



Sales Proposal

Delivering modern IT as a service across applications, data, security and infrastructure.

Prepared for:

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Prepared by:

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NOTICE OF CONFIDENTIALITY: The contents of this Proposal are confidential and proprietary information of Rackspace. Your acceptance of this Proposal and review of its contents constitutes your acknowledgment that the contents are Rackspace confidential and proprietary information and your agreement not to disclose the same to any person other than persons in your organization who have a need to know in order to evaluate a possible business relationship with Rackspace for managed hosting services.

Company Overview

Rackspace is the partner of choice in a world of ever-changing IT. Rackspace delivers certified expertise and integrated managed services across public and private clouds, managed hosting and enterprise applications. Because Rackspace partners with the leading technology providers, including Alibaba®, AWS, Google™, Microsoft®, OpenStack®, Oracle® SAP®, VMware® and Pivotal®, it is uniquely positioned to provide unbiased advice on the technologies that will best serve each customer's specific needs.

Experts Dedicated to Your Success

Rackspace has the expertise to support your workloads at scale across all the leading public and private clouds, whether they're powered by AWS, Microsoft, OpenStack, VMware, Google or Alibaba.

- A leader in managed hosting on dedicated servers, driving rapid innovation in the area of containers and API-accessible, instantly deployable bare-metal servers
- Hosting more of the world's top 1,000 ecommerce sites than any other cloud provider
- Employing teams of experts who specialize in managing cloud infrastructure, security, web and commerce platforms, databases, containers, email and collaboration apps, disaster recovery and IT transformation
- Adhering to a broad range of information and security certifications and standards, including ISO 27001; ISO 27002; PCI DSS; SSAE 16 SOC 1, SOC 2 and SOC 3; FedRAMP; FISMA; NIST 800-171 and DFARS
- Rackspace co-founded OpenStack and is the leading operator of OpenStack public and private clouds, surpassing an unprecedented milestone of one billion managed server hours
- Serving high-profile public sector customers, including government customers.

Services Delivered Your Way

From cloud design and code development to launch assistance and ongoing security, Rackspace helps you get the most from your technology investments.

- **Industry-leading SLAs:** Rest easy with a 100% Network Uptime Guarantee and additional 100% Production Platform Uptime Guarantee (when you purchase Rackspace Application Services: Application Operations)
- **Architecture advisors:** Rackspace helps plan, design and architect your cloud for your workload
- **Launch assistance:** Rackspace gets your environment up and running smoothly and quickly
- **Security guidance:** Rackspace experts help identify vulnerabilities and enable more-secure deployments
- **Code development assist:** Rackspace helps ensure your code is leveraging our interfaces to the fullest

About Rackspace

Rackspace is your trusted partner across applications, data, security and infrastructure

- A leader in the 2018 Gartner Magic Quadrant for Public Cloud Infrastructure Managed Service Providers, Worldwide
- 3,000+ cloud experts
- Hosting provider for more than half of the Fortune 100
- 20+ years of hosting experience
- Customers in 150+ countries
- Data centers on five continents
- #1 hosting provider for the Internet Retailer Top 1,000 Ecommerce Websites
- #1 in hosted Microsoft SharePoint® deployments
- #1 in hosting OpenStack® private clouds, with 350+ deployments in production and over 1 billion managed server hours
- The leader in hybrid cloud solutions, creating best-fit, specialized solutions
- Founder, alongside NASA, of OpenStack and operator of the largest OpenStack public cloud

Fanatical Experience™

Experts on your side, doing what it takes to get the job done right. From first consultation to daily operations, Rackspace combines the power of always-on service with best-in-class tools and automation to deliver technology when and how you need it.

Choice Among the World's Leading Technologies

Rackspace offers a choice across the world's leading technologies and cloud platforms.

- **Private Cloud:** VMware, Microsoft, OpenStack
- **Public Cloud:** AWS, Microsoft Azure, Google Cloud Platform, Alibaba Cloud, OpenStack
- **Dedicated Hosting:** Rapid Deployment Servers, Customizable Servers, API-accessible OnMetal Servers
- **Ecommerce and Web Content Management:** Oracle Commerce, SAP Hybris, Sitecore Experience Platform & Sitecore Experience Commerce, Adobe Experience Manager, Magento, WordPress and Drupal
- **Enterprise Resource Planning:** SAP, Oracle, PeopleSoft™, Oracle E-Business Suite, Oracle Fusion Middleware™
- **Business Intelligence:** Oracle, SAP, Microsoft, Tableau®, Informatica®
- **Email Hosting:** Office 365, Google Apps for Work, Microsoft Exchange, Rackspace Email
- **Collaboration and Productivity:** Office 365, Google Apps for Work, Microsoft SharePoint, Skype for Business
- **Web and Mobile Apps:** SaaS & Mobile App Hosting, Hybrid Cloud, DevOps
- **Database Services**
 - Managed Relational: Microsoft SQL Server, MySQL, Oracle, PostgreSQL
 - Managed NoSQL: MongoDB, Redis, Cassandra
 - Managed Big Data: Hadoop®, Elasticsearch
- **Managed Security & Compliance Assistance:** Incapsula, Sophos, Alert Logic, Imperva, Vormetric, Duo
- **Technology Stacks:** OpenStack, AWS, Microsoft, VMware, Red Hat®
- **Platforms:** Public Cloud, Private Cloud, Hybrid Cloud, Dedicated Servers

Employee Certifications

- 165+ Cisco certifications, including 122 CCNAs and 44 CCNPs
- 2,500+ Microsoft certifications, including MCITPs, MCSAs, MCSEs and MCTSs
- 160+ RedHat certifications, including RHCEs, RHCSAs and RHCAs
- 145+ VMware certifications, including 83+ VCPs, VCAPs and vExperts
- 1,000+ AWS technical certifications, including 70+ Professional Certifications and 15+ AWS Masters
- 2,275+ AWS Accreditations
- 65 AWS Solutions Architect and DevOps Professional Certifications
- 200+ Google Cloud Platform Certifications

Relationships

- Five-time Microsoft Hosting Partner of the Year
- Premier Tier Partner in the VMware vCloud® Air™ Network
- VMware® Hybrid Cloud Powered
- Red Hat Premier Hosting Partner
- MySQL Certified Hosting Partner
- Microsoft Gold Certified
- Sitecore Global Platinum Technology Partner
- Premier Consulting Partner Status in the AWS Partner Network (APN)
- AWS Audited Managed Service Partner Designation
- AWS DevOps Competency Partner
- AWS Marketing & Commerce Competency Partner
- Authorized AWS Reseller
- AWS Public Sector Partner
- First Premier Managed Services Partner for Google Cloud Platform

Protect Your Company from Advanced Cyberthreats

Rackspace Managed Security Services

Our experienced professionals, using industry-leading technology, can help you effectively protect your business from threats, monitor and manage your infrastructure, and meet compliance and IT risk mandates. From fully managed services to Quickstart solutions and tooling, our tailored offerings allow you to find the right solution for your business across public, private and hybrid clouds while complementing your expertise, resources and personnel.

Managed Security Services

Our managed services take the burden of finding, training and maintaining a fully managed staff and CSOC off of your shoulders. We leverage best practices, decades of security expertise and around-the-clock detection and response to secure your business and help you maintain compliance. Our managed services include:

- **Proactive Detection and Response:** Get 24x7x365 host and network protection backed by a team of security experts who can rapidly detect security events and proactively respond to close them
- **Compliance Assistance:** Layered on top of RMS Proactive Detection and Response, Compliance Assistance helps you address your information security compliance requirements as your unique cloud journey unfolds
- **Privacy and Data Protection:** Limit access to sensitive data in your environment to support your overall security program and meet or eliminate the need for controls from many compliance regimes, including PCI DSS and HIPAA.

Quickstart Solutions

Our Quickstart solutions are designed to meet specific security needs around applications, networks and compliance. We've eliminated the work of figuring out what technologies are needed and how to deploy them for common security concerns, making it quick and easy for you to start securing your business. Our Quickstart solutions include:

- **Quickstart for Application Security:** Designed to keep your mission-critical web applications and application infrastructure safe from attacks that traditional network-layer appliances can't block or detect
- **Quickstart for Network Protection:** Helps protect your full infrastructure stack (network, app, OS, DB) from malicious intrusion and unauthorized system access
- **Quickstart for Compliance:** Increases visibility and assists you in checking off requirements from different compliance regimes and standards, including PCI DSS, HITRUST and GDPR

Managed Tools

Our managed tools offerings provide as-needed technology to supplement your existing security posture. We help you accelerate your technology adoption without the burden of procurement, onboarding and ongoing maintenance while meeting your compliance and business directives. Our managed tools include:

- Web Application Firewalls
- Intrusion Detection
- Log Management
- Data Encryption and Key Management
- Multi-Factor Authentication
- Vulnerability Scanning
- DDoS Mitigation

To learn more, speak to your sales proposal representative, or visit <https://www.rackspace.com/managed-security-services>

SOLUTION OVERVIEW

384 GB per hype

Data Center: Richardson (DFW3)

Service Level: Managed

Term: 36 months

Draft

Configuration 1

VMware® Server Virtualization Hypervisor			Richardson (DFW3)	
Quantity	Per Unit Fees		Totals	
	Setup	Monthly	Setup	Monthly
4	\$2,329.23 USD	\$2,329.23 USD	\$9,316.92 USD	\$9,316.92 USD
<ul style="list-style-type: none"> • Server Platform: Dual Processor Dedicated Server Cascade Lake <ul style="list-style-type: none"> ○ Includes: <ul style="list-style-type: none"> ▪ On-board Quad-Port 10/1GbE Base-T (1GbE capable) – Qty 1 ▪ PERC H740P • Processor: Intel® Xeon® Processor Gold 6226 12-Core 2.7GHz QTY: 2 • Random Access Memory: 384GB QTY: 1 <ul style="list-style-type: none"> ○ Rackspace does not keep excess stock of this equipment and this Service is not subject to the Deployment Commitment. Please check with your Sales Representative for additional information. • RAID Level: RAID 1 • Drives: 480GB RI SATA SFF QTY: 2 • Drive Partitioning: Rackspace Suggested Partitioning QTY: 1 • Operating System: ESXi - 64Bit QTY: 384 <ul style="list-style-type: none"> ○ All Hypervisors deployed in a standalone, non-clustered configuration, are subject to mandatory upgrades of the ESXi software. ○ Customer agrees to provide monthly maintenance window for patching of the ESX software. • Managed Infrastructure Support: Managed Infrastructure Support - VMware® Server Virtualization QTY: 1 <ul style="list-style-type: none"> ○ Support for all VMware® Hypervisors and Virtual Infrastructure • Virtualization Support: Virtualization Support - VMware® Server Virtualization QTY: 1 <ul style="list-style-type: none"> ○ Support for all Virtual Machines running Rackspace Supported Guest OS • Switch Type: VMware 10G Hyp Pod Shared Switching • Included Networking Expansion Card: Dual-Port 10GbE Base-T QTY: 1 • Expansion Connection: sSAN QTY: 1 • sSAN Expansion Card: Emulex LPE31002 FC Gen6 2-Port 16GFC SFP+ HBA QTY: 2 • MBU Subscription: Unmetered Managed Backup QTY: 1 <ul style="list-style-type: none"> ○ Two (2) free restores per server per month. ○ Automated and managed backup failure restoration ○ Backup and restore times vary depending on performance and storage • MBU Retention Type: 2 Week On-site Retention (Per GB) QTY: 960 • Bandwidth: 2000GB Bandwidth (Promotional) QTY: 1 <ul style="list-style-type: none"> ○ Quantity is in GB ○ Subject to the Bandwidth Pricing Terms referenced at http://www.rackspace.com/information/legal/bandwidthpricing ○ Notwithstanding the Standard Bandwidth Pricing Model Terms and Conditions, Customer's monthly fees will include a per server Bandwidth Allocation of up to 2,000 GB. 				

Service Order Total

Monthly Recurring ⁽¹⁾	\$9,316.92 USD
Monthly Utility Fee ⁽²⁾	\$0.00 USD
Total Monthly Invoice ⁽³⁾	\$9,316.92 USD
Setup Fee	\$9,316.92 USD
One Time Fee	\$0.00 USD
Total One Time/Setup Fee	\$9,316.92 USD

Please note that the prices above exclude applicable taxes

1. Your Services Description may comprise several distinct services. Rackspace may raise an invoice for each service separately on the service's online date.
2. Monthly Utility Fee may change based on usage.
3. The amount due under the Total Monthly Invoice may change if your use of bandwidth-based products and services exceeds the subscribed amount.

Decommissioned Devices

Rackspace will continue charging the customer for decommissioned devices until the customer has notified Rackspace via a support ticket entered on the MyRackspace® portal that these decommissioned devices are ready to be taken offline. The customer must specify the device number and date that the device can be removed from service.

1041490-hyp1.dfw3.rvi.local	1041490	\$1292.21 USD
1041513-hyp2.dfw3.rvi.local	1041513	\$1292.21 USD
1059455-hyp3.dfw3.rvi.local	1059455	\$1292.21 USD
1059456-hyp4.dfw3.rvi.local	1059456	\$1292.21 USD
1225964-hyp5.dfw3.rvi.local	1225964	\$1292.21 USD
Total		\$6461.05 USD

192GB per hype

Data Center: Richardson (DFW3)
Service Level: Managed
Term: 36 months

Configuration 1

VMware® Server Virtualization Hypervisor			Richardson (DFW3)	
Quantity	Per Unit Fees		Totals	
	Setup	Monthly	Setup	Monthly
4	\$1,817.26 USD	\$1,817.26 USD	\$7,269.04 USD	\$7,269.04 USD
<ul style="list-style-type: none"> • Server Platform: Dual Processor Dedicated Server Cascade Lake <ul style="list-style-type: none"> ○ Includes: <ul style="list-style-type: none"> ▪ On-board Quad-Port 10/1GbE Base-T (1GbE capable) – Qty 1 ▪ PERC H740P • Processor: Intel® Xeon® Processor Gold 6226 12-Core 2.7GHz QTY: 2 • Random Access Memory: 192GB QTY: 1 • RAID Level: RAID 1 • Drives: 480GB RI SATA SFF QTY: 2 • Drive Partitioning: Rackspace Suggested Partitioning QTY: 1 • Operating System: ESXi - 64Bit QTY: 192 <ul style="list-style-type: none"> ○ All Hypervisors deployed in a standalone, non-clustered configuration, are subject to mandatory upgrades of the ESXi software. ○ Customer agrees to provide monthly maintenance window for patching of the ESX software. • Managed Infrastructure Support: Managed Infrastructure Support - VMware® Server Virtualization QTY: 1 <ul style="list-style-type: none"> ○ Support for all VMware® Hypervisors and Virtual Infrastructure • Virtualization Support: Virtualization Support - VMware® Server Virtualization QTY: 1 <ul style="list-style-type: none"> ○ Support for all Virtual Machines running Rackspace Supported Guest OS • Switch Type: VMware 10G Hyp Pod Shared Switching • Included Networking Expansion Card: Dual-Port 10GbE Base-T QTY: 1 • Expansion Connection: sSAN QTY: 1 • sSAN Expansion Card: Emulex LPE31002 FC Gen6 2-Port 16GFC SFP+ HBA QTY: 2 • MBU Subscription: Unmetered Managed Backup QTY: 1 <ul style="list-style-type: none"> ○ Two (2) free restores per server per month. ○ Automated and managed backup failure restoration ○ Backup and restore times vary depending on performance and storage • MBU Retention Type: 2 Week On-site Retention (Per GB) QTY: 960 • Bandwidth: 2000GB Bandwidth (Promotional) QTY: 1 <ul style="list-style-type: none"> ○ Quantity is in GB ○ Subject to the Bandwidth Pricing Terms referenced at http://www.rackspace.com/information/legal/bandwidthpricing ○ Notwithstanding the Standard Bandwidth Pricing Model Terms and Conditions, Customer's monthly fees will include a per server Bandwidth Allocation of up to 2,000 GB. 				

Service Order Total

Monthly Recurring ⁽¹⁾	\$7,269.04 USD
Monthly Utility Fee ⁽²⁾	\$0.00 USD
Total Monthly Invoice ⁽³⁾	\$7,269.04 USD
Setup Fee	\$7,269.04 USD
One Time Fee	\$0.00 USD
Total One Time/Setup Fee	\$7,269.04 USD

Please note that the prices above exclude applicable taxes

1. Your Services Description may comprise several distinct services. Rackspace may raise an invoice for each service separately on the service's online date.
2. Monthly Utility Fee may change based on usage.
3. The amount due under the Total Monthly Invoice may change if your use of bandwidth-based products and services exceeds the subscribed amount.

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1041490-hyp1.dfw3.rvi.local	1041490	\$1292.21 USD
1041513-hyp2.dfw3.rvi.local	1041513	\$1292.21 USD
1059455-hyp3.dfw3.rvi.local	1059455	\$1292.21 USD
1059456-hyp4.dfw3.rvi.local	1059456	\$1292.21 USD
1225964-hyp5.dfw3.rvi.local	1225964	\$1292.21 USD
Total		\$6461.05 USD

Thank You

Our success as a company is measured by the success, growth and happiness of our customers. We have a vested interest in supporting you for years to come. This proposal has been tailored to your unique business needs as we've discussed over our phone and email conversations.

Thank you for the time and the opportunity to share with you the meaning of Fanatical Support.

Sincerely,

Danny Rangel

Senior Account Representative - US

Draft

About Rackspace

At Rackspace, we accelerate the value of the cloud during every phase of digital transformation. By managing apps, data, security and multiple clouds, we are the best choice to help customers get to the cloud, innovate with new technologies and maximize their IT investments. As a recognized Gartner Magic Quadrant leader, we are uniquely positioned to close the gap between the complex reality of today and the promise of tomorrow. Passionate about customer success, we provide unbiased expertise, based on proven results, across all the leading technologies. And across every interaction worldwide, we deliver Fanatical Experience™. Rackspace has been honored by Fortune, Forbes, Glassdoor and others as one of the best places to work.

Learn more at www.rackspace.com.

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