution of Higher Education Purchases Only)

1) Effective September 1, 2006 state agencies and institutions of higher education shall procure products which comply with the State Accessibility requirements for Electronic and Information Resources specified in 1 TAC Chapters 206 and 213 when such products are available in the commercial marketplace or when such products are developed in response to a procurement solicitation.

2) Upon request, but not later than thirty (30) calendar days after request, Vendor shall provide DIR with a completed Voluntary Product Accessibility Template (VPAT) of the specified product or a URL to the VPAT for reviewing compliance with the State Accessibility requirements (based on the federal standards established under Section 508 of the Rehabilitation Act).

B. Purchase of Commodity Items (Applicable to State Agency Purchases Only)

1) Texas Government Code, §2157.068 requires State agencies to buy commodity items, as defined in 6.B.2, below, in accordance with contracts developed by DIR, unless the agency obtains an exemption from DIR or a written certification that a commodity is not on DIR contract (for the limited purpose of purchasing from a local government purchasing cooperative).

2) Commodity items are commercially available software, hardware and technology services that are generally available to businesses or the public and for which DIR determines that a reasonable demand exists in two or more state agencies. Hardware is the physical technology used to process, manage, store, transmit, receive or deliver information. Software is the commercially available programs that operate hardware and includes all supporting documentation, media on which the software may be contained or stored, related materials, modifications, versions, upgrades, enhancements, updates or replacements. Technology services are the services, functions and activities that facilitate the design, implementation, creation, or use of software or hardware. Technology services include seat management, staffing augmentation, training, maintenance and subscription services. Technology services do not include telecommunications services. Seat management is services through which a state agency transfers its responsibilities to a vendor to manage its personal computing needs, including all

necessary hardware, software and technology services.

3) Vendor agrees to coordinate all State agency commodity item sales through existing DIR contracts. Institutions of higher education are exempt from this Subsection 6.B.

7. Contract Fulfillment and Promotion

A. Service, Sales and Support of the Contract

Vendor shall provide service, sales and support resources to serve all Customers throughout the State. It is the responsibility of the Vendor to sell, market, and promote products and services available under the Contract. Vendor shall use its best efforts to ensure that potential Customers are made aware of the existence of the Contract. All sales to Customers for products and services available under the Contract shall be processed through the Contract.

B. Use of Order Fulfillers

DIR agrees to permit Vendor to utilize designated Order Fulfillers to provide service, sales and support resources to Customers. Such participation is subject to the following conditions:

1) Designation of Order Fulfillers

a) Vendor may designate Order Fulfillers to act as the distributors for products and services available under the Contract. In designating Order Fulfillers, Vendor must be in compliance with the State's Policy on Utilization of Historically Underutilized Businesses. In addition to the required Subcontracting Plan, Vendor shall provide DIR with the following Order Fulfiller information: Order Fulfiller name, Order Fulfiller business address, Order Fulfiller CPA Identification Number, Order Fulfiller contact person email address and phone number.

b) DIR reserves the right to require the Vendor to rescind any such Order Fulfiller participation or request that Vendor name additional Order Fulfillers should DIR determine it is in the best interest of the State.

c) Vendor shall be fully liable for its Order Fulfillers' performance under and compliance with the terms and conditions of the Contract. Vendor shall enter into contracts with Order Fulfillers and use terms and conditions that are consistent with the terms and conditions of the Contract.

d) Vendor shall have the right to qualify Order Fulfillers and their participation under the Contract provided that: i) any criteria is uniformly applied to all potential Order Fulfillers based upon Vendor's established, neutrally applied criteria, ii) the criteria is not based on a particular procurement, and iii) all Customers are supported under the different criteria.

e) Vendor shall not prohibit Order Fulfiller from participating in other procurement opportunities offered through DIR.

2) Changes in Order Fulfiller List

Vendor may add or delete Order Fulfillers throughout the term of the Contract upon written authorization by DIR. Prior to adding or deleting Order Fulfillers, Vendor must make a good faith effort in the revision of its Subcontracting Plan in accordance with the State's Policy on Utilization of Historically Underutilized Businesses. Vendor shall provide DIR with its updated Subcontracting Plan and the Order Fulfiller information listed in Section 7.B.1.a above.

3) Order Fulfiller Pricing to Customer

Order Fulfiller pricing to the Customer shall comply with the Customer price as stated within Appendix A, Section 8, Pricing, Purchase Orders, Invoices and Payment, and as set forth in Appendix C, Pricing Index, and shall include the DIR Administrative Fee. This pricing shall

only be offered by Order Fulfillers to Customers for sales that pass through the Contract.

C. Product Warranty and Return Policies

Order Fulfiller will adhere to the Vendor's then-currently published policies concerning product warranties and returns. Product warranty and return policies for Customers will not be more restrictive or more costly than warranty and return policies for other similarly situated Customers for like products.

D. Customer Site Preparation

Customers shall prepare and maintain its site in accordance with written instructions furnished by Order Fulfiller prior to the scheduled delivery date of any product or service and shall bear the costs associated with the site preparation.

E. Internet Access to Contract and Pricing Information

1) Vendor Webpage

Within thirty (30) calendar days of the effective date of the Contract, Vendor will establish and maintain a webpage specific to the products and services awarded under the Contract that are clearly distinguishable from other, non-DIR Contract offerings on the Vendor's website. The webpage must include:

- a) the products and services awarded;
- b) description of product and service awarded
- c) a current price list or mechanism (for example, a services calculator or product builder) to obtain specific contracted pricing;
- d) discount percentage (%) off MSRP or List Price;
- e) designated Order Fulfillers;
- f) contact information (name, telephone number and email address) for Vendor and designated Order Fulfillers;
- g) instructions for obtaining quotes and placing Purchase Orders;
- h) warranty policies;
- i) return policies;
- j) the DIR Contract number with a hyperlink to the Contract's DIR webpage;
- k) a link to the DIR "Cooperative Contracts" webpage; and
- l) the DIR logo in accordance with the requirements of this Section.

If Vendor does not meet the webpage requirements listed above, DIR may cancel the contract without penalty.

2) Accurate and Timely Contract Information

Vendor warrants and represents that the website information specified in the above paragraph will be accurately and completely posted, maintained and displayed in an objective and timely manner. Vendor, at its own expense, shall correct any non-conforming or inaccurate information posted at Vendor's website within ten (10) business days after written notification by DIR.

3) Webpage Compliance Checks

Periodic compliance checks of the information posted for the Contract on Vendor's webpage will be conducted by DIR. Upon request by DIR, Vendor shall provide verifiable documentation that pricing listed upon this webpage is compliant with the pricing as stated in the Contract.

4) Webpage Changes

Vendor hereby consents to a link from the DIR website to Vendor's webpage in order to facilitate access to Contract information. The establishment of the link is provided solely for convenience in carrying out the business operations of the State. DIR reserves the right to suspend, terminate or remove a link at any time, in its sole discretion, without advance notice, or to deny a future request for a link. DIR will provide Vendor with subsequent notice of link suspension, termination or removal. Vendor shall provide DIR with timely written notice of any change in URL or other information needed to access the site and/or maintain the link.

5) Use of Access Data Prohibited

If Vendor stores, collects or maintains data electronically as a condition of accessing Contract information, such data shall only be used internally by Vendor for the purpose of implementing or marketing the Contract and shall not be disseminated to third parties or used for other marketing purposes. The Contract constitutes a public document under the laws of the State and Vendor shall not restrict access to Contract terms and conditions including pricing, i.e., through use of restrictive technology or passwords.

6) Responsibility for Content

Vendor is solely responsible for administration, content, intellectual property rights, and all materials at Vendor's website. DIR reserves the right to require a change of listed content if, in the opinion of DIR, it does not adequately represent the Contract.

F. DIR Logo

Vendor and Order Fulfiller may use the DIR logo in the promotion of the Contract to Customers with the following stipulations: (i) the logo may not be modified in any way, (ii) when displayed, the size of the DIR logo must be equal to or smaller than the Order Fulfiller logo, (iii) the DIR logo is only used to communicate the availability of products and services under the Contract to Customers, and (iv) any other use of the DIR logo requires prior written permission from DIR.

G. Vendor and Order Fulfiller Logo

If DIR receives Vendor's or Order Fulfiller's prior written approval, DIR may use the Vendor's and Order's Fulfiller's name and logo in the promotion of the Contract to communicate the availability of products and services under the Contract to Customers. Use of the logos may be on the DIR website or on printed materials. Any use of Vendor's and Order Fulfiller's logo by DIR must comply with and be solely related to the purposes of the Contract and any usage guidelines communicated to DIR from time to time. Nothing contained in the Contract will give DIR any right, title, or interest in or to Vendor's or Order Fulfiller's trademarks or the goodwill associated therewith, except for the limited usage rights expressly provided by Vendor and Order Fulfiller.

H. Trade Show Participation

At DIR's discretion, Vendor and Order Fulfillers may be required to participate in no more than two DIR sponsored trade shows each calendar year. Vendor understands and agrees that participation, at the Vendor's and Order Fulfiller's expense, includes providing a manned booth display or similar presence. DIR will provide four months advance notice of any required participation. Vendor and Order Fulfillers must display the DIR logo at all trade shows that potential Customers will attend. DIR reserves the right to approve or disapprove of the location or the use of the DIR logo in or on the Vendor's or Order Fulfiller's booth.

I. Orientation Meeting

Within thirty (30) calendar days from execution of the Contract, Vendor and Order Fulfillers will be required to attend an orientation meeting to discuss the content and procedures of the Contract to include reporting requirements. DIR, at its discretion, may waive the orientation requirement for Vendors who have previously held DIR contracts. The meeting will be held in the Austin, Texas area at a date and time mutually acceptable to DIR and the Vendor or by teleconference, at DIR's discretion. DIR shall bear no cost for the time and travel of the Vendor or Order Fulfillers for attendance at the meeting.

J. Performance Review Meetings

DIR may require the Vendor to attend periodic meetings to review the Vendor's performance under the Contract, at DIR's discretion. The meetings may be held within the Austin, Texas area at a date and time mutually acceptable to DIR and the Vendor or by teleconference. DIR shall bear no cost for the time and travel of the Vendor for attendance at the meeting.

K. DIR Cost Avoidance

As part of the performance measures reported to state leadership, DIR must provide the cost avoidance the State has achieved through the Contract. Upon request by DIR, Vendor shall provide DIR with a detailed report of a representative sample of products sold under the Contract. The report shall contain: product part number, product description, list price and price to Customer under the Contract.

8. Pricing, Purchase Orders, Invoices, and Payments

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

A. Manufacturer's Suggested Retail Price (MSRP) or List Price

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

MSRP is defined as the product sales price list published in some form by the manufacturer or publisher of a product and available to and recognized by the trade. A price list especially prepared for a given solicitation is not acceptable.

B. Customer Discount

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

The minimum Customer discount for all products and services will be the percentage off MSRP as specified in Appendix C, Pricing Index.

C. Customer Price

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED FOR SECTION C1

1) The price to the Customer shall be calculated as follows:

Customer Price = (MSRP or List Price – Customer Discount as set forth in Appendix C, Pricing Index) x (1 + DIR Administrative Fee, as set forth in the Contract).

2) Customers purchasing products and services under this Contract may negotiate more advantageous pricing or participate in special promotional offers. In such event, a copy of such better offerings shall be furnished to DIR upon request.

3) If pricing for products or services available under this Contract is provided by the Vendor at a lower price to: (i) an eligible Customer who is not purchasing those products or services under this Contract or (ii) to any other customer under the same terms and conditions provided for

the State for the same commodities and services under this contract, then the available Customer Price in this Contract shall be adjusted to that lower price. This requirement applies to products or services quoted by Vendor or its resellers for a quantity of one (1) under like terms and conditions, and does not apply to volume or special pricing purchases. Vendor shall notify DIR within ten (10) days and this Contract shall be amended to reflect the lower price.

D. Shipping and Handling Fees

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

The price to the Customer under this Contract shall include all shipping and handling fees. Shipments will be Free On Board Customer's Destination. No additional fees shall be charged to the Customer for standard shipping and handling. If the Customer requests expedited or special delivery, Customer will be responsible for any charges for expedited or special delivery.

E. Tax-Exempt

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

As per Section 151.309, Texas Tax Code, Customers under this Contract are exempt from the assessment of State sales, use and excise taxes. Further, Customers under this Contract are exempt from Federal Excise Taxes, 26 United States Code Sections 4253(i) and (j). Customers shall provide evidence of tax-exempt status to Vendor upon request.

F. Travel Expense Reimbursement

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

Pricing for services provided under this Contract are exclusive of any travel expenses that may be incurred in the performance of those services. Travel expense reimbursement may include personal vehicle mileage or commercial coach transportation, hotel accommodations, parking and meals; provided, however, the amount of reimbursement by Customers shall not exceed the amounts authorized for state employees as adopted by each Customer; and provided, further, that all reimbursement rates shall not exceed the maximum rates established for state employees under the current State Travel Management Program (<http://www.window.state.tx.us/procurement/prog/stmp/>). Travel time may not be included as part of the amounts payable by Customer for any services rendered under this Contract. The DIR administrative fee specified in the Contract is not applicable to travel expense reimbursement. Anticipated travel expenses must be pre-approved in writing by Customer. Customer reserves the right not to pay travel expenses which are not pre-approved in writing by the Customer.

G. Changes to Prices

Subject to the requirements of this section, Vendor may change the price of any product or service at any time, based upon changes to the MSRP, but discount levels shall remain consistent with the discount levels specified in this Contract.

Vendor may revise its pricing (but not its discount rate, if any, and not the products or services on its contract pricing list) by posting a revised pricing list. Such revised pricing lists are subject to review by DIR. If DIR finds that a product's or service's price has been increased unreasonably, DIR may request Vendor to reduce its pricing for the product or service to the level published before the revision. Vendor must reduce its pricing, or remove the product from its pricing list. Failure to do so will constitute an act of default by Vendor.

H. Purchase Orders

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

All Customer Purchase Orders will be placed directly with the Vendor or Order Fulfiller.

Accurate Purchase Orders shall be effective and binding upon Vendor or Order Fulfiller when accepted by Vendor or Order Fulfiller. Customer and Vendor may work together to include specific requirements as to what constitutes a valid Purchase Order.

Vendors will be required to comply with the disclosure requirements of Section 2252.908, Texas Government Code, as enacted by House Bill 1295, 84th Regular Session, when execution of a contract requires an action or vote by the governing body of a governmental entity before the contract may be signed.

I. Invoices

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

1) Invoices shall be submitted by the Vendor or Order Fulfiller directly to the Customer and shall be issued in compliance with Chapter 2251, Texas Government Code. All payments for products and/or services purchased under the Contract and any provision of acceptance of such products and/or services shall be made by the Customer to the Vendor or Order Fulfiller. For Customers that are not subject to Chapter 2251, Texas Government Code, Customer and Vendor will agree to acceptable terms.

2) Invoices must be timely and accurate. Each invoice must match Customer's Purchase Order and include any written changes that may apply, as it relates to products, prices and quantities. Invoices must include the Customer's Purchase Order number or other pertinent information for verification of receipt of the product or services by the Customer.

3) The administrative fee as set forth in the Contract shall not be broken out as a separate line item when pricing or invoice is provided to Customer.

J. Payments

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

Customers shall comply with Chapter 2251, Texas Government Code, in making payments to Order Fulfiller. The statute states that payments for goods and services are due thirty (30) calendar days after the goods are provided, the services completed, or a correct invoice is received, whichever is later. Payment under the Contract shall not foreclose the right to recover wrongful payments. For Customers that are not subject to Chapter 2251, Texas Government Code, Customer and Vendor will agree to acceptable terms.

9. Contract Administration

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED FOR A,C-D

A. Contract Managers

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

DIR and the Vendor will each provide a Contract Manager to support the Contract. Information regarding the Contract Manager will be posted on the Internet website designated for the Contract.

1) State Contract Manager

DIR shall provide a Contract Manager whose duties shall include but not be limited to: i) advising DIR and Vendor of Vendor's compliance with the terms and conditions of the Contract, ii) periodic verification of product pricing, and iii) verification of monthly reports submitted by Vendor.

2) Vendor Contract Manager

Vendor shall identify a specific Contract Manager whose duties shall include but not be limited to: i) supporting the marketing and management of the Contract, ii) facilitating dispute

resolution between a Order Fulfiller and a Customer, and iii) advising DIR of Order Fulfillers performance under the terms and conditions of the Contract. DIR reserves the right to require a change in Vendor's then-current Contract Manager if the assigned Contract Manager is not, in the reasonable opinion of DIR, adequately serving the needs of the State.

B. Reporting and Administrative Fees

1) Reporting Responsibility

a) Vendor shall be responsible for reporting all products and services purchased through Vendor and Order Fulfillers under the Contract. Vendor shall file the monthly reports, subcontract reports, and pay the administrative fees in accordance with the due dates specified in this section.

b) DIR shall have the right to verify required reports and to take any actions necessary to enforce its rights under this section, including but not limited to compliance checks of Vendor's applicable Contract. Vendor will provide all required documentation at no cost.

2) Detailed Monthly Report

Vendor shall electronically provide DIR with a detailed monthly report in the format required by DIR showing the dollar volume of any and all sales under the Contract for the previous calendar month period. Reports are due on the fifteenth (15th) calendar day of the month following the month of the sale. If the 15th calendar day falls on a weekend or state or federal holiday, the report shall be due on the next business day. The monthly report shall include, per transaction: the detailed sales for the period, Customer name, invoice date, invoice number, description, quantity, MSRP or List Price, unit price, extended price, Customer Purchase Order number, contact name, Customer's complete billing address, the estimated administrative fee for the reporting period, subcontractor name, EPEAT designation (if applicable), configuration (if applicable), contract discount percentage, actual discount percentage, negotiated contract price (if fixed price is offered instead of discount off of MSRP), and other information as required by DIR. Each report must contain all information listed above per transaction or the report will be rejected and returned to the Vendor for correction in accordance with this section. Vendor shall report in a manner required by DIR which is subject to change dependent upon DIR's business needs. Failure to do so may result in contract termination.

3) Historically Underutilized Businesses Subcontract Reports

a) Vendor shall electronically provide each Customer with Vendor's relevant Historically Underutilized Business Subcontracting Report, pursuant to the Contract, as required by Chapter 2161, Texas Government Code. Reports shall also be submitted to DIR.

b) Reports shall be due in accordance with the CPA rules.

4) DIR Administrative Fee

a) The Vendor shall pay an administrative fee to DIR to defray the DIR costs of negotiating, executing, and administering the Contract. The maximum administrative fee is set by the Texas Legislature in the biennial General Appropriations Act. DIR will review Vendor monthly sales reports, close the sales period, and notify the Vendor of the administrative fee no later than the fourteenth (14th) day of the second month following the date of the reported sale. Vendor shall pay the administrative fee by the twenty-fifth (25th) calendar day of the second month following the date of the reported sale. For example, Vendor reports January sales by February 15th; DIR closes January sales and notifies Vendor of administrative fee by March 14th; Vendor submits administrative fee for January sales by March 25th.

b) DIR may change the amount of the administrative fee upon thirty (30) calendar days

written notice to Vendor without the need for a formal contract amendment.

c) Vendor shall reference the DIR Contract number, reporting period, and administrative fee amount on any remittance instruments.

5) Accurate and Timely Submission of Reports

a) The reports and administrative fees shall be accurate and timely and submitted in accordance with the due dates specified in this section. Vendor shall correct any inaccurate reports or administrative fee payments within three (3) business days upon written notification by DIR. Vendor shall deliver any late reports or late administrative fee payments within three (3) business days upon written notification by DIR. If Vendor is unable to correct inaccurate reports or administrative fee payments or deliver late reports and fee payments within three (3) business days, Vendor must contact DIR and provide a corrective plan of action, including the timeline for completion of correction. The corrective plan of action shall be subject to DIR approval.

b) Should Vendor fail to correct inaccurate reports or cure the delay in timely delivery of reports and payments within the corrective plan of action timeline, DIR reserves the right to require an independent third party audit of the Vendor's records as specified in C.3 of this Section, at Vendor's expense. DIR will select the auditor (and all payments to auditor will require DIR approval).

Failure to timely submit three (3) reports or administrative fee payments within any rolling twelve (12) month period may, at DIR's discretion, result in the addition of late fees of \$100/day for each day the report or payment is due (up to \$1000/month) or suspension or termination of Vendor's Contract..

C. Records and Audit

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED IN SUBPARAGRAPH ONE (1)

1) Acceptance of funds under the Contract by Vendor and/or Order Fulfiller acts as acceptance of the authority of the State Auditor's Office, or any successor agency or designee, to conduct an audit or investigation in connection with those funds. Vendor further agrees to cooperate fully with the State Auditor's Office or its successor or designee in the conduct of the audit or investigation, including providing all records requested. Vendor will ensure that this clause concerning the authority to audit funds received indirectly by subcontractors through Vendor or directly by Order Fulfillers and the requirement to cooperate is included in any subcontract or Order Fulfiller contract it awards pertaining to the Contract. Under the direction of the Legislative Audit Committee, a Vendor that is the subject of an audit or investigation by the State Auditor's Office must provide the State Auditor's Office with access to any information the State Auditor's Office considers relevant to the investigation or audit.

2) Vendor and Order Fulfillers shall maintain adequate records to establish compliance with the Contract until the later of a period of seven (7) years after termination of the Contract or until full, final and unappealable resolution of all Compliance Check or litigation issues that arise under the Contract. Such records shall include per transaction: the Order Fulfiller's company name if applicable, Customer name, invoice date, invoice number, description, part number, manufacturer, quantity, MSRP or list price, unit price, extended price, Customer Purchase Order number, contact name, Customer's complete billing address, the calculations supporting each administrative fee owed DIR under the Contract, Historically Underutilized Businesses Subcontracting reports, and such other documentation as DIR may request.

3) Vendor and/or Order Fulfillers shall grant access to all paper and electronic records, books,

documents, accounting procedures, practices, customer records including but not limited to contracts, agreements, purchase orders and statements of work, and any other items relevant to the performance of the Contract to the DIR Internal Audit department or DIR Contract Management staff, including the compliance checks designated by the DIR Internal Audit department, DIR Contract Management staff, the State Auditor's Office, and of the United States, and such other persons or entities designated by DIR for the purposes of inspecting, Compliance Checking and/or copying such books and records. Vendor and/or Order Fulfillers shall provide copies and printouts requested by DIR without charge. DIR shall provide Vendor and/or Order Fulfillers ten (10) business days' notice prior to inspecting, Compliance Checking, and/or copying Vendor's and/or Order Fulfiller's records. Vendor's and/or Order Fulfillers records, whether paper or electronic, shall be made available during regular office hours. Vendor and/or Order Fulfiller personnel familiar with the Vendor's and/or Order Fulfiller's books and records shall be available to the DIR Internal Audit department, or DIR Contract Management staff and designees as needed. Vendor and/or Order Fulfiller shall provide adequate office space to DIR staff during the performance of Compliance Check. If Vendor is found to be responsible for inaccurate reports, DIR may invoice for the reasonable costs of the audit, which Vendor must pay within thirty (30) calendar days of receipt.

4) For procuring State Agencies whose payments are processed by the Texas Comptroller of Public Accounts, the volume of payments made to Order Fulfillers through the Texas Comptroller of Public Accounts and the administrative fee based thereon shall be presumed correct unless Vendor can demonstrate to DIR's satisfaction that Vendor's calculation of DIR's administrative fee is correct.

D. Contract Administration Notification

1) Prior to execution of the Contract, Vendor shall provide DIR with written notification of the following: i) Vendor Contract Administrator name and contact information, ii) Vendor sales representative name and contact information, and iii) name and contact information of Vendor personnel responsible for submitting reports and payment of administrative fees specified herein.

2) Upon execution of the Contract, DIR shall provide Vendor with written notification of the following: i) DIR Contract Administrator name and contact information, and ii) DIR Cooperative Contracts E-Mail Box information.

10. Vendor Responsibilities

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED IN C-M, O-S, V-W

A. Indemnification

1) INDEPENDENT CONTRACTOR

VENDOR AGREES AND ACKNOWLEDGES THAT DURING THE EXISTENCE OF THIS CONTRACT, IT IS FURNISHING PRODUCTS AND SERVICES IN THE CAPACITY OF AN INDEPENDENT CONTRACTOR AND THAT VENDOR IS NOT AN EMPLOYEE OF THE CUSTOMER OR THE STATE OF TEXAS.

2) ACTS OR OMISSIONS

Vendor shall indemnify and hold harmless the State of Texas and Customers, AND/OR THEIR OFFICERS, AGENTS, EMPLOYEES, REPRESENTATIVES, CONTRACTORS, ASSIGNEES, AND/OR DESIGNEES FROM ANY AND ALL LIABILITY, ACTIONS, CLAIMS, DEMANDS, OR SUITS, AND ALL RELATED COSTS, ATTORNEY FEES, AND EXPENSES arising out of, or resulting from any acts or omissions of the Vendor or its agents, employees, subcontractors, Order Fulfillers, or suppliers of subcontractors in the execution or

performance of the Contract and any Purchase Orders issued under the Contract. THE DEFENSE SHALL BE COORDINATED BY VENDOR WITH THE OFFICE OF THE ATTORNEY GENERAL WHEN TEXAS STATE AGENCIES ARE NAMED DEFENDANTS IN ANY LAWSUIT AND VENDOR MAY NOT AGREE TO ANY SETTLEMENT WITHOUT FIRST OBTAINING THE CONCURRENCE FROM THE OFFICE OF THE ATTORNEY GENERAL. VENDOR AND THE CUSTOMER AGREE TO FURNISH TIMELY WRITTEN NOTICE TO EACH OTHER OF ANY SUCH CLAIM.

3) INFRINGEMENTS

a) Vendor shall indemnify and hold harmless the State of Texas and Customers, AND/OR THEIR EMPLOYEES, AGENTS, REPRESENTATIVES, CONTRACTORS, ASSIGNEES, AND/OR DESIGNEES from any and all third party claims involving infringement of United States patents, copyrights, trade and service marks, and any other intellectual or intangible property rights in connection with the PERFORMANCES OR ACTIONS OF VENDOR PURSUANT TO THIS CONTRACT. VENDOR AND THE CUSTOMER AGREE TO FURNISH TIMELY WRITTEN NOTICE TO EACH OTHER OF ANY SUCH CLAIM. VENDOR SHALL BE LIABLE TO PAY ALL COSTS OF DEFENSE INCLUDING ATTORNEYS' FEES. THE DEFENSE SHALL BE COORDINATED BY VENDOR WITH THE OFFICE OF THE ATTORNEY GENERAL WHEN TEXAS STATE AGENCIES ARE NAMED DEFENDANTS IN ANY LAWSUIT AND VENDOR MAY NOT AGREE TO ANY SETTLEMENT WITHOUT FIRST OBTAINING THE CONCURRENCE FROM THE OFFICE OF THE ATTORNEY GENERAL.

b) Vendor shall have no liability under this section if the alleged infringement is caused in whole or in part by: (i) use of the product or service for a purpose or in a manner for which the product or service was not designed, (ii) any modification made to the product without Vendor's written approval, (iii) any modifications made to the product by the Vendor pursuant to Customer's specific instructions, (iv) any intellectual property right owned by or licensed to Customer, or (v) any use of the product or service by Customer that is not in conformity with the terms of any applicable license agreement.

c) If Vendor becomes aware of an actual or potential claim, or Customer provides Vendor with notice of an actual or potential claim, Vendor may (or in the case of an injunction against Customer, shall), at Vendor's sole option and expense: (i) procure for the Customer the right to continue to use the affected portion of the product or service, or (ii) modify or replace the affected portion of the product or service with functionally equivalent or superior product or service so that Customer's use is non-infringing.

4) PROPERTY DAMAGE

IN THE EVENT OF LOSS, DAMAGE, OR DESTRUCTION OF ANY PROPERTY OF CUSTOMER OR THE STATE DUE TO THE NEGLIGENCE, MISCONDUCT, WRONGFUL ACT OR OMISSION ON THE PART OF THE VENDOR, ITS EMPLOYEES, AGENTS, REPRESENTATIVES, OR SUBCONTRACTORS, THE VENDOR SHALL PAY THE FULL COST OF EITHER REPAIR, RECONSTRUCTION, OR REPLACEMENT OF THE PROPERTY, AT THE CUSTOMER'S SOLE ELECTION. SUCH COST SHALL BE DETERMINED BY THE CUSTOMER AND SHALL BE DUE AND PAYABLE BY THE VENDOR NINETY (90) CALENDAR DAYS AFTER THE DATE OF THE VENDORS RECEIPT FROM THE CUSTOMER OF A WRITTEN NOTICE OF THE AMOUNT DUE.

B. Taxes/Worker's Compensation/UNEMPLOYMENT INSURANCE

1) VENDOR AGREES AND ACKNOWLEDGES THAT DURING THE EXISTENCE OF THIS CONTRACT, VENDOR SHALL BE ENTIRELY RESPONSIBLE FOR THE LIABILITY AND PAYMENT OF VENDOR'S AND VENDOR'S EMPLOYEES' TAXES OF WHATEVER KIND, ARISING OUT OF THE PERFORMANCES IN THIS CONTRACT. VENDOR AGREES TO COMPLY WITH ALL STATE AND FEDERAL LAWS APPLICABLE TO ANY SUCH PERSONS, INCLUDING LAWS REGARDING WAGES, TAXES, INSURANCE, AND WORKERS' COMPENSATION. THE CUSTOMER AND/OR THE STATE SHALL NOT BE LIABLE TO THE VENDOR, ITS EMPLOYEES, AGENTS, OR OTHERS FOR THE PAYMENT OF TAXES OR THE PROVISION OF UNEMPLOYMENT INSURANCE AND/OR WORKERS' COMPENSATION OR ANY BENEFIT AVAILABLE TO A STATE EMPLOYEE OR EMPLOYEE OF ANOTHER GOVERNMENTAL ENTITY CUSTOMER.

2) VENDOR AGREES TO INDEMNIFY AND HOLD HARMLESS CUSTOMERS, THE STATE OF TEXAS AND/OR THEIR EMPLOYEES, AGENTS, REPRESENTATIVES, CONTRACTORS, AND/OR ASSIGNEES FROM ANY AND ALL LIABILITY, ACTIONS, CLAIMS, DEMANDS, OR SUITS, AND ALL RELATED COSTS, ATTORNEYS' FEES, AND EXPENSES, RELATING TO TAX LIABILITY, UNEMPLOYMENT INSURANCE AND/OR WORKERS' COMPENSATION IN ITS PERFORMANCE UNDER THIS CONTRACT. VENDOR SHALL BE LIABLE TO PAY ALL COSTS OF DEFENSE INCLUDING ATTORNEYS' FEES. THE DEFENSE SHALL BE COORDINATED BY VENDOR WITH THE OFFICE OF THE ATTORNEY GENERAL WHEN TEXAS STATE AGENCIES ARE NAMED DEFENDANTS IN ANY LAWSUIT AND VENDOR MAY NOT AGREE TO ANY SETTLEMENT WITHOUT FIRST OBTAINING THE CONCURRENCE FROM THE OFFICE OF THE ATTORNEY GENERAL. VENDOR AND THE CUSTOMER AGREE TO FURNISH TIMELY WRITTEN NOTICE TO EACH OTHER OF ANY SUCH CLAIM.

C. Vendor Certifications

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

Vendor certifies on behalf of Vendor and its designated Order Fulfillers that they:

- (i) have not given, offered to give, and do not intend to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the Contract;
- (ii) are not currently delinquent in the payment of any franchise tax owed the State and are not ineligible to receive payment under §231.006 of the Texas Family Code and acknowledge the Contract may be terminated and payment withheld if this certification is inaccurate;
- (iii) neither they, nor anyone acting for them, have violated the antitrust laws of the United States or the State, nor communicated directly or indirectly to any competitor or any other person engaged in such line of business for the purpose of obtaining an unfair price advantage;
- (iv) have not received payment from DIR or any of its employees for participating in the preparation of the Contract;
- (v) under Section 2155.004, Texas Government Code, the vendor certifies that the individual or business entity named in this bid or contract is not ineligible to

receive the specified contract and acknowledges that this contract may be terminated and payment withheld if this certification is inaccurate;

- (vi) to the best of their knowledge and belief, there are no suits or proceedings pending or threatened against or affecting them, which if determined adversely to them will have a material adverse effect on the ability to fulfill their obligations under the Contract;
- (vii) Vendor and its principals are not suspended or debarred from doing business with the federal government as listed in the *System for Award Management (SAM)* maintained by the General Services Administration;
- (viii) as of the effective date of the Contract, are not listed in the prohibited vendors list authorized by Executive Order #13224, "*Blocking Property and Prohibiting Transactions with Persons Who Commit, Threaten to Commit, or Support Terrorism*", published by the United States Department of the Treasury, Office of Foreign Assets Control;
- (ix) Vendor represents and warrants that, for its performance of this contract, it shall purchase products and materials produced in the State of Texas when available at the price and time comparable to products and materials produced outside the state, to the extent that such is required under Texas Government Code, Section 2155.4441;
- (x) agrees that all equipment and materials used in fulfilling the requirements of this contract are of high-quality and consistent with or better than applicable industry standards, if any. All Works and Services performed pursuant to this Contract shall be of high professional quality and workmanship and according consistent with or better than applicable industry standards, if any;
- (xi) to the extent applicable to this scope of this Contract, Vendor hereby certifies that it is in compliance with Subchapter Y, Chapter 361, Health and Safety Code related to the Computer Equipment Recycling Program and its rules, 30 TAC Chapter 328;
- (xii) agree that any payments due under this contract will be applied towards any debt, including but not limited to delinquent taxes and child support that is owed to the State of Texas;
- (xiii) are in compliance Section 669.003, Texas Government Code, relating to contracting with executive head of a state agency;
- (xiv) represent and warrant that the provision of goods and services or other performance under the Contract will not constitute an actual or potential conflict of interest and certify that they will not reasonably create the appearance of impropriety, and, if these facts change during the course of the Contract, certify they shall disclose the actual or potential conflict of interest and any circumstances that create the appearance of impropriety;
- (xv) under Section 2155.006, and Section 2261.053, Texas Government Code, are not ineligible to receive the specified contract and acknowledge that this contract may be terminated and payment withheld if this certification is inaccurate;
- (xvi) have complied with the Section 556.0055, Texas Government Code, restriction on lobbying expenditures. In addition, they acknowledge the applicability of §2155.444 and §2155.4441, Texas Government Code, in fulfilling the terms of the Contract; and
- (xvii) represent and warrant that the Customer's payment and their receipt of

appropriated or other funds under this Agreement are not prohibited by Sections 556.005 or Section 556.008, Texas Government Code; and

- (xviii) to the extent applicable to this scope of this contract, Vendor hereby certifies that it is authorized to sell and provide warranty support for all products and services listed in Appendix C of this contract; and
- (xix) represent and warrant that in accordance with Section 2270.002 of the Texas Government Code, by signature hereon, Vendor does not boycott Israel and will not boycott Israel during the term of this Contract.

During the term of the Contract, Vendor shall, for itself and on behalf of its Order Fulfillers, promptly disclose to DIR all changes that occur to the foregoing certifications, representations and warranties. Vendor covenants to fully cooperate in the development and execution of resulting documentation necessary to maintain an accurate record of the certifications, representations and warranties.

In addition, Vendor understands and agrees that if Vendor responds to certain Customer pricing requests or Statements of Work, then, in order to contract with the Customer, Vendor may be required to comply with additional terms and conditions or certifications that an individual customer may require due to state and federal law (e.g., privacy and security requirements).

D. Ability to Conduct Business in Texas

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

Vendor and its Order Fulfiller shall be authorized and validly existing under the laws of its state of organization, and shall be authorized to do business in the State of Texas in accordance with Texas Business Organizations Code, Title 1, Chapter 9.

E. Equal Opportunity Compliance

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

Vendor agrees to abide by all applicable laws, regulations, and executive orders pertaining to equal employment opportunity, including federal laws and the laws of the State in which its primary place of business is located. In accordance with such laws, regulations, and executive orders, the Vendor agrees that no person in the United States shall, on the grounds of race, color, religion, national origin, sex, age, veteran status or handicap, be excluded from employment with or participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity performed by Vendor under the Contract. If Vendor is found to be not in compliance with these requirements during the term of the Contract, Vendor agrees to take appropriate steps to correct these deficiencies. Upon request, Vendor will furnish information regarding its nondiscriminatory hiring and promotion policies, as well as specific information on the composition of its principals and staff, including the identification of minorities and women in management or other positions with discretionary or decision-making authority.

F. Use of Subcontractors

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

If Vendor uses any subcontractors in the performance of this Contract, Vendor must make a good faith effort in the submission of its Subcontracting Plan in accordance with the State's Policy on Utilization of Historically Underutilized Businesses (HUB). A revised Subcontracting Plan approved by DIR's HUB Office shall be required before Vendor can engage additional subcontractors in the performance of this Contract. A revised Subcontracting Plan approved by DIR's HUB Office shall be required before Vendor can remove subcontractors currently engaged in the performance of this Contract. Vendor shall remain solely responsible for the performance of

its obligations under the Contract.

G. Responsibility for Actions

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

- 1) Vendor is solely responsible for its actions and those of its agents, employees, or subcontractors, and agrees that neither Vendor nor any of the foregoing has any authority to act or speak on behalf of DIR or the State.
- 2) Vendor, for itself and on behalf of its subcontractors, shall report to DIR promptly when the disclosures under Certification Statement of Exhibit A to the RFO and/or Section 10.C. (xiii), Vendor Certifications of this Appendix A to the Contract change. Vendor covenants to fully cooperate with DIR to update and amend the Contract to accurately disclose the status of conflicts of interest.

H. Confidentiality

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

- 1) Vendor acknowledges that DIR and Customers that are governmental bodies as defined by Texas Government Code, Section 552.003 are subject to the Texas Public Information Act. Vendor also acknowledges that DIR and Customers that are governmental bodies will comply with the Public Information Act, and with all opinions of the Texas Attorney General's office concerning this Act.
- 2) Under the terms of the Contract, DIR may provide Vendor with information related to Customers. Vendor shall not re-sell or otherwise distribute or release Customer information to any party in any manner.

I. Security of Premises, Equipment, Data and Personnel

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

Vendor and/or Order Fulfiller may, from time to time during the performance of the Contract, have access to the personnel, premises, equipment, and other property, including data, files and /or materials (collectively referred to as "Data") belonging to the Customer. Vendor and/or Order Fulfiller shall use their best efforts to preserve the safety, security, and the integrity of the personnel, premises, equipment, Data and other property of the Customer, in accordance with the instruction of the Customer. Vendor and/or Order Fulfiller shall be responsible for damage to Customer's equipment, workplace, and its contents when such damage is caused by its employees or subcontractors. If a Vendor and/or Order Fulfiller fails to comply with Customer's security requirements, then Customer may immediately terminate its Purchase Order and related Service Agreement.

J. Background and/or Criminal History Investigation

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

Prior to commencement of any services, background and/or criminal history investigation of the Vendor and/or Order Fulfiller's employees and subcontractors who will be providing services to the Customer under the Contract may be performed by the Customer.. Should any employee or subcontractor of the Vendor and/or Order Fulfiller who will be providing services to the Customer under the Contract not be acceptable to the Customer as a result of the background and/or criminal history check, then Customer may immediately terminate its Purchase Order and related Service Agreement or request replacement of the employee or subcontractor in question.

K. Limitation of Liability

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

For any claims or cause of action arising under or related to the Contract: i) to the extent permitted by the Constitution and the laws of the State, none of the parties shall be liable to the other for punitive, special, or consequential damages, even if it is advised of the possibility of such damages; and ii) Vendor's liability for damages of any kind to the Customer shall be limited to the total amount paid to Vendor under the Contract during the twelve months immediately preceding the accrual of the claim or cause of action. However, this limitation of Vendor's liability shall not apply to claims of bodily injury; violation of intellectual property rights including but not limited to patent, trademark, or copyright infringement; indemnification requirements under this Contract; and violation of State or Federal law including but not limited to disclosures of confidential information and any penalty of any kind lawfully assessed as a result of such violation.

L. Overcharges

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

Vendor hereby assigns to DIR any and all of its claims for overcharges associated with this contract which arise under the antitrust laws of the United States, 15 U.S.C.A. Section 1, et seq., and which arise under the antitrust laws of the State of Texas, Tex. Bus. and Comm. Code Section 15.01, et seq.

M. Prohibited Conduct

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

Vendor represents and warrants that, to the best of its knowledge as of the date of this certification, neither Vendor nor any Order Fulfiller, subcontractor, firm, corporation, partnership, or institution represented by Vendor, nor anyone acting for such Order Fulfiller, subcontractor, firm, corporation or institution has: (1) violated the antitrust laws of the State of Texas under Texas Business & Commerce Code, Chapter 15, or the federal antitrust laws; or (2) communicated its response to the Request for Offer directly or indirectly to any competitor or any other person engaged in such line of business during the procurement for the Contract.

N. Required Insurance Coverage

As a condition of this Contract with DIR, Vendor shall provide the listed insurance coverage within 5 business days of execution of the Contract if the Vendor is awarded services which require that Vendor's employees perform work at any Customer premises and/or use employer vehicles to conduct work on behalf of Customers. In addition, when engaged by a Customer to provide services on Customer premises, the Vendor shall, at its own expense, secure and maintain the insurance coverage specified herein, and shall provide proof of such insurance coverage to the related Customer within five (5) business days following the execution of the Purchase Order. Vendor may not begin performance under the Contract and/or a Purchase Order until such proof of insurance coverage is provided to, and approved by, DIR and the Customer. All required insurance must be issued by companies that have an A rating and a Financial Size Category Class of VII from A.M. Best and are licensed in the State of Texas and authorized to provide the corresponding coverage. The Customer and DIR will be named as Additional Insureds on all required coverage. Required coverage must remain in effect through the term of the Contract and each Purchase Order issued to Vendor there under. The minimum acceptable insurance provisions are as follows:

1) Commercial General Liability

Commercial General Liability must include \$1,000,000 per occurrence for Bodily Injury and Property Damage, with a separate aggregate limit of \$2,000,000; Medical Expense per person of \$5,000; Personal Injury and Advertising Liability of \$1,000,000; Products/Completed Operations Aggregate Limit of \$2,000,000; and Damage to Premises Rented: \$50,000. Agencies may require additional Umbrella/Excess Liability insurance. The policy shall contain the following provisions:

- a) Blanket contractual liability coverage for liability assumed under the Contract;
- b) Independent Contractor coverage;
- c) State of Texas, DIR and Customer listed as an additional insured; and
- d) Waiver of Subrogation

2) Workers' Compensation Insurance

WORKERS' COMPENSATION INSURANCE AND EMPLOYERS' LIABILITY COVERAGE MUST INCLUDE LIMITS CONSISTENT WITH STATUTORY BENEFITS OUTLINED IN THE TEXAS WORKERS' COMPENSATION ACT (ART. 8308-1.01 ET SEQ. TEX. REV. CIV. STAT) AND MINIMUM POLICY LIMITS FOR EMPLOYERS' LIABILITY OF \$1,000,000 BODILY INJURY PER ACCIDENT, \$1,000,000 BODILY INJURY DISEASE PER EMPLOYEE AND \$1,000,000 PER DISEASE POLICY LIMIT.

3) Business Automobile Liability Insurance

Business Automobile Liability Insurance must cover all owned, non-owned and hired vehicles with a minimum combined single limit of \$500,000 per occurrence for bodily injury and property damage. The policy shall contain the following endorsements in favor of DIR and/or Customer:

- a) Waiver of Subrogation; and
- b) Additional Insured.

O. Use of State Property

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

Vendor is prohibited from using the Customer's equipment, the customer's location, or any other resources of the Customer or the State for any purpose other than performing services under this Agreement. For this purpose, equipment includes, but is not limited to, copy machines, computers and telephones using State long distance services. Any charges incurred by Vendor using the Customer's equipment for any purpose other than performing services under this Agreement must be fully reimbursed by Vendor to the Customer immediately upon demand by the Customer. Such use shall constitute breach of contract and may result in termination of the contract and other remedies available to DIR and Customer under the contract and applicable law.

P. Immigration

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

The Vendor shall comply with all requirements related to federal immigration laws and regulations, to include but not be limited to, the Immigration and Reform Act of 1986, the Illegal Immigration Reform and Immigrant Responsibility Act of 1996 ("IIRIRA") and the Immigration Act of 1990 (8 U.S.C.1101, et seq.) regarding employment verification and retention of verification forms for any individual(s) who will perform any labor or services under this Contract.

Pursuant to Executive Order No. RP-80, issued by the Governor of Texas on December 3, 2014, and as subsequently clarified, the Vendor shall, as a condition of this Contract, also comply with the United States Department of Homeland Security's E-Verify system to determine the eligibility of:

- all persons 1) to whom the E-Verify system applies, and 2) who are hired by the Vendor during the term of this Contract to perform duties within Texas; and

- all subcontractors' employees 1) to whom the E-Verify system applies, and 2) who are hired by the subcontractor during the term of this Contract and assigned by the subcontractor to perform work pursuant to this Contract.

The Vendor shall require its subcontractors to comply with the requirements of this Section and the Vendor is responsible for the compliance of its subcontractors. Nothing herein is intended to exclude compliance by Vendor and its subcontractors with all other relevant federal immigration statutes and regulations promulgated pursuant thereto.

Q. Public Disclosure

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

No public disclosures or news releases pertaining to this contract shall be made by Vendor without prior written approval of DIR.

R. Product and/or Services Substitutions

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

Substitutions are not permitted without the written permission of DIR or Customer.

S. Secure Erasure of Hard Disk Products and/or Services

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

Vendor agrees that all products and/or services equipped with hard disk drives (i.e. computers, telephones, printers, fax machines, scanners, multifunction devices, etc.) shall have the capability to securely erase data written to the hard drive prior to final disposition of such products and/or services, either at the end of the Customer's Managed Services product's useful life or the end of the related Customer Managed Services Agreement for such products and/ services, in accordance with 1 TAC 202.

T. Deceptive Trade Practices; Unfair Business Practices

1) Vendor represents and warrants that neither Vendor nor any of its Subcontractors has been (i) found liable in any administrative hearing, litigation or other proceeding of Deceptive Trade Practices violations as defined under Chapter 17, Texas Business & Commerce Code, or (ii) has outstanding allegations of any Deceptive Trade Practice pending in any administrative hearing, litigation or other proceeding.

2) Vendor certifies that it has no officers who have served as officers of other entities who (i) have been found liable in any administrative hearing, litigation or other proceeding of Deceptive Trade Practices violations or (ii) have outstanding allegations of any Deceptive Trade Practice pending in any administrative hearing, litigation or other proceeding.

U. Drug Free Workplace Policy

Vendor shall comply with the applicable provisions of the Drug-Free Work Place Act of 1988 (41 U.S.C. §§8101-8106) and maintain a drug-free work environment; and the final rule, government-wide requirements for drug-free work place (Financial Assistance), issued by the Office of Management and Budget (2 C.F.R. Part 182) to implement the provisions of the Drug-Free Work Place Act of 1988 is incorporated by reference and the contractor shall comply with the relevant provisions thereof, including any amendments to the final rule that may hereafter be issued.

V. Accessibility of Public Information

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

- 1) Pursuant to S.B. 1368 of the 83rd Texas Legislature, Regular Session, Vendor is required to make any information created or exchanged with the State pursuant to this Contract, and not otherwise excepted from disclosure under the Texas Public Information Act, available in a format that is accessible by the public at no additional charge to the State.
- 2) Each State government entity should supplement the provision set forth in Subsection 1, above, with the additional terms agreed upon by the parties regarding the specific format by which the Vendor is required to make the information accessible by the public.

W. Vendor Reporting Requirements

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

Vendor shall comply with Subtitle C, Title 5, Business & Commerce Code, Chapter 109 as added by HB 2539 of the 83rd Texas Legislature, Regular Session, requiring computer technicians to report images of child pornography.

11. Contract Enforcement

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED TO A, B2, 5-7

A. Enforcement of Contract and Dispute Resolution

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

- 1) Vendor and DIR agree to the following: (i) a party's failure to require strict performance of any provision of the Contract shall not waive or diminish that party's right thereafter to demand strict compliance with that or any other provision, (ii) for disputes not resolved in the normal course of business, the dispute resolution process provided for in Chapter 2260, Texas Government Code, shall be used, and (iii) actions or proceedings arising from the Contract shall be heard in a state court of competent jurisdiction in Travis County, Texas.
- 2) Disputes arising between a Customer and the Vendor shall be resolved in accordance with the dispute resolution process of the Customer that is not inconsistent with subparagraph A.1 above. DIR shall not be a party to any such dispute unless DIR, Customer, and Vendor agree in writing.
- 3) State agencies are required by rule (34 TAC §20.115) to report vendor performance through the Vendor Performance Tracking System (VPTS) on every purchase over \$25,000.

B. Termination

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED FOR 2, 5-7

1) Termination for Non-Appropriation

a) Termination for Non-Appropriation by Customer

Customer may terminate Purchase Orders if funds sufficient to pay its obligations under the Contract are not appropriated: i) by the governing body on behalf of local governments; ii) by the Texas legislature on behalf of state agencies; or iii) by budget execution authority provisioned to the Governor or the Legislative Budget Board as provided in Chapter 317, Texas Government Code. In the event of non-appropriation, Vendor and/or Order Fulfiller will be provided ten (10) calendar days written notice of intent to terminate. Notwithstanding the foregoing, if a Customer issues a Purchase Order and has accepted delivery of the product or services, they are obligated to pay for the product or services or they may return the product and discontinue using services under any return provisions that Vendor offers. In the event of such termination, the Customer will not be considered to be in default or breach under this Contract, nor shall it be liable for any further payments ordinarily due under this Contract, nor shall it be liable for any damages or any other amounts which are caused by or associated with such termination.

b) Termination for Non-Appropriation by DIR

DIR may terminate Contract if funds sufficient to pay its obligations under the Contract are not appropriated: by the i) Texas legislature or ii) by budget execution authority provisioned to the Governor or the Legislative Budget Board as provided in Chapter 317, Texas Government Code. In the event of non-appropriation, Vendor and/or Order Fulfiller will be provided thirty (30) calendar days written notice of intent to terminate. In the event of such termination, DIR will not be considered to be in default or breach under this Contract, nor shall it be liable for any further payments ordinarily due under this Contract, nor shall it be liable for any damages or any other amounts which are caused by or associated with such termination.

2) Absolute Right

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

DIR shall have the absolute right to terminate the Contract without recourse in the event that: i) Vendor becomes listed on the prohibited vendors list authorized by Executive Order #13224, "*Blocking Property and Prohibiting Transactions with Persons Who Commit, Threaten to Commit, or Support Terrorism*", published by the United States Department of the Treasury, Office of Foreign Assets Control; ii) Vendor becomes suspended or debarred from doing business with the federal government as listed in the *System for Award Management (SAM)* maintained by the General Services Administration; or (iii) Vendor is found by DIR to be ineligible to hold this Contract under Subsection (b) of Section 2155.006, Texas Government Code. Vendor shall be provided written notice in accordance with Section 12.A, Notices, of intent to terminate.

3) Termination for Convenience

DIR may terminate the Contract, in whole or in part, by giving the other party thirty (30) calendar days written notice. A Customer may terminate a Purchase Order or other contractual document or relationship by giving the other party thirty (30) calendar days written notice.

4) Termination for Cause

a) Contract

Either DIR or Vendor may issue a written notice of default to the other upon the occurrence of a material breach of any covenant, warranty or provision of the Contract, upon the following preconditions: first, the parties must comply with the requirements of Chapter 2260, Texas Government Code in an attempt to resolve a dispute; second, after complying with Chapter 2260, Texas Government Code, and the dispute remains unresolved, then the non-defaulting party shall give the defaulting party thirty (30) calendar days from receipt of notice to cure said default. If the defaulting party fails to cure said default within the timeframe allowed, the non-defaulting party may, at its option and in addition to any other remedies it may have available, cancel and terminate the Contract. Customers purchasing products or services under the Contract have no power to terminate the Contract for default.

b) Purchase Order

Customer or Order Fulfiller may terminate a Purchase Order or other contractual document or relationship upon the occurrence of a material breach of any term or condition: (i) of the Contract, or (ii) included in the Purchase Order or other contractual document or relationship in accordance with Section 4.B.2 above, upon the following preconditions: first, the parties must comply with the requirements of Chapter 2260, Texas Government Code, in an attempt to resolve a dispute; second, after complying with Chapter 2260, Texas

Government Code, and the dispute remains unresolved, then the non-defaulting party shall give the defaulting party ten (10) calendar days from receipt of notice to cure said default. If the defaulting party fails to cure said default within the timeframe allowed, the non-defaulting party may, at its option and in addition to any other remedies it may have available, cancel and terminate the Purchase Order. Customer may immediately suspend or terminate a Purchase Order without advance notice in the event Vendor fails to comply with confidentiality, privacy, security requirements, environmental or safety laws or regulations, if such non-compliance relates or may relate to vendor provision of goods or services to the Customer.

5) Immediate Termination or Suspension

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

DIR may immediately suspend or terminate this Contract without advance notice if DIR receives notice or knowledge of potentially criminal violations by Vendor or Order Fulfiller (whether or not such potential violations directly impact the provision of goods or services under this Contract). In such case, the Vendor or Order Fulfiller may be held ineligible to receive further business or payment but may be responsible for winding down or transition expenses incurred by Customer. DIR or Customer will use reasonable efforts to provide notice (to the extent allowed by law) to vendor within five (5) business days after imposing the suspension or termination. Vendor may provide a response and request an opportunity to present its position. DIR or Customer will review vendor presentation, but is under no obligation to provide formal response.

6) Customer Rights Under Termination

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

In the event the Contract expires or is terminated for any reason, a Customer shall retain its rights under the Contract and the Purchase Order issued prior to the termination or expiration of the Contract. The Purchase Order survives the expiration or termination of the Contract for its then effective term.

7) Vendor or Order Fulfiller Rights Under Termination

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

In the event a Purchase Order expires or is terminated, a Customer shall pay: 1) all amounts due for products or services ordered prior to the effective termination date and ultimately accepted, and 2) any applicable early termination fees agreed to in such Purchase Order.

C. Force Majeure

DIR, Customer, or Order Fulfiller may be excused from performance under the Contract for any period when performance is prevented as the result of an act of God, strike, war, civil disturbance, epidemic, or court order, provided that the party experiencing the event of Force Majeure has prudently and promptly acted to take any and all steps that are within the party's control to ensure performance and to shorten the duration of the event of Force Majeure. The party suffering an event of Force Majeure shall provide notice of the event to the other parties when commercially reasonable. Subject to this provision, such non-performance shall not be deemed a default or a ground for termination. However, a Customer may terminate a Purchase Order if it is determined by the Customer that Order Fulfiller will not be able to deliver product or services in a timely manner to meet the business needs of the Customer.

12. Notification

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

A. Notices

All notices, demands, designations, certificates, requests, offers, consents, approvals and other instruments given pursuant to the Contract shall be in writing and shall be validly given on: (i) the date of delivery if delivered by email, facsimile transmission, mailed by registered or certified mail, or hand delivered, or (ii) three business days after being mailed via United States Postal Service. All notices under the Contract shall be sent to a party at the respective address indicated in Section 6 of the Contract or to such other address as such party shall have notified the other party in writing.

B. Handling of Written Complaints

In addition to other remedies contained in the Contract, a person contracting with DIR may direct their written complaints to the following office:

Public Information Office
Department of Information Resources
Attn: Public Information Officer
300 W. 15th Street, Suite 1300
Austin, Texas 78701
(512) 475-4759, facsimile

13. Captions

Note: NO EXCEPTIONS OR REVISIONS WILL BE CONSIDERED

The captions contained in the Contract, Appendices, and its Exhibits are intended for convenience and reference purposes only and shall in no way be deemed to define or limit any provision thereof.

Appendix D

MASTER LEASE AGREEMENT

1. Scope.

Lessor hereby leases to Lessee, and Lessee hereby leases from Lessor the Equipment described on each Supplementary Schedule (“Schedule”), which is a separate agreement executed from time to time by Lessor and Lessee and makes specific reference to this Master Lease Agreement (“MLA”). The terms and conditions contained herein shall apply to each Schedule that is properly executed in conjunction with this MLA and made subject to such terms and conditions as if a separate MLA were executed for each Schedule by the Lessee. Each Lessee has made an independent legal and management determination to enter into each Schedule. DIR has not offered or given any legal or management advice to the Lessor or to any Lessee under any Schedule. Lessee may negotiate additional terms or more advantageous terms with the Lessor to satisfy individual procurements, such terms shall be developed by the Lessor and Lessee and stated within a Rider to the MLA or the Schedule. To the extent that any of the provisions of the MLA conflict with any of the terms contained in any Schedule, the terms of the Schedule shall control. It is expressly understood that the term “Equipment” shall refer to the Products and any related Services as allowed within said Contract number DIR-TSO-4192, as described on a Schedule and any associated items therewith, including but not limited to all parts, replacements, additions, repairs, and attachments incorporated therein and/or affixed thereto, all documentation (technical and/or user manuals), operating system and application software as needed.

If more than one Lessee is named in a Schedule, the liability of each named Lessee shall be joint and several. However, unless DIR leases Equipment for its own use, DIR is not a party to any Schedule executed under this MLA and is not responsible for Rents, payments or any other obligations under such Lessee’s Schedule. The invalidation, fulfillment, waiver, termination, or other disposition of any rights or obligations of either a Lessee or the Lessor or both of them arising from the use of this MLA in conjunction with any one Schedule shall not affect the status of the rights or obligations of either or both of those parties arising from the use of this MLA in conjunction with any other Schedule, except in the Event of Default as provided in Section 23 of this MLA.

Any reference to “MLA” shall mean this Agreement, including the Opinion of Counsel, and any riders, amendments and addenda thereto, and any other documents as may from time to time be made a part hereof upon mutual agreement by DIR and Lessor.

As to conditions precedent to Lessor’s obligation to purchase any Equipment, (i) Lessee shall accept the MLA terms and conditions as set forth herein and execute all applicable documents such as the Schedule, the Acceptance Certificate, Opinion of Counsel, and any other documentation as may be required by the Lessor that is not in conflict with this MLA, and (ii) there shall be no material adverse change in Lessee’s financial condition except as provided for within Section 7 of this MLA.

2. Term of MLA.

The term of this MLA shall commence on the last date of approval by DIR and Lessor of Amendment Number One (1) and shall continue until (i) the obligations of Lessee under every Schedule are fully discharged, (ii) the full and final expiration date of the Contract, or (iii) either party exercises their termination rights as stated within Appendix A, Section 11B of the Contract. In regards to either the Contract expiration date or Contract termination date or the termination of this MLA, before all obligations of Lessee under every Schedule are fully discharged, such Schedules and such other provisions of the Contract and this MLA as may be necessary to preserve the rights of the Lessor or Lessee hereunder shall survive said termination or expiration.

3. Term of Schedule.

The term for each Schedule, executed in conjunction to this MLA, shall commence on the date of execution of an Acceptance Certificate by the Lessee or twenty (20) days after the delivery of the last piece of Equipment to the Lessee ("Commencement Date"), and unless earlier terminated as provided for in the MLA, shall continue for the number of whole months or other payment periods as set forth in the applicable Schedule Term, commencing on the first day of the month following the Commencement Date (or commencing on the Commencement Date if such date is the first day of the month). The Schedule Term may be earlier terminated upon: (i) the Non-appropriation of Funds pursuant to Section 7 of this MLA, (ii) an Event of Loss pursuant to Section 18 of this MLA, or (iii) an Event of Default by Lessee and Lessor's election to cancel the Schedule pursuant to Section 24 of this MLA.

4. Administration of MLA.

- (a) For requests involving the leasing of Equipment, each potential Lessee will submit its request directly to the Lessor. Lessor shall apply the then current Equipment pricing discounts as stated within the Contract or the price as agreed upon by Lessee and Lessor, whichever is lower. Lessor shall submit the lease proposal and all other applicable documents directly to the potential Lessee and negotiate the Schedule terms directly with the potential Lessee.
- (b) All leasing activities in conjunction to this MLA shall be treated as a "purchase sale" in regards to the requirements of the Lessor to report the sale and make payment of the DIR administrative fee as defined within Section 5 of the Contract.
- (c) Upon agreement by Lessor and Lessee on pricing, availability and the like, Lessee may issue a purchase order in the amount indicated on the Schedule to Lessor for the Equipment and reference said Contract number DIR- TSO-4192 on the purchase order. Any pre-printed terms and conditions on the purchase order submitted by the Lessee shall not be effective with respect to the lease of Equipment hereunder. Rather, the terms and conditions of this MLA and applicable Schedule terms and conditions shall control in all respects.
- (d) Nothing herein shall require the Lessor to use this MLA exclusively with Lessees. Further, this MLA shall not constitute a requirements Agreement and Lessor shall not be obligated to enter into any Schedule for the lease of Equipment with any Lessee.

5. Rent Payments.

During the Schedule Term and any renewal terms, Lessee agrees to pay Lessor Rent Payments. Rent Payments shall be the amount equal to the Rent Payment amount specified in the Schedule multiplied by the amount of the total number of Rent Payments specified therein. Lessee shall pay Rent Payments in the amount and on the due dates specified by Lessor until all Rent Payments and all other amounts due under the Schedule have been paid in full. If the Schedule Commencement Date is other than the first day of a month, Lessee shall make an initial payment on the Schedule Commencement Date in an amount equal to one-thirtieth of the Rent Payment specified in the Schedule for each day from the Schedule Commencement Date (including the Schedule Commencement Date) through the last day of such month (including that day). For example, if a scheduled payment amount is \$3,000 and the Scheduled Commencement date is the 15th of the month, a payment of \$1,500 will be made.

Any amounts received by Lessor from the Lessee in excess of Rent Payments and any other sums required to be paid by the Lessee shall be held as non-interest bearing security for Lessee's faithful performance under the conditions of this MLA and any Schedule. All Rent Payments shall be paid to the Lessor at the address stated on the Schedule or any other such place as the Lessor or its assigns may hereafter direct to the Lessee. Lessee shall abide by Appendix A, Section 8J of the Contract in making payments to the Lessor. Any sum received by the Lessor later than ten (10) business days after its due date will bear interest from such due date at the rate of one-percent (1%) per month (or the maximum rate allowable by law, if less) until paid. Late charges, attorney's fees and other costs or expenses necessary to recover Rent Payments and any other amounts owed by Lessee hereunder are considered an integral part of this MLA.

Each Schedule is a net lease and except as specifically provided herein, Lessee shall be responsible for all costs and expenses arising in connection with the Schedule or Equipment. Lessee acknowledges and agrees, except as specifically provided for in Section 7 of this MLA, that its obligation to pay Rent and other sums payable hereunder, and the rights of Lessor and Lessor's assignees, shall be absolute and unconditional in all events, and shall not be abated, reduced or subject to offset or diminished as a result of any event, including without limitation damage, destruction, defect, malfunction, loss of use, or obsolescence of the Equipment, or any other event, defense, counterclaim or recoupment due or alleged to be due by reason of any past, present or future claims Lessee may have against Lessor, Lessor's assigns, the manufacturer, vendor, or maintainer of the Equipment, or any person for any reason whatsoever.

"Price" shall mean the actual purchase price of the Equipment. Rent Payments shall be adjusted proportionately downward if the actual price of the Equipment is less than the estimate (original proposal), and the Lessee herein authorizes Lessor to adjust the Rent Payments downward in the event of the decrease in the actual Equipment price. However, in the event that the Equipment price is more than the estimate (original proposal), the Lessor may not adjust the Rent Payment without prior written approval of the Lessee.

6. Liens and Taxes.

Lessee shall keep the Equipment free and clear of all levies, liens and encumbrances, except those in favor of Lessor or its assigns, and shall give Lessor immediate notice of any attachment or other judicial process affecting any item of Equipment. Unless Lessee first provides proof of exemption therefrom, Lessee shall promptly reimburse Lessor, upon receipt of an accurate invoice, as an additional sum payable under this MLA, or shall pay directly if so requested by Lessor, all license and registration fees, sales, use, personal

property taxes and all other taxes and charges imposed by any federal, state, or local governmental or taxing authority, from which the Lessee is not exempt, whether assessed against Lessee or Lessor, relating to the purchase, ownership, leasing, or use of the Equipment or the Rent Payments, excluding all taxes computed upon the net income of Lessor. Any tax statement received by the Lessor, for taxes payable by the Lessee, shall be promptly forwarded by the Lessor to the Lessee for payment.

7. Appropriation of Funds.

- (a) This paragraph applies only to Lessees designated as state agencies defined in Section 2054.003, Texas Government Code, including institutions of higher education as defined in Texas Education Code, Section 61.003 and those state agencies utilizing a DIR contract through an Interagency Agreement, as authorized by Chapter 771, Texas Government Code.

Lessee intends to continue each Schedule to which it is a party for the Schedule Term and to pay the Rent and other amounts due thereunder. Lessee reasonably believes that legally available funds in an amount sufficient to pay all Rent during the Schedule Term can be obtained. Lessee further intends to act in good faith to do those things reasonably and lawfully within its power to obtain and maintain funds from which the Rent may be paid. Notwithstanding the foregoing, in the event sufficient funds are not appropriated to continue the Schedule Term for any Fiscal Period (as set forth on the Schedule) of Lessee beyond the Fiscal Period first in effect at the Commencement of the Schedule Term, Lessee may terminate the Schedule with regard to not less than all of the Equipment on the Schedule so affected. Lessee shall endeavor to provide Lessor written notice sixty (60) days prior to the end of its current Fiscal Period confirming the Schedule will be so terminated. All obligations of Lessee to pay Rent due after the end of the Fiscal Period for which such termination applies will cease, all interests of Lessee in the Equipment will terminate and Lessee shall surrender the Equipment in accordance with Section 13 of this MLA. Notwithstanding the foregoing, Lessee agrees, without creating a pledge, lien or encumbrance upon funds available to Lessee in other than its current Fiscal Period, that it will use reasonable efforts to obtain appropriation of funds to avoid termination of the Schedule by taking reasonable and appropriate action including the inclusion in Lessee's budget request for each Fiscal Period during the Schedule Term hereof a request for adequate funds to meet its obligations and to continue the Schedule in force. Lessee represents and warrants it has adequate funds to meet its obligations during the first Fiscal Period of the Schedule Term. Lessor and Lessee understand and intend that the obligation of Lessee to pay Rent hereunder shall constitute a current expense of Lessee and shall not in any way be construed to be a debt of Lessee in contravention of any applicable constitutional or statutory limitation or requirement concerning the creation of indebtedness by Lessee, nor shall anything contained herein constitute a pledge of the general revenues, funds or monies of Lessee or the State of Texas beyond the Fiscal Period for which sufficient funds have been appropriated to pay Rent hereunder.

- (b) This paragraph applies only to Lessees designated as local government entities.

Lessee intends to continue each Schedule to which it is a party for the Schedule Term and to pay the Rent and other amounts due thereunder. Lessee reasonably believes that legally available funds in an amount sufficient to pay all Rent during the Schedule Term can be obtained. Lessee further intends to act in good faith to do those things reasonably and lawfully within its power to obtain and maintain funds from which the Rent may be paid. Notwithstanding the foregoing, in the event sufficient funds

are not appropriated for Lessee to continue the Schedule Term for any Fiscal Period (as set forth on the Schedule) of the Lessee beyond the Fiscal Period first in effect at the commencement of the Schedule Term, the Lessee may terminate the Schedule with regard to not less than all of the Equipment on the Schedule so affected. Lessee shall endeavor to provide Lessor written notice sixty (60) days prior to the end of its current Fiscal Period confirming the Schedule will be terminated. All obligations of Lessee to pay Rent due after the end of the Fiscal Period first in effect at the commencement of the Schedule Term will cease, all interests of Lessee in the Asset(s) will terminate and Lessee shall surrender the Equipment in accordance with Section 13 of this MLA. Notwithstanding the foregoing, Lessee agrees, without creating a pledge, lien or encumbrance upon funds available to Lessee in other than its current Fiscal Period, that it will use reasonable efforts to obtain appropriation of funds to avoid termination of the Schedule by taking reasonable and appropriate action including the inclusion in Lessee's budget request for each Fiscal Period during the Schedule Term hereof a request for adequate funds to meet its obligations and to continue the Schedule in force. Lessee represents and warrants it has adequate funds to meet its obligations during the first Fiscal Period of the Schedule Term.

8. Selection of Equipment.

The Equipment is the size, design, capacity and manufacture selected by Lessee in its sole judgment and not in reliance on the advice or representations of Lessor. No representation by the manufacturer or a vendor shall in any way affect Lessee's duty to pay Rent and perform its other obligations hereunder. Each Schedule is intended to be a "finance lease" as defined in Article 2A of the Uniform Commercial Code. Lessor has acquired or will acquire the Equipment in connection with this MLA. Lessor shall not be liable for damages for any reason, for any act or omission of the supplying manufacturer. Lessor agrees, to the extent they are assignable, to assign the Lessee, without recourse to Lessor, any warranties provided to Lessor with respect to the Equipment during the Term of the applicable Schedule. Lessee acknowledges that neither its dissatisfaction with any unit of Equipment, nor the failure of any of the Equipment to remain in useful condition for the Schedule Term, nor the loss of possession or the right of possession of the Equipment or any part thereof by the Lessee, shall relieve Lessee from the obligations under this MLA or Schedule Term. Lessee shall have no right, title or interest in or to the Equipment except the right to use the same upon the terms and conditions herein contained. The Equipment shall remain the sole and exclusive personal property of the Lessor and not be deemed a fixture whether or not it becomes attached to any real property of the Lessee. Any labels supplied by Lessor to Lessee, describing the ownership of the Equipment, shall be affixed by Lessee upon a prominent place on each item of Equipment.

9. Inspection and Acceptance.

Promptly upon delivery of the Equipment, Lessee will inspect and test the Equipment, and not later than ten (10) business days following the Commencement Date, Lessee will execute and deliver either (i) an Acceptance Certificate, or (ii) written notification of any defects in the Equipment. If Lessee has not given notice within such time period, the Equipment shall be conclusively deemed accepted by the Lessee as of the tenth (10th) business day. Lessor, its assigns or their agents, shall be permitted free access at reasonable times authorized by the Lessee, the right to inspect the Equipment.

10. Installation and Delivery; Use of Equipment; Repair and Maintenance.

- (a) All transportation, delivery, and installation costs associated with the Equipment shall be borne by the Lessee. Lessor is not and shall not be liable for damages if for any reason the manufacturer of the Equipment delays the delivery or fails to fulfill the order by the Lessee's desired timeframe. Any delay in delivery by the manufacturer shall not affect the validity of any Schedule. Lessee shall provide a place of installation for the Equipment, which conforms to the requirements of the manufacturer and Lessor.
- (b) Subject to the terms hereof, Lessee shall be entitled to use the Equipment in compliance with all laws, rules, and regulations of the jurisdiction wherein the Equipment is located and will pay all cost, claims, damages, fees and charges arising out of its possession, use or maintenance. Lessee agrees to solely use the Equipment in the conduct of Lessee's business. Lessee agrees, at its expense, to obtain all applicable permits and licenses necessary for the operation of the Equipment, and keep the Equipment in good working order, repair, appearance and condition (reasonable wear and tear is acceptable). Lessee shall not use or permit the use of the Equipment for any purpose, which according to the specification of the manufacturer, the Equipment is not designed or reasonably suited. Lessee shall use the Equipment in a careful and proper manner and shall comply with all of the manufacturer's instructions, governmental rules, regulations, requirements, and laws, and all insurance requirements, if any, with regard to the use, operation or maintenance of the Equipment.
- (c) Lessee, at its expense, shall take good and proper care of the Equipment and make all repairs and replacements necessary to maintain and preserve the Equipment and keep it in good order and condition. Unless Lessor shall otherwise consent in writing, Lessee shall, at its own expense, enter into and maintain in force a maintenance agreement covering each unit of Equipment. Lessee shall furnish Lessor with a copy of such agreement, upon request. Lessee shall pay all costs to install and dismantle the Equipment. Lessee shall not make any alterations, additions, or improvements, or add attachments to the Equipment without the prior written consent of Lessor, except for additions or attachments to the Equipment purchased by Lessee from the original supplier of the Equipment or any other person approved by Lessor. If Lessee desires to lease any such additions or attachments, Lessee hereby grants to Lessor the right of first refusal to provide such lease financing to Lessee for such items. Subject to the provisions of Section 13B of this MLA, Lessee agrees to restore the Equipment to Return Condition prior to its return to the Lessor.

11. Relocation of Equipment.

Lessee shall at all times keep the Equipment within its exclusive possession and control. Upon Lessor's prior written consent, which shall not be unreasonably withheld, Lessee may move the Equipment to another location of Lessee within the continental United States, provided (i) Lessee is not in default on any Schedule, (ii) Lessee executes and causes to be filed at its expense such instruments as are necessary to preserve and protect the interests of Lessor and its assigns in the Equipment, (iii) Lessee pays all costs of, and provides adequate insurance during such movement, and (iv) Lessee pays all costs otherwise associated with such relocation. Notwithstanding the foregoing, Lessee may move the Equipment to another location within Texas without notification to, or the consent of, Lessor. Provided, however, that not later than December 31 of each calendar year, Lessee shall provide Lessor a written report detailing the total amount of Equipment at each location of Lessee as of that date, and the complete address for each location. Lessor shall make all filings and returns for property taxes due with respect to the Equipment, and Lessee agrees that it shall not make or file any property tax returns, including information returns, with respect to the Equipment.

12. Ownership.

The Equipment shall at all times be and remain the sole and exclusive property of Lessor, subject to the parties rights under any applicable software license agreement. Lessee shall have no right, title or interest in the Equipment except a leasehold interest as provided for herein. Lessee agrees that the Equipment shall be and remain personal property and shall not be so affixed to realty as to become a fixture or otherwise to lose its identity as the separate property of the Lessor. Upon request, Lessee will enter into any and all agreements necessary to ensure that the Equipment remain the personal property of Lessor.

13. Purchase and Renewal Options; Location and Surrender of Equipment.

- (a) Not less than ninety (90) days prior to the expiration of the initial Schedule Term Lessor shall notify Lessee of options for continued use of Equipment. Lessee shall have the option to: (i) renew the Schedule as to all but not less than all of the Equipment, or (ii) purchase all but not less than all of the Equipment for cash or by the Lessor's acceptance of a purchase order from Lessee upon the last business day on or prior to the expiration of the Schedule Term thereof for a price equal to the amount set forth in the Schedule. If the Fair Market Value (FMV) Purchase Option was selected on the Schedule, the FMV shall be determined on the basis of and shall be equal in amount to, the value which would be obtained in an arms-length transaction between an informed and willing buyer-user (other than a used equipment dealer), who would be retaining the Equipment as part of its current operations, in continuing and consistent use, and an informed and willing seller under no compulsion to sell, and in such determination, costs of removal from the location of current use shall not be a deduction from such value. If Lessee desires to exercise either option, it shall give Lessor irrevocable written notice of its intention to exercise such option at least sixty (60) days (and not more than 180 days) before the expiration of such Schedule Term. In the event that Lessee exercises the purchase option described herein, upon payment by Lessee to Lessor of the purchase price for the Equipment, together with all Rent Payments and any other amounts owing to Lessor hereunder, Lessor shall transfer to Lessee without any representation or warranty of any kind, express or implied, title to such Equipment. NOTWITHSTANDING ANYTHING HEREIN TO THE CONTRARY, IF LESSEE FAILS TO NOTIFY LESSOR OF ITS INTENT WITH RESPECT TO THE EXERCISE OF THE OPTIONS DESCRIBED IN THIS SECTION 13 WITHIN THE TIME FRAMES CONTEMPLATED HEREIN, THE INITIAL SCHEDULE TERM SHALL BE TERMINATED ON THE DATE AS STATED IN THE SCHEDULE.
- (b) The Equipment shall be delivered to and thereafter kept at the location specified in the Schedule and shall not be removed therefrom without Lessor's prior written consent and in accordance with Section 11 of this MLA. Upon the expiration, early termination as provided herein, or upon final termination of the Schedule, upon at least ninety (90) days prior written notice to Lessor, Lessee at its cost and expense, shall immediately disconnect, properly package for transportation and return all (not part) of the Equipment (including, without limitation, all service records and user manuals), freight prepaid, to Lessor in good repair, working order, with unblemished physical appearance and with no defects which affect the operation or performance of the Equipment ("Return Condition"), reasonable wear and tear excepted. Lessee shall, at Lessor's request, affix to the Equipment, tags, decals or plates furnished by Lessor indicating Lessor's ownership and Lessee shall not permit their removal or concealment. Lessee shall return the Equipment to Lessor at a location specified by Lessor, provided, however, such location shall be within the United States no farther than 500 miles from the original Lessee delivery location,

unless otherwise agreed to on the applicable Schedule. If the Equipment is not in Return Condition, Lessee shall remain liable for all reasonable costs required to restore the Equipment to Return Condition. Lessee shall arrange and pay for the de-installation and packing of the Equipment and the de-installation shall be performed by manufacturer-certified technicians, approved by Lessor and the Lessor shall have the right to supervise and direct the preparation of the Equipment for return. IF, UPON TERMINATION OR EXPIRATION OF THE SCHEDULE FOR ANY REASON, LESSEE FAILS OR REFUSES FORTHWITH TO RETURN AND DELIVER THE EQUIPMENT TO LESSOR, LESSEE SHALL REMAIN LIABLE FOR ANY RENT PAYMENTS ACCRUED AND UNPAID WITH RESPECT TO ALL OF THE EQUIPMENT ON THE SCHEDULE AND SHALL PAY RENT UP TO THE DATE THAT THE EQUIPMENT IS RETURNED TO THE ADDRESS SPECIFIED BY LESSOR. Notwithstanding the foregoing, Lessor shall have the right, without notice or demand, to enter Lessee's premises or any other premises where the Equipment may be found and to take possession of and to remove the Equipment, at Lessee's sole cost and expense, without legal process. Lessee understands that it may have a right under law to notice and a hearing prior to repossession of the Equipment. As an inducement to Lessor to enter into a transaction, but only to the extent that Lessee, if a state agency, has statutory authority to do so, Lessee hereby expressly waives all rights conferred by existing law to notice and a hearing prior to such repossession by Lessor or any officer authorized by law to effect repossession and hereby releases Lessor from all liability in connection with such repossession. Without waiving the doctrines of sovereign immunity and immunity from suit and to the extent authorized by the constitution and laws of the State of Texas, Lessee's obligation to return Equipment may, at Lessor's option, be specifically enforced by Lessor.

14. Quiet Enjoyment.

During the Schedule Term, Lessor shall not interfere with Lessee's quiet enjoyment and use of the Equipment provided that an Event of Default (as hereinafter defined in Section 23 of the MLA) has not occurred.

15. Warranties.

Lessor and Lessee acknowledge that manufacturer Equipment warranties, if any, inure to the benefit of the Lessee. Lessee agrees to pursue any warranty claim directly against such manufacturer of the Equipment and shall not pursue any such claim against Lessor. Lessee shall continue to pay Lessor all amounts payable under any Schedule under any and all circumstances.

16. No Warranties.

LESSEE ACKNOWLEDGES THAT LESSOR IS NOT THE MANUFACTURER OR LICENSOR OF THE EQUIPMENT. LESSEE AGREES THAT LESSOR HAS NOT MADE AND MAKES NO REPRESENTATIONS OR WARRANTIES OF WHATSOEVER NATURE, DIRECTLY OR INDIRECTLY, EXPRESS OR IMPLIED, AS TO THE SUITABILITY, DURABILITY, FITNESS FOR USE, MERCHANTABILITY, CONDITION, OR QUALITY OF THE EQUIPMENT OR ANY UNIT THEREOF. LESSEE SPECIFICALLY WAIVES ALL RIGHT TO MAKE CLAIM AGAINST LESSOR FOR BREACH OF ANY EQUIPMENT WARRANTY OF ANY KIND WHATSOEVER; AND WITH RESPECT TO LESSOR, LESSEE LEASES EQUIPMENT "AS IS". LESSOR SHALL NOT BE LIABLE TO LESSEE FOR ANY LOSS, DAMAGE, OR EXPENSE OF ANY KIND OR NATURE CAUSED

DIRECTLY OR INDIRECTLY BY ANY EQUIPMENT LEASED HEREUNDER, OR BY THE USE OR MAINTENANCE THEREOF, OR BY THE REPAIRS, SERVICE OR ADJUSTMENT THERETO OR ANY DELAY OR FAILURE TO PROVIDE ANY THEREOF, OR BY ANY INTERRUPTION OF SERVICE OR LOSS OF USE THEROF, OR FOR ANY LOSS OF BUSINESS OR DAMAGE WHATSOEVER AND HOWSOEVER CAUSED WITHOUT IN ANY WAY IMPLYING THAT ANY SUCH WARRANTY EXISTS AND WITHOUT INCREASING ITS LIABILITY HEREUNDER, TO ASSIGN TO LESSEE UPON LESSEE'S REQUEST THEREFOR ANY WARRANTY OF A MANUFACTURER OR LICENSOR OR SELLER RELATING TO THE EQUIPMENT THAT MAY HAVE BEEN GIVEN TO LESSOR.

17. Indemnification.

- (a) Without waiving the doctrines of sovereign immunity and immunity from suit, and to the extent permitted by the laws and Constitution of the State of Texas, Lessee shall indemnify, protect, save and hold harmless Lessor, its agents, servants and successors from and against all losses, damages, injuries, claims, demands and expenses, including legal expenses and attorney's fees, of whatsoever nature, arising out of the use, misuse, condition, repair, storage, return or operation (including, but not limited to, latent and other defects, whether or not discoverable by it) of any unit of Equipment, regardless of where, how and by whom operated, and arising out of negligence (excluding the gross negligence or willful misconduct of Lessor). Lessee is liable for the expenses of the defense or the settlement of any suit or suits or other legal proceedings brought to enforce any such losses, damages, injuries, claims, demands, and expenses and shall pay all judgments entered in any such suit or suits or other legal proceedings. The indemnities and assumptions of liabilities and obligations herein provided for shall continue in full force and effect notwithstanding the termination of the MLA or a Schedule whether by expiration of time, by operation of law or otherwise. With respect to Lessor, Lessee is an independent contractor, and nothing contained herein authorizes Lessee or any other person to operate the Equipment so as to impose or incur any liability or obligation for or on behalf of Lessor.
- (b) Without waiving the doctrines of sovereign immunity and immunity from suit, and to the extent permitted by the laws and Constitution of the State of Texas, Lessee and DIR individually and collectively assume all risks and liabilities with respect to any claim made by any third party that the lease arrangements herein are not authorized by law. Without waiving the doctrines of sovereign immunity and immunity from suit, and to the extent permitted by the laws and Constitution of the State of Texas, Lessee and DIR agree to indemnify, save and hold harmless Lessor from any and all such claims and all expenses incurred in connection with such claims or to defend against such claims, including without limitation any judgments by a court of competent jurisdiction or settlement or compromise with such claimant.
- (c) Lessor is the owner of the Equipment and has title to the Equipment. If any other person attempts to claim ownership of the Equipment by asserting that claim against Lessee or through Lessee, Lessee agrees, at its expense, to protect and defend Lessor's title to the Equipment. Lessee further agrees that it will at all times keep the Equipment free from any legal process, encumbrance or lien whatsoever, and Lessee shall give Lessor immediate notice if any legal process, encumbrance or lien is asserted or made against the Equipment.

18. Risk of Loss.

Commencing upon delivery and continuing throughout the Schedule Term, Lessee shall bear the entire risk of loss or damage in respect to any Equipment, whether partial or complete, from any cause whatsoever. In the event of loss, theft, destruction or damage of any kind to any item of Equipment, or if any Equipment is lost stolen, or taken by governmental action for a stated period extending beyond the Term of any Schedule (an "Event of Loss"), Lessee shall promptly notify Lessor. Lessee shall, at its option: (a) immediately place the affected Equipment in good condition and working order, (b) replace the affected Equipment with identical equipment of at least equal value, in good condition and repair, and transfer clear title thereto to Lessor, or (c) to the extent permitted by law, pay to Lessor, within thirty (30) days of the Event of Loss, an amount equal to the Stipulated Loss Value ("SLV" as hereafter defined) for such affected Equipment, plus any other unpaid amounts then due under the Schedule. If an Event of Loss occurs as to part of the Equipment for which the SLV is paid, a prorated amount of each Rent Payment shall abate from the date the SLV payment is received by Lessor. The SLV shall be an amount equal to the sum of all future Rent Payments from the last Rent Payment date to the end of the Schedule Term with such Rent Payments discounted to present value at the like-term Treasury Bill rate for the remaining Schedule Term in effect on the date of such Event of Loss, or if such rate is not permitted by law, then at the lowest permitted rate.

In the event of a governmental taking of Equipment for an indefinite period or for a stated period, which does not extend beyond the Schedule Term, all obligations of the Lessee with respect to such Equipment (including payment of Rent) shall continue. So long as Lessee is not in default hereunder, Lessor shall pay to Lessee all sums received by Lessor from the government by reason of such taking.

19. Insurance.

At its expense, Lessee shall keep the Equipment insured against all risks of loss and damage with companies acceptable to Lessor for an amount equal to the original cost of the Equipment, with Lessor or its assign(s) named as a loss payee. Lessee shall also maintain comprehensive general liability insurance, with Lessor or its assign(s) named as an additional insured. Lessee shall be liable for any loss not covered by insurance. All said insurance shall be in form and amount satisfactory to Lessor. Lessee shall pay the premiums therefor and deliver to Lessor or its assign(s) the certificates of insurance or duplicates thereof or other evidence satisfactory to Lessor or its assign(s) of such insurance coverage. Evidence of such insurance coverage shall be furnished no later than the Schedule Commencement Date of each Schedule and from time to time as Lessor or its assign(s) may request. Lessee hereby irrevocably appoints Lessor as Lessee's attorney-in-fact to make claim for, receive payment of, and execute and endorse all documents, checks or drafts received in payment for loss or damage under any said insurance policy. Lessee may self-insure with respect to the required coverage.

Further, Lessees that are defined as state agencies in accordance with Section 2054.003, Texas Government Code (including institutions of higher education as defined in Texas Education Code, Section 61.003) and those purchasing from a DIR contract through an Interagency Agreement, as authorized by Chapter 771, Texas Government Code, may self-insure their obligations in this section.

20. Representations and Warranties of Lessee.

Lessee represents and warrants for the benefit of Lessor and its assigns, and Lessee will provide an opinion of counsel to the effect that, as of the time of execution of the MLA and each Schedule between Lessor and Lessee:

- (a) Lessee is either a Texas state agency or Texas local government, as defined in Section 2054.003, Texas Government Code (including institutions of higher education as defined in Texas Education Code, Section 61.003) or a state agency purchasing from a DIR contract through an Interagency Agreement, as authorized by Chapter 771, Texas Government Code. Lessee has made an independent legal and management determination to enter into this transaction;
- (b) Each Schedule executed by Lessee has been duly authorized, executed and delivered by Lessee and constitutes a valid, legal and binding agreement of Lessee, enforceable in accordance with its terms;
- (c) No approval, consent or withholding of objection is required from any federal or other governmental authority or instrumentality with respect to the entering into or performance by Lessee of any Schedule between Lessor and Lessee;
- (d) The entering into and performance of any Schedule between Lessor and Lessee, the MLA or any Schedule will not violate any judgment, order, law or regulation applicable to Lessee or result in any breach of, or constitute a default under, or result in the creation of any lien, charge, security interest or other encumbrance upon assets of the Lessee or on the Equipment leased under any Schedule between Lessor and Lessee pursuant to any instrument to which the Lessee is a party or by which it or its assets may be bound;
- (e) To the best of Lessee's knowledge and belief, there are no suits or proceedings pending or threatened against or affecting Lessee, which if determined adversely to Lessee will have a material adverse effect on the ability of Lessee to fulfill its obligations under the MLA or any Schedule between Lessor and Lessee;
- (f) The use of the Equipment is essential to Lessee's proper, efficient and economic operation, and Lessee will sign and provide to Lessor upon execution of each Schedule between Lessor and Lessee hereto written certification to that effect; and
- (g) Lessee represents and warrants that (i) It has authority to enter into any Schedule under this MLA, (ii) the persons executing a Schedule have been duly authorized to execute the Schedule on Lessee's behalf, (iii) all information supplied to Lessor is true and correct, including all credit and financial information and (iv) it is able to meet all its financial obligations, including the Rent Payments hereunder.

21. Representation and Warranties of DIR.

DIR represents and warrants for the benefit of Lessor and its assigns, and DIR will provide an opinion of counsel to the effect that, as of the time of execution of the MLA:

- (a) DIR is a State agency as defined in Section 2251.001, Texas Government Code. DIR has not provided the Lessee or the Lessor with any legal or management advice regarding the MLA or any Schedule executed pursuant thereto;
- (b) This MLA has been duly authorized, executed and delivered by DIR and constitutes a valid, legal and binding Agreement of DIR, enforceable in accordance with its terms;
- (c) No approval, consent or withholding of objection is required from any federal or other governmental authority or governmental authority or instrumentality with respect to the entering into or performance by DIR of this MLA;
- (d) The entering into and performance of the MLA does not violate any judgment, order, law or regulation applicable to DIR or result in any breach of, constitute a default under, or result in the creation of any lien, charge, security interest or other encumbrance upon assets of DIR or on the Equipment pursuant to any instrument to which DIR is a party or by which it or its assets may be bound;
- (e) To the best of DIR's knowledge and belief, there are no suits or proceedings pending or threatened against or affecting DIR, which if determined adversely to DIR will have a material adverse effect on the ability of DIR to fulfill its obligations under the MLA;
- (f) DIR is authorized to charge and collect the administrative fee as set forth within Section 5 of the Contract;
- (g) Lessor's payment of the administrative fee to DIR shall not constitute an illegal gratuity or otherwise violate Texas law; and
- (h) DIR is a government agency subject to the Texas Public Information Act. Lessor acknowledges that DIR will comply with the Public Information Act, and with all opinions of the Texas Attorney Generals' office concerning this Act.

22. Representations and Warranties of Lessor.

- (a) Lessor is an entity authorized and validly existing under the laws of its state of organization, is authorized to do business in Texas, and is not in default as to taxes owed to the State of Texas and any of its political subdivisions;
- (b) The MLA and each Schedule executed in conjunction to this MLA have been duly authorized, executed and delivered by Lessor and constitute valid, legal and binding agreements of Lessor, enforceable with respect to the obligations of Lessor herein in accordance with their terms;
- (c) No approval, consent or withholding of objection is required from any federal or other governmental authority or instrumentality with respect to the entering into or performance by Lessor of this MLA or any Schedule;

- (d) The entering into and performance of the MLA or any Schedule will not violate any judgment, order, law or regulation applicable to Lessor or result in any breach of, or constitute a default under, or result in the creation of any lien, charge, security interest or other encumbrance upon the assets of the Lessor, including Equipment leased under the MLA and Schedules thereto, pursuant to any instrument to which the Lessor is a party or by which it or its assets may be bound; and
- (e) To the best of Lessor's knowledge and belief, there are no suits or proceedings pending or threatened against or affecting Lessor, which if determined adversely to Lessor will have a material adverse effect on the ability of Lessor to fulfill its obligations under the MLA or any Schedule.

23. Default.

Lessee shall be in default under a Schedule upon the occurrence of any one or more of the following events (each an "Event of Default"): (a) nonpayment or incomplete payment by Lessee of Rent or any other sum payable; (b) nonpayment or incomplete payment by Lessee of Rent or any other sum payable on its due date; (c) failure by Lessee to perform or observe any other term, covenant or condition of this MLA, any Schedule, or any applicable software license agreement, which is not cured within ten (10) days after notice thereof from Lessor; (d) insolvency by Lessee; (e) Lessee's filing of any proceedings commencing bankruptcy or the filing of any involuntary petition against Lessee or the appointment of any receiver not dismissed within sixty (60) days from the date of said filing or appointment; (f) subjection of a substantial part of Lessee's property or any part of the Equipment to any levy, seizure, assignment or sale for or by any creditor or governmental agency; or (g) any representation or warranty made by Lessee in this MLA, any Schedule or in any document furnished by Lessee to Lessor in connection therewith or with the acquisition or use of the Equipment being or becoming untrue in any material respect.

24. Remedies.

- (a) Upon the occurrence of an "Event of Default" and at any time thereafter Lessor may, in its sole discretion, do any one or more of the following: (i) After giving fifteen (15) days prior written notice to Lessee of default, during which time Lessee shall have the opportunity to cure such default, terminate any or all Schedules executed by Lessor and the defaulting Lessee; (ii) without Lessee and DIR waiving the doctrines of sovereign immunity and immunity from suit, and to the extent allowed by the laws and Constitution of the State of Texas, Lessor may proceed by appropriate court action to enforce the performance of the terms of the Schedule and/or recover damages, including all of Lessor's economic loss for the breach thereof; (iii) whether or not the Schedule is terminated, upon notice to Lessee, take possession of the Equipment wherever located, without demand, liability, court order or other process of law, and for such purposes Lessee, to the extent authorized by Texas law, hereby authorizes Lessor, its assigns or the agents of either to enter upon the premises where such Equipment is located or cause Lessee, and Lessee hereby agrees, to return such Equipment to Lessor in accordance with the requirements of Section 13 of the MLA; (iv) by notice to Lessee, and to the extent permitted by law, declare immediately due and payable and recover from Lessee, as liquidated damages and as a remedy, the sum of (a) the present value of the Rent owed from the earlier of the date of payment by Lessee or the date Lessor obtains a judgment against Lessee until the end of the Schedule Term plus, if the Equipment is not returned to or repossessed by Lessor, the present value of the estimated in-place fair market value of the Equipment at the end of the Schedule Term as determined by Lessor, each discounted at a rate equal to the rate used by Lessor for business

opportunity analysis; (b) all Rent and other amounts due and payable on or before the earlier of the date of payment by Lessee or the date Lessor obtains a judgment against Lessee; and (c) without Lessee and DIR waiving the doctrines of sovereign immunity and immunity from suit, and to the extent allowed by the laws and Constitution of the State of Texas, costs, fees (including all attorneys' fees and court costs) and expenses associated with collecting said sums; and (d) interest on (a) and (b) from the date of default at 1 ½% per month or portion thereof (or the highest rate allowable by law, if less) and, on (c) from the date Lessor incurs such fees, costs or expenses.

- (b) Upon return or repossession of the Equipment, Lessor may, if it so decides in its sole discretion, upon notice to Lessee, use reasonable efforts to sell, re-lease or otherwise dispose of such Equipment, in such manner and upon such terms as Lessor may determine in its sole discretion, so long as such manner and terms are commercially reasonable. Upon disposition of the Equipment, Lessor shall credit the Net Proceeds (as defined below) to the damages paid or payable by Lessee. Proceeds upon sale of the Equipment shall be the sale price paid to Lessor less the Stipulated Loss Value in effect as of the date of default. Proceeds upon a re-lease of the Equipment shall be all rents to be received for a term not to exceed the remaining Schedule Term, discounted to present value as of the commencement date of the re-lease at the Lessor's current applicable debt rate. Without Lessee and DIR waiving the doctrines of sovereign immunity and immunity from suit, and to the extent allowed by the laws and Constitution of the State of Texas, "Net Proceeds" shall be the Proceeds of sale or re-lease as determined above, less all costs and expenses incurred by Lessor in the recovery, storage and repair of the Equipment, in the remarketing or disposition thereof, or otherwise as a result of Lessee's default, including any court costs and attorney's fees and interest on the foregoing at eighteen percent (18%) per annum or the highest rate allowable by law, if less, calculated from the dates such costs and expenses were incurred until received by Lessor. Lessee shall remain liable for the amount by which all sums, including liquidated damages, due from Lessee exceeds the Net Proceeds. Net Proceeds in excess thereof are the property of and shall be retained by Lessor.
- (c) No termination, repossession or other act by Lessor in the exercise of its rights and remedies upon an Event or Default shall relieve Lessee from any of its obligations hereunder. No remedy referred to in this Section is intended to be exclusive, but each shall be cumulative and in addition to any other remedy referred to above or otherwise available to Lessor at law or in equity.
- (d) Neither DIR nor non-defaulting Lessees shall be deemed in default under the MLA or Schedules because of the default of a particular Lessee. Lessor's remedies under this Section 24 shall not extend to DIR and those non-defaulting Lessees.

25. Notices and Waivers.

All notices relating to this MLA shall be delivered to DIR or the Lessor as specified within Section 6 of the Contract, or to another representative and address subsequently specified in writing by the appropriate parties hereto. All notices relating to a Schedule shall be delivered in person to an officer of the Lessor or Lessee or shall be mailed certified or registered to Lessor or Lessee at its respective address shown on the Schedule or to another address subsequently specified in writing by the appropriate parties thereof. DIR, Lessee, and Lessor intend and agree that a photocopy or facsimile of this MLA or a Schedule and all related documents, including but not limited to the Acceptance Certificate, with their signatures thereon shall be treated as originals, and shall be deemed to be as binding, valid, genuine, and authentic as an original

signature document for all purposes. This MLA and those Schedules in conjunction hereof are a "Finance Lease" as defined in Article 2A of the Uniform Commercial Code ("UCC"). A waiver of a specific Default shall not be a waiver of any other or subsequent Default. No waiver of any provision of this MLA or a provision of a Schedule shall be a waiver of any other provision or matter, and all such waivers shall be in writing and executed by an officer of the Lessor. No failure on the part of Lessor to exercise, and no delay in exercising, any right hereunder shall operate as a waiver thereof.

26. Assignment by Lessor; Assignment or Sublease by Lessee.

- (a) Lessor may (i) assign all or a portion of Lessor's right, title and interest in this MLA and/or any Schedule; (ii) grant a security interest in the right, title and interest of Lessor in the MLA, any Schedule and/or any Equipment; and/or (iii) sell or transfer its title and interest as owner of the Equipment and/or as Lessor under any Schedule; and DIR and each Lessee leasing Equipment under the MLA understand and agree that Lessor's assigns may each do the same (hereunder collectively "Assignment"). All such Assignments shall be subject to each Lessee's rights under the Schedule(s) executed between it and Lessor and to DIR's rights under the MLA. Each Lessee leasing Equipment through Schedules under this MLA and DIR hereby consent to such Assignments and agree to execute and deliver promptly such acknowledgements, Opinions of Counsel and other instruments reasonably requested to effect such Assignment. Each Lessee leasing Equipment through Schedules under this MLA and DIR acknowledge that the assigns do not assume Lessor's obligations hereunder and agree to make all payments owed to the assigns without abatement and not to assert against the assigns any claim, defense, setoff or counterclaim which DIR or the Lessee(s) may possess against the Lessor or any other party for any other reason. Lessor shall remain liable for performance under the MLA and any Schedule(s) executed hereunder to the extent Lessor's assigns do not perform Lessor's obligations under the MLA and Schedule(s) executed hereunder. Upon any such Assignment, all references to Lessor shall also include all such assigns, whether specific reference thereto is otherwise made herein.
- (b) **LESSEE WILL NOT SELL, ASSIGN, SUBLET, PLEDGE OR OTHERWISE ENCUMBER, OR PERMIT A LIEN TO EXIST ON OR AGAINST ANY INTEREST IN THIS LEASE, OR THE EQUIPMENT, OR REMOVE THE EQUIPMENT FROM ITS LOCATION REFERRED TO ON THE SCHEDULE, WITHOUT LESSOR'S PRIOR WRITTEN CONSENT EXCEPT AS PROVIDED IN SECTION 11 OF THIS MLA. LESSOR MAY ASSIGN ITS INTEREST IN THIS LEASE AND SELL OR GRANT A SECURITY INTEREST IN ALL OR ANY PART OF THE EQUIPMENT WITHOUT LESSEE'S CONSENT. LESSEES THAT ARE STATE AGENCIES, WITHOUT WAIVING THE DOCTRINE OF SOVEREIGN IMMUNITY AND IMMUNITY FROM SUIT, AND ONLY AS MAY BE AUTHORIZED BY THE CONSTITUTION AND LAWS OF THE STATE OF TEXAS, AGREE THAT IN ANY ACTION BROUGHT BY AN ASSIGNEE AGAINST LESSEE TO ENFORCE LESSOR'S RIGHTS HEREUNDER, LESSEE WILL NOT ASSERT AGAINST SUCH ASSIGNEE AND EXPRESSLY WAIVES AS AGAINST ANY ASSIGNEE, ANY BREACH OR DEFAULT ON THE PART OF LESSOR HEREUNDER OR ANY OTHER DEFENSE, CLAIM OR SET-OFF WHICH LESSEE MAY HAVE AGAINST LESSOR EITHER HEREUNDER OR OTHERWISE. NO SUCH ASSIGNEE SHALL BE OBLIGATED TO PERFORM ANY OBLIGATION, TERM OR CONDITION REQUIRED TO BE PERFORMED BY LESSOR HEREUNDER.** Without the prior written consent of Lessor,

DIR shall not assign, sublease, transfer, pledge or hypothecate the Master Lease Agreement; provided, however, that no such prior written consent from Lessor is necessary in the event of a legislative mandate to transfer the contract to another state agency.

27. Delivery of Related Documents.

For each Schedule, Lessee will provide the following documents and information satisfactory to Lessor: (a) Certificate of Acceptance; (b) Opinion of Counsel; (c) proof of self-insurance acceptable to Lessor; (d) Financial Statements; (e) Incumbency Certificate; and (f) Other documents as reasonably required by Lessor.

28. Lessee's Waivers.

To the extent permitted by applicable law, Lessee hereby waives the following rights and remedies conferred upon Lessee by the Uniform Commercial Code: to (i) cancel any Schedule under the MLA; (ii) repudiate any Schedule; (iii) reject the Equipment; (iv) revoke acceptance of the Equipment; (v) recover damages from Lessor for any breach of warranty by the manufacturer; (vi) claim a security interest in the Equipment in Lessee's possession or control for any reason; (vii) deduct all or any part of any claimed damages resulting from Lessor's default, if any, under any Schedule; (viii) accept partial delivery of the Equipment; (ix) "cover" by making any purchase or lease of or contract to purchase or lease equipment in substitution for the Equipment due from Lessor; (x) recover any special, punitive, incidental or consequential damages, for any reason whatsoever. Lessee agrees that any delay or failure to enforce Lessor's rights under this MLA or a Schedule does not prevent Lessor from enforcing any rights at a later time.

29. Security Interest and UCC Filings.

To secure payments hereunder, Lessor reserves and Lessee hereby grants to Lessor a continuing security interest in the Equipment and any and all additions, replacements, substitutions, and repairs thereof. When all of the Lessee's obligations under this MLA and respective Schedules have been fully paid and satisfied, Lessor's security interest shall terminate. Nothing contained herein shall in any way diminish Lessor's right, title, or interest in or to the Equipment. Lessor and Lessee agree that a reproduction of this MLA and/or any associated Schedule may be filed as a financing statement and shall be sufficient as a financing statement under the Uniform Commercial Code ("UCC"). Lessee hereby appoints Lessor, its agents, successors or assigns its true and lawful attorney-in-fact for the limited purpose of executing and filing on behalf of Lessee any and all UCC Financing Statements which in Lessor's sole discretion are necessary or proper to secure Lessor's interest in the Equipment in all applicable jurisdictions. Lessee shall execute or obtain and deliver to Lessor, upon Lessor's request, such instruments, financing statements and assurances, as Lessor deems necessary or advisable for the protection or perfection of this Lease and Lessor's rights hereunder and will pay all costs incident thereto.

30. Miscellaneous.

- (a) **Applicable Law and Venue.** The MLA and each Schedule SHALL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE STATE OF TEXAS. In the event of a dispute between the parties, exclusive venue for any legal action shall be in the state court where

Lessee has its principal office or where the Equipment is located, with the following exception: if a Lessee is designated as a State agency as defined in Section 2054.003, Texas Government Code, including a university system or institution of higher education, and those purchasing from a DIR contract through an Interagency Agreement, as authorized by Chapter 771, Texas Government Code, then exclusive venue shall be in the state district court of Travis County, Texas.

- (b) Counterpart. Only original counterpart No. 1 of each Schedule shall be deemed to be an “Original” for chattel paper purposes under the Uniform Commercial Code. Any and all other counterparts shall be deemed to be a “Copy”. NO SECURITY INTEREST IN THIS MLA, IN ANY SCHEDULE, OR IN ANY OF THE EQUIPMENT MAY BE CREATED, TRANSFERRED, ASSIGNED OR PERFECTED BY THE TRANSFER AND POSSESSION OF THIS MLA ALONE OR OF ANY “COPY” OF THE SCHEDULE, BUT RATHER SOLELY BY THE TRANSFER AND POSSESSION OF THE “ORIGINAL” COUNTERPART OF THE SCHEDULE INCORPORATING THIS MLA BY REFERENCE.
- (c) Suspension of Obligations of Lessor. Prior to delivery of any Equipment, the obligations of Lessor hereunder shall be suspended to the extent that it is hindered or prevented from performing because of causes beyond its control.
- (d) Severability. In the event of any provision of this MLA or any Schedule shall be determined by a court of competent jurisdiction to be invalid or unenforceable, the parties hereto agree that such provision shall be ineffective without invalidating the remaining provisions thereof.
- (e) Entire Agreement. Lessor and Lessee acknowledge that there are no agreements or understanding, written or oral, between them with respect to the Equipment, other than as set forth in this MLA and in each Schedule to which Lessee is a signatory party. Lessor and Lessee further acknowledge that this MLA and each Schedule to which Lessee is a party contain the entire agreement between Lessor and Lessee and supersedes all previous discussions and terms and conditions of any purchase orders issued by Lessee. DIR and Lessor acknowledge that there are no agreements or understandings, written or oral, between them other than as set forth in this MLA and Contract Number DIR-TSO-4192 and that both contain the entire agreement between them. Neither this MLA nor any Schedule may be altered, modified, terminated, or discharged except by a writing signed by the party against whom enforcement of such action is sought.
- (f) Headers. The descriptive headings hereof do not constitute a part of any Schedule and no inferences shall be drawn therefrom.
- (g) Language context. Whenever the context of this MLA requires, the masculine gender includes the feminine or neuter, and the singular number includes the plural, and whenever the word Lessor is used herein, it shall include all assignees of Lessor.
- (h) Lessor Certifications. Lessor certifies that:
 - (i) it has not given, offered to give, and does not intend to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with this MLA and/or any Schedules executed hereunder;

- (ii) it is not currently delinquent in the payment of any franchise tax owed the State of Texas and is not ineligible to receive payment under Section 231.006, Texas Family Code and acknowledges this MLA may be terminated and payment withheld if this certification is inaccurate;
- (iii) neither it , nor anyone acting for it, has violated the antitrust laws of the United States or the State of Texas, nor communicated directly or indirectly to any competitor or any other person engaged in such line of business for the purpose of obtaining an unfair price advantage;
- (iv) it has not received payment from DIR, Lessee or any of their employees for participating in the preparation of this MLA and the Schedule(s) hereunder;
- (v) during the term of this MLA, it will not discriminate unlawfully against any employee or applicant and that, upon request it will furnish information regarding its nondiscriminatory hiring and promotion policies, as well as specific information on the composition of its principals and staff, including the identification of minorities and women in management or other positions with discretionary or decision making authority,
- (vi) under Section 2155.004, Texas Government Code, the Lessor certifies that the individual or business entity named in this MLA is not ineligible to receive the specified MLA and acknowledges that this MLA may be terminated and payment withheld if this certification is inaccurate;
- (vii) to the best of their knowledge and belief, there are no suits or proceedings pending or threatened against or affecting them, which if determined adversely to them will have a material adverse effect on the ability to fulfill their obligations under the MLA;
- (viii) Lessor and its principals are not suspended or debarred from doing business with the federal government as listed in the *System for Award Management (SAM)* maintained by the General Services Administration;
- (ix) as of the effective date of the MLA, are not listed in the prohibited vendors list authorized by Executive Order #13224, "*Blocking Property and Prohibiting Transactions with Persons Who Commit, Threaten to Commit, or Support Terrorism*", published by the United States Department of the Treasury, Office of Foreign Assets Control;
- (x) to the extent applicable to this scope of this MLA, Lessor hereby certifies that it is in compliance with Subchapter Y, Chapter 361, Health and Safety Code related to the Computer Equipment Recycling Program and its rules, 30 TAC Chapter 328;
- (xi) Vendor represents and warrants that, for its performance of this contract, it shall purchase products and materials produced in the State of Texas when available at the price and time comparable to products and materials produced outside the state, to the extent that such is required under Texas Government Code, Section 2155.4441;
- (xii) agrees that all equipment and materials used in fulfilling the requirements of this contract are of high-quality and consistent with or better than applicable industry standards, if any. All

Works and Services performed pursuant to this Contract shall be of high professional quality and workmanship and according consistent with or better than applicable industry standards, if any;

- (xiii) Lessor agrees that any payments due under this MLA will be applied towards any debt, including but not limited to delinquent taxes and child support that is owed to the State of Texas;
- (xiv) Lessor certifies that they are in compliance Section 669.003, Texas Government Code, relating to contracting with executive head of a state agency; if Section 669.003 applies, Vendor will complete the following information: Name of Former Executive; Name of State Agency; Position with Vendor and Date of Employment with Vendor.
- (xv) Lessor represents and warrants that the provision of goods and services or other performance under the MLA will not constitute an actual or potential conflict of interest and certifies that it will not reasonably create the appearance of impropriety, and, if these facts change during the course of the MLA, Lessor certifies it shall disclose for itself and on behalf of subcontractors the actual or potential conflict of interest and any circumstances which create the appearance of impropriety;
- (xvi) Lessor represents and warrants that the Lessee's payment to Lessor and Lessor's receipt of appropriated or other funds under this Agreement are not prohibited by Sections 556.005 or Section 556.008, Texas Government Code;
- (xvii) Under Section 2155.006, Government Code, Lessor certifies that the individual or business entity in this MLA is not ineligible to receive the specified MLA and acknowledges that this MLA may be terminated and payment withheld if this certification is inaccurate. In addition, Lessor acknowledges the applicability of §2155.444 and §2155.4441, Texas Government Code, in fulfilling the terms of the MLA; and (xviii) Lessor certifies that it has complied with the Section 556.0055, Texas Government Code, restriction on lobbying expenditures.. In addition, Vendor acknowledges the applicability of §2155.444 and §2155.4441, Texas Government Code, in fulfilling the terms of the Contract.

During the term of the MLA, Lessor shall, for itself and on behalf of its subcontractors, promptly disclose to DIR all changes that occur to the foregoing certifications, representations and warranties. Lessor covenants to fully cooperate in the development and execution of resulting documentation necessary to maintain an accurate record of the certifications, representations and warranties

- (i) **Dispute Resolution.** The following paragraph applies only to Lessees designated as a State agency as defined in Section 2054.003, Texas Government Code, including a university system or institution of higher education, and those purchasing from a DIR contract through an Interagency Agreement, as authorized by Chapter 771, Texas Government Code.

Pursuant to Chapter 2260 of the Texas Government Code, any dispute arising under a contract for goods and services for which this chapter applies must be resolved under the provisions of this chapter. To the extent that Chapter 2260 of the Texas Government Code, as it may be amended from time to time ("Chapter 2260"), is applicable to this Agreement and is not preempted by other applicable law, the dispute resolution process provided for in Chapter 2260, and rules promulgated

there under shall be used by the Lessee and Lessor to attempt to resolve any claim for breach of agreement made by Lessor.

(j) Sovereign Immunity. Nothing herein shall be construed to waive the State's sovereign immunity.

(k) 31. Amendments.

The terms and conditions of this MLA may be amended only by written instrument executed by the Lessor and DIR.