



ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
2100 CLARENDON BOULEVARD, SUITE 500
ARLINGTON, VIRGINIA 22201

CONTRACT AWARD COVERPAGE

TO: STRATUS TECHNOLOGIES, INC. 5 MILL AND MAIN PLACE, SUITE 500 MAYNARD, MASSACHUSETTS 01754	DATE ISSUED: JANUARY 4, 2022
	CONTRACT NO: 22-OEM-SLA-513
	CONTRACT TITLE: Maintenance of Stratus Server

THIS IS A NOTICE OF AWARD OF CONTRACT AND NOT AN ORDER. NO WORK IS AUTHORIZED UNTIL THE VENDOR RECEIVES A VALID COUNTY PURCHASE ORDER ENCUMBERING CONTRACT FUNDS.

The contract documents consist of the terms and conditions of AGREEMENT No. 22-OEM-SLA-513 including any attachments or amendments thereto.

EFFECTIVE DATE: JANUARY 4, 2022
EXPIRES: JULY 31, 2022
RENEWALS: THIS IS THE FIRST YEAR AWARD NOTICE OF A POSSIBLE TWO-YEAR CONTRACT.
COMMODITY CODE(S): 20591
LIVING WAGE: N

ATTACHMENTS:
AGREEMENT No. 22-OEM-SLA-513

EMPLOYEES NOT TO BENEFIT:
NO COUNTY EMPLOYEE SHALL RECEIVE ANY SHARE OR BENEFIT OF THIS CONTRACT NOT AVAILABLE TO THE GENERAL PUBLIC.

<u>VENDOR CONTACT:</u> Don Lin	<u>VENDOR TEL. NO.:</u> (978) 461-7659
<u>EMAIL ADDRESS:</u> Donald.Lin@stratus.com	
<u>COUNTY CONTACT:</u> Igor Scherbakov (POL)	<u>COUNTY TEL. NO.:</u> (703) 228-0709
<u>COUNTY CONTACT EMAIL:</u> jscherbakov@ARLINGTONVA.US	

PURCHASING DIVISION AUTHORIZATION

Sy Gezachew Title: Procurement Officer Date: January 4, 2022

**ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
2100 CLARENDON BOULEVARD, SUITE 500
ARLINGTON, VA 22201**

AGREEMENT NO. 22-OEM-SLA-513

THIS AGREEMENT is made, on 1/4/2022, between **Stratus Technologies, Inc.**, 5 Mill and Main Place, Suite 500, Maynard, Massachusetts 01754 (“Contractor”) a Delaware Stock Corporation authorized to do business in the Commonwealth of Virginia, and the **County Board of Arlington County, Virginia** (“County”). The County and the Contractor, for the consideration hereinafter specified, agree as follows:

1. CONTRACT DOCUMENTS

The “Contract Documents” consist of:

- This Agreement
- Exhibit A – Standard Form Agreement
- Exhibit B – Contract Pricing
- Exhibit C – County Nondisclosure and Data Security Agreement (Contractor)

Where the terms and provisions of this Agreement vary from the terms and provisions of the other Contract Documents, the terms and provisions of this Agreement will prevail over the other Contract Documents, and the remaining Contract Documents will be complementary to each other. If there are any conflicts, the most stringent terms or provisions will prevail.

The Contract Documents set forth the entire agreement between the County and the Contractor. The County and the Contractor agree that no representative or agent of either party has made any representation or promise with respect to the parties’ agreement that is not contained in the Contract Documents. The Contract Documents may be referred to below as the “Contract” or the “Agreement”.

2. SCOPE OF WORK

The Contractor agrees to perform the services described in the Contract Documents (the “Work”). As detailed in the “Standard Form Agreement” (Exhibit A), the primary purpose of the Work is maintenance of Arlington County VA Stratus servers. It will be the Contractor's responsibility, at its sole cost, to provide the specific services set forth in the Contract Documents and sufficient services to fulfill the purposes of the Work. Nothing in the Contract Documents limits the Contractor's responsibility to manage the details and execution of the Work.

3. PROJECT OFFICER

The performance of the Contractor is subject to the review and approval of the County Project Officer, who will be appointed by the Director of the Arlington County department or agency requesting the Work under this Contract.

4. CONTRACT TERM

Time is of the essence. The Work will commence on August 1, 2021 and must be completed no later than July 31, 2022 (“Initial Contract Term”), subject to any modifications provided in the Contract Documents. Upon satisfactory performance by the Contractor the County may, through issuance of a bilateral Notice

of Renewal, authorize continuation of the Agreement under the same contract prices for not more than one additional 12-month periods, from August 1, 2022 to July 31, 2023 (each a "Subsequent Contract Term"). The Initial Contract Term and any Subsequent Contract Term(s) are together the "Contract Term".

5. CONTRACT AMOUNT

The County will pay the Contractor in accordance with the terms of the Payment section below and of Exhibit B for the Contractor's completion of the Work as required by the Contract Documents. The Contractor will complete the Work for the total amount specified in this section ("Contract Amount").

The County will not compensate the Contractor for any goods or services beyond those included in Exhibit A unless those additional goods or services are covered by a fully executed amendment to this Contract. Additional services will be billed at the rates set forth in Exhibit B unless otherwise agreed by the parties in writing.

6. PAYMENT

The Contractor must submit invoices to the County's Project Officer, who will either approve the invoice or require corrections. The County will pay the Contractor within forty-five (45) days after receipt of an invoice for completed work that is reasonable and allocable to the Contract and that has been performed to the satisfaction of the Project Officer. The number of the County Purchase Order pursuant to which goods or services have been delivered or performed must appear on all invoices.

7. * PAYMENT OF SUBCONTRACTORS

The Contractor is obligated to take one of the two following actions within seven days after receipt of payment by the County for work performed by any subcontractor under this Contract:

- a. Pay the subcontractor for the proportionate share of the total payment received from the County attributable to the work performed by the subcontractor under this Contract; or
- b. Notify the County and the subcontractor, in writing, of the Contractor's intention to withhold all or a part of the subcontractor's payment, with the reason for nonpayment.

The Contractor is obligated to pay interest to the subcontractor on all amounts owed by the Contractor to the subcontractor that remain unpaid after seven days following receipt by the Contractor of payment from the County for work performed by the subcontractor under this Contract, except for amounts withheld as allowed in subsection b., above. Unless otherwise provided under the terms of this Contract, interest will accrue at the rate of 1% per month.

The Contractor must include in each of its subcontracts, if any are permitted, a provision requiring each subcontractor to include or otherwise be subject to the same payment and interest requirements with respect to each lower-tier subcontractor.

The Contractor's obligation to pay an interest charge to a subcontractor pursuant to this section may not be construed to be an obligation of the County. A Contract modification may not be made for the purpose of providing reimbursement for such interest charge. A cost reimbursement claim may not include any amount for reimbursement for such interest charge.

8. NO WAIVER OF RIGHTS

The County's approval or acceptance of or payment for any goods or services under this Contract will not waive any rights or causes of action arising out of the Contract.

9. * NON-APPROPRIATION

All payments by the County to the Contractor pursuant to this Contract are subject to the availability of an annual appropriation for this purpose by the County Board of Arlington County, Virginia ("Board"). In the event that the Board does not appropriate funds for the goods or services provided under this Contract, the County will terminate the Contract, without termination charge or other liability to the County, on the last day of the fiscal year or when the previous appropriation has been spent, whichever event occurs first.

10. ESTIMATED QUANTITIES/NON-EXCLUSIVITY OF CONTRACTOR

This Contract does not obligate the County to purchase a specific quantity of items or services during the Contract Term. Any quantities that are included in the Contract Documents are the present expectations of the County for the period of the Contract; and the County is under no obligation to buy that or any amount as a result of having provided this estimate or of having had any normal or otherwise measurable requirement in the past. The County may require more goods and/or services than the estimated annual quantities, and any such additional quantities will not give rise to any claim for compensation other than at the unit prices and/or rates in the Contract.

The County does not guarantee that the Contractor will be the exclusive provider of the goods or services covered by this Contract. The items or services covered by this Contract may be or become available under other County contract(s), and the County may determine that it is in its best interest to procure the items or services through those contract(s).

11. * COUNTY PURCHASE ORDER REQUIREMENT

County purchases are authorized only if the County issues a Purchase Order in advance of the transaction, indicating that the ordering County agency has sufficient funds available to pay for the purchase. If the Contractor provides goods or services without a signed County Purchase Order, it does so at its own risk and expense. The County will not be liable for payment for any purchases made by its employees that are not authorized by the County Purchasing Agent.

12. BACKGROUND CHECK

All employees or subcontractors whom the Contractor assigns to work on this Contract must pass the County's standard background check. The background check will include fingerprinting by the County Sheriff's Office and a credit check.

13. REPLACEMENT OF PERSONNEL AND SUBCONTRACTORS

The County has the right reasonably to reject staff or subcontractors whom the Contractor assigns to the project. The Contractor must then provide replacement staff or subcontractors satisfactory to the County in a timely manner and at no additional cost to the County. The day-to-day supervision and control of the Contractor's and its subcontractors' employees is the sole responsibility of the Contractor.

The Contractor may not replace key personnel or subcontractors identified in its proposal, including the approved Project Manager, without the County's written approval. The Contractor must submit any request to remove or replace key personnel or subcontractors to the County Project Officer at least 15 calendar days in advance of the proposed action. The request must contain a detailed justification, including identification of the proposed replacement and his or her qualifications.

If the approved Project Manager must be absent for an extended period, the Contractor must provide an interim Project Manager, subject to the County's written approval.

If the approved Project Manager resigns or is terminated by the Contractor, the Contractor will replace the Project Manager with an individual with similar qualifications and experience, subject to the County's written approval.

14. * EMPLOYMENT DISCRIMINATION BY CONTRACTOR PROHIBITED

During the performance of its work pursuant to this Contract:

- A. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, gender identity, national origin, age, disability or on any other basis prohibited by state law. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
- B. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation will be deemed sufficient for meeting the requirements of this section.
- C. The Contractor will state in all solicitations or advertisements for employees that it places or causes to be placed that such Contractor is an Equal Opportunity Employer.
- D. The Contractor will comply with the provisions of the Americans with Disabilities Act of 1990 ("ADA"), which prohibits discrimination against individuals with disabilities in employment and mandates that disabled individuals be provided access to publicly and privately provided services and activities.
- E. The Contractor must include the provisions of the foregoing paragraphs in every subcontract or purchase order of more than \$10,000.00 relating to this Contract so that the provisions will be binding upon each subcontractor or vendor.

15. * EMPLOYMENT OF UNAUTHORIZED ALIENS PROHIBITED

In accordance with §2.2-4311.1 of the Code of Virginia, as amended, the Contractor must not during the performance of this Contract knowingly employ an unauthorized alien, as that term is defined in the federal Immigration Reform and Control Act of 1986.

16. * DRUG-FREE WORKPLACE TO BE MAINTAINED BY CONTRACTOR

During the performance of this Contract, the Contractor must: (i) provide a drug-free workplace for its employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the Contractor's workplace and specifying the actions that will be taken against employees for violating such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the Contractor that the Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of more than \$10,000.00 relating to this Contract so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "workplace" means the site(s) for the performance of the work required by this Contract.

17. *SEXUAL HARASSMENT POLICY

If the Contractor employs more than five employees, the Contractor shall (i) provide annual training on the Contractor's sexual harassment policy to all supervisors and employees providing services in the Commonwealth, except such supervisors or employees that are required to complete sexual harassment training provided by the Department of Human Resource Management, and (ii) post the Contractor's sexual harassment policy in (a) a conspicuous public place in each building located in the Commonwealth that the Contractor owns or leases for business purposes and (b) the Contractor's employee handbook.

18. COVID-19 VACCINATION POLICY FOR CONTRACTORS

Due to the ongoing COVID-19 pandemic, the County has taken various steps to protect the welfare, health, safety, and comfort of the workforce and public at large. As part of these steps, the County has implemented various requirements with respect to health and safety including policies with respect to social distancing, the use of face-coverings and vaccine mandates. To protect the County's workforce and the public at large, all employees and subcontractors of the Contractor who are assigned to this Contract, must be fully vaccinated against COVID-19. Any contractor employee or subcontractor who is not fully vaccinated should be following a weekly testing protocol as established by the Contractor, unless exempt pursuant to a valid reasonable accommodation under state or federal law.

19. TERMINATION

The County may terminate this Contract at any time as follows: (1) for cause, if, as determined by the County, the Contractor is in breach or default or has failed to perform the Work satisfactorily; or (2) for the convenience of the County.

Upon receipt of a notice of termination, the Contractor must not place any further orders or subcontracts for materials, services or facilities; must terminate all vendors and subcontracts, except as are necessary for the completion of any portion of the Work that the County did not terminate; and must immediately deliver all documents related to the terminated Work to the County.

Any purchases that the Contractor makes after the notice of termination will be the sole responsibility of the Contractor, unless the County has approved the purchases in writing as necessary for completion of any portion of the Work that the County did not terminate.

If any court of competent jurisdiction finds a termination for cause by the County to be improper, then the termination will be deemed a termination for convenience.

A. TERMINATION FOR CAUSE, INCLUDING BREACH AND DEFAULT; CURE

1. Termination for Unsatisfactory Performance. If the County determines that the Contractor has failed to perform satisfactorily, then the County will give the Contractor written notice of such failure(s) and the opportunity to cure them within 15 days or any other period specified by the County ("Cure Period"). If the Contractor fails to cure within the Cure Period, the County may terminate the Contract for failure to provide satisfactory performance by providing written notice with a termination date. The Contractor must submit any request for termination costs, with all supporting documentation, to the County Project Officer within 30 days after the expiration of the Cure Period. The County may accept or reject the request for

termination costs, in whole or in part, and may notify the Contractor of its decision within a reasonable time.

In the event of termination by the County for failure to perform satisfactorily, the Contractor must continue to provide its services as previously scheduled through the termination date, and the County must continue to pay all fees and charges incurred through the termination date.

2. Termination for Breach or Default. If the County terminates the Contract for default or breach of any Contract provision or condition, then the termination will be immediate after notice of termination to the Contractor (unless the County provides for an opportunity to cure), and the Contractor will not be permitted to seek termination costs.

Upon any termination pursuant to this section, the Contractor will be liable to the County for costs that the County must expend to complete the Work, including costs resulting from any related delays and from unsatisfactory or non-compliant work performed by the Contractor or its subcontractors. The County will deduct such costs from any amount due to the Contractor; or if the County does not owe the Contractor, the Contractor must promptly pay the costs within 15 days of a demand by the County. This section does not limit the County's recovery of any other damages to which it is entitled by law.

Except as otherwise directed by the County, the Contractor must stop work on the date of receipt the notice of the termination.

B. TERMINATION FOR THE CONVENIENCE OF THE COUNTY

The County may terminate this Contract in whole or in part whenever the Purchasing Agent determines that termination is in the County's best interest. The County will give the Contractor at least 15 days' notice in writing. The notice must specify the extent to which the Contract is terminated and the effective termination date. The Contractor will be entitled to termination costs, plus any other reasonable amounts that the parties might negotiate; but no amount will be allowed for anticipatory profits.

Except as otherwise directed by the County, the Contractor must stop work on the date of receipt of the notice of the termination.

20. INDEMNIFICATION (Note: Virginia law does not permit the County to indemnify others; cross indemnity provisions are not acceptable to the County)

The Contractor covenants for itself, its employees and its subcontractors to save, defend, hold harmless and indemnify the County and all of its elected and appointed officials, officers, current and former employees, agents, departments, agencies, boards and commissions (collectively the "County Indemnitees") from and against any and all claims made by third parties for any and all losses, damages, injuries, fines, penalties, costs (including court costs and attorneys' fees), charges, liability, demands or exposure resulting from, arising out of or in any way connected with the Contractor's acts or omissions, including the acts or omissions of its employees and/or subcontractors, in performance or nonperformance of the Contract. This duty to save, defend, hold harmless and indemnify will survive the termination of this Contract. If the Contractor fails or refuses to fulfill its obligations contained in this section, the Contractor must reimburse the County for any and all resulting payments and expenses, including reasonable attorneys' fees. The Contractor must pay such expenses upon demand by the

County, and failure to do so may result in the County withholding such amounts from any payments to the Contractor under this Contract.

21. INTELLECTUAL PROPERTY INDEMNIFICATION

The Contractor warrants and guarantees that in providing services under this Contract neither the Contractor nor any subcontractor is infringing on the intellectual property rights (including, but not limited to, copyright, patent, mask and trademark) of third parties.

If the Contractor or any of its employees or subcontractors uses any design, device, work or material that is covered by patent or copyright, it is understood that the Contract Amount includes all royalties, licensing fees, and any other costs arising from such use in connection with the Work under this Contract.

The Contractor covenants for itself, its employees and its subcontractors to save, defend, hold harmless, and indemnify the County Indemnitees, as defined above, from and against any and all claims, losses, damages, injuries, fines, penalties, costs (including court costs and attorneys' fees), charges, liability or exposure for infringement of or on account of any trademark, copyright, patented or unpatented invention, process or article manufactured or used in the performance of this Contract. This duty to save, defend, hold harmless and indemnify will survive the termination of this Contract. If the Contractor fails or refuses to fulfill its obligations contained in this section, the Contractor must reimburse the County for any and all resulting payments and expenses, including reasonable attorneys' fees. The Contractor must pay such expenses upon demand by the County, and failure to do so may result in the County withholding such amounts from any payments to the Contractor under this Contract.

22. COPYRIGHT

By this Contract, the Contractor irrevocably transfers, assigns, sets over and conveys to the County all rights, title and interest, including the sole exclusive and complete copyright interest, in any and all copyrightable works created pursuant to this Contract. The Contractor will execute any documents that the County requests to formalize such transfer or assignment.

The rights granted to the County by this section are irrevocable and may not be rescinded or modified, including in connection with or as a result of the termination of or a dispute concerning this Contract.

The Contractor may not use subcontractors or third parties to develop or provide input into any copyrightable materials produced pursuant to this Contract without the County's advance written approval and unless the Contractor includes this Copyright provision in any contract or agreement with such subcontractors or third parties related to this Contract.

23. OWNERSHIP OF WORK PRODUCT

This Contract does not confer on the Contractor any ownership rights or rights to use or disclose the County's data or inputs.

All work product, in any form, that results from this Contract is the property of the County and must be provided or returned to the County upon completion, termination, or cancellation of this Contract. The Contractor will not use or allow others to use the work product for any purpose other than performance of this Contract without the written consent of the County.

The work product is confidential, and the Contractor may neither release the work product nor share its contents. The Contractor will refer all inquiries regarding the status of any work product to the Project Officer or to his or her designee. At the County's request, the Contractor will deliver all work product, including hard copies of electronic files, to the Project Officer and will destroy all electronic files.

The Contractor must include the provisions of this section as part of any contract or agreement related to this Contract into which it enters with subcontractors or other third parties.

The provisions of this section will survive any termination or cancellation of this Contract.

24. DATA SECURITY AND PROTECTION

The Contractor will hold County Information, as defined below, in the strictest confidence and will comply with all applicable County security and network resources policies, as well as all local, state and federal laws and regulatory requirements concerning data privacy and security. The Contractor must develop, implement, maintain, continually monitor and use appropriate administrative, technical and physical security measures to control access to and to preserve the confidentiality, privacy, integrity and availability of all electronically maintained or transmitted information received from or created or maintained on behalf of the County. For purposes of this provision, and as more fully described in this Contract and in the County's Non-Disclosure and Data Security Agreement (NDA), "County Information" includes, but is not limited to, electronic information; documents; data; images; financial records; personally identifiable information; personal health information (PHI); personnel, educational, voting, registration, tax and assessment records; information related to public safety; County networked resources; and County databases, software and security measures that are created, maintained, transmitted or accessed to perform the Work under this Contract.

- (a) **County's Non-Disclosure and Data Security Agreement.** The Contractor and its Designees (Contractor Designees shall include, but shall not be limited to, all Contractor-controlled agents or subcontractors working on-site at County facilities or otherwise performing any work under this Contract) must sign the NDA (Exhibit C) before performing any work or obtaining or permitting access to County networked resources, application systems or databases. The Contractor will make copies of the signed NDAs available to the County Project Officer upon request.
- (b) **Use of Data.** The Contractor will ensure against any unauthorized use, distribution or disclosure of or access to County Information and County networked resources by itself or its Designees. Use of County Information other than as specifically outlined in the Contract Documents is strictly prohibited. The Contractor will be solely responsible for any unauthorized use, reuse, distribution, transmission, manipulation, copying, modification, access to or disclosure of County Information and for any non-compliance with this provision by itself or by its Designees.
- (c) **Data Protection.** The Contractor will protect the County's Information according to standards established by federal law and Commonwealth of Virginia statutes including but not limited to the Government Data Collection and Dissemination Practices Act, Chapter 38 of Title 2.2 of the Code of Virginia (§ 2.2-3800 and 2.2-3803), Administration of systems including personal information; Internet privacy policy; exceptions, Code of Virginia, § 2.2-3803, and the Virginia Freedom of Information Act § 2.2-3700, et seq., and will adhere to industry best practices including the National Institute of Standards and Technology (NIST) SP 800-53 Security and Privacy Controls for Information Systems and Organizations and the Payment Card Industry Data Security Standard (PCI DSS), as applicable, and no less rigorously than it protects its own data and proprietary or confidential information. The Contractor must provide to the County a copy of its data security policy and procedures for securing County Information and a copy

of its disaster recovery plan(s). If requested by the County, the Contractor must also provide annually the results of an internal Information Security Risk Assessment provided by an outside firm.

- (d) **Security Requirements.** The Contractor must maintain the most up-to-date anti-virus programs, industry-accepted firewalls and other protections on its systems and networking equipment. The Contractor certifies that all systems and networking equipment that support, interact with or store County Information meet the above standards and industry best practices for physical, network and system security requirements. Devices (laptops, mobile phones, printers, copiers, fax machines, or similar) that store County Data utilize encryption. The County's Chief Information Security Officer or designee must approve any deviation from these standards. The downloading of County information onto devices, other portable storage media or services such as personal e-mail, Dropbox etc. is prohibited without the written authorization of the County's Chief Information Security Officer or designee.
- (e) **Conclusion of Contract.** Within 30 days after the termination, cancellation, expiration or other conclusion of the Contract, the Contractor must, at no cost to the County, return all County Information to the County in a format defined by the County Project Officer. The County may request that the Information be destroyed. The Contractor is responsible for ensuring the return and/or destruction of all Information that is in the possession of its subcontractors or agents. The Contractor must certify completion of this task in writing to the County Project Officer.
- (f) **Notification of Security Incidents.** The Contractor must notify the County Chief Information Officer and County Project Officer within 24 hours of the discovery of any intended or unintended access to or use or disclosure of County Information.
- (g) **Subcontractors.** If subcontractors are permitted under this Contract, the requirements of this entire section must be incorporated into any agreement between the Contractor and the subcontractor. If the subcontractor will have access to County Information, each subcontractor must provide to the Contractor a copy of its data security policy and procedures for securing County Information and a copy of its disaster recovery plan(s).

25. * ETHICS IN PUBLIC CONTRACTING

This Contract incorporates by reference Article 9 of the Arlington County Purchasing Resolution, as well as all state and federal laws related to ethics, conflicts of interest or bribery, including the State and Local Government Conflict of Interests Act (Code of Virginia § 2.2-3100 et seq.), the Virginia Governmental Frauds Act (Code of Virginia § 18.2-498.1 et seq.) and Articles 2 and 3 of Chapter 10 of Title 18.2 of the Code of Virginia, as amended (§ 18.2-438 et seq.). The Contractor certifies that its proposal was made without collusion or fraud; that it has not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor; and that it has not conferred on any public employee having official responsibility for this procurement any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

26. * COUNTY EMPLOYEES

No Arlington County employee may share in any part of this Contract or receive any benefit from the Contract that is not available to the general public.

27. FORCE MAJEURE

Neither party will be held responsible for failure to perform the duties and responsibilities imposed by this Contract if such failure is due to a fire, riot, rebellion, natural disaster, war, act of terrorism or act of God that is beyond the control of the party and that makes performance impossible or illegal, unless otherwise specified in the Contract.

28. * AUTHORITY TO TRANSACT BUSINESS

The Contractor must, pursuant to Code of Virginia § 2.2-4311.2, be and remain authorized to transact business in the Commonwealth of Virginia during the entire term of this Contract. Otherwise, the Contract is voidable at the sole option of and with no expense to the County.

29. * RELATION TO COUNTY

The Contractor is an independent contractor, and neither the Contractor nor its employees or subcontractors will be considered employees, servants or agents of the County. The County will not be responsible for any negligence or other wrongdoing by the Contractor or its employees, servants or agents. The County will not withhold payments to the Contractor for any federal or state unemployment taxes, federal or state income taxes or Social Security tax or for any other benefits. The County will not provide to the Contractor any insurance coverage or other benefits, including workers' compensation.

30. ANTITRUST

The Contractor conveys, sells, assigns and transfers to the County all rights, title and interest in and to all causes of action under state or federal antitrust laws that the Contractor may have relating to this Contract.

31. REPORT STANDARDS

The Contractor must submit all written reports required by this Contract for advance review in a format approved by the Project Officer. Reports must be accurate and grammatically correct and should not contain spelling errors. The Contractor will bear the cost of correcting grammatical or spelling errors and inaccurate report data and of other revisions that are required to bring the report(s) into compliance with this section.

Whenever possible, reports must comply with the following guidelines:

- printed double-sided on at least 30% recycled-content and/or tree-free paper
- recyclable and/or easily removable covers or binders made from recycled materials (proposals with glued bindings that meet all other requirements are acceptable)
- avoid use of plastic covers or dividers
- avoid unnecessary attachments or documents or superfluous use of paper (e.g. separate title sheets or chapter dividers)

32. AUDIT

The Contractor must retain all books, records and other documents related to this Contract for at least five years, or such period of time required by the County's funding partner(s), if any, whichever is greater, after the final payment and must allow the County or its authorized agents to examine the documents during this period and during the Contract Term. The Contractor must provide any requested documents to the County for examination within 15 days of the request, at the Contractor's expense. Should the County's examination reveal any overcharging by the Contractor, the Contractor must, within 30 days of County's request, reimburse the County for the overcharges and for the reasonable costs of

the County's examination, including, but not limited to, the services of external audit firm and attorney's fees; or the County may deduct the overcharges and examination costs from any amount that the County owes to the Contractor. If the Contractor wishes to destroy or dispose of any records related to this Contract (including confidential records to which the County does not have ready access) within five years after the final payment, or such period of time required by the County's funding partner(s), if any, whichever is greater, the Contractor must give the County at least 30 days' notice and must not dispose of the documents if the County objects.

The Purchasing Agent may require the Contractor to demonstrate that it has the necessary facilities, ability, and financial resources to comply with the Contract and furnish the service, material or goods specified herein in a satisfactory manner at any time during the term of this Contract.

33. ASSIGNMENT

The Contractor may not assign, transfer, convey or otherwise dispose of any award or any of its rights, obligations or interests under this Contract without the prior written consent of the County.

34. AMENDMENTS

This Contract may not be modified except by written amendment executed by persons duly authorized to bind the Contractor and the County.

35. * ARLINGTON COUNTY PURCHASING RESOLUTION AND COUNTY POLICIES

Nothing in this Contract waives any provision of the Arlington County Purchasing Resolution, which is incorporated herein by reference, or any applicable County policy.

36. * DISPUTE RESOLUTION

All disputes arising under this Agreement or concerning its interpretation, whether involving law or fact and including but not limited to claims for additional work, compensation or time, and all claims for alleged breach of contract must be submitted in writing to the Project Officer as soon as the basis for the claim arises. In accordance with the Arlington County Purchasing Resolution, claims denied by the Project Officer may be submitted to the County Manager in writing no later than 60 days after the final payment. The time limit for a final written decision by the County Manager is 30 days. Procedures concerning contractual claims, disputes, administrative appeals and protests are contained in the Arlington County Purchasing Resolution. The Contractor must continue to work as scheduled pending a decision of the Project Officer, County Manager, County Board or a court of law.

37. * APPLICABLE LAW, FORUM, VENUE AND JURISDICTION

This Contract is governed in all respects by the laws of the Commonwealth of Virginia; and the jurisdiction, forum and venue for any litigation concerning the Contract or the Work is in the Circuit Court for Arlington County, Virginia, and in no other court.

38. ARBITRATION

No claim arising under or related to this Contract may be subject to arbitration.

39. NONEXCLUSIVITY OF REMEDIES

All remedies available to the County under this Contract are cumulative, and no remedy will be exclusive of any other at law or in equity.

40. NO WAIVER

The failure to exercise a right provided for in this Contract will not be a subsequent waiver of the same right or of any other right.

41. SEVERABILITY

The sections, paragraphs, clauses, sentences, and phrases of this Contract are severable; and if any section, paragraph, clause, sentence or phrase of this Contract is declared invalid by a court of competent jurisdiction, the rest of the Contract will remain in effect.

42. * ATTORNEY'S FEES

In the event that the County prevails in any legal action or proceeding brought by the County to enforce any provision of this Contract, the Contractor will pay the County's reasonable attorney's fees and expenses.

43. SURVIVAL OF TERMS

In addition to any statement that a specific term or paragraph survives the expiration or termination of this Contract, the following sections also survive: INDEMNIFICATION; INTELLECTUAL PROPERTY INDEMNIFICATION; RELATION TO COUNTY; OWNERSHIP OF WORK PRODUCT; AUDIT; COPYRIGHT; DISPUTE RESOLUTION; APPLICABLE LAW AND JURISDICTION; ATTORNEY'S FEES, AND DATA SECURITY AND PROTECTION.

44. HEADINGS

The section headings in this Contract are inserted only for convenience and do not affect the substance of the Contract or limit the sections' scope.

45. AMBIGUITIES

The parties and their counsel have participated fully in the drafting of this Agreement; and any rule that ambiguities are to be resolved against the drafting party does not apply. The language in this Agreement is to be interpreted as to its plain meaning and not strictly for or against any party.

46. NOTICES

Unless otherwise provided in writing, all legal notices and other communications required by this Contract are deemed to have been given when either (a) delivered in person; (b) delivered by an agent, such as a delivery service; or (c) deposited in the United States mail, postage prepaid, certified or registered and addressed as follows:

TO THE CONTRACTOR:

General Counsel
Stratus Technologies
5 Mill & Main Place, Suite 500
Maynard, MA 01754
Phone: (978) 461-7703
Email: Donald.Lin@stratus.com

TO THE COUNTY:

Igor Scherbakov, Project Officer
Police Department
1425 North Courthouse Road, 7th Floor

Arlington, Virginia 22201
Phone: (703) 228-0709
Email: ischerbakov@arlingtonva.us

AND

Dr. Sharon T. Lewis, LL.M, MPS, VCO, CPPB
Purchasing Agent
Arlington County, Virginia
2100 Clarendon Boulevard, Suite 500
Arlington, Virginia 22201
Phone: (703) 228-3294
Email: slewis1@arlingtonva.us

TO COUNTY MANAGER'S OFFICE (FOR PROJECT CLAIMS):

Mark Schwartz, County Manager
Arlington County, Virginia
2100 Clarendon Boulevard, Suite 318
Arlington, Virginia 22201

47. ARLINGTON COUNTY BUSINESS LICENSES

The Contractor must comply with the provisions of Chapter 11 ("Licenses") of the Arlington County Code, if applicable. For information on the provisions of that Chapter and its applicability to this Contract, the Contractor must contact the Arlington County Business License Division, Office of the Commissioner of the Revenue, 2100 Clarendon Blvd., Suite 200, Arlington, Virginia, 22201, telephone number (703) 228-3060, or e-mail business@arlingtonva.us.

48. * NON-DISCRIMINATION NOTICE

Arlington County does not discriminate against faith-based organizations.

49. INSURANCE REQUIREMENTS

Before beginning work under the Contract or any extension, the Contractor must provide to the County Purchasing Agent a Certificate of Insurance indicating that the Contractor has in force at a minimum the coverage below. The Contractor must maintain this coverage until the completion of the Contract or as otherwise stated in the Contract Documents. All required insurance coverage must be acquired from insurers that are authorized to do business in the Commonwealth of Virginia, with a rating of "A-" or better and a financial size of "Class VII" or better in the latest edition of the A.M. Best Co. Guides.

- a. Workers Compensation - Virginia statutory workers compensation (W/C) coverage, including Virginia benefits and employer's liability with limits of \$500,000/500,000/500,000. The County will not accept W/C coverage issued by the Injured Worker's Insurance Fund, Towson, MD.
- b. Commercial General Liability - \$1,000,000 per occurrence, with \$1,000,000 annual aggregate covering all premises and operations and including personal injury, completed operations, contractual liability, independent contractors, and products liability. The general aggregate limit must apply to this Contract. Evidence of contractual liability coverage must be typed on the certificate.

- c. Business Automobile Liability - \$1,000,000 combined single-limit (owned, non-owned and hired).
- a. Additional Insured – The County and its officers, elected and appointed officials, employees and agents must be listed as additional insureds on all policies except workers compensation and automotive and professional liability; and the additional insured endorsement must be typed on the certificate.
- b. Cancellation - If there is a material change or reduction in or cancellation of any of the above coverages during the Contract Term, the Contractor must notify the Purchasing Agent immediately and must, with no lapse in coverage, obtain replacement coverage that is consistent with the terms of this Contract. Not having the required insurance throughout the Contract Term is grounds for termination of the Contract.
- c. Claims-Made Coverage - Any “claims made” policy must remain in force, or the Contractor must obtain an extended reporting endorsement, until the applicable statute of limitations for any claims has expired.
- d. Contract Identification - All insurance certificates must state this Contract's number and title.

The Contractor must disclose to the County the amount of any deductible or self-insurance component of any of the required policies. With the County's approval, the Contractor may satisfy its obligations under this section by self-insurance for all or any part of the insurance required, provided that the Contractor can demonstrate sufficient financial capacity. In order to do so, the Contractor must provide the County with its most recent actuarial report and a copy of its self-insurance resolution. The County may request additional information to determine if the Contractor has the financial capacity to meet its obligations under a deductible and may require a lower deductible; that funds equal to the deductible be placed in escrow; a certificate of self-insurance; collateral; or another mechanism to guarantee the amount of the deductible and ensure protection for the County.

The County's acceptance or approval of any insurance will not relieve the Contractor from any liability or obligation imposed by the Contract Documents.

The Contractor is responsible for the Work and for all materials, tools, equipment, appliances and property used in connection with the Work. The Contractor assumes all risks for direct and indirect damage or injury to the property used or persons employed in connection with the Work and for of all damage or injury to any person or property, wherever located, resulting from any action, omission, commission or operation under the Contract or in connection in any way whatsoever with the Work. The Contractor's insurance shall be the primary non-contributory insurance for any work performed under this Contract.

The Contractor is as fully responsible to the County for the acts and omissions of its subcontractors and of persons employed by them as it is for acts and omissions of persons whom the Contractor employs directly.

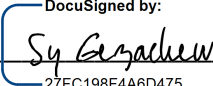
50. COUNTERPARTS

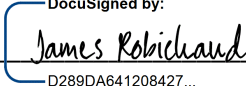
This Agreement may be executed in one or more counterparts and all of such counterparts shall together constitute one and the same instrument. Original signatures transmitted and received via facsimile or other electronic transmission, (e.g., PDF or similar format) are true and valid signatures for all purposes hereunder and shall be effective as delivery of a manually executed original counterpart.

WITNESS these signatures:

THE COUNTY BOARD OF ARLINGTON
COUNTY, VIRGINIA

STRATUS TECHNOLOGIES, INC.

AUTHORIZED
SIGNATURE:  _____
DocuSigned by:
27FC198F4A6D475...

AUTHORIZED
SIGNATURE:  _____
DocuSigned by:
D289DA641208427...

NAME: SY GEZACHEV

NAME: James Robichaud

TITLE: PROCUREMENT OFFICER

TITLE: VP Sales Operations

DATE: 1/14/2022

DATE: 1/14/2022

EXHIBIT C

NONDISCLOSURE AND DATA SECURITY AGREEMENT
(CONTRACTOR)

The undersigned, an authorized agent of the Contractor and on behalf of **Stratus Technologies, Inc.** ("Contractor"), hereby agrees that the Contractor will hold County-provided information, documents, data, images, records and the like confidential and secure and protect them against loss, misuse, alteration, destruction or disclosure. This includes, but is not limited to, the information of the County, its employees, contractors, residents, clients, patients, taxpayers and property as well as information that the County shares with the Contractor for testing, support, conversion or other services provided under Arlington County Agreement No. 22-OEM-SLA-513 (the "Project" or "Main Agreement") or that may be accessed through other County-owned or -controlled databases (all of the above collectively referred to as "County Information" or "Information").

In addition to the DATA SECURITY obligations set in the County Agreement, the Contractor agrees that it will maintain the privacy and security of County Information, control and limit internal access and authorization for access to such Information and not divulge or allow or facilitate access to County Information for any purpose or by anyone unless expressly authorized. This includes, but is not limited to, any County Information that in any manner describes, locates or indexes anything about an individual, including, but not limited to, his/her ("his") Personal Health Information, treatment, disability, services eligibility, services provided, investigations, real or personal property holdings and his education, financial transactions, medical history, ancestry, religion, political ideology, criminal or employment record, social security number, tax status or payments, date of birth, address, phone number or anything that affords a basis for inferring personal characteristics, such as finger and voice prints, photographs, or things done by or to such individual, or the record of his presence, registration, or membership in an organization or activity, or admission to an institution.

Contractor also agrees that it will not directly or indirectly use or facilitate the use or dissemination of County information (whether intentionally or by inadvertence, negligence or omission and whether verbally, electronically, through paper transmission or otherwise) for any purpose other than that directly associated with its work under the Project. The Contractor acknowledges that any unauthorized use, dissemination or disclosure of County Information is prohibited and may also constitute a violation of Virginia or federal laws, subjecting it or its employees to civil and/or criminal penalties.

Contractor agrees that it will not divulge or otherwise facilitate the disclosure, dissemination or access to or by any unauthorized person, for any purpose, of any Information obtained directly, or indirectly, as a result of its work on the Project. The Contractor shall coordinate closely with the County Project Officer to ensure that its authorization to its employees or approved subcontractors is appropriate and tightly controlled and that such person/s also maintain the security and privacy of County Information and the integrity of County-networked resources.

Contractor agrees to take strict security measures to ensure that County Information is kept secure; is properly stored in accordance with industry best practices, and if stored is encrypted ; and is otherwise protected from retrieval or access by unauthorized persons or for unauthorized purposes. Any device or media on which County Information is stored, even temporarily, will have strict encryption, security, and access control. Any County Information that is accessible will not leave Contractor's work site or the County's physical facility, if the Contractor is working onsite, without written authorization of the County

Project Officer. If remote access or other media storage is authorized, the Contractor is responsible for the security of such storage device or paper files.

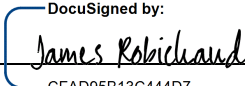
Contractor will ensure that any laptops, PDAs, netbooks, tablets, thumb drives or other media storage devices, as approved by the County and connected to the County network, are secure and free of all computer viruses, and running the latest version of an industry-standard virus protection program. The Contractor will ensure that all user accounts and passwords used by its employees or subcontractors are robust, protected and not shared. The Contractor will not download any County Information except as agreed to by the parties and then only onto a County-approved device. The Contractor understands that downloading onto a personally owned device or service, such as personal e-mail, Dropbox, etc., is prohibited.

Contractor agrees that it will notify the County Project Officer immediately upon discovery or becoming aware or suspicious of any unauthorized disclosure of County Information, security breach, hacking or other breach of this agreement, the County's or Contractor's security policies, or any other breach of Project protocols concerning data security or County Information. The Contractor will fully cooperate with the County to regain possession of any Information and to prevent its further disclosure, use or dissemination. The Contractor also agrees to promptly notify others of a suspected or actual breach if requested.

The Contractor agrees that all duties and obligations enumerated in this Agreement also extend to its employees, agents or subcontractors who are given access to County information. Breach of any of the above conditions by Contractor's employees, agents or subcontractors shall be treated as a breach by the Contractor. The Contractor agrees that it shall take all reasonable measures to ensure that its employees, agents and subcontractors are aware of and abide by the terms and conditions of this agreement and related data security provisions in the Main Agreement.

It is the intent of this *NonDisclosure and Data Security Agreement* to ensure that the Contractor has the highest level of administrative safeguards, information security, disaster recovery and other best practices in place to ensure confidentiality, protection, privacy and security of County information and County-networked resources and to ensure compliance with all applicable local, state and federal laws or regulatory requirements. Therefore, to the extent that this *NonDisclosure and Data Security Agreement* conflicts with the Main Agreement or with any applicable local, state, or federal law, regulation or provision, the more stringent requirement, law, regulation or provision controls.

At the conclusion of the Project, the Contractor agrees to return all County Information to the County Project Officer. These obligations remain in full force and effect throughout the Project and shall survive any termination of the Main Agreement.

Authorized Signature:  _____
Printed Name and Title: James Robichaud VP Sales Operations
Date: 1/4/2022

STANDARD FORM AGREEMENT

EXHIBIT A

STRATUS TECHNOLOGIES SERVICE TERMS AND CONDITIONS

FOR ftServerSM PRODUCTS RUNNING THE WINDOWS OPERATING SYSTEM

Stratus will provide the maintenance services described below for the Service Option and the ftServer Products listed in your order. Stratus' obligation to provide these Services is contingent upon your prompt payment of Stratus' invoices and your compliance with your other obligations as listed below.

1. Definitions:

- 1.1. "Covered System" means the ftServer System(s) listed in your order and our service invoice.
- 1.2. "Customer Assistance Center" or "CAC" means the Stratus resources through which we deliver support and services.
- 1.3. "Customer Replaceable Units" or "CRUs" mean all parts and subassemblies of a Covered System that are not identified as Field Replaceable Units. Unless otherwise noted, you must remove and replace all CRUs.
- 1.4. "Field Replaceable Units" or "FRUs" mean parts or subassemblies that must be removed and replaced only by an authorized Stratus service representative. A listing of FRUs can also be found on the Stratus Website at <http://www.stratus.com/go/services/ipb>.
- 1.5. "Service(s)" means all activities described in this document that correspond to the applicable Service Option you selected for your Covered System.
- 1.6. "Service Option" refers to the packaged Service offerings that you may purchase from Stratus for your ftServer Systems. Descriptions of Stratus' current Service Options are available on the Stratus Website at <http://www.stratus.com/services>.
- 1.7. Stratus "Active Service Network" or "ASN" is a secure worldwide network linking your Covered System with our CAC and/or the CAC's of our authorized vendors.

2. **Eligibility:** Systems placed under Service within 90 days from initial System shipment date are automatically eligible for coverage under this Agreement. Systems placed under Service after this 90 day period must first be inspected and certified by Stratus or its authorized service representative as service ready. Such an inspection and certification will be at your expense based on Stratus' then prevailing rates. Any work required to bring the System up to a service ready condition will also be at your expense.

3. **Your Responsibilities:** You agree to do all of the following:

- 3.1. For each Covered System or installation site, if applicable, assign and maintain a technically skilled employee or agent as your primary contact with Stratus.
- 3.2. Provide the names and phones numbers of up to four (4) individuals who are authorized to submit calls under this Agreement.
- 3.3. Maintain the Covered System(s) in a manner consistent with all applicable product specifications provided by Stratus or the manufacturer.
- 3.4. Provide Stratus, at no charge, use of suitable telecommunications equipment to establish data communications over the ASN.

- 3.5. Execute diagnostic routines and provide the results to Stratus.
 - 3.6. Access and make appropriate use of Stratus' Internet home page for technical support information.
 - 3.7. Notify Stratus of any configuration changes to the original Covered System configuration.
 - 3.8. Where appropriate, use the Stratus provided hardened drivers.
 - 3.9. Replace CRUs under the remote direction of the Stratus CAC, Customer Engineer or Stratus Authorized Service Representative.
 - 3.10. Perform housekeeping services, such as, cleaning, replacing expendable parts (e.g.: batteries, printer ribbons), performing regular operating checks and providing necessary supplies pertaining to these services.
 - 3.11. Ensure that all data on the Covered System(s) is adequately duplicated or protected. Stratus is not responsible for loss of any data or the cost of reconstructing data lost or damaged during the performance of Services.
 - 3.12. Ensure that (1) all software installed on the Covered System(s) is properly licensed for use; (2) all non-supported hardware and software products are compatible with the Stratus-supported hardware and software; and (3) all Covered System(s) are adequately protected against computer viruses.
 - 3.13. Install all Software product updates and upgrades as made available.
 - 3.14. Maintain and operate Covered Systems in a fully redundant mode of operation at all times.
4. **Payment:** You agree to pay all amounts within **forty-five** (45) days of your receipt of Stratus' invoice. You agree to pay Stratus, on demand, interest at the rate of one percent (1%) per month on all overdue amounts together with any collection and attorney's fees and expenses Stratus incurs in the collection of such overdue amounts. **Prepaid service fees are non-refundable in the event of any termination of this Agreement unless due to Stratus' uncured material breach.** At any time, during a service term, if the Operating System of a Covered System is upgraded to a new release, you may be charged additional Service Fees in which Stratus may incur by a third party.
5. **Remote System Support and Monitoring of Covered Systems** is provided on a 7x24 basis through the ASN and the Stratus CAC and includes one or more of the following:
- 5.1. Automatic hardware problem notification. The Covered System will automatically generate a call to Stratus CAC notifying us of a hardware failure;
 - 5.2. Automatic parts replacement: Stratus' CAC will disburse a part replacement based on the Covered System's automatically generated calls;
 - 5.3. An initial telephone call back by Stratus' CAC following receipt of an automatically generated call. Call backs will be made during our business hours and within the applicable time period for ~~coverage~~ ~~software~~ ~~operational~~ ~~downs~~ ~~leads~~ ~~for~~ ~~pho~~ ~~ad~~ ~~st~~ ~~h~~ ~~ad~~ ~~table~~ ~~is~~ ~~held~~ ~~di~~ ~~agnostic~~ routines; and
 - 5.5. Auto notification initiated by the Covered System relating to software installations and system reboots.
6. **Software and Active Service Manager (ASM) Support:** Software updates and patches as well as information and assistance related to product features, configuration, setup, administration, and problem diagnosis for your Covered System may be obtained via telephone or internet access to the CAC during the coverage hours for your Service Option(s) as listed in the table below.

7. **Hardware Remedial Services:** Depending upon the Service Option(s) purchased, Stratus will provide one or more of the following:
- 7.1. **Advanced Parts Exchange:** We will use commercially reasonable efforts to provide same business day, pre-paid shipment of a replacement part for an automatic or telephone call-in parts request that is received before 5:00 P.M local Stratus time. Restrictions may apply in certain countries. Replacement part shipments will include shipping material and a pre-paid freight bill for return of the defective part. You must return the defective part to us within 14 calendar days from the date of the parts request, otherwise you will be billed and must pay us the Stratus list price for the replacement part(s) shipped. Stratus assumes all risk of loss or damage to parts that are in transit to and, provided you properly packed them for transportation, from your location.
 - 7.2. **Co-active Support for CRUs:** Parts designated as CRUs will not be repaired on-site. You must remove and install CRUs under the remote direction of the Stratus CAC, or our Customer Engineer or Authorized Service Representative. A listing of CRUs for your Covered System can be found on the Stratus Website at <http://www.stratus.com/go/services/ipb>.
 - 7.3. **On-Site Hardware Services:** Stratus will provide on-site hardware support only under the following circumstances:
 - 7.3.1. **FRU Replacement:** We will replace defective FRUs on-site on a schedule basis during local business hours.
 - 7.3.2. **Same Day Emergency On-Site Services:** We will provide same day emergency on-site service if the Covered System experiences a Critical problem and cannot be restored to operational status through remote support means. A critical problem is defined as a problem that causes your System to be completely unavailable to users.
 - 7.3.3. **Next Business Day On-Site Services:** We will provide next business day on-site service if the Covered System experiences a Serious problem and cannot be restored to operational status through remote service means. A serious problem is defined as a problem that substantially impairs System operation.
 - 7.3.4. Our obligation to provide On-Site Hardware Services is subject to the following conditions:
 - 7.3.4.1. While we are on-site, you must provide us with all reasonable assistance and cooperation and must allow us to work without interruption or interference.
 - 7.3.4.2. Subject to our reasonable judgment, on-site Services will be provided until such time as the Covered System is operational or as long as reasonable progress is being made.
 - 7.3.4.3. Work may be temporarily suspended if additional parts or resources are required.
 - 7.3.4.4. Any after hours, weekend, holiday and CRU on-site services requested by you will be provided at the then current time and material prevailing rates currently \$225.00 per hour.
 - 7.3.4.5. Travel expenses incurred in traveling to and from a Covered System site located more than fifty (50) miles or eighty (80) kilometers from the nearest Stratus service center will be charged to you at the rate of \$225.00 per hour and must be paid within thirty (30) days of receipt of Stratus' invoice.
8. **Limitations and Exclusions:** This Agreement is of limited duration and coverage. This Agreement extends only to the original purchaser of the Covered System and only to uses for which the System was designed. Stratus is not obligated to repair any Covered System, subassembly, or component part which has been damaged as a result of:
(i) fire, natural disaster, neglect, misuse, abuse and war or other

events or causes of force majeure, (ii) unauthorized modifications, use of non-Stratus supplied equipment or software, damage resulting from environmental considerations such as electrical power, heat, cold, or humidity outside the published product specifications, or operating the Covered System in an other than the fully redundant mode.

9. **Stratus Property:** Support software, including diagnostic routines, ASN Agents and SNMP Agents, as well as support tools, and documentation ("Property"), which we supply under this Agreement, are and shall at all times remain Stratus' exclusive property. You agree not to make such Property available or disclose the contents thereof to any third parties other than your employees and contractors who are performing services for you and have a need to access such Property in relation to the Systems covered under this Agreement. You agree to take appropriate action, by instruction or agreement with your employees and contractors who are permitted access, to satisfy your obligations under this Agreement. Further, you agree to immediately return all such Property to us upon the expiration or termination of this Agreement.

10. **Limited Warranty.**

10.1. STRATUS WARRANTS THAT THE SERVICES WILL BE PROVIDED IN A GOOD AND WORKMAN LIKE MANNER.

10.2. THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER REPRESENTATIONS, WARRANTIES, TERMS AND/OR CONDITIONS, EXPRESS OR IMPLIED. WE DO NOT WARRANT UNINTERRUPTED OR ERROR-FREE OPERATION OF A SYSTEM OR THAT ALL PRODUCT ERRORS OR DEFECTS WILL BE CORRECTED.

11. **Import and Export.** The Products contain components, software and technology that are of U.S. origin and are subject to U.S. Export Administration, international and national import and export control laws and regulations, including end-user, end-use and destination restrictions issued by the U.S. and other governments ("Import and Export Controls"). You agree that you shall not export, import, directly or indirectly, re-export, divert, or transfer Products or, any materials, items or technology relating to Stratus or its licensors' business or related technical data or any direct product thereof to any destination, company or person or for any end use that is restricted or prohibited by the Import and Export Controls.

12. **General Terms:**

12.1. Location of Service: We will provide Maintenance Services only at the locations(s) specified upon purchase of a Service Level Offering unless we agree otherwise, in writing.

12.2. Term and Termination: Refer to Standard Form Agreement Paragraph Numbers 4, 8 and 9 for Term and Termination. Assignment: Refer to Standard Form Agreement Paragraph No. 31.

Stratus Technologies Service Options Table:

	Total Assurance	System Assurance	Platform Support	Hardware Support
Service Response Times				
Critical				
Initial Response	30 minutes	1 hour	2 hours	4 hours
Remedial Efforts†	continuous/priority	continuous/priority	continuous/priority	Stratus' discretion*
Serious				
Initial Response	2 hours	4 hours	6 hours	8 hours
Remedial Efforts	priority	priority	Stratus' discretion*	Stratus' discretion*
Moderate				
Initial Response	4 hours*	8 hours*	24 hours*	48 hours*
Remedial Efforts	Stratus' discretion*	Stratus' discretion*	Stratus' discretion*	Stratus' discretion*
Minor				
Initial Response	4 hours*	8 hours*	24 hours*	48 hours*
Remedial Efforts	Stratus' discretion*	Stratus' discretion*	Stratus' discretion*	Stratus' discretion*
Proactive System Monitoring				
Automatic Parts Replacement	Yes	Yes	Yes	No
Access to Software downloads and on-line diagnostic tools	Yes	Yes	Yes	No
System report auto notification initiated by system re-boots	Yes	Yes	Yes	No
Software Support				
ftSSS Software Support	Yes	Yes	Yes	No
ftSSS Software Updates/Upgrades	Yes	Yes	Yes	No
ftSSS Software Root Cause Determination	Yes	Yes	No	No
Operating System Support	Yes	Yes**	Yes**	Not Available
Operating System Updates/Upgrades	Yes	Yes***	Yes***	Not Available
Operating System Root Cause Determination	Yes	Not Available	Not Available	Not Available
Part Repair/Replacement				
Advanced Parts Exchange† - Delivery	Next Business Day	Next Business Day	Next Business Day	Second Business Day
On-Site FRU Replacement Services	Scheduled*	Scheduled*	Scheduled*	Scheduled*
Same Day Emergency On-Site Service for Critical Problems†	24 Hours	24 Hours	Not Available	Not Available
Next Business Day On-Site Services for	Local Business Hours	Local Business Hours	Not Available	Not Available

Serious Problems†				
Uptime Guarantee†	Yes	No	No	No

* Available during local business hours only

**Problem determination only.

***Available Updates/Upgrades only. Does not include new bug fixes.

‡ Restoration of system to service / restoration of substantially all system functionality

† Certain terms and restrictions may apply.

Stratus Service Quote

Quote Date May 25, 2021
 Created By Mohammed Hashim
 Account ARLINGTON COUNTY VIRGINIA
 End User Arlington County, VA Emergency Communications
 Site ID 28625
 Effective Date August 01, 2021 - July 31, 2022
 Pricelist USA (USD)
 Service Level TAW3000S: Total Assurance (Windows) (12 months)

Svc

Item

Type	Item	Item Description	Qty
HW	P4500-1S-C	ftServer 4500 Rack mountable, 1-way, DMR, 2.0 GHz quad-core processor	1
HW	AS391	Disk Drive Blank for ftServer family	12
HW	C660	ASN Modem for ftServer	1
HW	D342	146GB 2.5-inch 15K SAS disk drive	2
HW	D344	1TB 2.5-inch 7.2K SAS disk drive	2
HW	M246	4GB DDR3-1333 Dual-rank DIMM	4
SW	AUL-WC-S0738	Automated Uptime Layer for Windows-based Class C ftServer Systems, Release 6.	1
SW	S0785EE2	Windows Server 2008 Enterprise Edition R2 (1-2 CPU) downgrade to Windows Sei	1

Renewal Rate (your cost):

Account ARLINGTON COUNTY VIRGINIA
 End User Arlington County, VA Emergency Communications
 Site ID 28626
 Effective Date August 01, 2021 - July 31, 2022
 Pricelist USA (USD)
 Service Level TAW3000S: Total Assurance (Windows) (12 months)

Svc

Item

Type	Item	Item Description	Qty
HW	P4500-1S-C	ftServer 4500 Rack mountable, 1-way, DMR, 2.0 GHz quad-core processor	1
HW	AS391	Disk Drive Blank for ftServer family	12
HW	C660	ASN Modem for ftServer	1
HW	D342	146GB 2.5-inch 15K SAS disk drive	2
HW	D344	1TB 2.5-inch 7.2K SAS disk drive	2
HW	M246	4GB DDR3-1333 Dual-rank DIMM	4
SW	AUL-WC-S0738	Automated Uptime Layer for Windows-based Class C ftServer Systems, Release 6.	1
SW	S0785EE2	Windows Server 2008 Enterprise Edition R2 (1-2 CPU) downgrade to Windows Sei	1

Renewal Rate (your cost):

Account ARLINGTON COUNTY VIRGINIA
 End User Arlington County, VA Emergency Communications
 Site ID 28627
 Effective Date August 01, 2021 - July 31, 2022
 Pricelist USA (USD)
 Service Level TAW3000S: Total Assurance (Windows) (12 months)

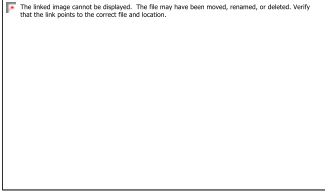
Svc**Item**

Type	Item	Item Description	Qty
HW	P4500-1S-C	ftServer 4500 Rack mountable, 1-way, DMR, 2.0 GHz quad-core processor	1
HW	AK598	PCI-E Riser Kit	1
HW	AS391	Disk Drive Blank for ftServer family	12
HW	C660	ASN Modem for ftServer	1
HW	D342	146GB 2.5-inch 15K SAS disk drive	4
HW	D950	ftScalable storage Fibre Channel	1
HW	D961	146GB 2.5-inch 15K RPM SAS disk drive	4
HW	D963	1TB 2.5-inch 7.2K SAS disk drive	5
HW	M246	4GB DDR3-1333 Dual-rank DIMM	8
HW	U107	8 Gb/S Fibre Channel Host Bus Adapter (LC Fiber Optic)	2
SW	AUL-WC-S0738	Automated Uptime Layer for Windows-based Class C ftServer Systems, Release 6.	1
SW	S0785EE	Windows Server 2008 Enterprise Edition R2 downgrade to Windows Server 2008	1

Renewal Rate (your cost):

Combined Renewal Rate (your cost)

Prices are quoted without applicable taxes. Please direct purchase order or inquiries to Stratus_ARC



Renewal Rate (monthly)	Renewal Rate (12 months)
2,210.00	\$ 26,520.00
0 \$	-
0 \$	-
0 \$	-
0 \$	-
0 \$	-
0 \$	-
0 \$	-
2,210.00	\$ 26,520.00

Renewal Rate (monthly)	Renewal Rate (12 months)
2,210.00	\$ 26,520.00
0 \$	-
0 \$	-
0 \$	-
0 \$	-
0 \$	-
0 \$	-
0 \$	-
2,210.00	\$ 26,520.00

Renewal Rate (monthly)	Renewal Rate (12 months)
2,210.00	\$ 26,520.00
0 \$	-
0 \$	-
0 \$	-
0 \$	-
249	\$ 2,988.00
0 \$	-
0 \$	-
0 \$	-
0 \$	-
0 \$	-
0 \$	-
2,459.00	\$ 29,508.00

\$ 82,548.00

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