

IBM RESILIENCY SERVICES

**MULTIVENDOR INFORMATION TECHNOLOGY RECOVERY SERVICES
CONTRACT DOCUMENTS**

FOR

**LEXINGTON-FAYETTE URBAN COUNTY
GOVERNMENT
200 E MAIN ST
LEXINGTON, KY 40507-1310**

SUBMITTED BY:

**Attn: IBM Resiliency Services - Contract Operations
IBM Corporation
PO Box 700
Suffern, NY 10901-0700**

Supplement Number: CFT639F
Package ID: 20150304151843
Date Generated: 03/04/2015
This offer is good until: 05/01/2015

Supplement for Multivendor Information Technology Recovery Services

The terms of the IBM Customer Agreement and its Attachment for Multivendor Information Technology Recovery Services (or an equivalent agreement signed by both parties) apply to this transaction.

Customer Name and Address

LEXINGTON-FAYETTE URBAN COUNTY
GOVERNMENT
200 E MAIN ST
LEXINGTON, KY 40507-1310

REFERENCE NUMBERS

Attachment: B000715
Agreement: HQ12291
Customer: 5142941
Enterprise: 5143106

CONTRACT PERIOD

Start Date: 01/01/2013
End Date: 12/31/2016

SUPPLEMENT

Number: CFT639F
Effective Date: 05/01/2015
Revision (yes/no): Yes
Renewal (yes/no): No

IBM Address for Notices:

Attn: IBM Resiliency Services - Contract Operations
IBM Corporation
PO Box 700
Suffern, NY 10901-0700

Primary Recovery Site

Sterling Forest, NY

Covered Address:

200 E MAIN ST
LEXINGTON, KY 40507-1310

Monthly Charges

Total Monthly Charge: \$1,132
Minimum Total Monthly Charge: \$1,132

Recovery Charges

Initial Recovery Charge: \$1,132
Day(s) Included in Initial Recovery Charge: 2
Daily Recovery Charge per day thereafter: \$566

Recovery Exercise

Initial Contract Period Year 1 – Total Hours: 48
Number of Exercises: 1
Each subsequent twelve-month period – Total Hours: 80
Number of Exercises: 1
Additional Recovery Exercise Time, per 4-hour block: \$600
Additional Recovery Exercise, per Exercise: \$1,200

Telecommunications

One-Time Charge: \$0
Usage charges are billed separately.

General

Work area space allocated at time of Event.

In entering into this agreement, you are not relying upon any representation made by or on behalf of IBM that is not specified in the Agreement or the Attachment, including, without limitation, the actual or estimated completion date, number of hours to provide any of the Services, charges to be paid, or the results of any of the Services to be provided under this Attachment.

IBM agrees to provide the Services described in this Supplement provided you accept this Supplement, without modification, by signing in the space below on or before 05/01/2015.

Agreed to:
**LEXINGTON-FAYETTE URBAN COUNTY
GOVERNMENT**

Agreed to:
International Business Machines Corporation

By _____
Authorized signature

By _____
Authorized signature

Title:
Name (type or print):
Date:

Title:
Name (type or print):
Date:

Customer identification number: 5142941

Attachment number: B000715

Supplement for Multivendor Information Technology Recovery Services (Continued)

Customer Name: LEXINGTON-FAYETTE URBAN COUNTY
GOVERNMENT Processor type/model: CLIENTSRV CPU
Customer Number: 5142941 Total Memory(CPU Memory) N/A
Address: 200 E MAIN ST Total Disk (for DASD) N/A
LEXINGTON, KY 40507-1310
Primary Recovery Site: Sterling Forest, NY
Contract Number: CFT639F.2.1.1

Equipment Configuration

Quantity Or Units	Type	Model	Product Description

CLIENTSRV/CPU[1]			
1	CLIENTSRV	CPU	Client Server CPU
1	HP9050DN	MCR1	HP9050 MICR Kit MICR kit (toner cartridge and Font Dimm) for HP9050DN printer Prerequisite: HP9050DN PRT1
2	HP9050DN	PRT1	HP9050 Series L'Jet 128MB Eth HP9050 Series LaserJet Printer Ethernet connectivity included 128MB Memory, 50PPM
2	IBMX3850C	BASE	IBM Server x3850C 2.26Gh 8C Item: IBM x3850 Server - 8 Core Includes: PCI-Express Architecture (5 Slots) 1 Intel 2.26Ghz Xeon 8 Core Processor 4 GB Memory,1 300 GB SAS Hard Drive DVD Drive,1 Dual Integrated 10/100/1000MB Ethernet Adapter 1 IBM SAS Array Controller,USB support
14	IBMX3850C	MEM1	Add'l IBMx3850C 4 GB Memory
2	IBMX3850C	PRC1	Add'l IBMx3850C-2.26Ghz Proc
4	IBMX3850D	BASE	IBM Server x3850D 2.4Gh 10C Item: IBM x3850 Server - 10 Core Includes: PCI-Express Architecture (5 Slots) 1 Intel 2.4Ghz 10 Core Processor 4 GB Memory,1 300 GB SAS Hard Drive DVD Drive,1 Dual Integrated 10/100/1000MB Ethernet Adapter 1 IBM SAS Array Controller,USB support
124	IBMX3850D	MEM1	Add'l IBMx3850D 4 GB Memory
12	IBMX3850D	PRC1	Add'l IBMx3850D-2.4Ghz Proc
6	PCOPT FC	300X	IBM Server 300GB Hard Drive
2	PCOPT FC	DVD1	Sony DVD+RW Drive Sony DVD+RW Drive Includes: DVD+RW Drive USB Interface This item cannot be selected for temporary transfer.
6	PCOPT FC	FC10	Emulex LP11002 PCI-Xpress FC Emulex LP1102 - Dual Port fiber adapter
4	PCOPT FC	FC18	Emulex LP12002 PCI-Xpress FC Emulex LP12002 - Dual Port PCI-Express fiber adapter
5	PCWS-266Q	PKGA	QC-2.66Ghz Desktop W/Wkspce Includes workspace equipped with a PC and voice services Includes: Intel Core 2 Quad 2.66Ghz Processor 2GB Memory 250GB SATA Hard Drive 1 DVD-ROM Color Monitor W/20" viewable screen size Monitor supports 1600x1200 resolution and 1000:1 contrast ratio

Keyboard and Mouse
Gigabit Ethernet Adapter
USB Ports

Includes the preloading of a supported customer hard drive image.

Voice services for Call Centers and individuals

Includes:

- Voicemail
- Interactive information and employee status service
- Automatic Call Distribution
 - * The answering and queuing of incoming calls
 - * The creation and use of preprogrammed and stored call flow scripts that make use of Automatic Call Distribution, skills based routing, Interactive Voice Response functions, and DID redirection to deliver calls to agents and non agents.
 - * Agent recording for up to 288 simultaneous agents.
 - * Interactive supervisor capabilities
 - * Real time data and historical reporting
 - * There is a \$265 per hour charge to create scripts and to modify existing scripts.

6 PRELOAD SR1 OS Preload For Intel Server

Operating Systems (OS) supported for Preload:

Win Server 2003 Standard & Enterprise Edition 32/64 R2

Win Server 2008 Standard & Enterprise 32/64 Bit (Full Installation)

Win Server 2008 Standard & Enterprise 64 Bit (Full Installation) R2

Win Server 2012 Standard and Enterprise 64 Bit (Full Installation)

VMWare ESX 2.5.x, 3.0.x, 3.5.x; vSphere 4.x; ESXi 4.x, 5.x

Refer to associated amendment for Preload Services

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FOR

**LEXINGTON-FAYETTE URBAN COUNTY
GOVERNMENT
200 E MAIN ST
LEXINGTON, KY 40507-1310**

SUBMITTED BY:

**Attn: IBM Resiliency Services - Contract Operations
IBM Corporation
PO Box 700
Suffern, NY 10901-0700**

Supplement Number: CFT63DF
Package ID: 20150304151843
Date Generated: 03/04/2015
This offer is good until: 05/01/2015

Supplement for Multivendor Information Technology Recovery Services

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Customer Name and Address

LEXINGTON-FAYETTE URBAN COUNTY
GOVERNMENT
200 E MAIN ST
LEXINGTON, KY 40507-1310

REFERENCE NUMBERS

Attachment: B000715
Agreement: HQ12291
Customer: 5142941
Enterprise: 5143106

CONTRACT PERIOD

Start Date: 01/01/2013
End Date: 12/31/2016

SUPPLEMENT

Number: CFT63DF
Effective Date: 05/01/2015
Revision (yes/no): Yes
Renewal (yes/no): No

IBM Address for Notices:

Attn: IBM Resiliency Services - Contract Operations
IBM Corporation
PO Box 700
Suffern, NY 10901-0700

Covered Address:

200 E MAIN ST
LEXINGTON, KY 40507-1310

Primary Recovery Site

Sterling Forest, NY

Monthly Charges

Total Monthly Charge: \$1,625
Minimum Total Monthly Charge: \$1,625

Recovery Charges

Initial Recovery Charge: \$1,625
Day(s) Included in Initial Recovery Charge: 2
Daily Recovery Charge per day thereafter: \$813

Recovery Exercise

Initial Contract Period Year 1 – Total Hours: 48
Number of Exercises: 1
Each subsequent twelve-month period – Total Hours: 104
Number of Exercises: 1
Additional Recovery Exercise Time, per 4-hour block: \$600
Additional Recovery Exercise, per Exercise: \$1,200

Telecommunications

One-Time Charge: \$0
Usage charges are billed separately.

General

Work area space allocated at time of Event.

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Agreed to:
**LEXINGTON-FAYETTE URBAN COUNTY
GOVERNMENT**

Agreed to:
International Business Machines Corporation

By _____
Authorized signature

By _____
Authorized signature

Title:
Name (type or print):
Date:

Title:
Name (type or print):
Date:

Customer identification number: 5142941

Attachment number: B000715

Supplement for Multivendor Information Technology Recovery Services (Continued)

Customer Name: LEXINGTON-FAYETTE URBAN COUNTY
 GOVERNMENT Processor type/model: _MULTICPU RISC
 Customer Number: 5142941 Total Memory(CPU Memory) 160.00
 Address: 200 E MAIN ST Total Disk (for DASD) 1,800.00
 LEXINGTON, KY 40507-1310 OS Name: AIX
 Primary Recovery Site: Sterling Forest, NY
 Contract Number: CFT63DF.2.1.1

Equipment Configuration

Quantity Or Units	Type	Model	Product Description

_MULTICPU			
1	_MULTICPU	RISC	MULTICPU RISC - PCI BASED
9117/MMA[1]			
1	9117	MMA	9117 P6 MMA Server
128	9117/MMA	GB	9117 P6 1Gb Memory
3	9117/MMA	4WAY	9117 P6 4.7 GHz 4WAY Proc
7	9117/MMA	LPAR	9117 P6 LPAR
1	9117/MMA	XXX	9117 P6 I/O Drawer
2	9117/MMA	300	9117 P6 300GB Internal Disk
7	9117/MMA	5759	9117 P6 4Gb Dual DDR Fibre Ch
1	9117/MMA	DVD	9117 P6 4.7GB IDE DVD-RAM
1	9117/MMA	HMC	9117 P6 Server HMC
7	9117/MMA	5767	9117 P6 2-Port 10/100/1000
8233/E8B[1]			
1	8233	E8B	8233 P7 E8B Server
32	8233/E8B	GB	8233 P7 1Gb Memory
6	8233/E8B	CORE	8233 P7 3.2GHz Core
1	8233/E8B	LPAR	8233 P7 LPAR
4	8233/E8B	300	8233 P7 300GB Internal Disk
2	8233/E8B	5735	8233 P7 8Gb Dual DDR Fibre Ch
1	8233/E8B	DVD	8233 P7 SATA Slimline DVD-RAM
1	3592-FC	E06	IBM TS1130 Tape Drive
Includes: 1 3592-E06 tape drive with 1 Fibre channel interface			
For iSeries use select one 940X/5704 8XX for each 3592-FC E06			
1	8233/E8B	HMC	8233 P7 Server HMC
1	8233/E8B	5717	8233 P7 10/100/1000 4P PCIE
IMAGE/NIM[1]			
1	IMAGE	NIM	NIM Server-BCRS SRS Use Only
The IMAGE NIM found in this subscription includes only the hardware to support the Open Systems System Restore Services performed by IBM personnel. The number of images to restore per event is found in either the: Addendum for Operating System Restore to the IBM Customer Agreement Attachment for Multivendor Information Technology Recovery Services or Schedule for IBM Managed Services for Business Resilience and Continuity Resilience Program Management			

Addendum for Operating System Restore

Customer Name and Address

LEXINGTON-FAYETTE URBAN COUNTY
GOVERNMENT
200 E MAIN ST
LEXINGTON, KY 40507-1310

Referenced Attachment No.: B000715
Supplement No.: CFT63DF
Customer No.: 5142941
Enterprise No.: 5143106

IBM Address for Notices:

Attn: BCRS Contract Operations
IBM Corporation
PO Box 700
Suffern, NY 10901-0700

Addendum Effective Date: 05/01/2015

Revised Addendum: Yes
Renewal Addendum: No

Covered Address:

200 E MAIN ST
LEXINGTON, KY 40507-1310

CONTRACT PERIOD--

Start Date: 01/01/2013
End Date: 12/31/2016

pSeries – MKSYSB Restore

Number of Exercises (Initial Contract Period Year 1): 1
Number of Exercises (Each Subsequent 12-Month Period): 1
Number of System Images to be Restored per Exercise: 8
Additional OSR Charge (per image): \$431

OSR Monthly Charge: See Note 1

Note 1: Included in the Total Monthly Charge for Supplement Number CFT63DF.

**Agreed to: LEXINGTON-FAYETTE URBAN COUNTY
GOVERNMENT**

**Agreed to: International Business
Machines Corporation**

By: _____
Authorized Signature

By: _____
Authorized Signature

Name (Type or Print)

Date

Name (Type or Print)

Date

IBM RESILIENCY SERVICES

**MULTIVENDOR INFORMATION TECHNOLOGY RECOVERY SERVICES
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FOR

**LEXINGTON-FAYETTE URBAN COUNTY
GOVERNMENT
200 E MAIN ST
LEXINGTON, KY 40507-1310**

SUBMITTED BY:

**Attn: IBM Resiliency Services - Contract Operations
IBM Corporation
PO Box 700
Suffern, NY 10901-0700**

Supplement Number: CFT63AF
Package ID: 20150304151843
Date Generated: 03/04/2015
This offer is good until: 05/01/2015

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GOVERNMENT
200 E MAIN ST
LEXINGTON, KY 40507-1310

REFERENCE NUMBERS

Attachment: B000715
Agreement: HQ12291
Customer: 5142941
Enterprise: 5143106

CONTRACT PERIOD

Start Date: 01/01/2013
End Date: 12/31/2016

SUPPLEMENT

Number: CFT63AF
Effective Date: 05/01/2015
Revision (yes/no): Yes
Renewal (yes/no): No

IBM Address for Notices:

Attn: IBM Resiliency Services - Contract Operations
IBM Corporation
PO Box 700
Suffern, NY 10901-0700

Primary Recovery Site

Sterling Forest, NY

Covered Address:

200 E MAIN ST
LEXINGTON, KY 40507-1310

Monthly Charges

Total Monthly Charge: \$1,331
Minimum Total Monthly Charge: \$1,331

Recovery Charges

Initial Recovery Charge: \$1,331
Day(s) Included in Initial Recovery Charge: 2
Daily Recovery Charge per day thereafter: \$666

Recovery Exercise

Initial Contract Period Year 1 – Total Hours: 48
Number of Exercises: 1
Each subsequent twelve-month period – Total Hours: 56
Number of Exercises: 1
Additional Recovery Exercise Time, per 4-hour block: \$600
Additional Recovery Exercise, per Exercise: \$1,200

Telecommunications

One-Time Charge: \$0
Usage charges are billed separately.

General

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Agreed to:
International Business Machines Corporation

By _____
Authorized signature

By _____
Authorized signature

Title:
Name (type or print):
Date:

Title:
Name (type or print):
Date:

Customer identification number: 5142941

Attachment number: B000715

Supplement for Multivendor Information Technology Recovery Services (Continued)

Customer Name: LEXINGTON-FAYETTE URBAN COUNTY
GOVERNMENT

Processor type/model: 2096 B01

Customer Number: 5142941

Address: 200 E MAIN ST
LEXINGTON, KY 40507-1310

Primary Recovery Site: Sterling Forest, NY

Contract Number: CFT63AF.2.1.1

Equipment Configuration

Quantity Or Units	Type	Model	Product Description

2096/B01[1]			
1	2096	B01	IBM System z9 Business Class
4	2096	GB1	IBM 2096 Memory - 1st 2096 Provides 1 GB of processor memory on the first 2096.
2	MAINFRAME	VM	VM Guest Selection (No cost)
7	DSDISK0	FN	IBM Disk System Includes: 250 GBs of RAID protected Tier 1 IBM disk, with PTC, PAV, HPAV authorization and and FICON host connectivity
4	3592-FCON	E05	IBM TS1120 Tape Drive - E05 Includes: One 3592 E05 tape drive on a 3592 J70 or 3592 C06 controller with one FICON port per two drives, and Encryption feature.
8	3270	PC	PC with 3270 emulation Personal Computer configuration including a Fast Ethernet port, Windows, and TN3270E 3270 terminal emulation software. Prerequisite: 2074 Ethernet port with IBM assigned TCP/IP address.
1	9074	005	Non-SNA 3270 Controller Includes: 2 FICON ports and 3 Ethernet ports Prerequisite: A "3270 PC" solution is required for local non-SNA support. Support for any other PC connection requires a "REMCONS PKG1" solution.
2	2096OE2	1000	2096 OSA-Express2 1000BASE-T Includes: One 2096 OSA-Express2 1000BASE-T Ethernet port. Maximum of four 2096OE2 1000 supported per 2096 processor.

IBM RESILIENCY SERVICES

**MULTIVENDOR INFORMATION TECHNOLOGY RECOVERY SERVICES
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LEXINGTON, KY 40507-1310**

SUBMITTED BY:

**Attn: IBM Resiliency Services - Contract Operations
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REFERENCE NUMBERS

Attachment: B000715
Agreement: HQ12291
Customer: 5142941
Enterprise: 5143106

CONTRACT PERIOD

Start Date: 01/01/2013
End Date: 12/31/2016

SUPPLEMENT

Number: CFT63BF
Effective Date: 05/01/2015
Revision (yes/no): Yes
Renewal (yes/no): No

IBM Address for Notices:

Attn: IBM Resiliency Services - Contract Operations
IBM Corporation
PO Box 700
Suffern, NY 10901-0700

Primary Recovery Site

Sterling Forest, NY

Covered Address:

200 E MAIN ST
LEXINGTON, KY 40507-1310

Monthly Charges

Total Monthly Charge: \$7,247
Minimum Total Monthly Charge: \$7,247

Recovery Charges

Initial Recovery Charge: \$7,247
Day(s) Included in Initial Recovery Charge: 2
Daily Recovery Charge per day thereafter: \$3,624

Recovery Exercise

Initial Contract Period Year 1 – Total Hours: 48
Number of Exercises: 1
Each subsequent twelve-month period – Total Hours: 104
Number of Exercises: 1
Additional Recovery Exercise Time, per 4-hour block: \$825
Additional Recovery Exercise, per Exercise: \$1,649

Telecommunications

One-Time Charge: \$0
Usage charges are billed separately.

General

Work area space allocated at time of Event.

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Agreed to:
**LEXINGTON-FAYETTE URBAN COUNTY
GOVERNMENT**

Agreed to:
International Business Machines Corporation

By _____
Authorized signature

By _____
Authorized signature

Title:
Name (type or print):
Date:

Title:
Name (type or print):
Date:

Customer identification number: 5142941

Attachment number: B000715

Supplement for Multivendor Information Technology Recovery Services (Continued)

Customer Name: LEXINGTON-FAYETTE URBAN COUNTY
GOVERNMENT

Processor type/model: NULLCPU STOR

Customer Number: 5142941

Address: 200 E MAIN ST
LEXINGTON, KY 40507-1310

Primary Recovery Site: Sterling Forest, NY

Contract Number: CFT63BF.2.1.1

Equipment Configuration

Quantity Or Units	Type	Model	Product Description
----------------------	------	-------	------------------------

SAN Disk

- | | | | |
|-----|----------|------|--------------------------------|
| 1 | NULLCPU | STOR | Enterprise Disk & Tape Storage |
| 200 | SANDISK1 | FC | 250 GBs FC SAN Disk |
- Includes: 250 GBs of RAID protected Tier 1 disk capacity with Fibre Channel connectivity.
BCRS technicians will manage and configure the connectivity and logical configurations.

Tape Library

- | | | | |
|---|-------|------|-----------------------|
| 1 | 3584I | BASE | IBM 3584 Tape Library |
|---|-------|------|-----------------------|
- Includes 3584-L22 with 16 cartridge I/O station, 199 cartridge capacity, FC connectivity, Advance Library Management System, Encryption Configuration, Control and Data Path Failover.
- | | | | |
|---|-------|-----|---------------------------|
| 2 | 3584I | D22 | IBM 3584-D22 Tape Storage |
|---|-------|-----|---------------------------|
- Includes 1 3584-D22 tape storage to 3584I BASE with 360 cartridge capacity.
Prerequisite: 3584I BASE configuration
- | | | | |
|----|----------|-----|-----------------------|
| 10 | 3584I-FC | E05 | IBM TS1120 Tape Drive |
|----|----------|-----|-----------------------|
- Adds one 3592-E05 Fibre Channel tape drive with encryption feature to 3584I BASE.
Prerequisite: 3584I BASE configuration.
For iSeries use select one 940X/5704 8XX or 940X 5704 5XX for each 3584I-FC E05

Network

- | | | | |
|---|----------|------|---------------------------|
| 1 | INT/ADDR | DHCP | DHCP Service For Internet |
|---|----------|------|---------------------------|
- Includes: - DHCP (Dynamic Host Control Protocol) server configured on the BCRS Internet router providing dynamic IP address assignment of the IBM provided IP address range OR customer provided IP address range
- Requires Internet bandwidth
- Notes: o Private IP addressing is NOT supported!
o Customer provided IP address range requires appropriate IP redirect entry (e.g. INT/MM GNRC)
- | | | | |
|----|--------|-----|------------------------------|
| 10 | INT/MM | IBM | MultiMegabit Internet Access |
|----|--------|-----|------------------------------|
- Includes: - Local access to ISP point of presence from the IBM provided recovery facility.
- Network interface equipment and IP router at the IBM provided recovery facility.
- Wide area network interface and appropriate Ethernet port on IP router.
- 29 registered IP addresses from a shared address pool. For additional addresses subscribe to INT/ADDR XYZ.
- Notes:
- Each selection of Qty 1 is equivalent to 1Mb Internet Access

- This Internet solution uses shared resources available to customers at all recovery locations in the U.S. The additional Internet Access terms in your contract apply.
 - Available during recovery exercise or outage emergency only.
- 2 LINE 000 Analog Dial Line
- 1 REMCONS PKG1 Hotsite Remote Console Access
 Console infrastructure access
 Support for Serial and GUI Users
 Secure Access/Firewall Front End
- 1 WEBVPN 10 Remote Access SSL WebVPN
 Includes: Remote access to the IBM recovery center via customer web browser.
- 10 UserID's
 - Broadband (Internet) gateway with appropriate microcode at IBM recovery center.
 - private 192.168.net addresses will be assigned to users.
 - IBM design of IP tunneling function between customer end-user device(s) and SSL VPN gateway at IBM recovery center.

NOTES:

- IBM will provide certain configuration parameters including userid and password for use during exercise and outage.
 - Customer is responsible for providing Internet Explorer, Mozilla Firefox or Safari web browser on their end user PCs.
 - Customer is responsible for providing Internet access for their end users.
 - Customer agrees to comply with prerequisites and implement instructions provided.
- 1 CIASA 5540 Cisco Model 5540 ASA
 Includes: Cisco Adaptive Security Appliance 5540 with:
- 2GB DRAM
 - (4) 10/100/1000 Copper Ethernet interfaces
 - (1) 10/100 management FastEthernet interface
 - 5000 VPN peers
 - Adaptive Inspection and Prevention Security Services Module 20 (AIP-SSM-20)(Includes IDS)
 - (2) Virtual Firewall contexts
 - (2) SSL VPN licenses
 - IDS/IPS Capable
- 1 PALOALTO 3050 Palo Alto Networks PA-3050
 Includes: Palo Alto Networks PA-3050 With:
- 4 Gbps Firewall Throughput
 - 2 Gbps Threat Prevention Throughput
 - 500 Mbps IPSEC VPN Throughput
 - (12) 10/100/1000Mbps Ethernet ports
 - (8) SFP Optical Gigabit
 - 2000 GlobalProtect (SSL VPN) Users
 - 2000 IPSec VPN Tunnels

Amendment to the IBM Customer Agreement

Attachment for Multivendor Information Technology Recovery Services

Applicable Supplement Number(s): All in U.S.

LEXINGTON-FAYETTE URBAN COUNTY GOVERNMENT ("you") and International Business Machines Corporation ("IBM") agree that the following terms and conditions amend the IBM Customer Agreement Attachment for Multivendor Information Technology Recovery Services, specifically for the above Supplement Number(s) as follows:

1. In Section N, "Name Section", subsection "Name of Subsection", delete the first and only paragraph in its entirety and replace it with the following one new paragraph:

Device "End of Life" Notice

You have requested that IBM include one or more Cisco ASA 5510, 5520, 5540, or 5550 devices ("Withdrawn Equipment") in the Configuration IBM provides you. The manufacturer has announced that these devices will no longer be supported after September 30, 2018. If you request IBM provide the devices after September 30, 2018, you acknowledge and agree that:

- a. IBM's ability to provide the Withdrawn Equipment after September 30, 2018 is dependent on the availability of properly functioning equipment;
- b. IBM will use commercially reasonable efforts to procure maintenance coverage for the Withdrawn Equipment, however (a) any maintenance coverage provided will be subject to the availability of parts and necessary skill, (b) may result in changes to the charges, and (c) IBM will not warrant maintenance on devices that are not supported by the manufacturer;
- c. Withdrawn Equipment will not be subject to any performance expectations (including SLAs however stated) nor will IBM be liable for any failure or delay in providing the Services to the extent that such failure is attributable to a failure of the Withdrawn Equipment.

2. At the end of Section 7 "Other Terms", insert the following one new subsection:

Open Systems Imaging Support - System p NIM/NIM2 Restore

Under this subsection, IBM will use the standard System p save/restore facility and Network Installation Manager ("NIM") procedures to load your System p operating system and to recover "ROOTVG" onto a Configuration that is provided for your use during an Event and that includes a System p machine as part of the Configuration. The provisions of this subsection are applicable whenever: i) "IMAGE NIM" or "IMAGE NIM2" is included in the Configuration, and ii) a corresponding Operating System Restore amendment or Recovery Program Execution Statement of Work is included in a Subscription.

IBM Responsibilities for System p NIM/NIM2 Restore

For each Event, IBM will:

- a. using the standard System p save/restore NIM procedures and the backup images you provide to IBM, load your System p system(s) at the beginning of the Event, using such images; and
- b. turn control of the system over to you at the completion of the restoration.

Your Responsibilities for System p NIM/NIM2 Restore

For each Event, you will:

- a. provide IBM with the required system software at the current level prior to a scheduled Exercise, or as soon as feasible following your declaration of an Outage Emergency;
- b. complete and return worksheets that describe your system environment;
- c. assume control of the operating system and recovery of your other data and/or applications; and
- d. warrant that you have the appropriate licenses and written authorization to use any software you request IBM to load on your behalf. You also warrant that you have received written authorization for IBM to copy such software to the Configuration to which you will have access during an Event. You agree that under no circumstances will IBM be liable for any damages relating to the license

agreements between you and your software providers. You agree to indemnify IBM against any third party claims arising from IBM's performance of System p NIM/NIM2 Restore.

If there is a conflict between the terms and conditions of this Amendment and those of 1) the IBM Customer Agreement, 2) the IBM Customer Agreement Attachment for Multivendor Information Technology Recovery Services, or its 3) Supplement(s) and any Addendum(a) and Statement(s) of Work, those of this Amendment prevail. Except as modified by this Amendment the terms and conditions of such Amendment, Attachment, and Supplement(s) and Addendum(a) and Statement(s) of Work for Multivendor Information Technology Recovery Services remain in full force and effect.

Each party acknowledges that it has read this Amendment and any attached Addenda, Supplements, and Statements of Work, understands them, and agrees to be bound by their terms and conditions. Further, both parties agree that the complete agreement between the parties about Multivendor Information Technology Recovery Services will consist of 1) this Amendment including any Addendum(a), Supplement(s), and Statement(s) of Work, and 2) the IBM Customer Agreement, 3) the IBM Customer Agreement Attachment for Multivendor Information Technology Recovery Services and 4) its Supplement for Multivendor Information Technology Recovery Services, and other Supplement(s), Addendum(a) and Statement(s) of Work, if any. This statement of the agreement supersedes all proposals or other prior agreements, oral or written, and all other communications between the parties relating to the subject.

Agreed to:
LEXINGTON-FAYETTE URBAN COUNTY
GOVERNMENT

Agreed to:
International Business Machines Corporation

By _____
Authorized signature

By _____
Authorized signature

Title:
Name (type or print):

Title:
Name (type or print):

Date:

Date:

Customer identification number: 5142941

Attachment number: B000715

Customer address:
200 E MAIN ST
LEXINGTON, KY 40507-1310

IBM address:
Attn: IBM Resiliency Services - Contract Operations
IBM Corporation
P.O. Box 700
Suffern, NY 10901-0700