



Prepared for:



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Together™**

Rackspace Government Solutions, Inc.

Education Service Center (ESC), Region 10

Request for Proposal for IaaS and PaaS Cloud Solutions

RFP # Request for Proposal (RFP) #R10-1111

March 4, 2021



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Rackspace takes a collaborative approach to contract negotiation and invites discussion surrounding any areas not addressed in our standard Master Services Agreement and associated service schedules, copies of which are available upon request (the "MSA"). This document and any statements made (or omitted) in connection with this document regarding existing or future services are non-binding and for informational purposes only. In the event of any conflict between the MSA and the contents of this document, the terms of the MSA shall control.

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1. Cover Letter

Attention: Mr. Clint Pechacek
Purchasing Consultant
Education Service Center, Region 10
400 E Spring Valley Rd
Richardson, TX 75081

3/4/2021

Subject: Request for Proposal #R10-1111 for IaaS and PaaS Cloud Solutions

Dear Mr. Clint Pechacek,

Rackspace herein respectfully submits our response to Education Service Center (ESC), Texas Region 10 for IaaS and PaaS Cloud Solutions. As ESC, Region 10 evaluates their options, we believe Rackspace will be a valuable vendor on the IaaS and PaaS Cloud Contract who can help ESC, Region 10 meet their mission and serve their members successfully.

Rackspace holds firm to the position that supporting our customers from beginning to end is as important as supporting the technology we provide them. Rackspace is the service leader in the cloud computing industry in terms of growth, profitability, and customer satisfaction. We are routinely recognized by Gartner, Forrester, and other notable analysts for such, and are driven by trademarked and industry-recognized Fanatical Experience, representing our unconditional commitment to doing whatever it takes to make our customers successful.

Rackspace brings the following advantages to Region 10 customers:

- Over 21 years of experience in managed services and unmatched technical expertise in IaaS, PaaS, and SaaS
- The only pure play Managed Services Provider (MSP) to offer partnerships with all three major cloud service providers – Amazon Web Services (AWS), Microsoft Azure (Azure), and Google Cloud Platform (GCP)
 - Ability to leverage enterprise discount programs to negotiate, execute, and facilitate cost-effective procurements
- Rackspace is a Global Leader in the *Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide, 2017-2020*
- Rackspace is the Leader in *The Forrester Wave™: Hosted Private Cloud Services in North America, Q2 2020*
- Rackspace is a Leader in *The Forrester Wave™: Multicloud Managed Services Providers, Q4 2020* in the Americas
- Flexibility and agility with pay-as-you-go, consumption-based approach

Rackspace is dedicated to investing the requisite additional effort, diligence, and expertise as a supplier on this contract to provide ESC, Region 10 with new offerings and competitive pricing, ensuring ESC, Region 10's customers are continuously equipped with leading cloud transformation products. We appreciate the opportunity to present our qualifications. If you have any questions or need any additional information, please contact me at phil.fuster@rackspace.com.

Very Respectfully,



Phil Fuster, Senior Director, Rackspace Government Sales
240-461-7000 | Phil.Fuster@Rackspace.com

2. Open Records Policy Acknowledgment and Acceptance

OPEN RECORDS POLICY ACKNOWLEDGMENT AND ACCEPTANCE

Be advised that all information and documents submitted will be subject to the Public Information Act requirements governed by Chapter 552 of the Texas Government Code.

Because contracts are awarded by a Texas governmental entity, all responses submitted are subject to release as public information after contracts are executed. If a Respondent believes that its response, or parts of its response, may be exempted from disclosure to the public, the Respondent must specify page-by-page and line-by-line the parts of the response, which it believes, are exempted from disclosure. In addition, the Respondent must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s). Respondent must provide this information on the "Acknowledgement and Acceptance to Region 10 ESC's Public Information Act Policy" form found on the next page of this solicitation. Any information that is unmarked will be considered public information and released, if requested under the Public Information Act.

The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 10 ESC must provide the OAG with the information requested in order for the OAG to render an opinion. In such circumstances, Respondent will be notified in writing that the material has been requested and delivered to the OAG. Respondent will have an opportunity to make arguments to the OAG in writing regarding the exception(s) to the TPIA that permit the information to be withheld from public disclosure. Respondents are advised that such arguments to the OAG must be specific and well-reasoned--vague and general claims to confidentiality by the Respondent are generally not acceptable to the OAG. Once the OAG opinion is received by Region 10 ESC, Region 10 ESC must comply with the opinions of the OAG. Region 10 ESC assumes no responsibility for asserting legal arguments on behalf of any Respondent. Respondents are advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

After completion of award, these documents will be available for public inspection.

Signature below certifies complete acceptance of Region 10 ESC's Open Records Policy, except as noted below (additional pages may be attached, if necessary). Check one of the following responses to the Acknowledgment and Acceptance of Region 10 ESC's Open Records Policy below:

- We acknowledge Region 10 ESC's Public Information Act policy and declare that no information submitted with this proposal, or any part of our proposal, is exempt from disclosure under the Public Information Act.

(Note: All information believed to be a trade secret or proprietary must be listed below. It is further understood that failure to identify such information, in strict accordance with the instructions below, will result in that information being considered public information and released, if requested under the Public Information Act.)

- We declare the following information to be a trade secret or proprietary and exempt from disclosure under the Public Information Act.

(Note: Respondent must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, Respondent must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s).)

03/04/2021

Date



Phil Fuster, Sr Director, Government Services Sales

Authorized Signature & Title

2.1. Exempt from Disclosure

Rackspace requests that all of section 3.4.2 Question 29 shall be exempt from disclosure (end of page 38 up to the beginning of page 45). This section constitutes the references we have listed for this RFP. The references listed are pleased to discuss their experiences working with Rackspace with the administrators of this contract. However, they do request that their contact information not be shared with an indefinite number of public agencies who have access to this contract.

(Remainder of this page intentionally left blank.)

3. Appendix A (Questionnaire)

3.1. Company Profile

3.1.1. Question 1

Please provide your company’s official registered name, Dun & Bradstreet (D&B) number, and primary corporate office location.

Rackspace Response: Please see the table below for the requested information.

Official Registered Name	Rackspace Government Solutions, Inc.
Dun & Bradstreet (D&B) Number	094763740
Primary Corporate Office Location	1902 Campus Commons Drive Suite 510 Reston, Virginia 20191

Figure 1: Company Information

3.1.2. Question 2

Please provide a brief history of your company, including the year it was established.

Rackspace Response: Founded in 1998, Rackspace Technology, Inc. (Rackspace) is an innovative, leading multi-cloud computing services pioneer with more than a decade of proven expertise in public cloud service platforms and managed services, as well as 21+ years in professional services, application services, data services, and network and security. This includes DevOps, CI/CD, landing zones, cloud strategy, migration roadmap, and Artificial Intelligence/Machine Learning. Today, Rackspace is a leading provider of expertise and managed services across all the major public and private cloud technologies (AWS, Microsoft, OpenStack, VMware, Google, and Alibaba).

Rackspace has grown exponentially since its founding, from 5 people in 1998 to over 7,000 employees worldwide today. Rackspace operates in 50+ global locations, serving 125,000 customers in 120 countries. Our segments include the Americas, Europe, the Middle East and Africa (EMEA), and Asia Pacific Japan (APJ). By leveraging our extensive partnerships, Rackspace can extend its reach into additional regions.

Please see below for a timeline of our company history.

Rackspace Historical Timeline	
1999	Pioneered managed hosting by providing end-to-end customer service
2002	Launched managed services for Microsoft <ul style="list-style-type: none"> • Now a Gold Microsoft Partner
2003	Launched managed services for Red Hat <ul style="list-style-type: none"> • In 2017, awarded the Red Hat Innovator of the Year • Now a Premier Hosting Partner
	Launched managed services for VMware <ul style="list-style-type: none"> • Now a VMware Global Alliance Partner and Premier Service Provider
2010	Co-Founded OpenStack with NASA
2015	Launched Fanatical Experience for Azure <ul style="list-style-type: none"> • Now an Azure Expert Managed Service Provider

Rackspace Historical Timeline	
	Launched Fanatical Experience for AWS <ul style="list-style-type: none"> • Now a Premier Consulting Partner, Managed Service Provider Partner, Channel Partner, and Public Sector Partner • Awarded competencies in Migration, DevOps, Microsoft Workloads, Marketing & Commerce, Financial Services, Storage, and Oracle
2017	Launched Managed Services for Google Cloud Platform <ul style="list-style-type: none"> ▪ Google's first Managed Service Provider
	Acquired TriCore Solutions, a leader in the management of enterprise applications, to enhance support capability for Enterprise Resource Planning (ERP) solutions from Oracle and SAP
	Acquired Datapipe, a managed services leader across public and private clouds, managed hosting and colocation, to expand capabilities as the world's leading provider of managed hosting and private cloud solutions
2018	Acquired RelationEdge, a full-service Salesforce Platinum Consulting Partner and digital agency, to expand ability to be a preferred partner for managing a customer's complete application portfolio, including SaaS applications
2019	Acquired Onica, a pure-play AWS consultancy, to enhance capabilities for managing AWS including Artificial Intelligence & Machine Learning (AI/ML).
	Partnered with Armor to provide enhanced managed security services
2020	Initial Public Offering (IPO) in August 2020. Rackspace rebranded as Rackspace Technology.

Figure 2: Rackspace Historical Timeline

3.1.3. Question 3

Who is your competition in the marketplace?

Rackspace Response: Our current and potential competitors vary by size, service offerings, and geographic region. These competitors may elect to partner with each other or with focused companies to grow their business. They include:

- In-house IT departments of our customers and potential customers;
- Traditional global IT systems integrators, including large multi-national providers, such as Accenture, Atos, Capgemini, Deloitte, DXC Technology, and IBM;
- Cloud service providers and digital systems integrators;
- Regional managed service providers;
- Colocation solutions providers, such as Equinix, CyrusOne, and QTS.

3.1.4. Question 4

What are your overall annual sales for last three (3) years?

Rackspace Response: Rackspace overall annual sales for the last three (3) years is approximately \$213 Million.

3.1.5. Question 5

What are your overall public sector sales, excluding Federal Government, for last three (3) years?

Rackspace Response: Rackspace overall public sector sales, excluding Federal Government, amount to \$6,157,835.

3.1.6. Question 6

What differentiates your company from competitors in the public sector?

With a combination of unbiased expertise, meticulous methodologies, and innovative delivery models, Rackspace is uniquely positioned to help customers achieve specific goals. As evidenced in **Figure 3**, Rackspace is a Global Leader in the *Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide, 2017-2020*. Rackspace is the Leader in *The Forrester Wave™: Hosted Private Cloud Services in North America, Q2 2020*, as well as in EMEA. Most recently, Rackspace is a Leader in *The Forrester Wave™: Multicloud Managed Services Providers, Q4 2020* in the Americas. Rackspace has a broad range of experience building, migrating, optimizing, and managing cloud environments, this includes relevant experience-driven insights into best practices for re-hosting, re-platforming, re-purchasing, and re-factoring applications.

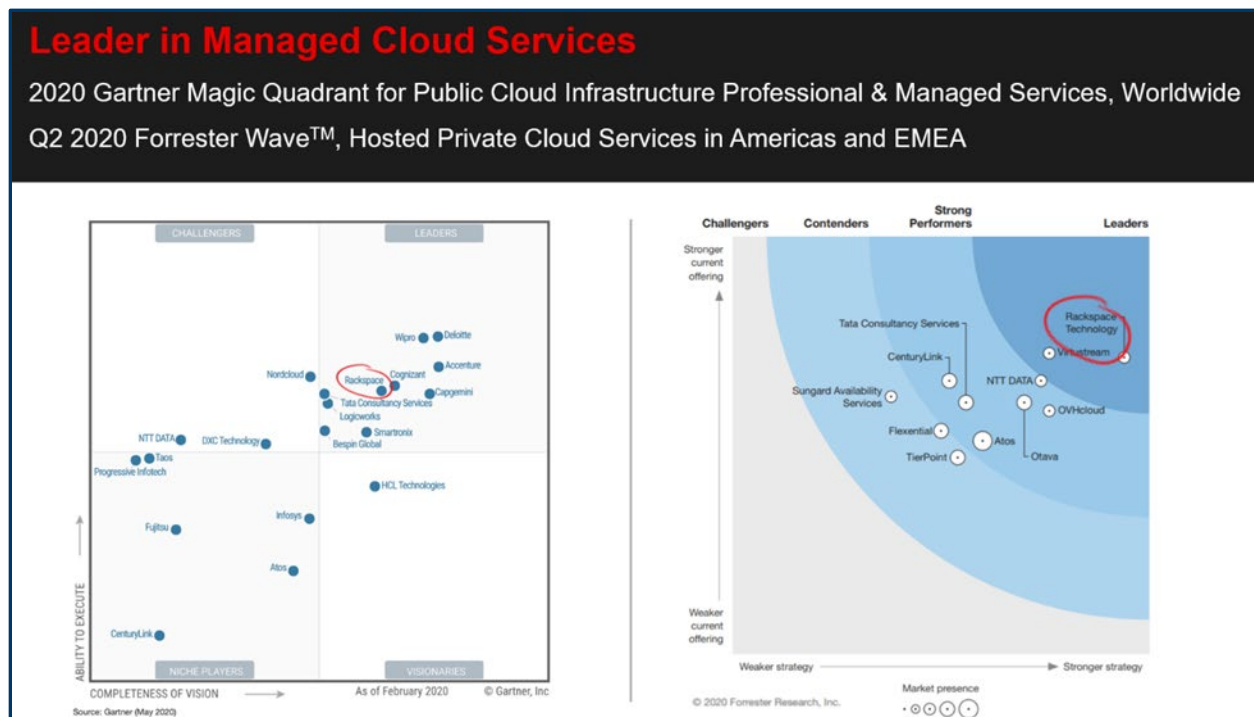


Figure 3: Rackspace is the Leader in Managed Cloud Services

Our placement in the Leader’s quadrant validates our “destination cloud” approach to becoming the best technology services company in the world by delivering on the promise of our value that Rackspace accelerates the value of the cloud during every phase of a customer’s digital transformation and is the best company to close the gap between the complex reality of today and the promise of tomorrow. Service Blocks, part of our next generation cloud services, serves as a key differentiator for us, both in our managed services and professional services offerings. We offer a broad portfolio of integrated IT solutions for common business needs across dedicated cloud and private clouds, and managed public clouds. We deliver flexible, secure, cost-efficient, and high-performance managed infrastructure environments. We can create hybrid clouds to better optimize our customers’ IT environments. As a result, we can offer private, public, and hybrid clouds in approximately 40 data centers located on four continents, in AWS, Microsoft, and Google data centers, as well as in customer-owned data centers.

Our investment and expertise in all areas create tremendous value for our customers as they leverage our skills and capital to reduce the cost and increase the speed and flexibility of their IT capabilities. Our engineers deliver specialized expertise, integrated managed services, easy-to-use tools and support for leading technologies including AWS, Google, Oracle, Microsoft Azure, SAP, VMware, Alibaba, and OpenStack (which we co-founded

alongside NASA). Maintaining our core focus on delivering hosting services, we deliver expert advice and integrated managed services across dedicated, public, private and hybrid clouds, managed hosting and enterprise applications, both within our own data centers and in customer and partner facilities. We listen to our customers business and technical requirements and can be prescriptive with services and technologies to suit individual needs. We do this while delivering competitive costs to our customers.

What differentiates us from our competition is our dedication to service, our unique blend of user-friendly technology and the enduring strength of a reputation for delivering a high-quality customer experience, which makes cloud computing simple for public sector businesses. We operate a customer-centric culture that creates passionately engaged, who are encouraged and empowered to do what it takes to create loyal customers. Employees (Rackers) take partial ownership and responsibility toward each customer outcome continues to form the core ethos of its workplace culture. While most companies focus on the technology end of hosting, Rackspace assumes that the technology must be excellent as standard, but alone is not sufficient to create the value our customers' demand. This is achieved through service delivery. The true value we provide to our customers is through our people, truly unique culture, and our commitment to delivering a seamless Fanatical Experience for them. Rackspace places an enormous emphasis on the relationship that we hold with our customers.

We monitor the effect of our fanatical support and how happy our customers are with the service by utilizing Net Promoter Scores (NPS). We use this feedback to shape and change our company to suit our customers and make sure we are the best at service. To deliver on our Fanatical Experience Promise, Rackspace seeks to hire experienced staff who are passionately engaged. We are very selective in our hiring process. Our philosophy is that technical and functional literacy can be taught, but personality is ingrained. We strive to hire employees with the personality traits which fit well within our culture and our teams. Periodically, we conduct employee engagement surveys as a measure of cultural health and reward those managers that create an engaging and high-performance environment. We firmly believe that our unique culture is a point of sustained differentiation, because corporate culture cannot be easily or quickly replicated by competitors. This ultimately leads to engaged people, who deliver the best support for our customers.

3.1.7. Question 7

Please provide your company's environmental policy and/or sustainability initiative.

Rackspace Response: Rackspace's focus on environmental sustainability and community investment enables Rackspace to pursue economic growth in a way that is aligned with our corporate responsibility. Our work is guided by world-class frameworks such as the Global Reporting Index GRI and the Greenhouse Gas GHG protocol, and we are working toward an increased level of disclosure of our environmental, social, and governance factors.

Our environmental strategy is simple: we aspire to give more than we take from our planet and support innovative technologies that change the energy industry for the better. We do this through renewable energy, conservation, and advocacy, as detailed in our Global Energy Policy. We also collaborate regularly with Non-Governmental Organizations, government entities and peer companies through organizations such as The Green Grid, and we're proud to be founding members of OpenStack and the Open Compute Project OCP.

Below are some of other initiatives:

- **100% Renewable Energy by 2026:** We seek to power our global operations with 100% renewable energy by 2026, by making 5% incremental increases each year. We're on schedule, having reached 55% renewables by 2017. Some of our biggest energy-saving initiatives include open air free cooling and the ability to manage light, heat, and cooling zones based on operational demand.
- We are a **member of RE100** and have been recognized in the US Environmental Protection Agency's Top 30 tech and telecom partnership companies and the National Top 100.
- **Measuring our Greenhouse Emissions:** We have prepared a greenhouse gas GHG emissions inventory scope 1, 2, and partial 3 every year since 2008 for all our operations worldwide. Having a better

understanding of our footprint allows us to identify high-impact efficiency projects that help us to conserve resources and benchmark. For example, we use specialized air filters in our London office, reducing CO2e by 2,000 kgs per year. We also participate in the Climate Change Agreement CCA, which is a UK voluntary scheme for energy intensive industries, and we have responded to the CDP Climate Change survey since 2011.

- **Minimizing Waste:** Conserving our planet's natural capital comes in many forms, from responsibly disposing of data center assets to providing sustainable materials within our workspaces. We have found creative ways to minimize waste on our campuses, such as composting coffee grounds and shipping pallets, refurbishing retired IT equipment for aftermarket use and collecting HVAC condensate to maintain landscaping and operate cooling.

Rackspace welcomes any opportunity to promote sustainability. In 2005, we converted the Windsor Park Mall, an abandoned mall in San Antonio, Texas into a shelter for Hurricane Katrina and Rita evacuees. In 2008, we finished renovating the mall and made it into our headquarters. This was one of America's largest recycling projects, as we gutted the mall, kept what we could intact, donated every that we could to Habitat for Humanity, and created a workplace that Rackers would be proud of.

3.1.8. Question 8

Diversity Program – Do you currently have a diversity program or any diversity partners that you do business with?

Rackspace Response: As a partner with the National Diversity Council, Rackspace is committed to driving an inclusive environment where Rackers can bring their whole selves to work. We infuse inclusion into important talent practices, such as recruiting, talent development, and performance assessments. Rackspace also always strives to consider diversity in our supplier selection, to increase the pool of diverse suppliers and awarding business accordingly.

Rackspace also operates a global partners program for resellers and affiliates to increase the use and visibility of our products and to complement the offerings of these partners to enhance their market reach and business success. Among these partners are businesses identifying themselves and holding certifications as small, diverse, and disadvantaged enterprises.

We strategically bring these partners into engagements based upon prospective customer requirements, socioeconomic targets, regional presence, and other factors to establish a meaningful and fruitful business environment for both the partner and the customers. Rackspace is evaluating the best partner strategy for this engagement and may open the opportunity to our partners in the near future, but we are not including partners at this time.

Question 8A: If the answer is yes, do you plan to offer your program or partnership through Equalis Group?

Rackspace Response: This is not applicable in reference to our answer to Question 8.

Question 8B: Will the products be accessible through your diversity program or partnerships be offered to Equalis Group members at the same pricing offered by your company?

Rackspace Response: This is not applicable in reference to our answer to Question 8.

3.1.9. Question 9

Diversity Vendor Certification Participation: It is the policy of some entities participating in Equalis Group to involve minority and women business enterprises (M/WBE), small and/or disadvantaged business enterprises, disabled veterans business enterprises, historically utilized businesses (HUB) and other diversity recognized businesses in the purchase of goods and services. Respondents shall indicate below whether or not they hold certification in any of the classified areas and include proof of such certification with their response.

3.1.9.1. Question 9A: Minority Women Business Enterprise

Respondent certified that this firm is an MWBE: No.

List Certifying Agency: N/A.

3.1.9.2. Question 9B: Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE)

Respondent certifies that this firm is an SBE or DBE: No.

List Certifying Agency: N/A.

3.1.9.3. Question 9C: Disabled Veterans Business Enterprise (DVBE)

Respondent certifies that this firm is an DVBE: No.

List certifying agency: N/A.

3.1.9.4. Question 9D: Historically Underutilized Businesses (HUB)

Respondent certifies that this firm is a HUB: No.

List Certifying Agency: N/A.

3.1.9.5. Question 9E: Historically Underutilized Business Zone Enterprise (HUBZone)

Respondent Certifies that this firm is an HUBZone: No.

List Certifying Agency: N/A.

3.1.9.6. Question 9F: Other

Respondent certifies that this firm is a recognized diversity certificate holder: No.

List Certifying Agency: N/A.

3.2. Pricing/Products/Services Offered

3.2.1. Question 10

Please outline your products and services being offered. Specify the service model (IaaS or PaaS) and deployment models (private, community, public, or hybrid) as applicable and include any other relevant information necessary based on the scope provided herein. Please be specific; your answer to this question, along with products/services provided in your pricing file will be used to evaluate your offering.

3.2.1.1. Managed Public Cloud

Rackspace Managed Cloud Service Blocks deliver customized and flexible cloud solutions to meet specific cloud needs such as architecture, deployment, operational support, cost governance, and advanced technical support.

Service Blocks provide the flexibility to change or grow cloud services as cloud needs change, delivering maximum value by delivering only the services and support customers need.

Rackspace's army of certified cloud experts help public cloud customers accelerate their transformation at every step of their cloud journey through a suite of professional and managed services available across the world's leading hyperscale cloud platforms, including:

- Amazon Web Services
- Microsoft Azure
- Google Cloud Platform

Key benefits of our Managed Public Cloud Service Blocks include the following:

- **24x7x365 Access to Unbiased Expertise:** By choosing Rackspace, customers gain access to one of, if not the largest pool of multicloud expertise in the industry. Customers can rely on our industry-leading expertise on the world's leading public clouds for unbiased guidance to help them choose and implement the best public cloud solutions for their business.
- **Customization:** Designed to meet specific cloud needs such as migration, deployment, operational support, tooling and automation, and cost governance. Easily select and combine service blocks to build customized solutions to meet varying needs.
- **Flexibility:** As cloud needs grow or shift over time, Rackspace cloud specialists will partner with the customer to add, change, and customize service blocks to meet changing requirements. Additionally, as Rackspace cloud partners continue to innovate, Rackspace service blocks evolve to keep customers on the cutting edge of cloud technology.
- **Maximized Value:** Rackspace delivers the specific cloud services and support customers need, helping to reduce unnecessary cloud management costs by focusing exclusively on the outcomes that are most critical to the business.
- **Unified multicloud management portal:** Our centralized, cross-platform cloud management and billing portal significantly reduces the complexity of managing multiple public clouds by providing customers with one account and user management portal, one ticketing system, and one bill for their Rackspace public cloud services.
- **Embedded security services:** Armor Anywhere is now embedded into Platform Essentials to provide customers with comprehensive threat protection and incident response services from our global SOC.

The Managed Cloud Service Blocks are represented in **Figure 4** below.

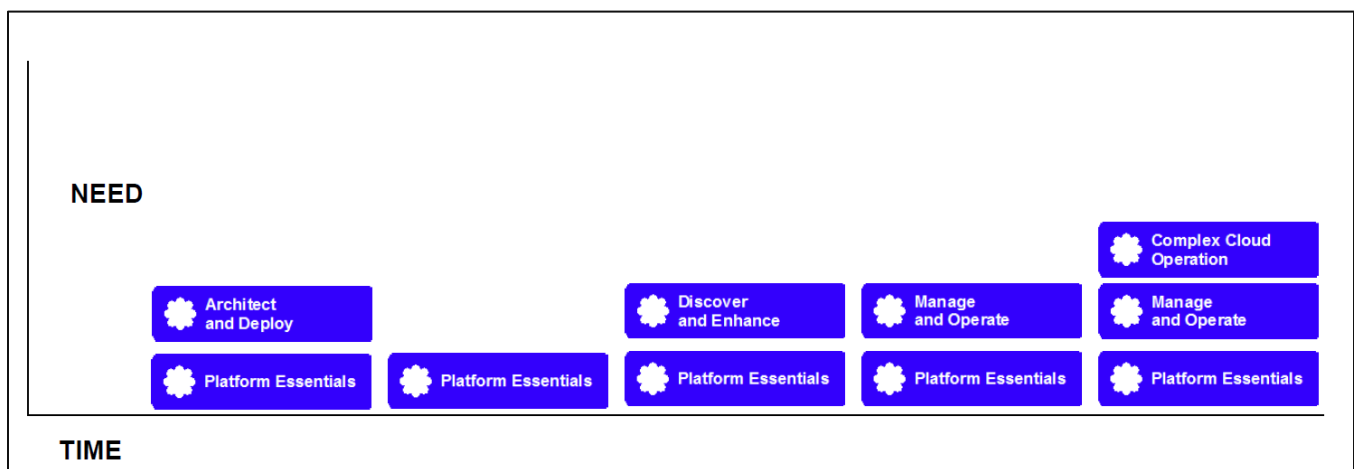


Figure 4: Service Block Flexibility

Each of the Managed Public Cloud Services Blocks is summarized below:

- **Platform Essentials:** Platform Essentials enables account management and user permissions in a consolidated control panel; it is the minimum requirement for Managed Public Cloud Service Blocks. Extend AWS, Microsoft Azure, and Google support with 24x7x365 ticketed access to Rackspace cloud experts. Reduced costs, improved reliability, and added security and redundancy across public cloud environments result. Our CloudHealth tool enables deeper insight into cloud spend through monthly account reviews that provide meaningful, proactive recommendations and guidance to help reduce and control costs.
 - **CloudHealth** is the leading multicloud management platform designed to drive increasing business value at every stage of an organization's cloud journey, and Rackspace is the largest CloudHealth user in the world. Rackspace leverages CloudHealth to track separate charges for each of the hosted systems and applications. CloudHealth is purpose-built with dashboards to help visualize several factors by application. Rackspace is the first CloudHealth partner to fully integrate with their platforms to include everything from account setup to user management. CloudHealth enables customers to:
 - Dynamically allocate assets and costs (cloud spend) by any logical business group (e.g., line of business, environment, application) to gain visibility and access all program data in one place.
 - Customers can use these groupings to create and subscribe to reports and dashboards to discover trends.
 - Govern via policies- define what the desired state should be in the cloud environment, and then receive alerts whenever cost, usage, configuration, performance, or security drifts from the desired state.
 - View cost, usage, and performance metrics holistically or segment metrics by specific business grouping for granular analysis.
 - View actionable recommendations to reduce cost, improve security, and streamline performance. This includes everything from reserved instance recommendations, flagging security vulnerabilities, untagged infrastructure, or underutilized assets across cloud sub-accounts.
 - Quickly and easily share insights with individuals by sharing or subscribing to CloudHealth reports.
 - Gain granular visibility into existing cloud environments to analyze resource utilization metrics and optimize container environment.
- **Architect & Deploy:** Certified cloud architects design, build, and deploy cloud infrastructure to meet customer's specific requirements, leveraging cloud architecture best practices for optimal performance and reliability.
- **Discover & Enhance:** Rackspace experts assess customer's existing public cloud environment and make best-practice-based recommendations for security, availability and performance, along with updates to existing deployments. Once completed, customers can select ongoing management from Rackspace via upgrading to the Manage & Operate service block.
- **Manage & Operate:** Reduce the burden of managing, monitoring, and operating public cloud infrastructure through tooling and 24x7x365 operational support from our certified cloud specialists. This service block incorporates enhanced tooling and automation to help reduce the burden of managing, monitoring, and operating public cloud infrastructure.
- **Complex Cloud Operations:** Gain access to advanced, named technical resources, including solution architects, lead engineers, Kubernetes/containers experts, and DevOps experts to help optimize public cloud operations and architectural infrastructure.

Our staff and infrastructure currently have the following public cloud certifications:

- **AWS expertise:**
 - Rackspace is an AWS Audited Managed Service Partner and AWS' largest Managed Service Provider (MSP).

- 2,700+ certifications for AWS, including: AWS Certified Solutions Architect Associates, AWS Certified Developer Associates, AWS Certified DevOps Engineer Professionals, AWS Certified Sysops Administrator Associates, AWS Certified Solutions Architect Professionals and Cloud Practitioners.
- Premier 500 Consulting Partner with 14 competencies: Software-as-a-Service (SaaS), Migration, Data and Analytics, DevOps, Education, Financial Services, Healthcare, Industrial Software, Internet of Things (IoT), Microsoft Workloads, Oracle, Storage, Retail, and Machine Learning.
- Rackspace participates in the AWS Public Sector Partner Program, recognizing partners that have solutions and experience serving government, education, commercial, and non-profit customers around the world.
- **Microsoft expertise:**
 - Microsoft Gold Partner and Azure Expert MSP, 19+ years supporting Microsoft technology.
 - 2,500+ Microsoft certifications worldwide, including 750+ Microsoft Azure certifications worldwide.
 - 18 Microsoft competencies in the Microsoft Partner Network, including: Gold Messaging, Gold Cloud Productivity, Gold Collaboration and Content, Gold Small and Midmarket Cloud Solutions, Silver Project and Portfolio Management, Silver Security, Gold Data center, Gold Data Analytics, Gold Cloud Platform, Gold Enterprise Mobility Management, Gold Business Applications, Silver Windows and Devices, Gold DevOps, Gold Applications Development, Gold Application Integration, Gold Communications, Gold Data Platform, and Gold Enterprise Resource Planning.
- **Google expertise:**
 - Rackspace was chosen by Google as its first and only managed service partner for GCP.
 - 1000+ Google Cloud Platform certifications.
- Across the board, we have 400+ Cloud-native application development and migration experts.

3.2.1.2. Rackspace Private Cloud powered by VMware (Managed Private Cloud)

Rackspace Private Cloud powered by VMware (RPC-V) is a managed Private Cloud solution located wherever the customer needs it- in the customer data center, hosted at Rackspace, or at a colocation facility. Customers get the security, performance, and economic benefits of a private cloud without the cost and operational burden of managing it themselves- along with the option of public cloud-like utility pricing and scalability. With the RPC-V offering, customers gain around-the-clock access to support and rapid response times. Rackspace has 100,000+ virtual machines under management; we are currently the largest VMware footprint of an MSP. Rackspace is also a top 5 VMware service provider (out of 4,500+).

RPC-V is a private cloud IaaS platform built on VMware technology and is a dedicated single tenant platform; each tenant is dedicated to each customer, so there is no risk with sensitive data or noisy neighbors impacting performance. Each tenant also has complete administrative control over their vSphere environments, with full access to their dedicated vCenter.

RPC-V allows IT organizations to benefit from the capabilities of VMware based private cloud, without having to invest time, energy, and resources building and managing the ongoing operations of running and optimizing VMware software and the underlying physical infrastructure that powers it. This frees up our customers' IT resources to focus on high value activities such as automating service delivery and other innovation initiatives so that they can deliver great outcomes for their business at a lower Total Cost of Ownership (TCO) and with less risk when compared to building it themselves in their own data center.

Some of the key features of Rackspace Private Cloud powered by VMware are as follows:

- **Agility, Scalability and TCO:** Software-Defined Data Center (SDDC) makes all data center services (including storage and networking) as easy and inexpensive to configure, manage, and scale as virtual machines. Expand capacity in time frames measured in hours and days, rather than the weeks, months, or quarters which is typical of do-it-yourself (DIY) deployments in on-premises data centers.
- **Consistent Tooling and Code:** Customers leverage the control, flexibility, and choice needed to run VMware as easily as they would in their own data center. Customers can migrate or extend to the

VMware cloud without retooling environments or refactoring code by leveraging consistent architecture across multiple locations.

- **Leverage Existing VMware Investments:** Customers maintain value of existing investments made in training, VMware technology, and familiar tools by accelerating adoption of software-defined infrastructure.
- **Continuous Updates and Lifecycle Management:** Rackspace Private Cloud powered by VMware is built on VMware Cloud Foundation validated designs, allowing for predictable low-risk deployments, continuous updates for the most up-to-date VMware capabilities, as well as improved lifecycle management of VMware components.
- **Offload Physical and Virtual Infrastructure Operations:** Rackspace delivers a hosted model, which eliminates many of the procurement and integration challenges that IT organizations face in their own data centers. Customers also benefit from the ability to scale their solution quickly and as needed without the need for significant upfront capex investments in data centers and hardware.
- **Managed by Rackspace, powered by VMware:** Customers have access to 24x7x365 support by more than 230 VMware Certified Professionals (VCPs) to help migrate, architect, secure, and operate Rackspace hosted clouds powered by VMware technologies thereby enabling customers to focus their resources on their business.
- **Available Everywhere:** Customers can deploy RPC-V at any data center in the world- at their own data center or any colocation provider- to meet security, performance, data locality, and sovereignty requirements.

3.2.1.3. Private Cloud powered by VMware vSphere (Server Virtualization)

VMware Server Virtualization is a fully managed vSphere environment offering white-glove service with 24x7x365 maintenance and monitoring of the Guest OS, VMware software stack, and underlying hardware. With our server virtualization offering, Rackspace helps customers architect, deploy, and manage their virtual infrastructure, including the physical devices, Guest OS, and virtualization stack, backed by leading service level agreements and certified virtualization experts available 24x7x365. This offering enables business and IT to focus on the applications critical to their bottom line and leave infrastructure and virtualization to Rackspace. VMware Server Virtualization provides the following options:

- Disaster Recovery
 - VM Replication Enhanced Edition powered by Zerto IT Resilience Platform
 - Replication Manager powered by VMware Site Recovery manager and Array-based Replication

The Rackspace onboarding team assists customers throughout the deployment process and transitions the finalized environment into ongoing support and account management. Customers are assigned an implementation leader or project manager, and an implementation engineer, who work with the customer to deliver the services. Supporting the assigned project leader and engineer are several dedicated technical provisioning teams in the following disciplines:

- Windows Linux system administrators
- Network security administrators (firewall and load balancer)
- Networking engineers (route and switch)
- Storage engineers
- Virtualization engineers

These teams are available to customers as needed throughout the onboarding process.

Features and benefits of our Server Virtualization powered by VMware offering are described in **Figure 5** below.

Feature	Description
Simplified Management	Control hosted environment through the MyRackspace control panel. Easily create, customize, and clone virtual machines (VMs) on demand- or call our experts for assistance.
High Performance	Provision VMs with up to 64 virtual CPUs (vCPUS) and 1 TB of virtual RAM (vRAM), for performance hungry workloads like large databases.
Managed Infrastructure	Obtain dedicated infrastructure, from storage, host machines, and networking through the VMware software stack. Everything is installed, configured, managed, and monitored 24x7x365 by experienced engineers.
Managed Guest OS Services	We proactively support the guest-OS layer, including managed VM backups, antivirus, OS monitoring, and patching. We can also support different kinds of databases.
Deep VMware Expertise	VMware Certified Professionals (VCPs) help architect, deploy, and troubleshoot customer environments, no matter how complex.
Best Fit for Your App	For certain traditional applications, customers can break the application up into its component parts and place them into a hybrid architecture. A performance-hungry database might run on a bare-metal server, connected to an app component running on VMware hypervisors.
World-class Microsoft Hosting Expertise	Rackspace is a Microsoft Gold Partner and four-time Hosting Partner of the Year with over a decade of Microsoft hosting experience.
Performance Statistics	Manage the virtual environment from the MyRackspace portal with statistics that make it easy to determine your available compute, capacity (CPU, disk, and memory) and any compute constraints caused by resource-intensive VMs or applications.
Auto-Recovery from Hardware Failure	VMs automatically reboot on an available host if the original host fails (requires multiple hosts and external storage).
Automated Live Migration	Increase VM availability by automatically migrating workloads without downtime (capabilities depend on the details of your configuration).
Simplified Regulatory Compliance	Rackspace participates in creating and maintaining the following audit reports, certifications, and documentation: ISO 27002, ISO 27001, PCI DSS, SSAE 16, SOC 1,2,3 Reports, and Safe Harbor Self-Certification.

Figure 5: Server Virtualization Features

3.2.1.4. Private Cloud (Bare Metal)

The Rackspace Private Cloud – Bare Metal offering is a fully customizable solution with enterprise level scalability, high performance, and advanced security options.

This offering provides the support and infrastructure that customers need to design and build customized dedicated hardware with a full array of managed hosting services. It lets customers optimize performance for high input/high output needs supported with high-security strength and compliance. This offering simplifies and streamline many common IT operations challenges, including:

- Infrastructure and software procurement
- Technology integration and testing
- Provisioning, maintenance, and ongoing management of physical and virtual infrastructure

The Rackspace onboarding team assists customers throughout the deployment process and transitions the finalized environment into ongoing support and account management. Customers are assigned an implementation leader or project manager, and an implementation engineer, who work with the customer to

deliver the services. Supporting the assigned project leader and engineer are several dedicated technical provisioning teams in the following disciplines:

- Windows Linux system administrators
- Network security administrators (firewall and load balancer)
- Networking engineers (route and switch)
- Storage engineers
- Virtualization engineers

These teams are available to customers as needed throughout the onboarding process.

Key use cases are listed in **Figure 6** below.

Use Case	Description
High-Performing Computing	Apps/workloads that require compute-intensive processing
Mission Critical Apps & Hybrid Cloud	Companies still depend on applications not designed with the public cloud in mind but require added agility.
Data Center Extension	Expand on-premises footprint with secure cloud capacity for specific needs without adding hardware.
Data Center Consolidation	Consolidate data center locations or move off premises for cost efficiency, improved life-cycle management, and ease of operations.
Business Continuity	Providing resiliency and protection against data loss with disaster recovery and data backup offsite.
Data Sovereignty, Security, and Compliance	Meet governance, security, and compliance mandates with secure resources dedicated to the customer organization.
Data Gravity	Geo-specific capacity expansion so data and processing can execute close together to minimize latency, maximize performance, and minimize network (egress) cost.
Workload Portability	Move to the cloud without re-architecting applications or scale an environment to other cloud providers.

Figure 6: Bare Metal Use Cases

3.2.1.5. Professional Services

Rackspace provides technology expertise, consulting, and services to enable customers to plan for and use the most cost effective and secure platforms in the cloud or on-premise data center. While we are unbiased in our technology approach, we do have opinions based on our combined years of experience helping customers on their cloud journey. We will bring that expertise to bear when working with customers on the best fit for their requirements.

Rackspace Professional Services help customers assess their IT needs, architect a solution, and migrate their applications. Our resources include the following:

- Advisory Consultant
- Senior Advisory Consultant
- Cloud Engineer
- Solutions Architect
- Security Architect
- Senior Solutions Architect
- Software Development Engineer
- Hardware Engineer
- Data Engineer

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- Data Scientist
- Firmware Engineer
- Principal Consultant
- Managing Consultant
- Functional Consultant
- Engagement Manager
- Business Analyst
- Program Manager

Our Professional Services team can assist with countless projects around:

- **Assessment and Strategy:** Help customers define the right technology strategies for their businesses and deliver structured, successful change programs. Example projects include the following:
 - Cloud Readiness Assessment
 - Cloud Strategy Assessment
 - Cloud Decision Maker
 - FinOps Core Accelerator
 - Load Testing
 - Integration and API Management Assessment
- **ITOps Transformation:** Help customers support users and deliver services in the cloud, with the flexibility to accommodate new business initiatives and accelerate technical change. Projects include the following:
 - Operational Baseline
 - Service Catalogue
 - Target Operating Model
 - IT Organization Change Management
- **MicroProjects on AWS:** Rackspace MicroProjects are pre-defined implementation and transformation solutions for customers who are looking for quick engagements with up-front pricing, accelerated scoping, and lighting fast deliverables. Example projects include the following:
 - Setting up Amazon Virtual Private Cloud (VPC)
 - Database migration to AWS
 - Server migration to AWS
 - Cost Optimization
- **Architecture and Engineering:** Help customers navigate multicloud and manage diversity more effectively, creating and maintaining business architectures that support growth and innovation. Projects include the following:
 - Architecture Assessment and Vision
 - Cloud Architecture Design
 - Cloud Architecture Roadmap
 - Best Practice Review
- **Migration Services:** Help customers successfully move business services across technologies and platforms, minimizing risk, disruption and downtime.
- **DevOps Transformation:** Help customers manage the value gap between technology investments and business momentum, focusing on agile operations and continuous delivery. Projects include the following:
 - DevOps Consulting
 - DevOps Engineering
 - Application Modernization
 - Container Enablement

- **Security & Risk Assessments:** Rackspace security experts take an active approach to securing the customer's cloud and applications and strengthening their overall IT network security posture to remove or minimize impact. Example projects include the following:
 - Penetration Testing
 - Vulnerability and Remediation Report
 - Remediation Scan
 - Application Security Assessment

3.2.1.6. Colocation

Rackspace Colocation services enables customers to manage and maintain their own hardware in a Rackspace data center leveraging our data center facilities, network, and on-ground support services.

Rackspace Colocation is currently available in select data centers across North America, where it provides thousands of organizations with the following business-advancing features:

- **Built-in Redundancy:** Rackspace data centers are built with multiple layers of redundancy, including physical, security, power, cooling, and network (all N+1). This makes them more resilient, giving customers greater uptime and reliability.
- **Easy Billing:** Colocation capacity is billed on an All-in kW commit, based off actual power usage.
- **Cross-Connectivity:** Rackspace provides cross-connects for direct access to the public cloud (AWS, Azure, and GCP, for example), private cloud, third-party data centers, or the Rackspace managed hosting environment of the customer's choice.
- **Added Security:** Rackspace employs multi-level physical and network security protocols, including biometric authentication and 24x7x365 surveillance.
- **Immense Bandwidth:** Customers will acquire the performance gains of blended bandwidth across a global network of internet service providers.
- **Smart Hands Service:** Customers will be able to access service via the customer portal where professionals perform hardware installations, drive swaps, and handle cable management tasks.
- **Industry-Leading SLAs:** Rackspace offers industry-leading SLAs and guarantees including:
 - 100% Network Uptime
 - 100% HVAC and Power

Smart Hands Capabilities

Rackspace can provide customers with on-demand smart hands capability. Rackspace colocation Service Level Agreements (SLAs) include the following:

- 1 hour to respond, 24 hours to complete the work

It is important to note, no other colocation provider has an SLA for remote hands. Maintaining a colocation SLA is a Rackspace differentiator.

Onsite technical assistance and troubleshooting includes the following:

- Power cycling a router, server, or switch (30 minutes)
- Providing visual verification to assist in remote troubleshooting (30 minutes for visual verification, plus any additional time for troubleshooting)
- Swapping tapes (customer provided media and containers) (30 minutes)
- Testing cabling media for continuity and proper signaling (60 minutes per 3 cables)
- Customer provided hardware replacement (hot swappable hardware) (30 minutes hot swap part, 60 minutes for replacement device)
- Moving or securing cables (60 minutes per 3 cables)
- Customer provided cable replacement (60 minutes per 3 cables)

Hardware installation and decommissioning services include the following:

- Racking and unranking equipment in customer cabinets (60 minutes per device)
- Connecting and securing customer provided power cords and removal of power cords (30 minutes per 3 cables)
- In-cabinet network cabling with customer provided cabling (60 minutes per 3 cables)
- Powering up devices and visual confirmation of hardware status (30 minutes per 3 devices)
- Installing and removing cabinet-to-cabinet cabling with customer provided cabling (60 minutes per cable)
- Hard drive and media destruction (30 minutes per device)

3.2.1.7. Rackspace Managed Security – Proactive Detection and Response

The Proactive Detection and Response offering enables organizations to defend their business against advanced cyber threats with 24x7x365 proactive support from the Rackspace Security Operations Center (SOC).

As businesses shift to more modern cloud-based architectures, the threat landscape continues to become more complex. Rackspace can help protect customer environments against advanced persistent threats (APTs) and other cyberattacks with the Proactive Detection and Response offering. Rackspace provides deep security knowledge and a cloud-based technology platform for advanced threat intelligence, all tailored to the customer business needs. Rackspace security experts actively hunt for threats in the customer environment and respond immediately to any detected risks, freeing customer staff to focus on innovation and the initiatives that drive the business forward.

The Proactive Detection and Response service protects multi-cloud environment against APTs. Rackspace Technology leverages the leading technology in a defense in depth (DiD) architecture, 24x7x365 incident response and proactive cyber hunting services from GIAC Certified Incident Handler (GCIH) security analysts in a global Security Operation Center (SOC).

Proactive Detection and Response can detect and remediate breaches across multiple clouds while preventing data loss and helping customers meet their security goals.

Key benefits include:

- **Detect breaches faster with cyber hunting:** An experienced Rackspace security team monitors and manages the customer environment around the clock, using leading technology and advanced analytics to actively search for threats.
- **Remediate breaches immediately with pre-approved actions:** Once detected, the Rackspace security team will immediately respond to mitigate the threat based on pre-approved actions.
- **Dramatically reduce the risk of data loss by minimizing the breach window:** The active security approach at Rackspace is designed to minimize a threat's most precious resource- time in the customer environment.
- **Deploy in multi-cloud environments:** Rackspace provides support on the world's leading clouds, including AWS, Microsoft Azure, VMware, and Google Cloud Platform. Proactive Detection and Response is designed to actively protect customer servers and workloads that reside in the cloud.

Rackspace achieves Proactive Detection and Response by implementing the following:

- **Host and network protection:** Rackspace security agents from the cloud-based security platform (leveraging our new intrusion detection system, file integrity monitoring (FIM), antivirus and malware protection) are deployed on servers in the covered environment. These security agents monitor and analyze high volumes of traffic and events instantaneously to detect known and unknown malware, Indicator of Attack (IOA) behavior, ransomware, zero-day exploits, and more.
- **Security analytics:** Utilizes a leading security information and event management (SIEM) platform, paired with big data analytics platforms, to collect and analyze data from end point agents deployed in the customer environment.

- **Vulnerability scanning:** Utilizes scanning and agent technologies to understand customer environment and tailor the Rackspace SOC's response to threat and attacks.
- **Log Management:** Rackspace will collect standard operating system logs, host logs and remote logs (from supported cloud native security products and network devices) and work with the customer to identify additional data that may be collected. All log data is retained for 13 months with additional retention available.
- **Security reporting:** Receive regular reporting curated by the Rackspace threat intelligence team outlining activity in the customer environment.

3.2.1.8. Rackspace Managed Security – Cloud Native Security for AWS

Rackspace security experts help with strategic planning for best practice cloud security, tactical day-to-day security monitoring and threat analysis to deter, detect and respond to potential threats around the clock. And all of this from certified security experts in our global Rackspace Security Operations Center (SOC).

The Cloud Native Security offering enables customers to add a SOC to their AWS cloud environment with a non-intrusive deployment and usage-based pricing.

By integrating directly with AWS security tools, Rackspace Cloud Native Security services provide around-the-clock monitoring and rapid remediation of security threats in the customer AWS environment including the following:

- **Deployment and Management:** Rackspace can deploy and configure supported AWS security tools into the customer AWS environment and provide ongoing management according to customer business needs.
- **24x7x365 Monitoring and Response:** Get around-the-clock monitoring, advanced analysis and threat remediation from certified security experts in the Rackspace SOC.
- **Comprehensive Security Visibility:** Data from the customer supported AWS security tools will be integrated into the Rackspace Security Information and Event Management (SIEM) system, for a comprehensive view of threats across all customer environments with Rackspace Managed Security Services.
- **AWS Security Expertise:** Rackspace is the first pure Managed Security Service Provider (MSSP) Partner for AWS Security Hub, offering consulting services for AWS native security tools that customers cannot get anywhere else.

3.2.1.9. Rackspace Managed Security – Armor Anywhere

Armor Anywhere is a cloud security platform delivering threat detection and 24x7x365 incident response from Rackspace security experts, as well as compliance for applications and data.

The Armor Anywhere cloud security platform from Rackspace includes the following:

- **Threat Detection:** Get advanced protection against cyber-threats through an integrated suite of security capabilities including intrusion detection systems (IDS), anti-virus, malware protection, file integrity monitoring (FIM) and vulnerability scanning.
- **24x7x365 Incident Response:** Certified Rackspace security experts monitor alert activity to respond to incidents around-the-clock, and alert customers to critical issues that need to be addressed.
- **Audit-Ready Compliance:** With security controls mapped to compliance mandates such as PCI DSS, HIPAA, HITRUST and GDPR, Armor Anywhere accelerates compliance for customers.
- **Log and Data Management:** Armor Anywhere captures agent logs and stores them for 30 days. Customers can ingest, analyze and store additional logs from cloud-native and other network sources for up to 13 months.
- **Swift, Multi-Cloud Deployments:** Deploy security in minutes with our lightweight agent that requires no hardware, making it best suited to protect customer cloud environments.

Key features and services include:

- Intrusion detection system (IDS) (host-based)
- Vulnerability scanning and reporting
- File Integrity Monitoring (FIM)
- Anti-virus/ anti-malware
- Audit-ready compliance for PCI, HIPAA/HITRUST, GLBA, GDPR
- Log management and retention (13 months)
- Armor management portal access for security insights
- Security agent installation and set-up (guidance provided to assist customers deploying into unmanaged Rackspace environments)
- Threat monitoring and analysis
- 24x7 incident response from Rackspace security experts
- 24x7 global SOC support
- Compatible environments: AWS, Microsoft Azure, Google, Rackspace dedicated and virtual servers, and customer infrastructure not managed by Rackspace (such as customer on-premises data centers, colocation, or unmanaged public cloud environments)

3.2.1.10. Rackspace Application Services (RAS) – Digital Experience

Rackspace Application Services (RAS) for Digital Experience delivers intelligent and actionable insights into our customers' digital experience platforms while providing easy access to specialized support options. This offering removes the complexity of managing and optimizing digital experience applications through a range of architecture, hosting, and monitoring services. Customers get access to their choice of performance management and insight tools across leading solutions including:

- Sitecore Experience Manager
- Sitecore Experience Commerce
- Adobe Experience Manager
- Oracle Commerce Platform (ATG)
- Oracle CX Commerce
- SAP Commerce
- Certain Java & .NET applications

Customers can also take advantage of a range of deployment and infrastructure options to manage and optimize the infrastructure, application, and security for their digital experience platforms, including Microsoft Azure PaaS or IaaS, and AWS or private cloud.

The RAS for Digital Experience offering helps customers build a reliable, secure, and compliant application environment that offers the flexibility and agility customers need as they speed to market with new deployments and upgrades. Rackspace offers cost-efficient, optimized IT benefits and unbiased expertise with a "Process First, Technology Second" approach across an unrivaled portfolio of the leading digital experience platforms.

Key features include:

- **24x7x365 administration, monitoring and maintenance support:** Rackspace experts are available around the clock to help manage and optimize the customer application stack and supporting infrastructure with industry-leading performance management tools.
- **Five-minute notifications:** Rackspace helps customers rapidly identify a course of action to minimize business impact.
- **Flexible Options:** Rackspace offers choice in the level of support for customer managed applications including:

- **Fully managed services:** Experts provide proactive operational support plus customers get the benefit of powerful application performance management and insights tools.
- **Experts only:** Application-certified experts are available to consult customers with their application needs.
- **Security and compliance:** Rackspace solutions help customers meet data protection regulations such as PCI-DSS and GDPR and apply security hardening technologies and best practices, including WAF and zero-day exploit patching.
- **Performance management and customer experience insights:** Create better digital experiences and deliver positive business outcomes quickly with choice across leading performance monitoring and insight tools from New Relic and AppDynamics:
 - Application Performance Management
 - Infrastructure Monitoring
 - Synthetic Monitoring
 - Browser Monitoring
 - Mobile Monitoring
 - Database Monitoring
 - Log Analytics
 - Business Impact Insights

Key Benefits include the following:

- **Shorter time to production:** Spend less time on implementation and integration and more time running the application. Application-specific support is available 24x7x365 to help get the environment up and running smoothly and quickly.
- **Better uptime and faster response times:** Rackspace offers proven best practices, optimized application architectures and application environments and application performance monitoring and insights.
- **Improved cost-efficiency and resource optimization:** Minimize IT burden with certified application support engineers and architects at Rackspace who manage customer environments so customers can lower IT costs and focus on core support functions while providing 24x7x365 coverage for digital experiences.

3.2.1.11. Rackspace Application Services (RAS) for ERP

As the leading multicloud solutions expert with proven Oracle and SAP application, data, and security expertise, Rackspace accelerates the value our customers obtain out of their ERP investments, whether they run in the cloud on AWS, Microsoft Azure, Google Cloud Platform, Oracle Cloud Infrastructure (OCI), Rackspace Private Cloud or in their own dedicated environments.

Rackspace experts analyze customer business operations, then design and implement ERP applications and data that support the ways the customer want to work. Next, they deploy, manage, and optimize those applications and data with the infrastructure that maximizes their effectiveness.

RAS for ERP delivers functional and technical capabilities across a global platform to continuously deliver on customer-specific business objectives. Customers gain these benefits from deployment of RAS for ERP:

- **Cost and efficiency:** By modernizing ERP solutions on optimized infrastructure, Rackspace helps lower maintenance costs of legacy systems while generating higher levels of efficiency.
- **Resource optimization:** Rackspace will manage ERP application and infrastructure, so customers can focus their resources on core business functions.
- **Reliability:** Get proactive, always-on service and expertise with best-in-class tools and automation, and ERP technology delivered.

- **Agility and innovation:** By moving toward a cloud-native way of working, customers create future stability for products and can go to market faster and focus on creating innovative and differentiated customer experiences.

RAS for ERP deployment includes access to Managed Application Services. Managed Application Services are designed to help customers optimize and generate more value from their Oracle or SAP ERP application portfolio. Rackspace systems and application integration services, including SAP PI/PO, EDI, MuleSoft® integration and multi-cloud and hybrid-cloud connectivity are designed to deliver value throughout every phase of the application portfolio lifecycle. These services can also help customers realize an increased level of interoperability and better return on investment through ongoing maintenance and operations.

- Managed Application Services include:
 - Advanced configuration and optimization
 - Oracle EBS and functional support
 - SAP Basis and functional support
 - Administration, monitoring, and maintenance
 - Data services

3.2.2. Question 11

Provide a copy or link to any service level agreement with the cloud service provider(s) you are offering in this response.

Rackspace Response: Rackspace is a reseller of the public cloud service providers. Customers will receive service level agreements (SLAs) from the hyperscaler by virtue of the hyperscaler's terms. When customers subscribe to our Managed Public Cloud Service Blocks offering, our Product Terms include pass through terms for each of the public clouds.

3.2.3. Question 12

Please provide any security assessments, including the CSA Star Registry and any other assessments or protocols you have in place.

Rackspace Response: Rackspace data center, cloud, and operations security certifications include:

- ISO 27001
- ISO 27002
- PCI DSS
- SSAE 16 SOC 1, SOC 2, and SOC 3
- FedRAMP
- FISMA
- NIST 800-171
- DFARS
- HITRUST

3.2.4. Question 13

Were all products/lines/services and pricing being made available under this contract provided in the attachment B and/or Appendix B, pricing sections?

Rackspace Response: Yes, all products and services that have been made available under this contract have been provided in Attachment B.

3.2.5. Question 14

Does the respondent agree to offer all future product introductions at prices that are proportionate to contract pricing offered herein?

Rackspace Response: Yes.

3.2.6. Question 15

Does pricing submitted include the required administrative fee?

Rackspace Response: Yes.

3.2.7. Question 16

Define your invoicing process and standard terms of payment.

Rackspace Response: Rackspace default payment terms are Net 30. Customers may view and download their invoices and/or statement details at any time on the MyRackspace Customer Portal. The MyRackspace Customer Portal provides integrated online billing that enables the customer to simplify the payment process through a variety of remittance options or view a list of all account-related transactions. Customers can also edit account details, manage users, update contact information, and submit online payments.

3.3. Performance Capabilities

3.3.1. Question 17

States Covered – Respondent must indicate any and all states where products and services are being offered.

Rackspace Response: Rackspace Government Solutions is registered to do business in the following states:

- California
- Colorado
- Delaware
- District of Columbia
- Florida
- Minnesota
- Montana
- New Mexico
- New York
- Ohio
- Pennsylvania
- Texas
- Virginia

Should Rackspace be down-selected for a bid from an organization in a State within which we are not currently registered, we stand ready to register in that state.

We are not currently registered to do business in the American Samoa, Federated States of Micronesia, Guam, the Midway Islands, Northern Marina Islands, Puerto Rico, or the US Virgin Islands.

3.3.2. Question 18

List the number and location of offices, or service centers for all states being proposed in solicitation.

Rackspace Response: Rackspace operates in 50+ global locations, serving 125,000 customers in 120 countries. Our segments include the Americas, Europe, the Middle East and Africa (EMEA), and Asia Pacific and Japan (APJ). By leveraging our extensive partnerships, Rackspace can extend its reach into additional regions. Please see **Figure 7** below for a summary of our locations and service centers.



Figure 7: Rackspace Global Locations

Figure 8 below provides a full list of all Rackspace locations:

Location	Primary Address – Full
Irvine, CA (US)	7700 Irvine Center Drive Suite 400 Irvine, CA 92618
Los Angeles, CA (US)	6701 Center Drive Suite B Los Angeles, CA 90045
San Jose, CA (US)	150 S 1st St, Suite 101 San Jose, CA 95113
Washington, DC (US)	777 North Capital St. NE, Suite 300W Washington, DC 20001
Chicago, IL (US)	2200 Busse Road Elk Grove Village, IL 60007
Bethesda, MD (US)	7501 Wisconsin Ave, Suite 300W Bethesda, MD 20814

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Location	Primary Address – Full
Kansas City, MO (US)	10828 Airworld Dr Kansas City, MO 64153
Jersey City, NJ (US)	10 Exchange PL, 12th Floor Jersey City, NJ 07302
New York City (metro), NY (US)	125 Belmont Dr. Somerset, NJ 08873
New York City (metro), NY (US)	200 Campus Dr. Somerset, NJ 08873
Austin, TX (US)	9001 North IH 35 Austin, TX 78753
Dallas, TX (US)	400 S. Akard St. Dallas, TX 75202
Dallas, TX (US)	13455 Noel Rd Suite 415 Dallas, TX 75240
Richardson, TX (US)	2360 Campbell Creek Blvd Suite 525 Richardson, TX 75082
Richardson, TX (US)	1232 Alma Rd. Richardson, TX 75081
Richardson, TX (US)	1215 Integrity Drive Richardson, TX 75081
San Antonio, TX (US HQ)	1 Fanatical Place City of Windcrest San Antonio, TX 78218
Ashburn, VA (US)	21551 Beaumeade Cir Ashburn, VA 20147
Ashburn, VA (US)	43830 Devin Shafron Drive, Building F Ashburn, VA 20147
Ashburn, VA (US)	44461 Chilum Place Ashburn, VA 20147
Reston, VA (US-Rackspace Government Solutions central office)	1902 Campus Commons Dr., Suite 510 Reston, VA 20191
VHR Admin	204 North Ector Drive Euless, TX 76039
Australia - Work from Home	821 Pacific Highway Level 20, Tower A Chatswood NSW 2067
Melbourne, Australia	JustCo 18/15 William Street Melbourne VIC 3000
Sydney, Australia	Rackspace Hosting Australia Level 1, 37 Pitt Street Sydney NSW 2000
Sydney, Australia	1-23 Templar Road Erskine Park NSW 2759

Rackspace Proposal for Education Service Center (ESC), Region 10
Request for Proposal #R10-1111 for IaaS and PaaS Cloud Solutions

Location	Primary Address – Full
Calgary, AB, Canada	101 6th Avenue SW Suite 1800 Calgary, AB T2P 3P4
Toronto, ON, Canada	100 Wellington Street West Toronto, ON M5K 1A2
Toronto, ON, Canada	8 King Street East Suite 1000 Toronto, ON M5C 1B6
Vancouver, BC Canada	1401 West 8th Ave Suite 280 Vancouver, BC V6H 1C9
Basel, Switzerland	Novartis Pharma AG Novartis Campus - Forum 1 CH-4056 Basel BS
Geneva, Switzerland	207 Route de Ferney, 1218 Le Grand-Saconnex 1218 Geneva
Zurich, Switzerland	Pfingstweidstrasse 60 8005 Zurich ZH
China, Work from Home	Room 3151, 31/F Jin Mao Tower No.88 Century Avenue 200120 Shanghai
Beijing, China	10 North Jiuxianqiao Road Dexin Building Chaoyang District 100096 Beijing
Shanghai, China	Qinqiao Rd No. 368, Pudong District Shanghai 201206 Shanghai
Shanghai, China	Room 3151, 31/F Jin Mao Tower No.88 Century Avenue 200120 Shanghai
Munich, Germany	Herzogspitalstr. 24, 5th Floor 80331 MUNICH Germany
Frankfort, Germany	Lyonerstrasse 28 60528 Frankfurt am Main
Munich, Germany	Oberanger 44, 5 th Floor 80331 Munich
Munich, Germany	Luise-Ullrich-Strasse 20 80636 Munich
Alexandria, Egypt	Flat No. 214 18 Sharwy St Loran, Block No. 4 Alexandria
Cairo, Egypt	Level 4, Tower A, 55 Makram Ebeid St. Office 14 and 15 Nasir City Cairo

Rackspace Proposal for Education Service Center (ESC), Region 10
 Request for Proposal #R10-1111 for IaaS and PaaS Cloud Solutions

Location	Primary Address – Full
Giza, Egypt	Building 4, Arkan Plaza, Sheikh Zayed City. 3rd floor, Regus - Plot 31 Infront of Zayed 2000 Compound Giza
Egypt, Work from Home	First Floor, 40 Heliopolis Gardens Street Sheraton El Nozha Cairo
Hong Kong, China	6/F, Asia Tone i-Centre, 1 Wang Wo Tsai Street Tsuen
Hong Kong, China	5101 - 5105, 51/F, Hopewell Centre, 183 Queen's Road East Wanchai New Territories
Hong Kong, China	33 Chun Choi Street Tsuen Kwan O Industrial Estate Hong Kong
Dublin, Ireland	Aon Centre for Innovation and Analytics 1st Floor, Metropolitan House James Joyce St. Dublin
Bangalore, India	Level 11, UB City Canberra Block 24 Vittal Mallya Road Bangalore- 560001
Gurgaon, India	Building 9, Tower A DLF Cyber City Gurgaon- 122001
Hyderabad, India	Q-City, Block A Nanakramguda, Serlingampally Mandal Hyderabad- 500032
Tokyo, Japan	8F Shinkawa Ohara Bldg 1-27-8 Shinkawa, Chuo-Ku Tokyo 104-0033
Slough, England, UK	115 Buckingham Avenue Slough Trading Estate Slough Berkshire SL14PF
Crawley, England, UK	Unit 1, Power Avenue Manor Royal Crawley West Sussex RH10 9NR
Mexico City, Mexico	Plaza Carso Torre II Calle Lago Zurich 219, Piso 11 Suite 1103 Colonia Ampliación Granada 11529 Mexico City, HID
Mexico-Work from Home	Plaza Carso Torre II Calle Lago Zurich 219, Piso 11 Suite 1103 Colonia Ampliación Granada 11529 Mexico City, HID

Rackspace Proposal for Education Service Center (ESC), Region 10
 Request for Proposal #R10-1111 for IaaS and PaaS Cloud Solutions

Location	Primary Address – Full
Amsterdam, Netherlands	Radarweg 535 1043 NZ Amsterdam
Amsterdam, Netherlands	Luttenbergweg 4 1018WG Amsterdam North Holland
Auckland, New Zealand	Hudson Gavin Martin, Level 16 45 Queen Street Auckland 1010
Singapore	Equinix SG3 IBX, 26A Ayer Rajah Crescent Singapore 139963 Central Singapore
Singapore-Work from Home	The Hive 59 New Bridge Road, 3rd Floor Singapore 059405
Dubai, United Arab Emirates	Dubai 1107, 11th Floor, Sheikh Zayed Road The Onyx Tower 2, The Greens, Suites 1123-1126
Dubai, United Arab Emirates	Dubai 1702 Fortune Tower, Cluster C Jumeirah Lake Towers
Cardiff, Wales, UK	Fairway House, Paramount Business Park, Pascal Close, St. Mellons Cardiff CF3 0LW
Hayes, England, UK	Millington Road Unit 5 Hyde Park Hayes Hayes Middlesex UB3 4AZ
London, England, UK	Global Switch, 3 Nutmeg Lane London E14 2AX
Slough, England, UK	268 Bath Road Slough Berkshire SL1 4DX
United Kingdom-Work from Home	East One, 20-22 Commercial Street London E1 6LP

Figure 8: Rackspace Locations

3.3.3. Question 19

Distribution channel: Which best describes your company’s position in the distribution channel:

Rackspace Response:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Manufacturer Direct | <input type="checkbox"/> Certified education/government reseller f |
| <input checked="" type="checkbox"/> Authorized Distributor | <input type="checkbox"/> Manufacturer marketing through reseller |
| <input checked="" type="checkbox"/> Value-added Reseller | <input type="checkbox"/> Other |

3.3.4. Question 20

Provide relevant information regarding your ordering process including the ability for purchasing group members to verify they are receiving contract pricing.

Rackspace Response: Rackspace first engages with our customers to understand their scope and requirements. Based on our understanding of the customer's project, we will share a quote that includes the Bill of Materials (BOM). Once the quote is reviewed internally, we send the quote and the BOM to the customer. When the customer approves the BOM, Rackspace sends a service order to the customer. Customer then signs the service order.

Customers can confirm they are receiving contract pricing by verifying against the published pricing. The quote provided would index under list pricing on this contract vehicle. If solutions require customization, rates may change.

3.3.5. Question 21

Describe areas where downtime may occur with services provided, historical averages of that downtime, and how downtime issues are resolved.

Rackspace Response: Rackspace knows how important uptime is to our customers. Because of this, we provide a 100% network uptime guarantee to all our customers across any of the data centers in our portfolio. Additionally, each Rackspace data center is certified in PCI-DSS, SSAE16 Type II, and ISO27001, giving our customers peace of mind as they know we have the disciplined processes to back up a reliable infrastructure.

Rackspace defines incidents as those events which impact service availability that often generate a performance or application alert. Rackspace Global Tech support uses a Downtime Incident Tracking and Management tool which automates email alerts to the Service Delivery Team. In the event of a performance or application alert, it is our responsibility to provide responsive service to quickly resolve the issue. Examples of possible Rackspace actions could include replacement of failed hardware, service restarts, server reboots, administrative troubleshooting, or execution of specific instructions provided by the customer. Rackspace provides 24x7x365 support to respond to any questions or issues. All incidents are recorded as tickets within the MyRackspace Customer Portal. Our response to question 22 below details our Information Technology Infrastructure Library (ITIL) compliant incident process. We will follow this process for downtime issues.

3.3.6. Question 22

Describe your company's Customer Service Department (hours of operation, how you resolve issues, number of service centers, etc.)

Rackspace Response: Rackspace delivers change, incident, and problem management processes in compliance with the standards of Information Technology Infrastructure Library (ITIL). We document, track, and associate incidents and problems; perform root cause analysis on each problem; and facilitate our customer's ability to continuously monitor incidents and problems.

Rackspace logs all incidents in our ITIL-compliant ticketing system. Rackspace provides authorized customer personnel with 24/7 access to the data in the ticketing system, for viewing directly or for integrating with other ticketing systems. Rackspace also uses the system portal to respond to customer queries/issues and to provide technical support.

Rackspace can leverage our ticketing system to provide regular Incident Reports that list any incidents and associated problems, along with their status. Rackspace provides an Incident Response Plan as a brief document describing the incident and problem management processes used to support our managed hosting services.

The Rackspace Service Desk provides 24x7x365 support for all provisioning and cloud management services events, incidents, and requests via ITIL processes. The Service Desk serves as the single point of contact for

users when there is a service disruption. When an incident occurs, we immediately alert authorized customer personnel. Whether the incident is identified by Rackspace, or reported through our Service Desk, we implement the following response and escalation process:

- **Event/Incident/Request Identification and Tracking:** End users contact the Rackspace Service Desk when an event or error condition occurs or to request service. We log this as an incident and track it within our ticket system for communication, escalation, and reporting purposes.
- **Classification:** The classification of the incident occurs by identifying and tracking the category and priority. We assign priority based on the severity and impact of the incident. In coordination with customer personnel, we also decide whether to restrict traffic to the system while the threat is investigated. The remainder of the incident management process is driven by the appropriate classification of the incident.
- **Monitoring and Communication:** Tracking of the incident requires top-down and bottom-up communication with customer, as well as the operational organization working to restore service. The Rackspace Incident Coordinator provides communication and status reporting via the appropriate method for the incident.
- **Incident Closure:** The Service Desk will restore normal service operation as quickly as possible to maintain continuity of operations. Rackspace completes closure of the incident as a final audit to verify that the incident is up to date and that the end user's service is restored, or request has been fulfilled. Rackspace updates the knowledge base as needed, based on the resolution. We also look for potential incident trends requiring further analysis. Finally, we collaborate with customer personnel to determine the best course of action to prevent similar incidents in the future.

Rackspace works closely with our customer's first line support staff to provide technical assistance and support for all customer queries and requests. Contact methods for the Service Desk include:

- **Telephone:** Toll-free access to the Service Desk.
- **Email:** Service Desk agents prioritize and respond to the incidents using standard processes.
- **IT Service Management (ITSM):** Tickets submitted by Rackspace-provided portal.

Our initial incident response time SLAs for private cloud are:

Category	Definition	Response Time
Emergency	Business-critical system outage and extreme business impact	15 minutes
Urgent	Production system impaired and significant business impact	1 hour
Normal	Production system impaired and moderate business Impact	4 hours
Low	General information, questions, and guidance	24 hours

Figure 9: Private Cloud Response Time SLAs

Our SLAs for Managed Public Cloud (AWS) include the following:

Category	Definition	Response Time
Emergency (*Manage & Operate customers only)	Business-critical system outage and extreme business impact	15 minutes
Urgent	Production system outage and significant business impact	1 hour

Category	Definition	Response Time
High	Production system impaired and moderate business impact	4 hours
Normal	Issues and requests, and minimal business impact	12 hours
Low	General information, questions and guidance, monitoring alerts	24 hours

Figure 10: Managed Public Cloud (AWS) Response Time SLAs

Our SLAs for Managed Public Cloud (Microsoft Azure) include the following:

Category	Definition	Response Time
Emergency (*Manage & Operate customers only)	Business-critical system outage and extreme business impact	15 minutes
Urgent (*Manage & Operate customers only)	Production system impaired and significant business impact	1 hour
Normal (*Manage & Operate customers only)	Production system impaired and moderate business impact	4 hours
Low	General information, questions, and guidance	24 hours

Figure 11: Managed Public Cloud (Azure) Response Time SLAs

Our SLAs for Managed Public Cloud (Google Cloud Platform) include the following:

Category	Definition	Response Time
Emergency (*Manage & Operate customers only)	Business-critical system outage, and extreme business impact	15 minutes
Urgent	Production system outage and significant business impact	1 hour
High	Production system impaired and moderate business impact	4 hours
Normal	Issues and requests, minimal business impact	12 hours
Low	General information, questions, and guidance	24 hours

Figure 12: Managed Public Cloud (GCP) Response Time SLAs

3.3.7. Question 23

Describe any training or other support resources you provide to support end users in better understanding of how to utilize your products and services?

Rackspace Response: Each customer is assigned a Customer Success Manager, the primary contact who owns the account governance, issues, and escalations, and provides on-going support. The Customer Success Manager will arrange a MyRackspace Customer Portal walkthrough and will explain how support requests can be raised and the Rackspace support teams engaged. When the solution is built, customers will be provided with full administrative access to their servers. During this time, we expect collaboration between customers and Rackspace to ensure that training requirements meet the customer's expectations.

Customers are also assigned a Technical Account Manager, who serves as the technical escalation point for the customer's cloud environments, and helps deliver monthly and quarterly technical reporting, provides recommendations on environment improvements, and helps maintain technical data in runbooks and customer specific processes.

Rackspace will ensure personnel with the appropriate training and certification will perform onboarding, troubleshooting, and security operations services in accordance with a customer approved operations runbook.

3.3.8. Question 24

Outline any implementation or other resources you provide in helping to configure your solutions, whether during the initial startup, or ongoing as part of the overall maintenance.

Rackspace Response: For both managed public cloud and managed private cloud deployments, Rackspace provides customers with a fully managed implementation led by a project manager partnered with an implementation engineer. These Rackers ensure that the customer environment is built and configured to their specification. During the implementation, the project manager and implementation engineer become familiar with the customer's organization and business concerns and will serve as an additional point of contact, available 24x7x365. These Rackers work with customers to understand all the customer's business requirements, including software and application configuration, to ensure that the environment will work efficiently.

The implementation and onboarding process commences upon completion of the solution design, which involves designing a reliable, scalable, secure, and cost-effective cloud architecture. The implementation and onboarding process includes four workstreams:

- 1) Implementation Preparation: This workstream involves extensive internal activities, including assigning resources, developing project documentation, and defining workstreams. The customer's primary engagement in this workstream is participation in the introduction to implementation, which is designed to help the customer understand the implementation activities.
- 2) Implementation Requirements Gather: Rackspace gathers information and the customer completes documents that are dependences before the gear can be procured and before the physical build can begin. Rackspace and the customer conduct a series of implementation calls that will result in approval of the design and implementation requirements.
- 3) Environment Build: Rackspace is responsible for the environment build workstream, which includes activities such as procuring gear, assigning locations, running fiber, racking and stacking, installing and configuring the gear and any related software as part of the solution design and completing the build.
- 4) Turnover: Rackspace works with the customer to identify and set up users/stakeholders and their permissions in the MyRackspace Customer Portal and will collaborate with the customer to create the initial operational runbook that will be used in running the business.

3.3.9. Question 25

Describe your company's ability to secure private data within your solution and your company's policies concerning potential data breaches, security threats, and your company's plan to keep your security measures and encryption up-to-date with industry advances.

Rackspace Response: Rackspace complies with the data protection laws of the countries in which it operates. Rackspace maintains ISO 27001, Privacy Shield, and GDPR controls regarding data processing and data protection activities between its corporate entities. We are committed to helping our customers protect the security and privacy of information stored or transferred using our services.

It is important for our customers to understand and distinguish between security measures that we implement and operate on the Rackspace supported infrastructure and security measures that our customers need to implement and operate to protect their own data and to comply with specific privacy and security laws and regulations applicable to them. Rackspace does not determine the types of data that our customers store on Rackspace's servers and/or how that data is classified, accessed, exchanged, or otherwise processed. Customers remain in control of the data that they host with Rackspace and remain responsible for compliance with applicable data protection rules based on their use of the services.

Our Global Enterprise Security team at Rackspace ensures that we comply with statutory obligations and industry evolving best practices. Through their internal security and compliance work, they build a compelling reason for customers to entrust their assets to Rackspace. Our internal policies, although proprietary and confidential, drive data protection and security at Rackspace. Those policies include:

- Global Corporate Information Security Policy
- Organization of Corporate Information Security Policy
- Asset Management Policy
- Asset Control Policy
- Global Cryptography Policy
- Physical Security Policy
- Operations Security Policy
- Communication Security Policy
- Global System Acquisition Development and Maintenance Policy
- Global Supplier Relationship Management Policy
- Management of Information Security Incidents Policy
- Information Security Aspects of Business Continuity Policy
- Global Information Technology Risk and Compliance Policy
- BYOD Security Policy

Our standards include:

- Internal Acceptable Use Practices Standard
- Awareness and Training Standard
- Electronic Instant Messaging Standard
- Responsibility for Assets Standard
- Physical Media Handling Standard
- Information Classification Standard
- Mobile Devices Standard
- Information Labeling and Handling Standard
- Business Requirements of Access Control Standard
- Authentication Standard
- User Access Management Standard
- System and Application Access Control Standard

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- Cryptograph Controls Standard
- Secure Areas Standard
- Clean Desk Standard
- Equipment Security Standard
- IT Operations Security Standard
- Vulnerability Management Standard
- Protection from Malware Standard
- Security Monitoring Standard
- Information Backup and Restoration Standard
- Cloud Computing Security Standard
- Event Logging Standard
- Application Configuration Management Standard
- Network Security Standard
- Remote Access Standard
- Secure File Transfer Standard
- Endpoint Security Standard
- Email DNS Hygiene Security Standard
- DNS Requests Standard
- Information Systems Security Requirements Standard
- Security in Development and Support Processes Standard
- Supplier Information Security Risk Management Program Standard
- Customer Communication Standard
- Supplier Information Security Requirements Standard
- Management of Information Security Incidents Standard
- Business Information Systems Recovery Standard
- Information Security Risk Management Standard
- Information Security Reviews Standard
- Compliance with Legal and Contractual Requirements Standard
- Information Systems Audit Considerations Standard

The following physical security controls apply to customer data residing in data center or office premises either owned or leased by Rackspace:

- Servers and devices dedicated to customer's use as part of the customer configuration provided by Rackspace will be located in a controlled access data center either operated by or dedicated to use by Rackspace.
- Rackspace operates or audits the use of an electronic access control system which logs access to physical facilities, managed by a professional security guard in line with its current processes.
- Access to the raised production floor of the data halls will be restricted to Rackspace employees or its agents who need access for the purpose of providing the services. Access within data center facilities is in zones and provisioned based on physical access rights required by a given individual. Access to designated "meet me" rooms will be available to customers, subject to data center escort policies.
- The data center will be staffed 24x7x365 and will be monitored by video surveillance, recording to a centralized location, and viewed by the onsite security force.
- Rackspace limits access to physical facilities to authorized individuals by proximity-based access cards and biometric hand scanners or other approved security authentication methods.

Rackspace engaged qualified third-party auditors to perform examinations of its systems in accordance with the best practice recommendations of ISO 27001 for the purpose of auditing Rackspace's compliance with SSAE 18 compliance frameworks and the AT 1010 compliance framework. Rackspace's annual SOC reports are available to customers upon customer's request.

The following administrative controls are applied:

- Rackspace performs pre-employment background screening of its employees who have access to customer accounts, and is committed to employee supervision, training, and management.
- Rackspace restricts the use of administrative access codes for customer accounts to its employees who need the access codes for the purpose of providing the services. Rackspace personnel who use access codes are required to log on using an assigned username and password.
- As the primary administrator, customers are responsible for the management of their account, including creation, change management, and termination.

3.3.10. Question 26

Describe the capacity of your company to report monthly sales through this agreement to Equalis Group.

Rackspace Response: Rackspace has several tools available to track past, current, and future (pipeline) monthly sales. Our tools will allow us to identify sales made through this agreement. These can be provided to Equalis Group on an as needed basis.

3.3.11. Question 27

Describe the capacity of your company to provide management reports, i.e. consolidated billing by location, time, and attendance reports, etc. for each eligible agency.

Rackspace Response: Rackspace can provide the following management reports:

- Account Report and Service Review: details technical solution performance, incident/major incident review, ticket analysis and trend data, and capacity forecast aligned with demand management and technical data, service level/KPI review and redundant array of independent disks (RAID) log review.
- Quarterly Business Report: details a summary of the past three months' reports, technical product roadmap, in-depth technical review and review of the customer's business and IT objectives.
- Annual Report: this report is delivered to the customer after the Annual Review meeting and details a collation of quarterly business reports and strategic objective agreements as an outcome of the Annual Review.
- Risk Register Report: this report details active, mitigated, accepted or closed risks.
- Capacity Management Report: this report details capacity thresholds, capacity related concerns, monitoring and measuring current and forecasted capacity, and capacity increases or decreases.
- Incident Management Root Cause Analysis Report: this report is provided to the customer following a Major Incident and will detail the incident overview, incident timeframe including start time, identification and resolution time, RCA overview, and remedial and ongoing activities.
- Cost Optimization Report: this report details a resource analysis based on performance metrics from VMware and Rackspace tooling, and provides Rackspace cost optimization recommendations.

Regarding billing, Rackspace prices solutions to include all the components required in the customer's solution. The total solution is generally billed as follows:

- One Time Charge: This is a one-time charge for setting up the platform and is a new one-time charge for any new components added to the solution.
- Monthly Recurring Charge (MRC): This is a monthly recurring charge and is billed on a monthly basis for the lifetime of the contract.

Rackspace can also provide consolidated billing reports with custom filters/classifications, including location, time, and attendance.

3.4. Qualification and Experience

3.4.1. Question 28

Please provide contact information and resumes for the persons who will be responsible for the following areas:

3.4.1.1. Executive Contact

Contact Person	Phil Fuster
Title	Senior Director, Government Services Sales
Company	Rackspace Government Solutions, Inc.
Address	1902 Campus Commons Drive, Suite 510
City	Reston
State	Virginia
Zip	20191
Phone	571-404-0962
Fax	N/A
Email	Phil.Fuster@rackspace.com

Figure 13: Executive Contact Information

3.4.1.2. Executive Contact Resume (Phil Fuster)

Name: Phil Fuster

Assigned Role on This Engagement: Executive Contact and Executive Sponsor

Qualifications: See below.

Serving as Rackspace Senior Director of Public Sector Sales and awarded Rackspace Sales Manager of the Year for 2020, Mr. Fuster is a focused results-oriented technology sales and operations executive with a proven record of accomplishment, with over 30 years of experience in public sector, commercial, and channel sales. Entrepreneurial leader with a broad range of experience creating high-impact strategic plans, operational oversight, and building valuable alliances to position companies and their clients for success. Extensive background interfacing with C-level officials in both public and private sectors, including key policy makers and the media. Excellent bilingual communicator (English, Spanish) skilled in building cohesive teams and mentoring personnel to achieve and surpass goals.

Education: See below.

Master of Business Administration, University of Maryland Executive Master’s Program College Park, Maryland,	2008
Graduates Diploma Business in the European Context, University of Antwerp Antwerp, Belgium	2008
Business Administration, University of Maryland College Park, Maryland	1989

Professional Licenses/Certifications/Memberships: See below.

Holds TS/SCI Active Clearance.
 Advisor to the Board, Maryland Technology Council
 Cyber Committee Lead – MTC Governor’s Advisory Working Group
 Maryland’s Cyber-Montgomery Conference, Co-Chairman
 BioTech Maryland Conference, Steering Committee – Cyber Security and Artificial Intelligence

Employment History: See below.

Rackspace Government Solutions, Reston, VA <i>Senior Director of Public Sector Sales</i>	2020 – 2021
Dell Technologies, Round Rock, TX <i>Director, Global Systems Integrators</i>	2018 – 2020
<i>Regional Sales Director, Infrastructure Solutions Group</i>	2017 – 2018
<i>Regional Sales Director, Data Center Solutions (DoD/IC)</i>	2016 – 2017
Lucid Holding, Inc., Austin, TX <i>Senior Sales Director – Global Sales</i>	2015 – 2016
Norse Corp, San Mateo, CA <i>Vice President, Sales – East (all Global Public Sector, Financial and Eastern Territories)</i>	2014 – 2015
Computer Sciences Corp, Inc., Falls Church, VA <i>Director, Global Public Sector, Cybersecurity and Managed Services</i>	2011 – 2014
Fortinet Federal, Inc., McLean, VA <i>President – Federal Division</i>	2008 – 2011
Dell, Inc., Austin, TX <i>Global Account Manager, Defense Systems Group</i>	2002 – 2008
Procurement Technologies, Inc. (FedBid.com), Germantown, Maryland <i>Founder and CEO</i>	1998 – 2002
International Data Products Corp., Gaithersburg, Maryland <i>Senior Director, Sales and Major Accounts</i>	1983 –1998

3.4.1.3. Account Manager/Sales Lead

Contact Person	Joe Nanus
Title	Government Solutions, Senior Account Representative
Company	Rackspace Government Solutions, Inc.
Address	1 Fanatical Place
City	San Antonio
State	Texas
Zip	78218
Phone	210-890-5641
Fax	N/A
Email	Joe.nanus@rackspace.com

Figure 14: Account Manager Contact Information

3.4.1.4. Account Manager/Sales Lead Resume (Joe Nanus)

Proposed Candidate’s Name: Joe Nanus

Assigned Role on This Engagement: Account Manager

Qualifications: See below.

As an account executive with 25 years sales and relationship management achievement and recognized as the Rackspace Account Executive of the Year for 2020, Mr. Nanus will manage the business relationship with Region 10. Accomplished in relationship and client affinity, team productivity, and executive stakeholder liaison, Mr. Nanus manages one of Rackspace’s three largest accounts with

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Texas DIR and has driven that engagement to unprecedented business results. This has resulted in his recognition for his accomplishment in successfully nurturing and growing indefinite- delivery, indefinite quantity (IDIQ) contract vehicles. He is a results-driven sales professional with proven success in providing exceptional customer service and return on investment for both Rackspace and his customers.

Education: see below.

Bachelor of Science, Criminal Justice, Abilene Christian University, Abilene, TX **1985 - 1990**

Professional Licenses/Certifications/Memberships: See below.

Dell Six Sigma Green Belt

LEAD First Management

Employment History: See below.

Rackspace Technology, San Antonio, TX

State/Local/Education (SLED) Sales/Senior Account Executive **2020 - 2021**

Dell Technologies, Inc. Round Rock, TX

Enterprise Senior Data Center Division Account Executive **2013 - 2020**

US Legal Support, Inc., Houston, TX

Director of Sales **2011 - 2012**

Dell Technologies, Inc. Round Rock, TX

Senior Infrastructure Solutions Sales Executives (Federal) **2009 - 2011**

Services Specialist Sales Manager, Public Business Group **2004 - 2007**

Services Brand Manager, Government **2002 - 2004**

Field Services Alliance Management **1998 - 2004**

Absolute Software, Austin, TX

Global Channel Manager **2007- 2009**

3.4.1.5. Contract Management

Contact Person	Alece Nay Hagee
Title	Legal Contract Manager, Government Services
Company	Rackspace Government Solutions, Inc.
Address	1902 Campus Commons Drive, Suite 510
City	Reston
State	Virginia
Zip	20191
Phone	571-442-1023
Fax	N/A
Email	Alece.nayhagee@rackspace.com

Figure 15: Contract Management Contact Information

3.4.1.6. Contract Management Resume (Alece Nay Hagee)

Name: Alece Nay Hagee

Proposed Role on This Engagement: Contract Management

Qualifications: See below.

As Rackspace’s Senior Contracts Manager, Ms. Nay Hagee is a detail-oriented contract management professional offering 16+ years of experience leading key growth initiatives within government organizations and commercial companies. Recognized as an expert in delivering innovative and reliable contract administration strategies that drive business growth and increase revenue in a fast-paced, customer-focused environment. Possesses strong management experience that builds and leads motivated teams. Highly praised for work ethic, accountability, ability to analyze and follow through, problem-solving and communication skills, and successful delivery of work. Maintains expertise in Federal Acquisition Regulation (FAR), Contract Documentation, Legal Compliance, Project Management, Quality Control, Risk Assessment, and Contract Negotiation.

Employment History: See below.

Rackspace Government Solutions, Inc, Reston, VA

Senior Contracts Manager 2020 – 2021

TeraThink Corporation, Reston, VA 2016 – 2020

Senior Contracts Manager

Applied Integrity Consulting, Inc. Reston, VA

Contracts Manager and Director of Operations 2015 – 2016

PG Environmental, LLC, Herndon, VA

Senior Contract Administrator 2014 – 2015

NJVC, LLC, Chantilly, VA

Contract Manager 2010 – 2014

Unisys Corporation, Reston VA

Procurement Account Manager II 2007 – 2009

Northrop Grumman IT, Inc., Reston, VA | Chantilly, VA

Buyer 2 2003 – 2007

3.4.1.7. Billing & Reporting/Accounts Payable

Contact Person	Enterprise Accounts Receivable Team*
Title	N/A
Company	Rackspace Government Solutions, Inc.
Address	1 Fanatical Place
City	San Antonio
State	Texas
Zip	78218
Phone	N/A
Fax	N/A

Email	enterprise@rackspace.com
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Figure 16: Billing & Reporting/Accounts Payable Contact Information

*Billing and Financial information relating to this engagement will be managed by the Enterprise Accounts Receivable Team. Team responsibility will ensure customers can access a knowledgeable resource when inquiring about financial issues related to the contract.

3.4.1.8. Billing & Reporting/Accounts Payable Resume

Billing and Financial information relating to this engagement will be managed by the Enterprise Accounts Receivable Team. Team responsibility will ensure customers can access a knowledgeable resource when inquiring about financial issues related to the contract.

3.4.1.9. Marketing

Contact Person	Lesley Rogers
Title	Marketing Planning Manager, Government
Company	Rackspace Government Solutions, Inc.
Address	1902 Campus Commons Drive, Suite 510
City	Reston
State	Virginia
Zip	20191
Phone	571-201-9773
Fax	N/A
Email	Lesley.rogers@rackspace.com

Figure 17: Marketing Contact Information

3.4.1.10. Marketing Resume (Lesley Rogers)

Name: Lesley Rogers

Assigned Role on This Engagement: Marketing Manager

Qualifications: See below.

As the Segment Marketing Manager for Rackspace Government Solutions, Ms. Rogers is a results-driven marketing professional with over 17 years of experience in marketing, communications, and business development across global markets including Technology, Financial Services, Nonprofit Organizations, and Public Sector (including Federal, State, local, elementary to higher educational bodies). She is recognized for original, meaningful, and highly successful marketing campaigns, and implementing pipeline generating integrated marketing plans across traditional and digital communications channels. As a goal-oriented marketing director; Ms. Rogers is well skilled at bringing innovative perspectives to marketing, strategic communication, creative problem-solving, and analytics. Her specialization is applying fresh vision to public sector high-tech with a focus on open-source, web, and cloud highlighted by expertise in building and managing key relationships with clients and their stakeholders, partners, and customers including government and military leaders, Fortune 500 leaders, and heads of leading industry organizations.

Education: See below.

Post-Bachelors Studies, Global Marketing, Harvard University Online Business Program **2008 – 2010**

Bachelor of Science, Business, Marketing, and Communication. **1999 – 2001**

Rackspace Proposal for Education Service Center (ESC), Region 10
Request for Proposal #R10-1111 for IaaS and PaaS Cloud Solutions

Towson University, Towson, Maryland

Professional Licenses/Certifications/Memberships/Honors: See below.

Winner, 2018 Government Marketing University GAINER Award for Innovation in Government Marketing
Nominee, 2020 Federal Firebrands Award for Innovation in Government Marketing

Employment History: See below.

Rackspace Technology, Reston, VA <i>Segment Marketing Manager for Rackspace Government Solutions (RGS)</i>	2020 – 2021
CenturyLink Herndon, VA <i>Sr. Manager Go-to-Market and Field Strategy, Public Sector Mini-CMO</i>	2019 – 2020
Government Marketing University, Reston, VA <i>Mentor and Integrated Marketing Expert Presenter</i>	2018 – 2021
Nuxeo, Brooklyn, NY <i>Director, Field and Industry Marketing</i>	2017 – 2019
Alfresco, San Mateo, CA / Maidenhead, UK <i>Director, Global Government Marketing</i>	2016 – 2017
Acquia Boston, MA <i>Marketing Manager, Public Sector</i>	2014 – 2015
NCI Information Systems Reston, VA <i>Senior Marketing Manager</i>	2011– 2014
The Webster Group, Washington, DC <i>Senior Director of Communications and Marketing</i>	2009 – 2011
The Ritz-Carlton Hotel Company, Bethesda, MD <i>Sales, Meetings, and Executive Events Manager</i>	2006 - 2009
The Wexford Group (Currently CACI), Vienna, VA <i>Strategic Communications Consultant – U.S. Army</i>	2005 - 2005

3.4.2. Question 29

Provide a minimum of three (3) customer references for product and/or services of similar scope dating within the past 3 years. Please try to provide an equal number of references for K12, higher education and city/county entities. Provide the following for each reference:

Rackspace Response: The references listed below are pleased to discuss their experiences working with Rackspace with the administrators of this contract. However, they do request that their information not be shared with an indefinite number of public agencies who have access to this contract.

3.4.2.1. State of Texas, Department of Information Resources (DIR)

Entity Name	State of Texas, Department of Information Resources (DIR)
Contact Name and Title	Lanette Patterson, Contract Administration Manager
City and State	Austin, Texas
Phone Number	512-475-4964
Years of Service	September 2020 to August 2024

Description of Services	<p>Rackspace is delivering a four-year contract with the State of Texas DIR to serve as the governing agency's primary Public Cloud Manager, providing multi-cloud solutions to support the State's overall IT modernization effort. Rackspace was selected as a thought leader and managed service provider to drive modernization of the public cloud portion Data Center Services (DCS) across all service towers.</p> <p>During a rapid transition starting on May 11, 2020 and culminating in instantiation of services on September 1, 2020, Rackspace assumed management of legacy operations and began evolving services. We supported an orderly and well-executed transition/instantiation of supported Public Cloud Services including management and operation, components, documentation, and related operational support roles in transitioning from DIR management of cloud providers to Rackspace to enable Public Cloud Services.</p> <p>In the first year, Rackspace focused on migration of the supported Public Cloud Service element from DIR's current Service Component Provider (SCP) to Rackspace as the Public Cloud Manager (PCM). Our effective transition management has been crucial to a successful relationship with DCS customers. We have minimized service disruption and achieved DIR business objectives while mitigating risk. Rackspace established the key named personnel structure, onboarding, knowledge, and process transfers, resulting in a smooth transition and reliable steady-state operations for DCS customers.</p> <p>Rackspace provides IaaS support for compute, storage, database services, backup, and disaster recovery for DIR public cloud instances.</p> <p>Rackspace provides operational tools to manage the environment, affording a "single pane of glass" for DIR visibility into the health of DIR environments. Our cloud-neutral approach to tooling, particularly in the areas of infrastructure-as-code, patching, and monitoring, provides healthy competition between cloud providers. In the Rackspace cloud environment, no CSP or cloud vendor has an unfair advantage over any other CSP or vendor, and DSC customers making use of a particular cloud service are not locked out of using other cloud options. Rackspace's cloud-neutral approach also enables seamless migration of DSC customer workloads to any other cloud.</p> <p>Rackspace supports DIR in evaluating, making recommendations, selecting, and onboarding new cloud providers, negotiating contracts (between DIR and CSPs), managing renewals, handling contract disputes with CSPs, and evaluating and selecting value-added services and products that complement the CSPs. We nurture the partnerships with the CSPs to optimize investments and bring best value to DIR.</p> <p>We provide and perform governance activities across all cloud providers, to ensure ongoing alignment to DCS customers demand, DCS customer regulatory compliance, and adherence to data and privacy standards, across all public cloud providers. Rackspace integrated public cloud into Information Technology Service Management (ITSM) for delivery, service tracking, project pricing, and project approval.</p> <p>Rackspace deployed cost optimization programs that have radically driven down cost, specific to public cloud spend, and has also assisted DIR in creating an overall program to assist in better managing program costs irrespective of provider or technology.</p> <p>Rackspace provides the State's Cloud Center of Excellence (CCoE) which is the equivalent of a State strategy office specific to cloud management focused on continuous evolution and improvement of the cloud offerings available to State agencies. With our bench of cloud migration experts, Rackspace assists in driving</p>
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standardization and cloud adoption for DIR. We are currently helping DIR establish an end-to-end annual technology roadmap for each DCS Customer, taking into account costs, functionality, and security. We introduced Azure Migration Program (AMP), AWS Migration Acceleration Program (MAP), and Google State and Local Enterprise fixed price programs (financial assistance and discounting) to the TX agencies, saving up to 25% across the board.

For new customers, we help the Technical Solution Services SCP with cloud readiness assessments, feeding the TX DIR's strategic plan to address customers' inventories of applications, identifying cloud readiness, strategy, and high-level timelines for transitioning Customer applications to a cloud environment.

Rackspace is in the beginning stages of implementing multiple, cost-effective Disaster Recovery (DR) strategies for DIR's state agency customers. We are implementing best practice and working extensively with DIR to understand and assess underlying data and business drivers to assign appropriate Recovery Time Objective (RTO) and Recovery Point Objective (RPO) values. The RTO and RPO values will drive specific components of Rackspace's DR planning for DIR. We will use this information to design a DR pattern (cold, warm, hot) around the RTO and RPO number of the specific application or services. Complementing our DR planning, we are also developing highly available, fault tolerant architecture for DIR.

On this project so far, Rackspace achieved several notable and highly relevant IaaS accomplishments, including but not limited to the following:

- Assumed operational management and retooling of 1,000+ public cloud instances (with an additional 2,000+ in the Request for Solution pipeline).
- Started the migration of two customers running 400+ instances.
- Implemented multi-cloud solutions to drive down costs and processing time for large data sets such as healthcare and welfare.
- Saved DCS Customers 10-15% off standard government agency rates from the hyperscalers.
- Deployed infrastructure to tie to Google mapping for correlating map data against database data.
- For the University of Texas (San Antonio), a DIR customer, deployed a proof-of-concept DR solution on 15-20 servers of their approximately 300 servers. We assessed each of the University of Texas' application stacks and determined the best cost and performance ratio RPOs and RTOs to meet their strategic business needs.
- For the State of Texas, Department of Transportation (DOT), Department of Motor Vehicles (VMC), a customer of DIR, deployed a proof-of-concept DR solution on an application stack of approximately 40 servers.

Rackspace provides fully managed PaaS including cloud-neutral tooling supporting steady state services, alert governance, monitoring, and testing PaaS workflows. We help build out the DCS Service Catalog, differentiating solutions based on service level, workload volume, key performance indicators (KPIs), and Service Level Agreements (SLAs). Rackspace supports operating system instances, processes, and systems management roles and services at the PaaS layer. For all PaaS services hosted by a DIR-approved CSP, Rackspace purchases the service on behalf of the DIR. Following the DIR-defined support tier models and SLAs, we leverage the appropriate cloud or app-native tooling to configure and monitor each PaaS platform.

As requested/required by DCS Customers, Rackspace provides additional security solutions, including but not limited to the following:

	<ul style="list-style-type: none"> • Security Incident and Event Management (SIEM) • Security compliance, assessment, and integration into SIEM services • Triaging security issues • Intrusion detection and prevention • DDoS protection • Zone-based security • Network security monitoring of critical DCS customer applications • Virtual networking and edge security <p>We collaborate with the CSPs and third-party vendors to integrate these services.</p>
Annual Volume	Total contract value is \$166 Million for four years

Figure 18: Texas DIR Reference

3.4.2.2. Humber College

Entity Name	Humber College
Contact Name and Title	Ryan Burton, Director of Digital Solutions
City and State	Toronto, Ontario
Phone Number	416-675-6622 (Ext. 5290)
Years of Service	March 2019 – Present AppStream project described below from March 2020 to April 2020.
Description of Services	<p>Humber College accelerated its digital education strategy on AWS, giving students remote access to over 300 academic applications during COVID-19 lockdown.</p> <p>Humber College was in the Proof of Concept (PoC) stage for a long-term digital education strategy when the COVID-19 pandemic hit in early 2020 and shut down higher education campuses. The college’s 30,000 full-time students were forced to continue their education remotely from home. But they were facing a massive disruption to their studies and the ability to achieve their learning outcomes because they didn’t have remote access to the institution’s 300-plus academic applications.</p> <p>Working with its Amazon Web Services (AWS) Premier Consulting Partner, Humber College pivoted from the planning stage to launching on AWS solution as rapidly as possible. To meet the unprecedented urgency, Humber College and Rackspace accelerated the campus’ move from on-premises workstations to cloud accessibility.</p> <p>Humber College fast-tracked all internal processes so that Rackspace could resource the project in one day, which eliminated weeks of lag time. Along with five representatives from Humber College, Rackspace brought in a dedicated technical team to implement the project. Together, they delivered a remote connection to students in 10 days, allowing students to return to learning quickly.</p> <p>The original goal of Humber College’s digital education strategy was to give its students remote access to all its academic applications. This would give them the flexibility to access course resources on any device when they were away from the physical campus. It would also help students overcome the limitations of the college’s current systems, which only provided access to academic applications on its 2,450 on-premises Windows workstations that were located in dedicated on-campus locations.</p> <p>As the largest college in Toronto, Humber offers a broad range of advanced academic credentials, and provides the latest technology and teaching</p>

	<p>methodologies in state-of-the-art labs and learning spaces designed to emulate real-world environments and experiences. Driven to transform the future of post-secondary education, Humber College decided to invest in digital infrastructure to foster innovation and collaboration among its community and enable the best possible future for its students.</p> <p>Also, the campus wanted to optimize its resource investment and reduce the number and size of its computer labs by enabling a Bring Your Own Device model, whereby students could access academic resources from anywhere using their own devices.</p> <p>As part of its strategic digitization goals, Humber College had been in communication with Rackspace regarding AWS capabilities. The campus had requested a PoC to determine how the platform would work and to gain confidence using cloud technologies. When its three campuses were abruptly shut down by public health authorities in accordance with governmental social distancing directives, Humber College rapidly accelerated its first digitization initiative- deploying AWS.</p> <p>Along with discussions to implement virtualization, Humber College was also working with Rackspace on a student and financial information system cloud migration project. Humber College immediately sought its partner's AWS expertise, and requested a rapid route to an effective remote-access solution. Conscious of the impact any downtime in academic resource access would have on students, Humber College fast-tracked all internal processes.</p> <p>Rackspace developed a clear path forward that used an AWS business continuity solution – Amazon AppStream 2.0. AppStream was selected to deploy Windows-based applications on AWS because it provides per application deployment, which simplifies application distribution. Rackspace designed, tested, and implemented a production-grade AppStream environment integrated with the campus' on-premises data center.</p> <p>Rackspace also employed several AWS services to deploy the solution, which includes a Virtual Private Cloud (VPC) maintained across two availability zones. Amazon Route 53 is used for domain name system (DNS) resolution. AWS Network Address Translation (NAT) gateways give the private subnets internet access through the internet gateway (IGW). An AWS application load balancer (ALB) handles internal applications deployed to AWS Elastic Compute Cloud (EC2) instances.</p> <p>The environment for the first wave of 83 academic applications was spun up to AppStream in just 10 business days. This represents a significant acceleration in turnaround time for AWS projects, where a typical schedule to the first PoC application is at least 30 days, another 15-plus days for a production release. It is expected that by the project completion date, at least 80% of the academic applications will be available remotely through AWS. Due to licensing and compatibility challenges, some applications are not candidates for streaming, but solutions to address the outliers are in development.</p> <p>Humber College has gained several advantages from its rapid AWS deployment. Now, equipped with a remote-access solution, it's no longer limited to manually provisioning and maintaining a set number of desktop systems that serve only a handful of students. It also eliminated the need to provision more Windows desktops, which is a complex, time-consuming and resource-intensive process. The campus has also lowered its operating costs thanks to the built-in scalability and resiliency of the AWS cloud, allowing operations to quickly scale up or down as needed. Further, the campus has gained an opportunity to repurpose its lab space for other campus uses.</p>
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	Humber College has discovered that one of the greatest benefits of its new digital solution is its students' secure and flexible accessibility to academic resources on any device from any location with internet access. This allows the campus to maintain its business model despite a total shutdown during a global pandemic. The campus can now support its students with the educational resources they need to continue their studies and achieve their learning goals- on campus or at home, now and in the future.
Annual Volume	~\$712,000

Figure 19: Humber College Reference

3.4.2.3. Vancouver Airport Authority

Entity Name	Vancouver Airport Authority
Contact Name and Title	Keri Phoenix, Manager, Innovation Travel Solutions
City and State	Vancouver, British Columbia, Canada
Phone Number	778-837-8392
Years of Service	2 years ongoing
Description of Services	<p>Innovative Travel Solutions (ITS), an independent business unit within Vancouver International Airport (YVR) specializes in developing and delivering innovative industry-leading travel technology to enhance the overall traveler experience and airport performance. ITS is the largest provider of non-registered, self-service border-control solutions, with more than 1,200 kiosks operating in major international airports in Canada, the United States, the Caribbean, and the Pacific. The solution helped more than 100 million passengers clear the border quickly and safely.</p> <p>ITS was first in the world to introduce a self-service border control solution designed to automate the administrative functions of United States Customs and Border Control. The solution was previously hosted in an on-premise data center and needed to be migrated for a number of reasons. ITS partnered with Rackspace to successfully migrate their self-service border control solution to AWS.</p> <p>In addition to high availability, scalability, and a high degree of security, a key component of the implementation was to include a disaster recovery environment, continually tested for low Recovery Point Objective (RPO) and Recovery Time Objective (RTO) recoverability. Rackspace was brought on very early to consult on the project and subsequently recommended AWS as the platform of choice as it met the critical requirements.</p> <p>The transition of all YVR customer airports from the on-premise system to AWS was a complete success. The addition of new customer airports is already underway, and the system will continue to grow, leveraging the flexible nature of AWS as needs change. ITS has already benefited from the ability to quickly resize systems as needs change and this will continue to be beneficial as adoption of this system grows.</p> <p>As the system went into production, Rackspace transitioned to providing 24/7 support providing proactive monitoring and support services for the environment. We also continue to provide design and consulting services as the business continues to grow with more airports, additional application features and new services.</p>
Annual Volume	~\$40,000

Figure 20: Vancouver Airport Authority Reference

3.4.2.4. Government of Alberta, Alberta Environment and Parks

Entity Name	Government of Alberta, Alberta Environment and Parks
Contact Name and Title	Terry Schultz, Director, Enterprise Service Management & Dynamics Platform
City and State	Alberta, Canada
Phone Number	587-987-5269
Years of Service	February 2018 – Present Total project length was 9 months, but Rackspace is still supporting the Government of Alberta with ongoing managed services and DevSecOps support.
Description of Services	<p>Implementation of multiple non-production and production environments and a DevSecOps process in AWS for the OneStop platform supporting the move of the ministry’s request processing and approval workflows online.</p> <p>The system scope included:</p> <ul style="list-style-type: none"> • 80 EC2 instances (cloud virtual machines) • AWS services including: <ul style="list-style-type: none"> ○ S3 (cloud storage) ○ WAF (application firewalls) ○ ELB (cloud load balancers) ○ VPS (cloud networks) ○ SQL RDS (cloud database) <p>The above was deployed across multiple availability zones in AWS for fault tolerance and high availability.</p> <p>Project team consisted of a lead architect, two (2) cloud engineers, and Project Manager acting as a Scrum Master for the joint virtual agile team with Alberta Environment and Parks (AEP) and Alberta Energy Regulator (AER).</p> <p>AEP purchased and was in the process of implementing the OneStop platform in AWS, originally developed by AER for their own use on premise and then provided to AEP as the first customer outside AER. This was the first major cloud deployment in the Province of Alberta.</p> <p>Rackspace led the development of the infrastructure solution for a highly available deployment for the OpenStop platform in AWS and the design and implementation of a fully automated deployment process for multiple non-production and production environments. Rackspace worked closely with the AEP and AER teams to establish a best practice SDLC process to support further development of application functionality in the cloud. Rackspace has been selected as a managed services partner by AEP to provide ongoing 24/7 DevSecOps support for the cloud environments.</p> <p>Additional work performed:</p> <ul style="list-style-type: none"> • 10 integrated applications • Tibco, Informatica, Tableau, OpenText Directory Services, OpenText Enterprise Content Management System, OpenText Document Management System, ESRI ArcGIS, and FME Map ETL implemented • 10 databases implemented <p>This was a first deployment of a public facing application in the cloud for AEP and AER and comes with critical high availability and security requirements. Additionally, with this project, AEP brought application development and maintenance scope into the ministry’s domain. This engagement required strong support from a partner to implement an SDLC process for the cloud.</p> <p>This project accomplished a significant level of automation for a challenging stack that was originally built outside the cloud and did not use Infrastructure-as-Code</p>

	and robust CI/CD principles for configuration management. Rackspace helped the AEP team handle the change and remove much of the heavy lifting from the team while maintaining a strong relationship and high level of collaboration with AER.
Annual Volume	~\$455,000

Figure 21: Government of Alberta, Alberta Environment and Parks Reference

3.4.3. Question 30

List all cooperative and/or government group purchasing organizations of which your company is currently a member below.

Rackspace Response: Rackspace holds a contract with The Interlocal Purchasing System (TIPS), a Department of Texas Education Service Center Region 8 cooperative purchasing program, for TIPS RFP 200105 Technology Solutions, Products and Services as well as for RFP 200302 Data Center Hosting, Sales and Service.

Rackspace also participates in the National Cooperative Purchasing Alliance (NCPA) contract vehicle.

3.4.4. Question 31

Describe your company’s implementation and success with existing cooperative purchasing programs, if any, and provide the cooperative’s name(s), contact person(s), and contact information as reference(s).

Workgroup	TIPS Cooperative
Address	Region 8 Education Service Center 4845 US Highway 271 North Pittsburg, Texas 75686
Contact Phone	866-839-8477
Contact Email	bids@tips-usa.com

Figure 22: TIPS Cooperative Contact Information

3.4.5. Question 32

Provide a copy of all current licenses, registrations, and certifications issued by federal, state, and local agencies, and any other licenses, registrations or certifications from any other governmental entity with jurisdiction, allowing Respondent to perform the covered services including, but not limited to licenses, registrations or certifications. M/WBE, HUB, DVBE, small, and disadvantaged business certifications and other diverse business certifications, as well as manufacturer certifications for sales and service must be included if applicable.

Rackspace Response: As a large, global corporation, Rackspace does not qualify for, seek, nor hold any M/WBE, HUB, DVBE, or small and disadvantaged business certifications and other diverse business certifications or business preference designations.

Rackspace diligently complies with all commercial registration and regulation requirements within each jurisdiction in which we conduct business both in the United States and internationally.

Our customers require and expect that we maintain industry-related compliance certifications, such as International Organization for Standardization (ISO) 27001, Service Organization Controls (SOC 1, 2, 3) and Payment Card Industry (PCI), Federal Information Security Management Act (FISMA), Federal Risk and Authorization Management Program (FedRAMP), and Health Insurance Portability and Accountability Act (HIPAA) in the U.S., Information Security Registered Assessors Program (IRAP) in Australia, and Public Services Network (PSN) in the U.K.

Rackspace is distinguished by a family of approximately 6,800 Rackers, including over 2,500 cloud-certified professionals. This group's qualifications span all the major technology stacks and cloud solutions used by our customers and include over 2,700 AWS certifications, over 1,000 for Google Cloud, over 700 for Azure and over 400 for VMware as of May 31, 2020. This expertise provides our customers with service distinction at a level we believe to be unmatched by our peers and allows us to sustain our competitive advantage over competing technology vendors.

3.4.6. Question 33

Provide information regarding whether your firm, either presently or in the past, has been involved in any litigation, bankruptcy, or reorganization.

Rackspace Response: Rackspace is party to various legal and administrative proceedings which we consider routine and incidental to our business. Any losses incurred as a result of these matters would not be material to the financial statements as a whole. We are not party to any proceedings that would materially impact the services to our customers.

3.4.7. Question 34

Felony Conviction Notice – please check applicable box:

Rackspace Response: Rackspace is a publicly held corporation; therefore, this reporting is not applicable.

3.5. Value Add

3.5.1. Question 35

Detail how your organization plans to market this contract within the first 90 days of the award date. This may include but is not limited to:

- a. **A co-branded press release within first 30 days**
- b. **Announcement of award through any applicable social media sites**
- c. **Direct mail campaigns**
- d. **Co-branded collateral pieces**
- e. **Advertisement of contract in regional or national publications**
- f. **Participation in appropriate trade shows and professional events**
- g. **Dedicated Equalis Group and Region 10 ESC internet web-based homepage with:**
 - a. **Equalis group and Region 10 ESC logo**
 - b. **Link to Equalis Group and Region 10 ESC website**
 - c. **Summary of contract and services offered**
 - d. **Due diligence documents, including the following: copy of solicitation, copy of contract and any key amendments, marketing materials**
- h. **Announcement within your firm, including training of the agreement with your national sales force**
- i. **Marketing of the agreement to new and existing government customers**

Rackspace Response: Rackspace will market this contract within the first 90 days of the award date using the suggestions listed by Texas Region 10, including a press release, announcement of award through applicable social media sites, collateral pieces, participation in appropriate trade shows and professional events, announcement within Rackspace, including training of the agreement with our SLED sales representatives, and marketing of the agreement to new and existing customers.

Our marketing plan will be structured and implemented with the overarching purpose of educating customers and potential customers regarding our offerings and services on this contract. Through our marketing activities we will articulate the substantial value of the contract and Rackspace services and offerings to potential customers.

Rackspace will allocate resources, including marketing and sales enablement resources, to facilitate an outreach program using activities and mechanisms such as those cited below:

- Periodic education and awareness updates regarding the Texas Region 10 contract with our SLED sales representatives
- Periodic Texas Region 10 Contract Webinar available to all interested agencies and Rackspace SLED Sales Representatives. Agenda would include:
 - Existing Rackspace services and offerings on the contract
 - Changes to Rackspace services and offerings on the contract
 - New Rackspace services and offerings on the contract
 - Use Cases for study and analysis
- Attending the appropriate state and regional conferences of Texas public sector groups (we believe in the importance of networking at conferences hosted by local government associations)

Texas Region 10 can utilize Rackspace’s extensive Social Media programs in this outreach effort. We will create programs to target Texas Region 10 entities. Rackspace’s social media programs include:

- Listening – Rackspace utilizes a robust social media listening platform which allows us to aggregate mentions of Rackspace, specific technologies or topics of interest across over 6 million sources. Sources include traditional social media sites such as Twitter, Facebook and LinkedIn and also extends to blogs, review sites, and general news/media. These listening activities uncover insights and allow us to engage with audiences of influencers, customers, and prospects.
- Amplification – Our listening platform also uncovers opportunities to amplify social media conversations via retweets, shares, and direct engagements on Twitter, Facebook, and LinkedIn. Rackspace employees are provided access to curated content including industry news, company announcements, and customer stories to be shared across their professional and social media networks.
- Organic Social Media posts – Our brand has an extensive global following on social media channels. We can reach this audience through organic social media posts with video content, blog articles, white papers and customer success stories.

3.5.2. Question 36

Acknowledge that your organization agrees to provide its company logo(s) to Region 10 ESC and agrees to provide permission for reproduction of such logo in marketing communications and promotions.

Rackspace Response: Rackspace acknowledges that our organization agrees to provide its company logo(s) to Region 10 ESC and agrees to provide permission for reproduction of such logo in marketing communications and promotions.

3.5.3. Question 37

Provide the agency spend that your organization anticipates each year for the first three (3) years of this agreement.

Rackspace Response: Rackspace projects that its sales for the first three years of offering products on this supply schedule will meet the following thresholds:

Year	Spend Estimate
Year 1	\$100,000
Year 2	\$200,000
Year 3	\$300,000

Figure 23: Agency Spend Estimations

3.5.4. Question 38

Please provide any suggested improvements and alternatives for doing business with your company that will make this arrangement more cost effective for your company and Participating Public Agencies.

Rackspace Response: Rackspace appreciates the opportunity to participate in the *IaaS and PaaS Cloud Solutions* contract vehicle. However, as we are taking only preliminary steps to accede to the contract at this time, Rackspace will defer making any suggestions until we have more experience with and exposure to the contract vehicle.

4. Appendix B (Pricing)

Rackspace Response: Rackspace is submitting Attachment B (Pricing) as a separate document.

As it is difficult to anticipate every software or hardware component that an agency may need, Rackspace has not listed every product in our portfolio. For products that do not appear on the contract, such as software licenses and best available security agents, Rackspace will attempt to adhere to our discount structure in providing the unpriced components.

Rackspace is the only pure play MSP to offer partnerships with all three major cloud service providers – AWS, Azure, and GCP. We are able to leverage enterprise discount programs to negotiate, execute, and facilitate cost-effective procurements.

5. Appendix C (Certificates)

Provide a copy of all current licenses, registrations and certifications issued by federal, state and local agencies, and any other licenses, registrations or certifications from any other governmental entity with jurisdiction, allowing Respondent to perform the covered services including, but not limited to licenses, registrations or certifications. M/WBE, HUB, DVBE, small and disadvantaged business certifications and other diverse business certifications, as well as manufacturer certifications for sales and service must be included if applicable.

Please also list and include copies of any certificates you hold that would show value for your response not already included above.

Rackspace Response: As a large, global corporation, Rackspace does not qualify for, seek, nor hold any M/WBE, HUB, DVBE, or small and disadvantaged business certifications and other diverse business certifications or business preference designations.

Rackspace diligently complies with all commercial registration and regulation requirements within each jurisdiction in which we conduct business both in the United States and internationally.

Our customers require and expect that we maintain industry-related compliance certifications, such as International Organization for Standardization (ISO) 27001, Service Organization Controls (SOC 1, 2, 3) and Payment Card Industry (PCI), Federal Information Security Management Act (FISMA), Federal Risk and Authorization Management Program (FedRAMP), and Health Insurance Portability and Accountability Act (HIPAA) in the U.S., Information Security Registered Assessors Program (IRAP) in Australia, and Public Services Network (PSN) in the U.K.

Rackspace is distinguished by a family of approximately 7,000 Rackers, including over 3,800 cloud-certified professionals. This group's qualifications span all the major technology stacks and cloud solutions used by our customers and include over 2,700 AWS certifications, over 1,000 for Google Cloud, over 2,500 for Microsoft and over 400 for VMware. This expertise provides our customers with service distinction at a level we believe to be unmatched by our peers and allows us to sustain our competitive advantage over competing technology vendors.

Please find below a copy of our ISO 27001 certification:



Figure 24: ISO 27001 Certification

The registered scope for ISO 27001 :

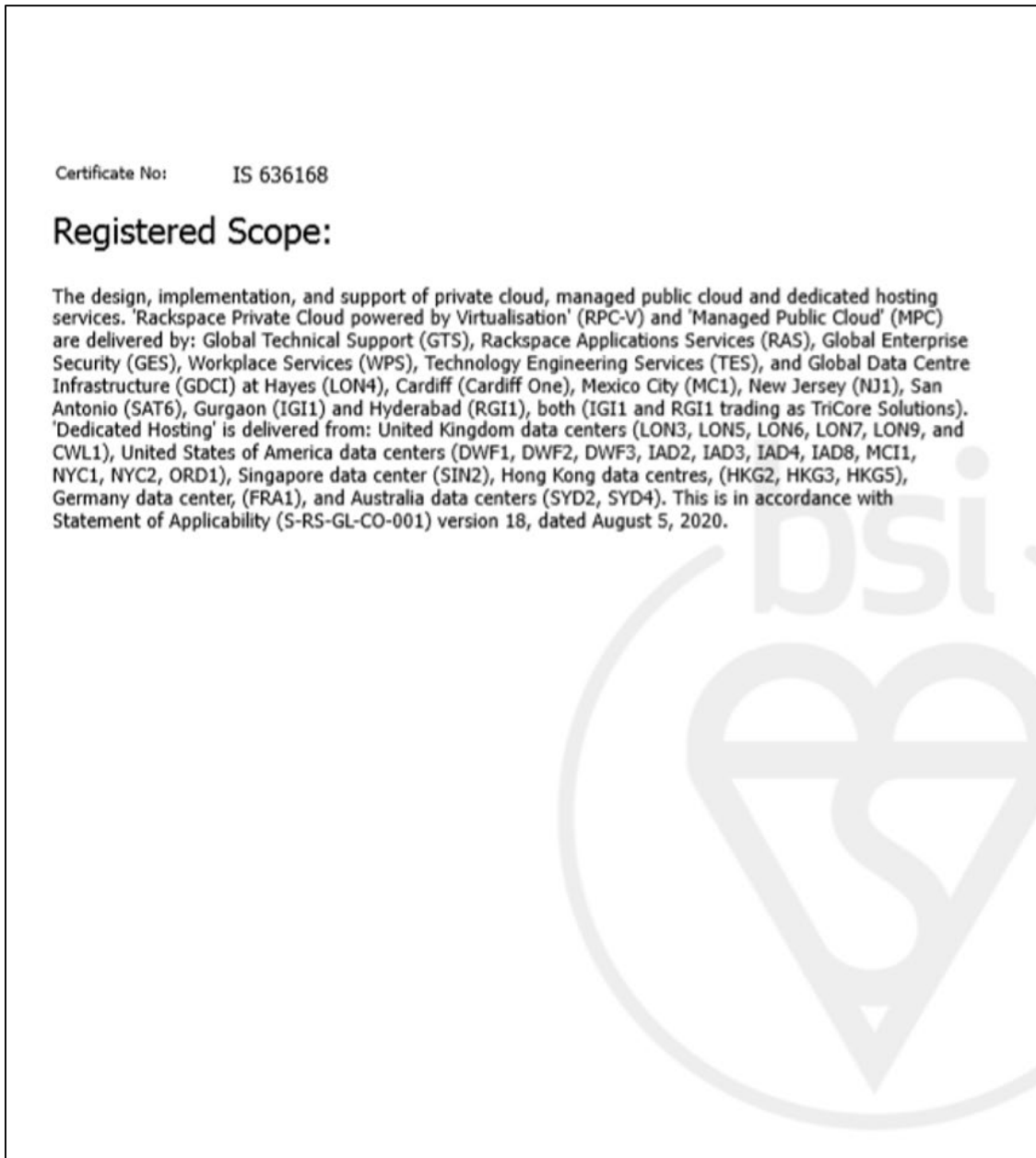


Figure 25: Registered Scope for ISO 27001 Certification

Rackspace's annual SOC reports are available to customers upon customer request.

6. Appendix D (Value Add)

Please include any additional products and/or services not included in the scope of the solicitation that you think will enhance and/or add value to this contract participating agencies.

Rackspace Response: Rackspace has provided our Managed Public Cloud, Managed Private Cloud (including Bare Metal), Colocation, Managed Security (Rackspace Proactive Detection and Response, Armor Anywhere, Cloud Native Security), and Application (ERP and Digital Experience) services on this contract. However, we have additional offerings that we are working to add to this contract, including Data (DBA, AI & ML, Data Analytics, and Database-as-a-Service) and CRM and Productivity services. The graphic below illustrates our full multicloud, integrated services portfolio.

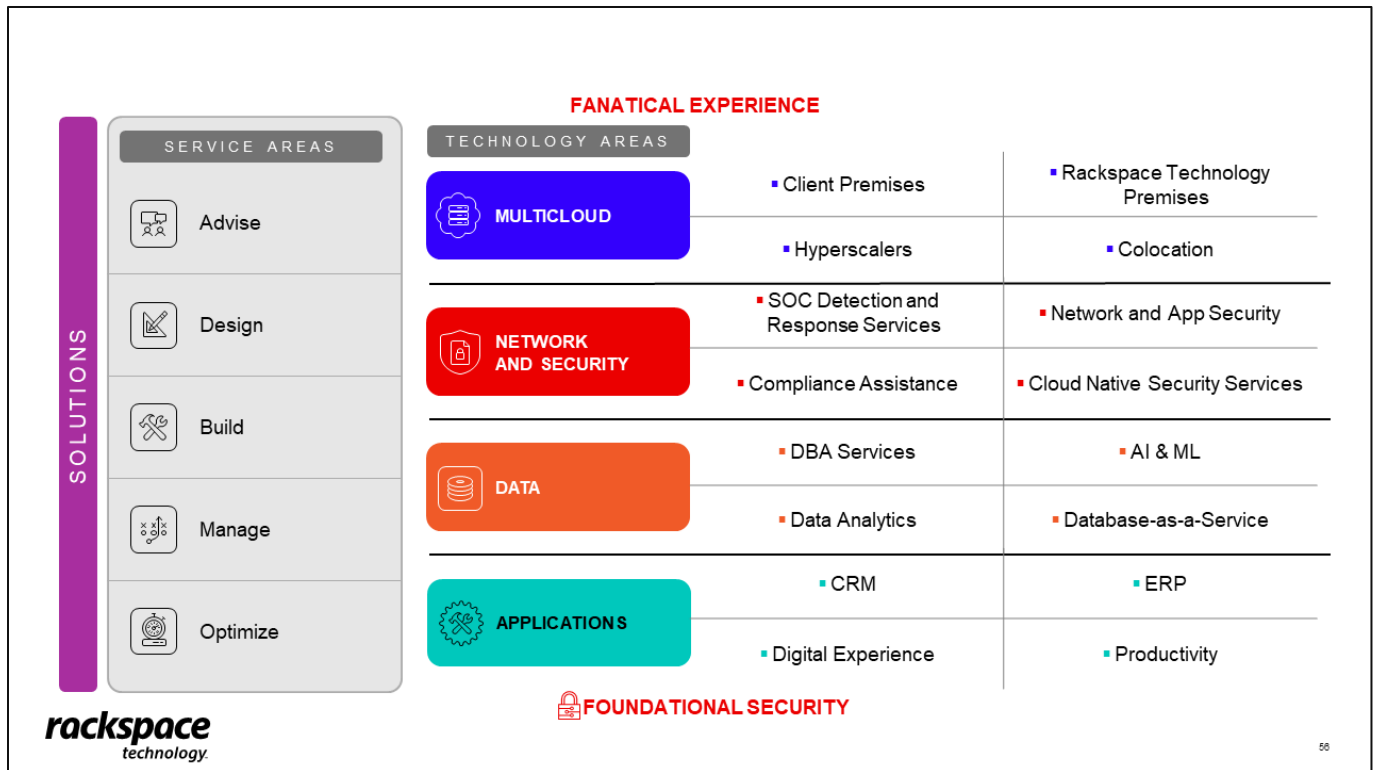


Figure 26: Rackspace's Multicloud, Integrated Services Portfolio

7. Appendix E (Vendor Contract Signature Form)

CONTRACT SIGNATURE FORM

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this proposal in collusion with any other Respondent and that the contents of this proposal as to prices, terms or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Prices are guaranteed: **120 days**

Company name	Rackspace Government Solutions, Inc.
Address	1902 Campus Commons Drive, Suite 510
City/State/Zip	Reston, VA 20191
Telephone No.	1-800-961-4454
Fax No.	1-210-312-4848
Email address	Phil.Fuster@rackspace.com
Printed name	Phil Fuster
Position with company	Senior Director, Government Services Sales
Authorized signature	

Term of contract _____ to _____

Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew annually for an additional four (4) years if agreed to by Region 10 ESC. Vendor shall honor all administrative fees for any sales made based on the contract whether renewed or not.

Region 10 ESC Authorized Agent

Date

Print Name

Equalis Group Contract Number _____

CONTRACT SIGNATURE FORM

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this proposal in collusion with any other Respondent and that the contents of this proposal as to prices, terms or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Prices are guaranteed: **120 days**

Company name Rackspace Government Solutions, Inc.
Address 1902 Campus Commons Drive, Suite 510
City/State/Zip Reston, VA 20191
Telephone No. 1-800-961-4454
Fax No. 1-210-312-4848
Email address Phil.Fuster@rackspace.com
Printed name Phil Fuster
Position with company Senior Director, Government Services Sales
Authorized signature 

Term of contract May 1, 2021 to April 30, 2024

Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew annually for an additional four (4) years if agreed to by Region 10 ESC. Vendor shall honor all administrative fees for any sales made based on the contract whether renewed or not.

 5/4/21
Region 10 ESC Authorized Agent Date

Rickey Williams
Print Name

Equalis Group Contract Number R10-1111C

8. Appendix F – Additional Required Documents

8.1. Doc #1 Clean Air and Water Act

DOC #1 CLEAN AIR AND WATER ACT

I, the Vendor, am in compliance with all applicable standards, orders or regulations issued pursuant to the Clean Air Act of 1970, as Amended (42 U.S. C. 1857 (h), Section 508 of the Clean Water Act, as amended (33 U.S.C. 1368), Executive Order 117389 and Environmental Protection Agency Regulation, 40 CFR Part 15 as required under OMB Circular A-102, Attachment O, Paragraph 14 (1) regarding reporting violations to the grantor agency and to the United States Environment Protection Agency Assistant Administrator for the Enforcement.

Potential Vendor: Rackspace Government Solutions, Inc

Title of Authorized Representative: Phil Fuster, Senior Director, Government Services Sales

Mailing Address: 1902 Campus Commons Drive, Suite 510, Reston, VA 20191

Signature:  _____

8.2. Doc #2 Debarment Notice


DOC #2 DEBARMENT NOTICE

I, the Vendor, certify that my company has not been debarred, suspended or otherwise ineligible for participation in Federal Assistance programs under Executive Order 12549, "Debarment and Suspension", as described in the Federal Register and Rules and Regulations.

Potential Vendor: Rackspace Government Solutions, Inc.

Title of Authorized Representative: Phil Fuster, Senior Director, Government Services Sales

Mailing Address: 1902 Campus Commons Drive, Suite 510, Reston, Virginia 20191

Signature:  _____

8.3. Doc #3 Lobbying Certification

DOC #3 LOBBYING CERTIFICATION

Submission of this certification is a prerequisite for making or entering into this transaction and is imposed by Section 1352, Title 31, U.S. Code. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Any person who fails to file the required certification shall be subject to civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The undersigned certifies, to the best of his/her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all covered sub-awards exceeding \$100,000 in Federal funds at all appropriate tiers and that all sub-recipients shall certify and disclose accordingly.



Phil Fuster, Senior Director, Government Services Sales

Signature of Respondent

03/04/2021

Date

8.4. Doc #4 Contract Certification Requirements

DOC #4 CONTRACTOR CERTIFICATION REQUIREMENTS

Contractor's Employment Eligibility

By entering the contract, Contractor warrants compliance with the Federal Immigration and Nationality Act (FINA), and all other federal and state immigration laws and regulations. The Contractor further warrants that it is in compliance with the various state statutes of the states it will operate this contract in.

Participating Government Entities including School Districts may request verification of compliance from any Contractor or subcontractor performing work under this Contract. These Entities reserve the right to confirm compliance in accordance with applicable laws.

Should the Participating Entities suspect or find that the Contractor or any of its subcontractors are not in compliance, they may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

The Respondent complies and maintains compliance with the appropriate statutes which requires compliance with federal immigration laws by State employers, State contractors and State subcontractors in accordance with the E-Verify Employee Eligibility Verification Program.

Contractor shall comply with governing board policy of the Region 10 ESC Participating entities in which work is being performed.

Fingerprint & Criminal Background Checks

If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

The Respondent shall comply with fingerprinting requirements in accordance with appropriate statutes in the state in which the work is being performed unless otherwise exempted.

Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed.

Business Operations in Sudan, Iran

In accordance with A.R.S. 35-391 and A.R.S. 35-393, the Contractor hereby certifies that the contractor does not have scrutinized business operations in Sudan and/or Iran.



Signature of Respondent

03/04/2021

Date

8.5. Doc #5 Antitrust Certification Statements

DOC #5 ANTITRUST CERTIFICATION STATEMENTS
(Tex. Government Code § 2155.005)

I affirm under penalty of perjury of the laws of the State of Texas that:

- (1) I am duly authorized to execute this contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;
- (2) In connection with this proposal, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;
- (3) In connection with this proposal, neither I nor any representative of the Company has violated any federal antitrust law; and
- (4) Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this proposal to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

VENDOR Rackspace Government Solutions, Inc

ADDRESS 1902 Campus Commons Drive

Suite 510

Reston, Virginia 20191

PHONE 1-800-961-4454

FAX 1-210-312-4848

RESPONDANT



Signature

Phil Fuster

Printed Name

Senior Director, Government Services Sales
Position with Company

AUTHORIZING OFFICIAL



Signature

Phil Fuster

Printed Name

Senior Director, Government Services Sales
Position with Company

8.6. Doc #6 Implementation of House Bill 1295

DOC #6 IMPLEMENTATION OF HOUSE BILL 1295

Certificate of Interested Parties (Form 1295):

In 2015, the Texas Legislature adopted House Bill 1295, which added section 2252.908 of the Government Code. The law states that a governmental entity or state agency may not enter into certain contracts with a business entity unless the business entity submits a disclosure of interested parties to the governmental entity or state agency at the time the business entity submits the signed contract to the governmental entity or state agency. The law applies only to a contract of a governmental entity or state agency that either (1) requires an action or vote by the governing body of the entity or agency before the contract may be signed or (2) has a value of at least \$1 million. The disclosure requirement applies to a contract entered into on or after January 1, 2016.

The Texas Ethics Commission was required to adopt rules necessary to implement that law, prescribe the disclosure of interested parties form, and post a copy of the form on the commission's website. The commission adopted the Certificate of Interested Parties form (Form 1295) on October 5, 2015. The commission also adopted new rules (Chapter 46) on November 30, 2015, to implement the law. The commission does not have any additional authority to enforce or interpret House Bill 1295.

Filing Process:

Starting on January 1, 2016, the commission will make available on its website a new filing application that must be used to file Form 1295. A business entity must use the application to enter the required information on Form 1295 and print a copy of the completed form, which will include a certification of filing that will contain a unique certification number. An authorized agent of the business entity must sign the printed copy of the form and have the form notarized. The completed Form 1295 with the certification of filing must be filed with the governmental body or state agency with which the business entity is entering into the contract.

The governmental entity or state agency must notify the commission, using the commission's filing application, of the receipt of the filed Form 1295 with the certification of filing not later than the 30th day after the date the contract binds all parties to the contract. The commission will post the completed Form 1295 to its website within seven business days after receiving notice from the governmental entity or state agency.

Information regarding how to use the filing application will be available on this site starting on January 1, 2016. https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

8.7. Doc #7 Boycott Certification, Doc #8 Terrorist State Certification, and Doc #9 Resident Certification

DOC #7 BOYCOTT CERTIFICATION

Respondents must certify that during the term of any Agreement, it does not boycott Israel and will not boycott Israel. "Boycott" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes.

DOC #8 TERRORIST STATE CERTIFICATION

In accordance with Texas Government Code, Chapter 2252, Subchapter F, REGION 10 ESC is prohibited from entering into a contract with a company that is identified on a list prepared and maintained by the Texas Comptroller or the State Pension Review Board under Texas Government Code Sections 806.051, 807.051, or 2252.153. By execution of any agreement, the respondent certifies to REGION 10 ESC that it is not a listed company under any of those Texas Government Code provisions. Responders must voluntarily and knowingly acknowledge and agree that any agreement shall be null and void should facts arise leading the REGION 10 ESC to believe that the respondent was a listed company at the time of this procurement.

DOC #9 RESIDENT CERTIFICATION:

This Certification Section must be completed and submitted before a proposal can be awarded to your company. This information may be placed in an envelope labeled "Proprietary" and is not subject to public view. In order for a proposal to be considered, the following information must be provided. Failure to complete may result in rejection of the proposal:

As defined by Texas House Bill 602, a "nonresident Bidder" means a Bidder whose principal place of business is not in Texas, but excludes a contractor whose ultimate parent company or majority owner has its principal place of business in Texas.

Texas or Non-Texas Resident

- I certify that my company is a "**resident Bidder**"
 I certify that my company qualifies as a "**nonresident Bidder**"

If you qualify as a "nonresident Bidder," you must furnish the following information:

What is your resident state? (The state your principal place of business is located.)

Rackspace Government Solutions, Inc	1902 Campus Commons Drive, Suite 510	Com
_____	_____	_____
pany Name	Address	
Reston	VA	20165
_____	_____	_____
State	Zip	City

8.8. Doc #10 Federal Funds Certification Form

DOC #10 FEDERAL FUNDS CERTIFICATION FORM

When a participating agency seeks to procure goods and services using funds under a federal grant or contract, specific federal laws, regulations, and requirements may apply in addition to those under state law. This includes, but is not limited to, the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 CFR 200 (sometimes referred to as the "Uniform Guidance" or "EDGAR" requirements). All Vendors submitting proposals must complete this Federal Funds Certification Form regarding Vendor's willingness and ability to comply with certain requirements which may be applicable to specific participating agency purchases using federal grant funds. This completed form will be made available to participating agencies for their use while considering their purchasing options when using federal grant funds. Participating agencies may also require Vendors to enter into ancillary agreements, in addition to the contract's general terms and conditions, to address the member's specific contractual needs, including contract requirements for a procurement using federal grants or contracts.

For each of the items below, Vendor should certify Vendor's agreement and ability to comply, where applicable, by having Vendor's authorized representative complete and initial the applicable lines after each section and sign the acknowledgment at the end of this form. If a vendor fails to complete any item in this form, Region 10 ESC will consider the Vendor's response to be that they are unable or unwilling to comply. A negative response to any of the items may, if applicable, impact the ability of a participating agency to purchase from the Vendor using federal funds.

1. Vendor Violation or Breach of Contract Terms:

Contracts for more than the simplified acquisition threshold currently set at \$150,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 USC 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

Any Contract award will be subject to Region 10 ESC General Terms and Conditions, as well as any additional terms and conditions in any Purchase Order, participating agency ancillary contract, or Member Construction Contract agreed upon by Vendor and the participating agency which must be consistent with and protect the participating agency at least to the same extent as the Region 10 ESC Terms and Conditions.

The remedies under the Contract are in addition to any other remedies that may be available under law or in equity. By submitting a Proposal, you agree to these Vendor violation and breach of contract terms.

Does vendor agree? _____ PF
(Initials of Authorized Representative)

2. Termination for Cause or Convenience:

When a participating agency expends federal funds, the participating agency reserves the right to immediately terminate any agreement in excess of \$10,000 resulting from this procurement process in the event of a breach or default of the agreement by Offeror in the event Offeror fails to: (1) meet schedules, deadlines, and/or delivery dates within the time specified in the procurement solicitation, contract, and/or a purchase order; (2) make any payments owed; or (3) otherwise perform in accordance with the contract and/or the procurement solicitation. participating agency also reserves the right to terminate the contract immediately, with written notice to offeror, for convenience, if participating agency believes, in its sole discretion that it is in the best interest of participating agency to do so. Offeror will be compensated for work performed and accepted and goods accepted by participating agency as of the termination date if the contract is terminated for convenience of participating agency. Any award under this procurement process is not exclusive and participating agency reserves the right to purchase goods and services from other offerors when it is in participating agency's best interest.

Does vendor agree? _____ PF
(Initials of Authorized Representative)

3. Equal Employment Opportunity:

Except as otherwise provided under 41 CFR Part 60, all participating agency purchases or contracts that meet the definition of “federally assisted construction contract” in 41 CFR Part 60-1.3 shall be deemed to include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, “Equal Employment Opportunity” (30 FR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and implementing regulations at 41 CFR Part 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.”

The equal opportunity clause provided under 41 CFR 60-1.4(b) is hereby incorporated by reference. Vendor agrees that such provision applies to any participating agency purchase or contract that meets the definition of “federally assisted construction contract” in 41 CFR Part 60-1.3 and Vendor agrees that it shall comply with such provision.

Does vendor agree? _____ PF
(Initials of Authorized Representative)

4. Davis-Bacon Act:

When required by Federal program legislation, Vendor agrees that, for all participating agency prime construction contracts/purchases in excess of \$2,000, Vendor shall comply with the Davis-Bacon Act (40 USC 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, Vendor is required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, Vendor shall pay wages not less than once a week.

Current prevailing wage determinations issued by the Department of Labor are available at www.wdol.gov. Vendor agrees that, for any purchase to which this requirement applies, the award of the purchase to the Vendor is conditioned upon Vendor’s acceptance of the wage determination.

Vendor further agrees that it shall also comply with the Copeland “Anti-Kickback” Act (40 USC 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled.

Does vendor agree? _____ PF
(Initials of Authorized Representative)

5. Contract Work Hours and Safety Standards Act:

Where applicable, for all participating agency contracts or purchases in excess of \$100,000 that involve the employment of mechanics or laborers, Vendor agrees to comply with 40 USC 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 USC 3702 of the Act, Vendor is required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 USC 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

Does vendor agree? _____ PF
(Initials of Authorized Representative)

6. Right to Inventions Made Under a Contract or Agreement:

If the participating agency’s Federal award meets the definition of “funding agreement” under 37 CFR 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the

substitution of parties, assignment or performance or experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

Vendor agrees to comply with the above requirements when applicable.

Does vendor agree? _____ PF
(Initials of Authorized Representative)

7. Clean Air Act and Federal Water Pollution Control Act:

Clean Air Act (42 USC 7401-7671q.) and the Federal Water Pollution Control Act (33 USC 1251-1387), as amended –Contracts and subgrants of amounts in excess of \$150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act (42 USC 7401-7671q.) and the Federal Water Pollution Control Act, as amended (33 USC 1251-1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

When required, Vendor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act and the Federal Water Pollution Control Act.

Does vendor agree? _____ PF
(Initials of Authorized Representative)

8. Debarment and Suspension:

Debarment and Suspension (Executive Orders 12549 and 12689) – A contract award (see 2 CFR 180.220) must not be made to parties listed on the government-wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR Part 1966 Comp. p. 189) and 12689 (3 CFR Part 1989 Comp. p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Vendor certifies that Vendor is not currently listed on the government-wide exclusions in SAM, is not debarred, suspended, or otherwise excluded by agencies or declared ineligible under statutory or regulatory authority other than Executive Order 12549. Vendor further agrees to immediately notify the Cooperative and all participating agencies with pending purchases or seeking to purchase from Vendor if Vendor is later listed on the government-wide exclusions in SAM, or is debarred, suspended, or otherwise excluded by agencies or declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Does vendor agree? _____ PF
(Initials of Authorized Representative)

9. Byrd Anti-Lobbying Amendment:

Byrd Anti-Lobbying Amendment (31 USC 1352) -- Vendors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 USC 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award. As applicable, Vendor agrees to file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 USC 1352).

Does vendor agree? _____ PF
(Initials of Authorized Representative)

10. Procurement of Recovered Materials:

For participating agency purchases utilizing Federal funds, Vendor agrees to comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act where applicable and provide such information and certifications as a participating agency may require to confirm estimates and otherwise comply. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR Part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery, and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

Does vendor agree? _____ PF
(Initials of Authorized Representative)

11. Profit as a Separate Element of Price:

For purchases using federal funds in excess of \$150,000, a participating agency may be required to negotiate profit as a separate element of the price. See, 2 CFR 200.323(b). When required by a participating agency, Vendor agrees to provide information and negotiate with the participating agency regarding profit as a separate element of the price for a particular purchase. However, Vendor agrees that the total price, including profit, charged by Vendor to the participating agency shall not exceed the awarded pricing, including any applicable discount, under Vendor's Cooperative Contract.

Does vendor agree? _____ PF
(Initials of Authorized Representative)

12. Prohibition on Certain Telecommunications and Video Surveillance Services or Equipment

Vendor agrees that recipients and subrecipients are prohibited from obligating or expending loan or grant funds to procure or obtain, extend or renew a contract to procure or obtain, or enter into a contract (or extend or renew a contract) to procure or obtain equipment, services, or systems that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system from companies described in Public Law 115-232, section 889. Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country are also prohibited.

Does vendor agree? _____ PF
(Initials of Authorized Representative)

13. General Compliance and Cooperation with Participating Agencies:

In addition to the foregoing specific requirements, Vendor agrees, in accepting any Purchase Order from a participating agency, it shall make a good faith effort to work with participating agencies to provide such information and to satisfy such requirements as may apply to a particular participating agency purchase or purchases including, but not limited to, applicable recordkeeping and record retention requirements.

Does vendor agree? _____ PF
(Initials of Authorized Representative)

14. Applicability to Subcontractors

Offeror agrees that all contracts it awards pursuant to the Contract shall be bound by the foregoing terms and conditions.

Does vendor agree? _____ PF
(Initials of Authorized Representative)

8.9. Signature Docs #1-#10

By signature below, I certify that the information in this form is true, complete, and accurate and that I am authorized by my company to make this certification and all consents and agreements contained herein.

Rackspace Government Solutions, Inc.

Company Name



Signature of Authorized Company Official

Phil Fuster

Printed Name

Senior Director, Government Services Sales

Title

03/04/2021

Date

8.10. Doc #17 General Terms & Conditions Acceptance Form

DOC #17 GENERAL TERMS & CONDITIONS ACCEPTANCE FORM

Signature on the Vendor Contract Signature form certifies complete acceptance of the General Terms and Conditions in this solicitation, except as noted below (additional pages may be attached, if necessary).

Check one of the following responses to the General Terms and Conditions:

We take no exceptions/deviations to the general terms and conditions

(Note: If none are listed below, it is understood that no exceptions/deviations are taken.)

We take the following exceptions/deviations to the general terms and conditions. All exceptions/deviations must be clearly explained. Reference the corresponding general terms and conditions that you are taking exceptions/deviations to. Clearly state if you are adding additional terms and conditions to the general terms and conditions. Provide details on your exceptions/deviations below:

(Note: Unacceptable exceptions shall remove your proposal from consideration for award. Region 10 ESC shall be the sole judge on the acceptance of exceptions/deviations and the decision shall be final.)

Upon down-selection, Rackspace proposes that we negotiate a mutually acceptable Terms and Conditions. We take exceptions with:

- 1) Article 5 - Termination of Contract, Section 5.1 of the Vendor Contract. Rackspace suggests inserting language into the Vendor Contract that states that Region 10 ESC only anticipates termination of contract for low sales only if there are no sales on a contract at all. Rackspace also suggests defining what low volume is.
- 2) Article 5 - Termination of Contract, Section 5.2 of the Vendor Contract. Rackspace requests that we have a right to cure any breach 30 business days prior to any termination of breach.
- 3) Article 5 - Termination of Contract, Section 5.3 of the Vendor Contract, Rackspace requests that SLA credits are sole and exclusive remedy.
- 4) Article 7 - Delivery of Provisions, Section 7.2 of the Vendor Contract, Rackspace requests that SLA credits are sole and exclusive remedy.
- 5) Article 8 - Billing and Reporting, Section 8.1 of the Vendor Contract, Rackspace requests that payment should be tied to delivery of services and a properly completed invoice.
- 6) Article 12, Section 12.1, Rackspace requests removal of this clause as it is not applicable to the services we will provide.
- 7) Article 12, Section 12.2, Rackspace requests removal of this clause as it is not applicable to the services we will provide.
- 8) Article 13, Section 13.3, Rackspace requests negotiation of a mutually acceptable, industry standard indemnification clause.
- 9) Rackspace did not see a limitation of liability clause in the Vendor Contract. Rackspace requests negotiation of a mutually acceptable limitation of liability.
- 10) Rackspace did not see a reference to data security in the Vendor Contract. Rackspace requests to negotiate and agree to industry standard data security terms.

8.11. Attachment A – Requirements for Lead Agency Agreement to be administered by Equalis Group

We have provided the first page of Attachment A as instructed. While instructions on page 7 of the RFP document state that one PDF file for Attachment A (Equalis Group Exhibits) should be submitted separately, the bid portal does not seemingly allow the upload of a third document. Therefore, we have embedded the first page in the RFP response as shown below.

ATTACHMENT A: Requirements for Lead Agency Agreement To be administered by Equalis Group

The following Administration Agreement is used in administering Master Agreements with Region 10 and is preferred by Equalis Group. Redlined copies of this agreement should not be submitted with the response. Should a respondent be recommended for award, this agreement will be negotiated and executed between Equalis Group and the respondent. **Respondents must select one of the following options for submitting their response and submit this page only.**

- Respondent agrees to all terms and conditions outlined in following Administration Agreement.
- Respondent wishes to negotiate directly with Equalis Group on terms and conditions. Negotiations will commence after sealed bids are opened and Region 10 has determined the respondent met all requirements in their response and may be eligible for award.

Note: if a respondent wishes to negotiate the Administrative Fee amount, the respondent should choose the option to negotiate here.