

Proposal for Genesee Co: Immutable Storage Request for Proposal #26-487

Genesee County
324 S. Saginaw St. Suite 9A
Flint, MI 48502

Derrick Jones
(810) 257-3030

May 14, 2026

Proposal_GENES6137399



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Cover Letter

2600 West Big Beaver Road
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May 14, 2026

Derrick Jones, Purchasing Administrator
Genesee County
324 S. Saginaw St.
Suite 9A
Flint, MI 48502

Dear Derrick,

Thank you for the opportunity to earn Genesee County's business in providing an immutable storage solution that is trusted by other Government entities.

In case we are new to you....Logicalis is the 2nd largest IT company in Michigan. If your team attends the Mi-GMIS Conference, you have seen me there – sponsoring the event for more than 10 years. Our GovEd practice provides specialization in Local and State Government. We understand the environment inside the public sector, its unique challenges, opportunities, fiscal responsibility and initiatives.

We are top tier solution providers and engineering support for our customers for some of the world's leading technology companies: Cisco, HPE, IBM, Dell, NetApp, Microsoft, Veeam, VMware & Palo Alto.

Genesee County's goal of strengthening data protection and ransomware resilience aligns directly with the solution we are proposing. Logicalis recommends the ExaGrid EX135, a purpose-built immutable backup appliance designed specifically for Veeam environments.

This solution meets your requirement for 216 TB+ (with 270TB included) of usable immutable storage while delivering strong protection against deletion, modification, or encryption of backup data. Its architecture is designed for both high-speed backup and rapid recovery, ensuring performance over your existing 10Gb infrastructure without compromising security.

The platform integrates seamlessly with your current Veeam environment and supports a scalable, modular approach to growth without requiring disruptive upgrades. It also reflects a more practical approach to immutability compared to traditional object-based solutions, providing layered protection against ransomware while remaining simple to manage and recover from real-world scenarios. Installation is straightforward, and a dedicated Exagrid Level 2 Engineer will assist you throughout the process. Our customers LOVE Exagrid's support – you will too!

We recognize the importance of cost certainty and procurement timelines. Unlike many competing solutions, ExaGrid systems are in stock and ready to ship. This allows us hold pricing firm for the full 120-day validity period required in your RFP. In an environment where delays and pricing fluctuations are common, this provides Genesee County with a level of predictability and assurance that is difficult to match. Please see the ExaGrid Price Protection Guarantee in the Appendices.

I look forward to meeting you and speaking with you regarding this proposal.

Sincerely,

Lisa Nowak, Account Executive, Logicalis, 517-336-1052, lisa.nowak@us.logicalis.com, Troy, MI



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Section 1: Information Required from Proposers

All proposals are firm, binding, and irrevocable for one hundred-twenty (120) days after the opening of the proposal. No proposal will be considered that fails to contain fully completed documents or any other documentation required by the instructions and materials herein. The successful proposer will be required to submit:

Signed Signature Page (Page 15)

See attached in appendices.

Cost Proposal Form (Page 16)

See attached in appendices.

Signed Genesee County Insurance Checklist (Page 18)

See attached in appendices.

Reference Form: (Page 19) Prior experience with similar requests is essential for any firm to provide the services required in this solicitation. This section shall consist of a minimum of three (3) references with project descriptions. The contacts for each reference must be knowledgeable of the offeror's performance on the referenced project and the scope of services performed by the bidder.

See attached Reference Form Completed. Please note – these customers also used the included Implementation Service from Exagrid. Logicalis sold the Exagrid systems to them, like we are proposing for you, but Exagrid handles all the professional services. All of these customers performed their own rack/stack services.

Statement of Exceptions: Furnish a statement on company letterhead giving a complete description of all exceptions to the terms, conditions, and specifications set forth in the Standard Proposed Contract and this RFP.

Please see attached under our Terms and Conditions.

Executive Summary:

Provide an explanation as to why the vendor believes itself to be the best qualified to perform the work along with a commitment to perform the work as requested in this RFP.

Genesee County has clearly defined a need to strengthen data protection, improve ransomware resilience, and transition to a fully immutable backup architecture that integrates seamlessly with its existing Veeam environment. Logicalis has carefully reviewed these requirements and is proposing a solution built around the ExaGrid EX135, a purpose-built tiered backup storage platform designed specifically to address the performance, security, and scalability challenges outlined in this RFP.

ExaGrid is a well-established, mid-market-to-enterprise backup storage vendor with over two decades of focus specifically on backup storage.

Logicalis is uniquely qualified to recommend and deliver an ExaGrid solution based on our extensive experience designing, implementing, and supporting enterprise data protection and backup environments across public sector organizations. As a leading global IT solutions and managed services provider, Logicalis maintains deep expertise in backup technologies, including Veeam and other leading platforms, and has a proven track record of aligning storage architectures to meet stringent requirements for immutability, ransomware protection, and long-term scalability.

Our team has evaluated a wide range of backup storage solutions and consistently recommends ExaGrid where organizations require a purpose-built platform that delivers both performance and security without introducing complexity or long-term cost uncertainty. This recommendation is grounded in real-world deployment experience, not just theoretical analysis, and is supported by our understanding of how ExaGrid integrates within existing environments to improve backup reliability, recovery times, and operational efficiency. Through our partnership ecosystem and hands-on implementation experience, Logicalis is able to ensure that the proposed ExaGrid solution is properly

sized, configured, and supported to meet Genesee County's specific requirements today while providing a scalable path forward for future growth.

The proposed solution directly aligns with the County's technical and operational objectives. ExaGrid provides a unique architecture that separates a high-performance landing zone for backups and restores from a non-network-facing repository tier that securely stores long-term retention data. **This approach ensures that the most recent backups are immediately available in their native format for fast recovery**, while long-term data is stored efficiently as immutable objects protected from deletion or modification.

From a security perspective, the solution is designed specifically to address modern ransomware threats. **ExaGrid's Retention Time-Lock and delayed deletion capabilities ensure that backup data cannot be removed or altered during an attack, while the non-network-facing repository tier creates a true air-gapped layer of protection. Even in scenarios where backup data is encrypted or deletion attempts are made by a threat actor, previously stored backup sets remain intact and recoverable.** This provides Genesee County with a highly practical and proven approach to immutability that goes beyond traditional object storage methods.

The solution is also tightly integrated with Veeam, which is a critical requirement for the County. **ExaGrid includes a native Veeam Accelerated Data Mover and supports Scale-Out Backup Repository (SOBR), enabling automated job management, load balancing, and efficient use of storage resources across the platform.** This integration ensures that existing backup workflows can remain in place while improving performance and simplifying administration.

Performance and operational efficiency are key differentiators of this approach. By avoiding inline deduplication during the backup process and performing optimization in parallel, **ExaGrid delivers faster backup windows and significantly improved restore times.** This is particularly important in the event of a ransomware incident, where rapid recovery directly impacts business continuity. The architecture also eliminates the need for rehydration during restores, allowing systems to be brought back online quickly and with minimal disruption.

In addition, the proposed EX135 configuration has been sized specifically to meet and exceed Genesee County's environment outlined in the RFP and addendum, including approximately 100 TB full backup size, four weeks of daily retention, and a 10% annual data growth rate over a five-year period. Total usable space on the EX135 is 270TB. The platform's scale-out design allows the County to expand capacity incrementally as needed, without costly upgrades or performance degradation over time.

Should the growth accelerate unexpectedly, you can scale easily. All ExaGrid systems support up to 32 appliances in a single system and scales to petabyte-level capacity, providing long-term flexibility and predictable growth aligned to organizational needs. You can mix and match the appliances with the EX10, being the smallest at 10TB. Additionally, ExaGrid offers a **5-year price protection guarantee**, ensuring that expansion nodes can be purchased at the same price as the original system and limiting maintenance increases to no more than 3% annually.

From an installation and ongoing operational standpoint, ExaGrid provides a highly differentiated support model that minimizes administrative burden and ensures rapid resolution of any issues. Each customer is assigned a senior-level2 support engineer who is familiar with their environment, supported by a global team and proactive monitoring capabilities. The dedicated Level2 Engineer will walk you through your implementation and ensure your system is properly configured. Our customers who implement ExaGrid for the first time are amazed by the level of support and they feel confident in supporting their system. This approach reduces downtime, simplifies management, and ensures the County has consistent access to knowledgeable resources when needed.

Detailed technical, security, support, and pricing information is provided in the accompanying ExaGrid documentation, including the product description, Veeam integration overview, support and maintenance guide, price protection policy, and competitive comparison materials.

In summary, the proposed ExaGrid solution fully aligns with Genesee County's requirements for secure, immutable storage, scalability, performance, and cost control. It provides a secure and future-ready platform that protects critical data, ensures rapid recovery, and supports the County's operational and financial objectives both today and in the years ahead. Logicalis and Exagrid are committed to delivering this solution with the stated outcomes required.



ExaGrid Benefits Summary

Landing Zone

- Fast backup and fast restores
- Removes Deduplication Overhead from Backup Window
- No need to re-hydrate on restore

Ransomware Recovery Capabilities

- Retention Time-Lock Protects Existing Backups
- No Tertiary copy/platform required
- Two Factor Authentication and Two Role Based Access (Admin + Security Officer) Protects Retention Time-Lock Parameter settings

Assigned Level 2 Support Engineer

- No need to go through a phone queue or web portal to initiate a support ticket
- Call the level 2 support engineer directly; they will be experts in Veeam and will be assigned to Genesee County prior to deployment of the first unit.

Scale Out Architecture

- Buy as growth occurs
- No end of support life (EOSL) ever

Veeam Accelerated Data Mover on ExaGrid Appliance

- Increased efficiency and security for network transport
- No installation or management needed
- Dramatically improves processing time for Synthetic Fulls and Backup Copy Jobs ; Utilizing Veeam Fast Clone Technology

Price Locks

- 5 year system price lock
- Max 3% yearly increase on support

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Section 2: Company Background and Experience

Company Background and Experience: Provide an overview of vendor's organization, history, and core competencies.

Logicalis is a locally US headquartered (Troy, Mi), global IT solutions and managed services provider focused on enabling digital transformation for enterprise and public sector organizations. As part of Datatec Limited, a multinational ICT solutions group, Logicalis operates as a key division delivering integration and managed services on a global scale. The organization combines global reach with localized delivery, supporting clients across North America, Latin America, EMEA, and Asia-Pacific, with the ability to extend services into more than 100 countries through delivery partners. With over 7,000 employees worldwide and more than 10,000 customers, Logicalis brings deep technical expertise and industry experience to organizations across government, education, healthcare, and commercial sectors.

Logicalis is structured as a global technology services organization with regional operating entities aligned to major geographic markets. It leverages a services-led approach to align IT strategy with business outcomes, supported by global Centers of Excellence and a strong ecosystem of strategic technology partners including Cisco, Microsoft, HPE, IBM, Dell, NetApp, ExaGrid, Veeam, VMware, and ServiceNow. This model enables Logicalis to deliver consistent, scalable, and high-quality services while maintaining localized expertise and responsiveness. The company provides end-to-end support across the full technology lifecycle, including advisory, design, implementation, optimization, and ongoing managed services, allowing customers to modernize their environments while maintaining operational continuity.

Logicalis was founded in 1997 in the United Kingdom following the acquisition of Logical Networks plc by Datatec. The company expanded rapidly through strategic acquisitions across Europe, North America, Latin America, and Asia-Pacific, building a broad portfolio of IT integration and services capabilities. In 2001, Logicalis Group was formally established as the holding company for global operations. Over the past two decades, Logicalis has evolved from a value-added reseller focused on networking and infrastructure into a full-scale managed services provider delivering advanced digital transformation solutions. Through continued investment and more than 40 acquisitions, the company has expanded both its geographic footprint and technical capabilities, establishing itself as a trusted partner for organizations navigating complex IT challenges.

Logicalis' core competencies center on delivering end-to-end digital transformation services across modern IT environments. The company provides solutions across key technology domains including hybrid cloud and data center infrastructure, enterprise networking and connectivity, cybersecurity, and modern workplace and collaboration. These capabilities are supported by a comprehensive services portfolio that includes managed services, professional and consulting services, and lifecycle-based delivery models designed to ensure continuous improvement and alignment with business objectives. Logicalis' managed services provide 24x7 monitoring, management, and optimization across cloud, network, and security environments, while its consulting and professional services focus on strategy, architecture, and implementation.

In addition to its technical expertise, Logicalis differentiates itself through its lifecycle services



approach, which aligns, transforms, and scales customer environments over time. The organization focuses on helping clients optimize IT operations, reduce risk, improve security posture, and enable scalable, cloud-enabled architectures that support long-term growth. Logicalis also maintains deep industry expertise and long-standing relationships with leading technology vendors, allowing it to design and deliver integrated, best-of-breed solutions tailored to specific customer requirements.

Overall, Logicalis is a globally recognized managed services provider with more than 25 years of experience helping organizations modernize and secure their IT environments. Backed by the scale and resources of Datatec and supported by a strong partner ecosystem, Logicalis delivers comprehensive technology solutions and services that drive operational efficiency, enhance security, and accelerate digital innovation.

Please take a moment to review our company overview on the following pages.

About ExaGrid

Company Highlights

- 100% focused on backup storage
- Shipping for over 18 years
- Largest independent vendor in the space
- Only Tiered Backup Storage approach
- High Net Promoter Score of +81
- Winner of the most industry awards
- Double-digit growth
- Cash positive every quarter
- No debt of any kind

Large customer base

- Over 5,000 customers - worldwide
- Appliances certified in over 132 countries
- Installed in 80+ countries
- In-theater customer support worldwide

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Brand Name Customers

Manufacturing Transportation / Retail	Healthcare	Banking Insurance / Law	Business Services	Government
AIRBUS	ABIOMED	BARCLAYS	accenture	UNITED STATES COURTS
Burlington	DELTA DENTAL	BNP PARIBAS	BearingPoint.	U.S. ARMY
new balance	HOLOGIC	Maybank	FIS	U.S. AIR FORCE
NORTHROP GRUMMAN	KAISER PERMANENTE	Pareto Securities	ingenico GROUP	NASA
novolex	Pfizer	MINTZ LEVIN	KPMG	U.S. SENATE COMMITTEE ON Health, Education Labor & Pensions
OP mobility	University Hospitals Bristol	grow financial	UKG	
TEMPUR+SEALY	NHS			

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The Most Backup Storage Industry Awards






2025	JUNE - Channel Partner Programme - Storage Company of the Year	MAY - Air-gapped Ransomware Recovery Product of the Year - Company of the Year - Storage Product of the Year	DECEMBER - Backup & DR Innovation of the Year - Storage Hardware Innovation of the Year - Storage Vendor of the Year	APRIL Data Backup Solution of the Year
2024	JUNE - Enterprise Backup Hardware Vendor of the Year - Storage Solution of the Year - Corporate	MAY - Company of the Year - Hardware Product of the Year - Return on Investment Award	NOVEMBER - Storage Hardware Innovation of the Year - Storage Company of the Year	APRIL Data Backup Solution of the Year
2023	JUNE - Enterprise Backup Hardware Vendor of the Year - Immutable Storage Company of the Year	MAY - Bench Tested Product of the Year - Company of the Year - Storage Product of the Year	NOVEMBER - Backup/Archive Innovation of the Year - Storage Company of the Year	

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Section 3: Case Studies and References

Vendor should also include experience in delivering immutable storage or cyber-resilient backup solutions for clients that are like the County. Provide relevant projects in government, public sector, or similarly regulated environments along with references or case studies demonstrating successful deployments.

LOGICALIS REFERENCE CUSTOMERS AND CASE STUDIES

In addition to the three Michigan government references we listed on your reference form—Berrien County, the Michigan Court of Appeals, and the State Court Administrative Office (Michigan Supreme Court and Judicial Information Services), all of which are current customers of mine—Logicalis has a broad base of satisfied ExaGrid clients. We would be happy to provide additional customer references upon request should you wish to speak with other organizations about their experience with Logicalis and ExaGrid.

Scott Reese from the Michigan Supreme Court and Judicial Information Systems had this to say about his ExaGrid Experience:

“SCAO has been using ExaGrid appliances for backup targets for nearly two years. We use Veeam and SQL-native backups and also store archived files for long-term storage such as litigation holds.

We are extremely happy with the technical support from ExaGrid. Having a dedicated technician and not having to submit tickets online or sit in a phone queue is a huge advantage. Our technician responds to e-mail the same day (sometime within an hour) and the few (mostly self-inflicted) issues we have had were quickly resolved.

The appliances are a big technical leap from our 14-year-old DataDomains, and now support direct backup of M365 data through S3 which eliminated a 10TB staging drive for us. Speed is excellent and we are able to perform “instant restores” in Veeam without issue.”

Berrien County Reduces Backup Window by 35% with ExaGrid and Veeam



Key Benefits:

- Backup window reduced by 35%
- Time spent on backup reduced from 70% daily to 20%

Customer Overview

Berrien County's location in the heart of "Michigan's Great Southwest" makes it a prime market for business, industry, and tourism. Its substantial and wide variety of agriculture has established locally grown crops as major attractions for tourists and food processors. 585 square miles of scenic natural beauty with 42 miles of shoreline on Lake Michigan make Berrien County a choice destination for tourists, artists, and naturalists. Berrien County contains 22 townships, 8 cities, and 9 villages.

Before ExaGrid, Backups Ran 'Forever'

The municipality of Berrien County serves all courthouses, 911 responses, and administrative functions. The County transitioned its backup from tape libraries to a disk-based solution because tapes were expensive, storage space became problematic, and the entire process was too complex to maintain and manage. They began looking for a disk-based backup storage solution to take them into the future, while balancing tape outs off the ExaGrid for long-term retention requirements.

"I worked more than a part-time job doing



EXAGRID CASE STUDY: Dakota County, Minnesota

Dakota County, serving a population of approximately 425,000 residents, required a scalable and efficient backup solution to support a large and growing IT environment consisting of hundreds of virtual machines and significant data volumes.

Challenge:

The County experienced backup windows exceeding operational limits and faced increasing demands on its existing storage infrastructure. Legacy systems were unable to efficiently scale to meet long-term growth requirements.

Solution:

ExaGrid tiered backup storage was deployed in conjunction with Veeam backup software, providing a disk-based, deduplicated architecture designed for performance and scalability.

Results:

- Eliminated backup window constraints and improved backup reliability
- Enabled efficient management of large-scale data growth
- Provided a scalable architecture to accommodate future expansion
- Improved overall data protection and recovery capabilities

EXAGRID CASE STUDY: La Plata County, Colorado

La Plata County implemented ExaGrid to modernize its backup environment and support ongoing data growth while maintaining operational simplicity.

Challenge:

The County required a reliable and easy-to-manage backup solution capable of scaling incrementally without disruption to operations.

Solution:

ExaGrid appliances were deployed with Veeam integration, leveraging a scale-out architecture to enable non-disruptive expansion.

Results:

- Simplified backup administration and reduced operational overhead
- Enabled seamless scalability as storage requirements increased
- Delivered consistent and reliable backup and restore performance
- Provided long-term operational stability

EXAGRID CASE STUDY: City and County of Honolulu, Hawaii

The City and County of Honolulu implemented ExaGrid to replace legacy backup systems and improve operational efficiency across its IT environment.

Challenge:

Backup processes were extending into business hours, and reliance on tape-based systems negatively impacted network and server performance.

Solution:

ExaGrid's disk-based backup storage solution was implemented alongside Commvault backup software, eliminating the need for tape-based workflows.

Results:

- Eliminated backup jobs extending into production hours
- Improved system and network performance
- Reduced reliance on legacy tape infrastructure
- Enhanced scalability for long-term data growth

EXAGRID CASE STUDY: Lee County Tax Collector, Florida

The Lee County Tax Collector's office required improved backup performance and disaster recovery readiness to support critical government operations.

Challenge:

Legacy tape-based backups required extended processing times and introduced inefficiencies, with backup windows exceeding acceptable limits.

Solution:

ExaGrid implemented a dual-site backup architecture, enabling replication and improved data protection across multiple locations.

Results:

- Reduced backup windows and improved operational efficiency
- Eliminated manual tape handling processes
- Enhanced disaster recovery readiness through replication
- Improved reliability and accessibility of backup data

EXAGRID CASE STUDY: City of St. Petersburg, Florida

The City of St. Petersburg deployed ExaGrid to modernize its backup infrastructure and support a rapidly growing virtualized environment.

Challenge:

The City faced backup failures, insufficient capacity, and performance limitations due to legacy systems.

Solution:

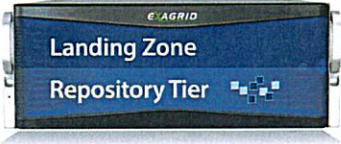
ExaGrid was deployed in combination with Veeam to provide a scalable, high-performance backup solution across multiple sites.

Results:

- Reduced backup windows by more than 80 percent
- Improved system reliability and reduced backup failures

- Decreased administrative overhead through simplified management
- Enabled scalable protection of a large, multi-site environment

**80% of organizations
who test ExaGrid,
buy ExaGrid.**



4,000+ customers in over 80 countries

The ONLY Tiered Backup Storage approach available	★★★★★ Winner of the MOST awards in backup storage	300+ published customer success stories
\$\$\$ Price Protection Program		No forklift upgrades or planned product obsolescence
85% of customers report into the health maintenance system		25+ supported backup applications & utilities
80% proof of concept win rate	 Customers give ExaGrid NPS score of +81	Assigned Level 2 Support Engineer to eliminate support runaround

Section 4: Technical Information

Technical Information: Provide the following information:

- Detailed description of the proposed solution architecture
- Explanation of how immutability is enforced and protected
- Warranty terms, support model, and any exclusions
- Implementation approach and project timeline
- Expected support start date
- Description of any additional features or value-added services that differentiate the solution (e.g., ransomware detection, reporting, automations, monitoring, or analytics)

4.1 Project Summary

Customer Objective

Deploy a fully on-premises, immutable backup storage platform integrated with Veeam that delivers fast backup/restore, ransomware resilience, predictable scaling, and a five-year lifecycle without forced refresh.

Logicalis Recommendation

Logicalis proposes ExaGrid Tiered Backup Storage as the primary Veeam repository, delivering immediate immutability, tiered air-gap protection, delayed deletes, AI-assisted threat detection, and rapid recovery—all with minimal deployment risk.

Business Outcomes

- Immediate ransomware recovery assurance
- Faster restores and synthetic fulls
- Fixed backup windows as data grows
- Reduced operational risk and predictable TCO

4.2 Current State Assessment

- ~100 TB protected data; ~95% VMs
- Veeam Backup & Replication (v12.x)
- Weekly synthetic fulls / daily incrementals
- Overnight backup window
- Current repository lacks immutable protection

Constraints & Drivers

- On-premises only
- No historical data migration
- Minimal professional services
- Five-year lifecycle support

3. Solution Overview (Proposed Technical Solution)

ExaGrid

Current Challenges

- Ransomware Concerns**
 - Data Protection with point in time backups writing to tiered backup storage provides immediate immutability, tiered air gap, and delayed deletes, providing ransomware recovery capabilities.
- Lack of Immutable Backups Concern**
 - Would like Veeam restore point files to be immutable
- Longer Retention of Files for 300TB**
 - Looking for an offload point for older files
 - ExaGrid through Veeam Unstructured Data backup will provide immutable off-network storage of older files

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4.3 Detailed Description of Proposed Solution

Architect

Solution Overview

Logicalis proposes a **fully on-premises, immutable backup storage solution** designed specifically to serve as the **primary backup repository for Veeam Backup & Replication** while providing strong ransomware resilience and predictable long-term scalability.

The solution is based on ExaGrid's **Tiered Backup Storage architecture**, which combines high-performance backup ingest and recovery with a protected, immutable retention tier. This architecture ensures fast day-to-day operations while preserving an uncompromised set of backups for recovery in the event of accidental deletion, administrative error, or ransomware attack.

Architectural Design

The proposed solution consists of two distinct and complementary storage tiers within a single integrated system:

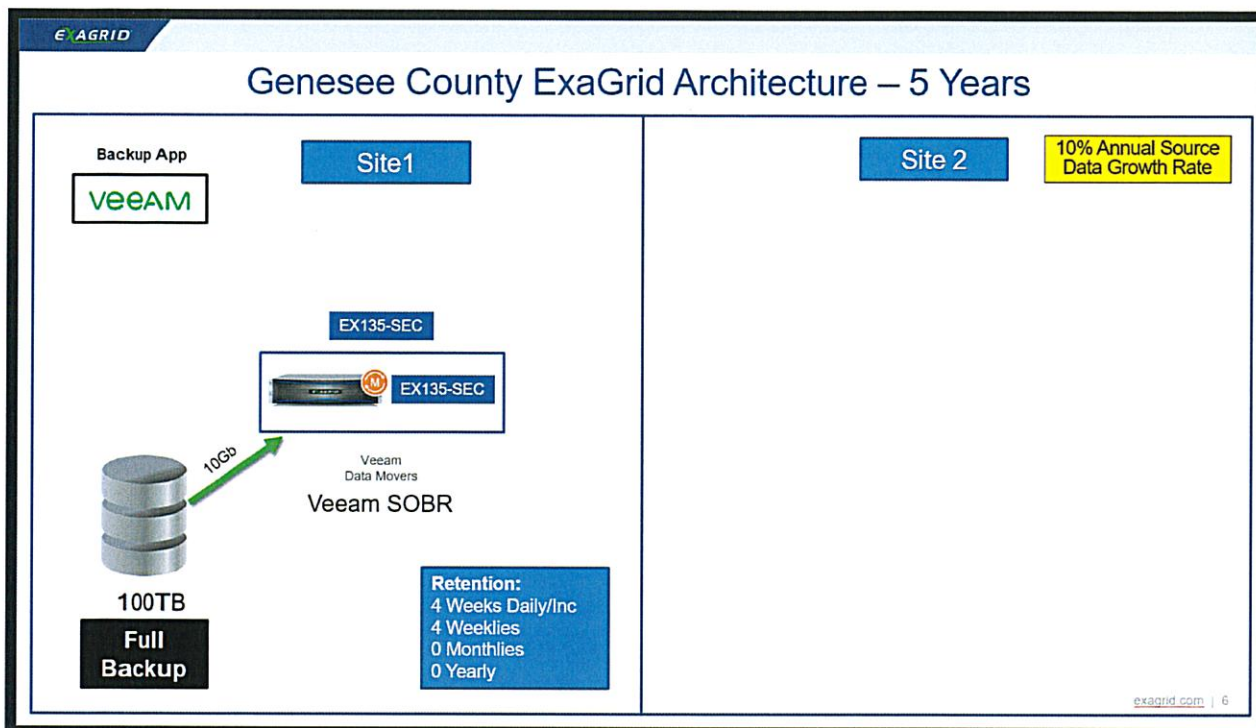
- Landing Zone (Backup Ingest Tier)**
- Repository Tier (Immutable Retention Tier)**

These tiers are delivered as part of a **single ExaGrid appliance-based, scale-out system**, managed through a unified interface and integrated natively with Veeam.

What this means for Genesee County: The County benefits from a single, scalable



system that is easy to manage, grows as data needs increase, and integrates seamlessly with existing Veeam backup operations without added complexity.



Sizing

ExaGrid Configuration – Sizing for end of Year 5

Configuration Assumptions	Site 1	Site 2
Backup App	Veeam	N/A
Full Backup	100 TB	N/A
Retention	4 Weeks of Daily, 4 Weekly, 0 Monthly, 0 Yearly	N/A
Yearly Growth	10% - Sized for 5 years	N/A
LAN Speed	10 Gb	N/A

Site 1

- EX135-SEC
 - 270 TB usable storage
 - 153.7 TB Landing Zone
 - 114.1 TB Repository
- Networking
 - 2 x 1 GbE ports
 - 4 x 10GbE ports
 - 1 lights out management (LOM) port
 - NOTE: not all need to be connected.

Site 2

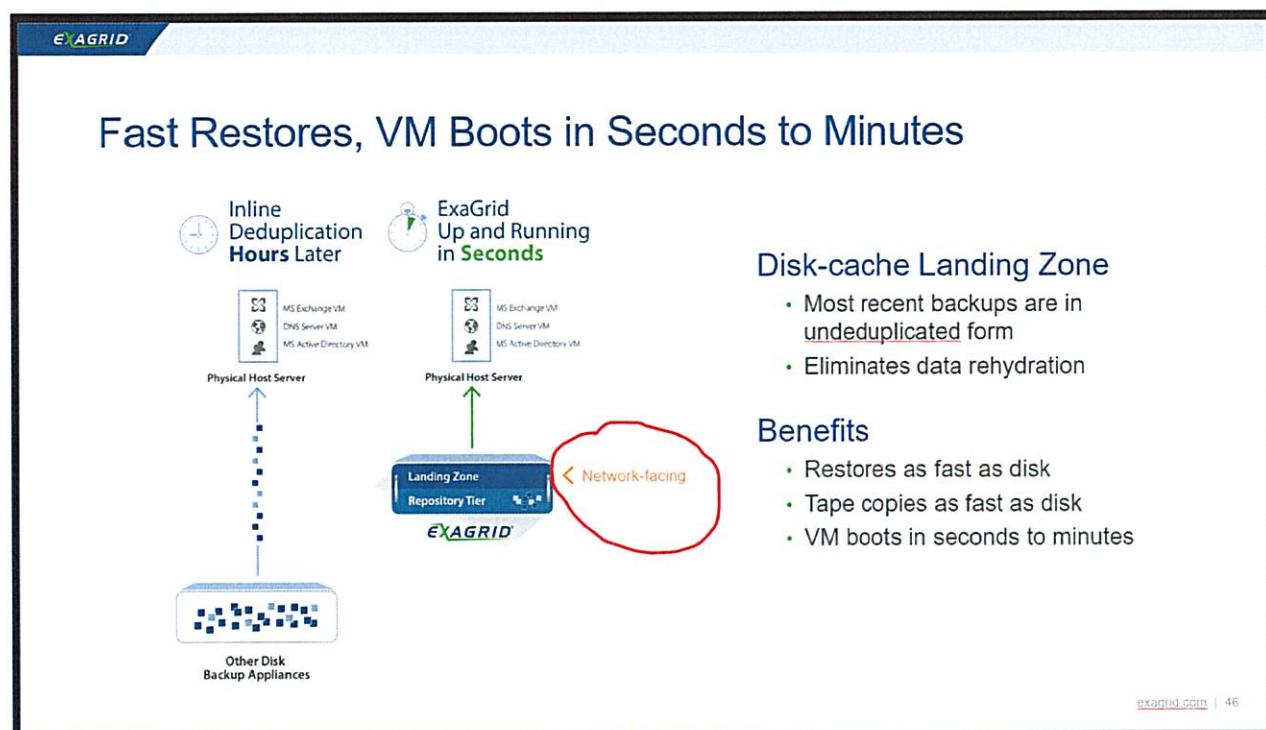
Landing Zone (Backup Ingest and Rapid Recovery Tier)

The **Landing Zone** is a high-performance disk-cache tier optimized for backup ingest and fast recovery operations.

Key characteristics include:

- Backup data is written **directly to disk in full, unduplicated form**
- No inline deduplication or inline processing occurs during the backup window
- Optimized for:
 - Fast backup completion within overnight windows
 - Fast restores and single-VM recovery
 - Instant VM recovery for recent backups
- Eliminates the need to rehydrate data during restore operations for the most recent backups

What this means for Genesee County: Backups complete faster and, more importantly, systems can be restored quickly in the event of an outage, minimizing downtime and ensuring critical services remain available to staff and constituents.



4.4 Explanation of how immutability is enforced and protected

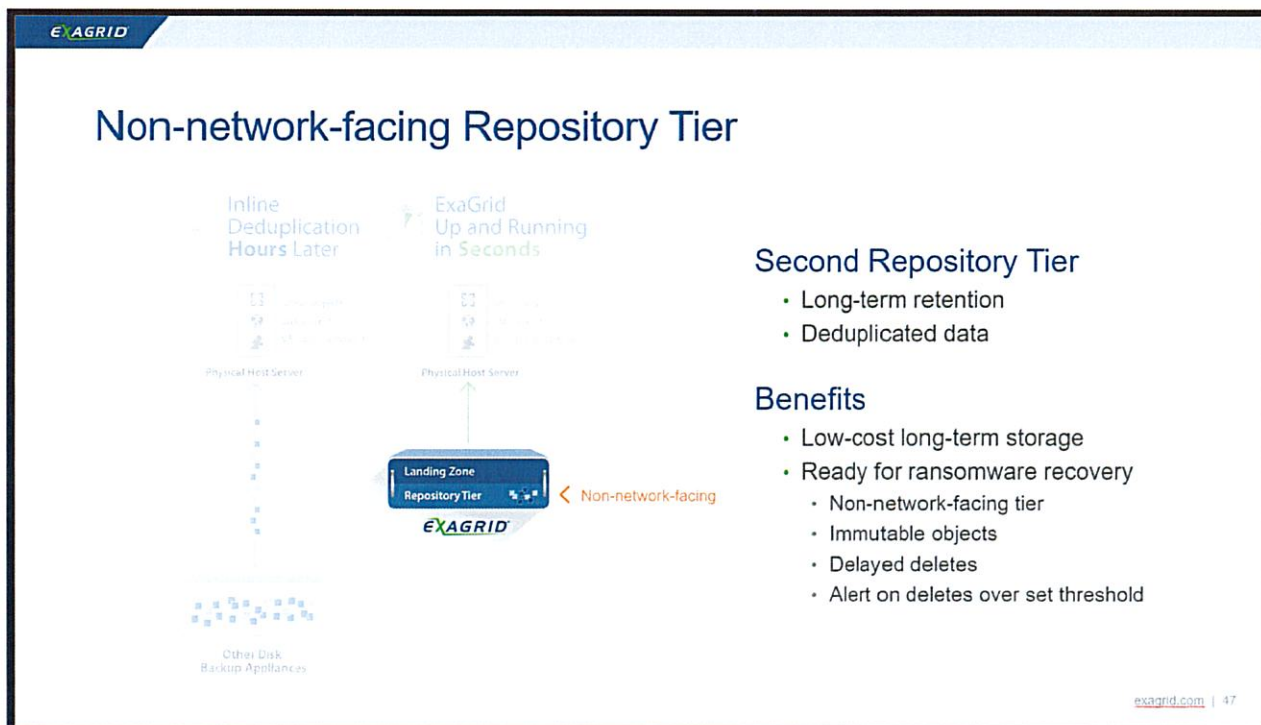
Repository Tier (Immutable Retention and Ransomware Protection)

The **Repository Tier** stores all retained backups in a **deduplicated, immutable format** and is architected to be **non-network-facing**:

- The retention tier is not directly accessible by users, the backup application, or the network
- Access is restricted exclusively to ExaGrid internal processes
- This creates a **tiered air gap**, preventing ransomware or malicious actors from interacting with retained backup data

All historical backups are stored as **immutable deduplication objects** that cannot be modified, overwritten, or deleted.

What this means for Genesee County: Older backups are securely protected from ransomware or accidental deletion, ensuring the County always has a clean, reliable copy of data to recover from in the event of a cyberattack or data loss incident.



Ransomware Protection and Data Security Features

- Retention Time-Lock prevents immediate or unauthorized deletion of backup data
- Automated detection identifies abnormal deletion behavior and suspends suspicious activity
- Role-based access control with multi-factor authentication enforces separation of duties
- Encryption protections ensure previously stored backups remain secure even if new data becomes compromised

What this means for Genesee County: Multiple layers of security work together to detect and prevent threats, giving the County confidence that backup data is protected, recoverable, and aligned with modern cybersecurity best practices.

EXAGRID

Ransomware Recovery – 5 Easy Steps

- 1) Invoke recover mode.
 - ExaGrid's Retention Time-Lock clock is stopped with all deletes put on hold indefinitely until data recovery operation is complete.
- 2) The backup administrator can carry out the recovery using the ExaGrid GUI, but since this is not a common operation, we suggest contacting ExaGrid customer support.
- 3) Determine time of the event so you can plan the restore.
- 4) Determine which backup on the ExaGrid completed deduplication before the event.
- 5) Perform restore from that backup using the backup application.

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Retention Time-Lock for Ransomware Recovery

Guard Against Deleted Backups

Assume

- Primary data is encrypted
- Backup application or backup storage is hacked
 - All backup data is deleted

Net

- For disk or any deduplication appliance (Dell, HPE, Veritas, etc.)
- All backup data and retention is gone

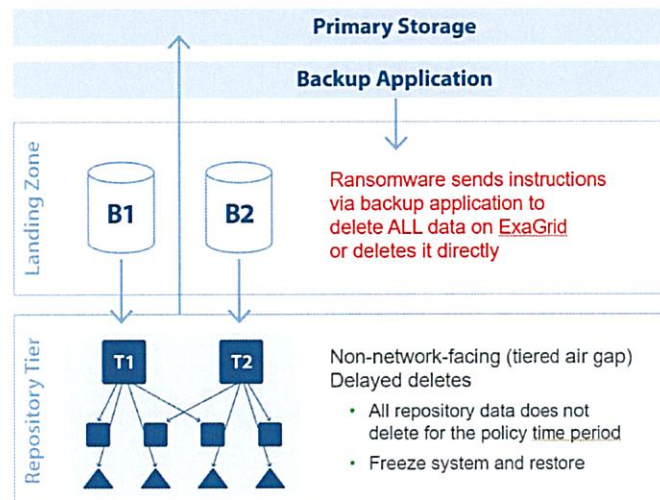
ExaGrid

- Landing Zone tier is deleted
- The non-network-facing retention tier (tiered air gap) is 100% unaffected
 - Controlled only by ExaGrid
 - Delayed delete policy (example: 10 days, in addition to long-term retention)
 - All data is ready for restore



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Deletion Protection of Backup Data on ExaGrid



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Retention Time-Lock for Ransomware Recovery

Guard Against Encrypted Backup Data

Assume

- Encrypted primary data is written to the backup storage
- Backup data is encrypted directly on the backup storage

Net

- For disk or any deduplication appliance (Dell, HPE, Veritas, etc.)
- All backup data and retention is encrypted

ExaGrid

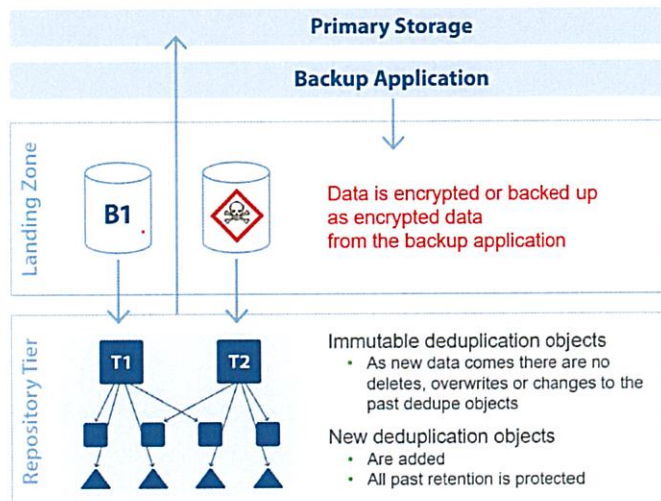
- Landing Zone tier is encrypted
- Non-network-facing retention tier (immutable deduplication objects)
 - Deduplicates the data from the Landing Zone into the retention tier
 - Immutable deduplication objects (cannot change, modify, or delete)
 - All new data deduplication objects are added, so all past data retention is intact



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EXAGRID

Encryption Protection of Backup Data on ExaGrid



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Ransomware and Threat Detection Capabilities

Overview

The proposed ExaGrid solution is designed specifically to protect backup data from **ransomware, malicious deletion, administrative error, and insider threats**. Rather than relying on a single control (such as time-based object lock alone), ExaGrid implements a **defense-in-depth security model** that combines architectural isolation, immutable storage, delayed deletion, and behavioral threat detection.

This approach ensures that clean, recoverable backup data remains available even if production systems, backup software, or backup administrators are compromised.

1. Architectural Isolation (Tiered Air Gap)

Non-Network-Facing Retention Tier

ExaGrid enforces ransomware protection at the architecture level by maintaining a **non-network-facing Repository Tier**:

- The retention tier is **not visible or accessible to the network**
- It is not directly accessible by:
 - Users
 - Backup servers
 - Backup applications
- Only ExaGrid internal processes can interact with this tier

Security impact:

Even if ransomware compromises credentials, backup servers, or the backup application itself, threat actors **cannot access or destroy retained backup data**, because the retention tier is physically and logically hidden from the attack surface.

2. Immutable Backup Objects

Enforced Immutability

All backup data stored in the ExaGrid Repository Tier is written as **immutable deduplicated objects**:

- Objects **cannot be modified, overwritten, or deleted**
- Historical backups remain unchanged regardless of new backup activity
- New backups always create new objects rather than altering existing ones

Security impact:

This protects against:

- Backup encryption attacks
- Data corruption
- Malicious overwrite attempts
- Insider modification of retained backups

3. Retention Time-Lock (Delayed Delete Protection)

Protection Against Malicious or Accidental Deletes

ExaGrid implements **Retention Time-Lock (RTL)**, a delayed-delete mechanism that protects backup data even when delete commands are issued:

- Delete requests are **not executed immediately**
- Deletes are delayed for a configurable period (e.g., 10–30 days)

- The delayed-delete timer is **separate from normal backup retention**
- During the delay window:
 - The deletion clock can be stopped
 - All data remains fully recoverable

Security impact:

This protects against:

- Mass delete commands issued by ransomware
- Accidental administrative deletes
- Backup-application-initiated deletes that may be triggered by an attack

4. AI-Powered Threat Detection (Auto Detect & Guard)

Behavioral Delete Analysis

ExaGrid continuously monitors deletion behavior using **AI-based pattern analysis**:

- Normal daily delete patterns are learned over time
- The system detects deviations such as:
 - Abnormal delete volume
 - Unusual timing
 - Non-standard delete patterns
- When an anomaly is detected:
 - All deletes are automatically frozen
 - The delayed-delete window is extended indefinitely
 - IT administrators are alerted to a potential security event

Security impact:

Deletes are automatically blocked **before a threat actor can destroy backups**, even if valid credentials are used.

5. Separation of Duties and Access Controls

Administrative Safeguards

The ExaGrid platform supports **strong separation of duties** for security-sensitive operations:

- Role-based access control (RBAC)
- Separate roles for:
 - Backup administration
 - Security authorization
- Multi-factor authentication (2FA) for critical actions
- Two-person approval required to:
 - Change Retention Time-Lock settings
 - Clear ransomware alerts
 - Resume delayed deletions

Security impact:

This prevents a single compromised account—whether administrative or compromised through phishing—from disabling immutability protections or approving malicious deletes.

6. Protection Against Encrypted Backup Data

Ransomware Encryption Scenarios

If ransomware encrypts:

- Primary production data, or
- Backup data written to the ExaGrid Landing Zone

Then:

- Encrypted data is written as **new deduplicated objects**
- **Previously stored immutable backup objects remain unchanged**
- Historical backups remain readable and restorable
- Deduplication-ratio anomalies can trigger alerts indicating a potential encryption event

Security impact:

Organizations can restore data from an unencrypted backup taken **prior to the attack**, even if newer backups are compromised.

7. Recovery Assurance During a Ransomware Event

End-to-End Recovery Workflow

During a ransomware or destructive attack:

- Abnormal delete or encryption behavior is detected
- Retention Time-Lock suspends deletion activity
- Immutable backup copies are preserved automatically
- IT staff identify the last known good backup
- Recovery is performed using the backup application directly from ExaGrid

Because recent backups exist in full form and retention backups are immutable, recovery does not require data rehydration or reconstruction, enabling faster restoration of services.

8. Comparison to Traditional Immutability Models

Unlike solutions that rely solely on **fixed-period object lock**, ExaGrid:

- Does not permanently lock data for months or years
- Allows organizations to adjust delayed-delete policies
- Avoids unbounded storage growth
- Preserves operational flexibility while maintaining security

This results in stronger ransomware resilience **without compromising manageability or long-term cost control**.

Summary

The proposed ExaGrid solution **meets and exceeds ransomware and threat-detection requirements** through:

- Architectural isolation via a non-network-facing retention tier
- Immutable backup objects that prevent modification or overwrite
- Retention Time-Lock to block destructive deletes
- AI-based detection of abnormal delete behaviour
- Strong separation of duties and multi-factor authorization
- Proven recovery workflows for ransomware scenarios

These capabilities ensure that Genesee County maintains **recoverable, uncompromised backup data** even in the face of advanced ransomware attacks, insider threats, or administrative error.

Enforcement of Immutability Reviewed

ExaGrid enforces immutability using a **multi-layered protection model**, rather than relying solely on time-based object locking.

Immutable Objects

- All data written to the Repository Tier is stored as immutable objects
- Existing backup objects are never altered
- New backups always result in new objects, preserving historical recovery points

Delayed Delete (Retention Time-Lock)

- Delete requests—whether initiated by Veeam, an administrator, or a malicious actor—are not executed immediately
- Deletes are delayed for a configurable time period, independent of backup retention
- During this delay window, deletion can be suspended indefinitely if a security event is detected

This mechanism ensures that backup data remains recoverable even if a delete command is issued as part of a ransomware attack.

AI-Powered Auto Detect & Guard

ExaGrid continuously monitors deletion behavior using AI-based pattern analysis:

- Normal operational delete behavior is learned over time
- Abnormal or mass delete activity is detected
- Upon detection, ExaGrid automatically:
 - Freezes all deletions
 - Preserves all retention data indefinitely
 - Alerts IT staff to a potential ransomware event

Changes to the time-lock or clearing of alerts can be restricted through **role-based access and multi-factor authentication**, ensuring separation of duties between backup administrators and security roles.

Protection Against Encrypted Backup Data

If ransomware encrypts production data and encrypted data is backed up:

- Encrypted data is written as new deduplicated objects
- **All previously stored immutable backup objects remain intact and readable**
- ExaGrid can detect abnormal changes in deduplication behavior and alert administrators
- Recovery is performed from the last known good backup prior to the attack

Veeam Integration DeepDive

ExaGrid integrates natively with **Veeam Backup & Replication (v12.x)** and is proposed as the **primary backup repository**.

Key integration capabilities include:

- Veeam Accelerated Data Mover embedded in the ExaGrid appliance
- Support for:
 - Weekly synthetic full backups
 - Daily incremental backups
 - Scale-Out Backup Repository (SOBR)
- Synthetic full operations performed directly on the ExaGrid system to reduce load on backup servers
- No agents required on protected workloads or backup servers

This integration supports high-performance backup ingest and restore operations while maintaining immutable retention.

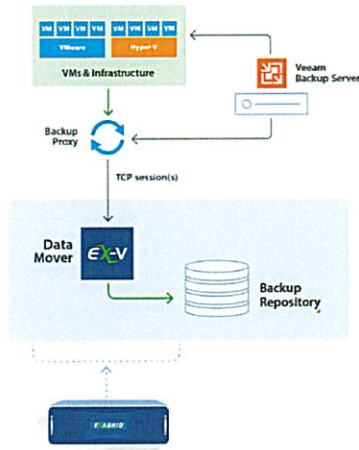
ExaGrid & Veeam

- Both are highly focused on backup
- Close partnership for over 12 years
- Two best-of-breed products
- High-ranking Net Promoter Scores – ExaGrid +81 / Veeam +75
- 300+ published customer success stories – *with over half featuring Veeam customers*
- Highly differentiated architectures
- Tightly integrated products
- Strong collaboration between support orgs
- Winners of the most industry awards
- Meets all key backup requirements

The diagram illustrates the partnership between Veeam and ExaGrid. At the top, a large blue speech bubble contains the Veeam logo and the text 'Technology Partner: Unified for you'. Below this, a blue box contains the ExaGrid logo. At the bottom, two smaller blue boxes are shown: 'Ready Object Immutability | SOSAPI' and 'Ready Repository'. The entire diagram is set against a white background with a blue border.

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Integrated Veeam Data Mover – Faster Backups

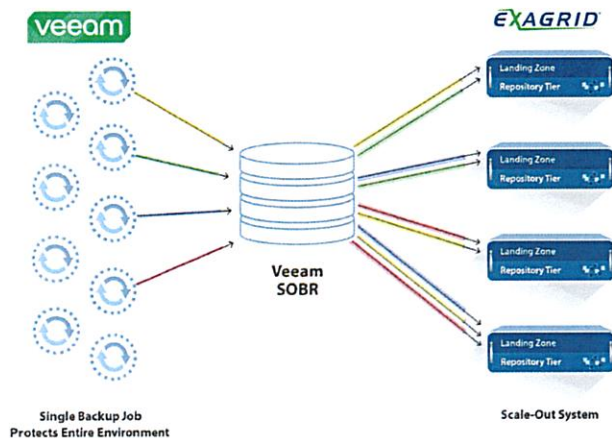


- Veeam-to-Veeam vs Veeam-to-CIFS
- Secure communication
- 30% faster ingest
- Faster VM boots

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End-to-End Scale-Out Backup with ExaGrid and Veeam

Support of Veeam Scale-Out Backup Repository (SOBR)



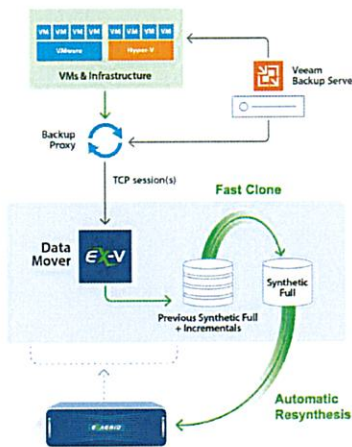
- Automated job management
- Superior performance with SOBR optimizing backup streams
- Future-proof scalability for data growth by simply adding another appliance
- Automatic repository load balancing
- Global deduplication across all repositories
- Failure tolerance with automated job redirect
- 6PB full backup in a single system

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Integrated Veeam Data Mover / Fast Clone

Faster Synthetic Fulls, Resynthesis for Fastest Restores



- Data in Veeam format on the Landing Zone
- ExaGrid has compute in each appliance
- Perform synthetic full on ExaGrid appliances
- Frees up Veeam backup server resources
- **As of V12:** Veeam Fast Clone performing a synthetic full takes minutes (increases to 30X faster)
- Automatic resynthesis of the synthetic fulls into actual full backups takes place in parallel with backups

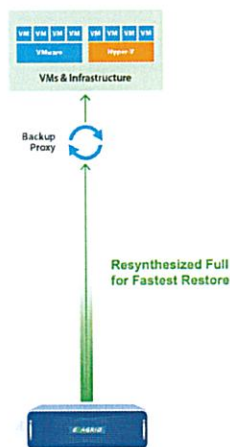
EXCLUSIVE

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EXAGRID

Integrated Veeam Data Mover / Fast Clone

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- ExaGrid has compute in each appliance
- Perform synthetic full on ExaGrid appliances
- Frees up Veeam backup server resources
- **As of V12:** Veeam Fast Clone performing a synthetic full takes minutes (increases to 30X faster)
- Automatic resynthesis of the synthetic fulls into actual full backups takes place in parallel with backups
- Resynthesis of Veeam Fast Clone synthetic fulls into ExaGrid's Landing Zone allows for the fastest restores & VM boots in the industry

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Veeam B&R to ExaGrid

Cloud

IT Data Center

Veeam Data Mover

- 20-30% performance increase
- Secure proprietary protocol
- Fast Clone synthetic fulls

ExaGrid Retention Time-Lock in the Repository Tier

- Delayed delete policy
- Immutable data objects

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Veeam M365 to ExaGrid

Cloud

IT Data Center

ExaGrid locks the data for the time period provided by Veeam

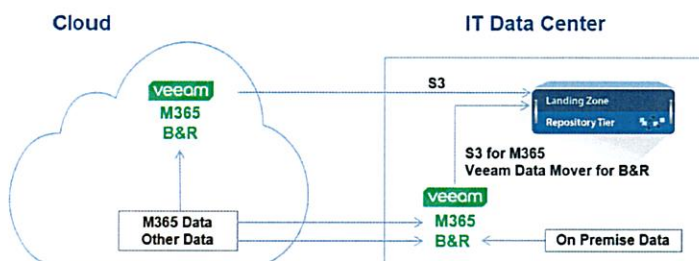
- S3 Locks data in the Landing Zone
- S3 Locks data in the Repository Tier
- ExaGrid RTL - Retention Time-Lock
- Double locks the repository

ExaGrid supports the S3 API

ExaGrid supports the Veeam S3 Extension (SOS)

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Veeam M365 and B&R to ExaGrid



Chose the best combination of:

- S3
- Veeam Data Mover

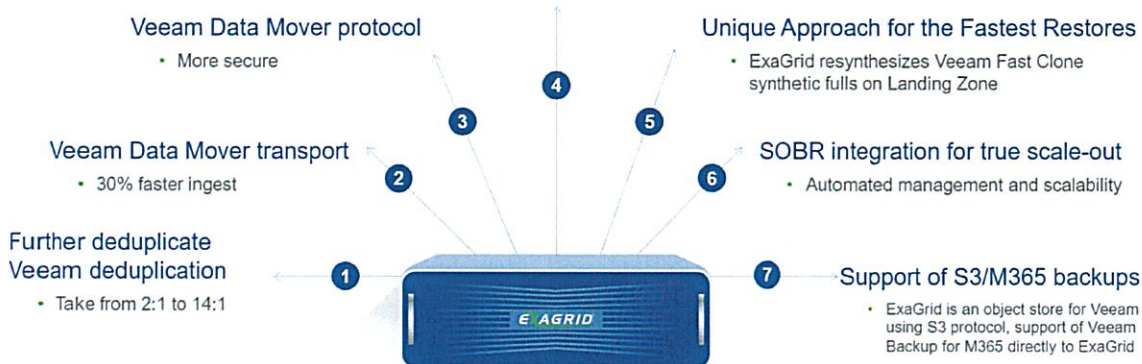
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Veeam – ExaGrid Integrations



Synthetic fulls occur on ExaGrid appliances

- 30X faster with Veeam Fast Clone



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Scalability and Growth

The proposed solution is based on ExaGrid's **scale-out architecture**:

- Important Differentiator: When you scale out with Exagrid, you can mix/match size When you do – you adds storage capacity **along with CPU, memory, and network bandwidth**

ExaGrid delivers consistent, predictable performance as capacity scales out by adding full appliances (compute, memory, and disk), maintaining fixed-length backup windows; in contrast, some competitors scale out capacity with a limited number of nodes and that does not add parallel processing resources in the same way, which can impact performance growth at scale.

- With Exagrid, you can have 32 nodes – If you have a small growth need on a tight budget year, you can buy a small incremental appliance and not worry about how it could impact your future because the scale out capability is so large and you can keep it all on one cluster.
- Global deduplication and load balancing across all appliances
- No forklift upgrades or performance degradation as data grows
- Existing and future appliances can coexist in the same system

This design ensures consistent backup windows and predictable performance over the required five-year lifecycle.

ExaGrid Appliances in a Scale-out System

32 Appliances in a Single System – 6PB Full Backup

ExaGrid Model	Raw Capacity (TB)	Usable Capacity (TB)	Capacity for Weekly Full (TB)	Max Backup Thrupt (TB/hr)	Form Factor	Optional Data at Rest Encryption (SEC)
ExaGrid Appliances						
EX36	96	72	36	7.90	2U	✓
EX54	162	108	54	5.80	2U	✓✓
EX81	216	162	81	8.70	2U	✓✓
EX84	192	168	84	15.25	2U	✓✓
EX135	324	270	135	14.50	2U	✓✓
EX189	432	378	189	20.30	2U	✓✓

In addition, ExaGrid offers these appliance models to accommodate larger organizations that have smaller data center locations worldwide:

ExaGrid Model	Raw Capacity (TB)	Usable Capacity (TB)	Capacity for Weekly Full (TB)	Max Backup Thrupt (TB/hr)	Form Factor	Optional Data at Rest Encryption (SEC)
ExaGrid Appliances for larger accounts with smaller data center locations						
EX10	32	20	10	3.90	2U	✓
EX20	64	40	20	4.40	2U	✓

✓✓ = Software Upgradable SEC for Data Encryption at Rest
 (Note: available in select 2025 version EX54 models, not available in previous EX54 models)

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Technical Specifications

ExaGrid Model	EX10	EX20	EX36	EX54	EX81	EX84	EX135*	EX189*
Chassis	2U	2U	2U	2U	2U	2U	2U	2U
Chassis Depth	26.8 inches/680 mm					34.65 inches/880 mm		
Full Backup	10TB	20TB	36TB	54TB	81TB	84TB	135TB	189TB
Disks	8	8	12	9	12	24	18	24
Disk Size	4TB	8TB	8TB	18TB	18TB	8TB	18TB	18TB
Memory	16 GiB	32 GiB	64 GiB	64 GiB	128 GiB	128 GiB	192 GiB	256 GiB
CPU's / Cores	1 CPU 6 hyper-threaded cores			1 CPU 16 hyper-threaded cores				
NIC Ports	Two 1GbE; up to two optional 10GbE or 25GbE ports			Two 1GbE; up to four optional 10GbE or 25GbE ports				
All Servers: Intel or AMD processors / Enterprise SAS drives / FIPS 140-2 Self-Encrypting SAS drives for all SEC systems / RAID6 with hot spare / Redundant fans / Redundant power supplies / ExaGrid software / 19-inch rack-mount chassis with dedicated IPMI network port * EX135/EX189 available with optional Cable Management Arm								

4.5 Warranty terms, support model, and any exclusions

Support Model

- Assigned Level-2 support engineer
 - Direct access to senior-level support engineers with expertise in backup applications, eliminating escalation delays
 - Assigned support engineer familiar with the customer's environment and history for continuity of service
- NBD hardware replacement with 8x5 support (24x7 is available for an additional charge)
 - All hardware fully covered and hot-swappable without system downtime
 - Next-business-day shipment of replacement hardware components; all hardware fully covered and hot-swappable without system downtime
- Software updates and security enhancements included
 - Full software maintenance included, covering all updates and new versions at no additional cost
 - Proactive monitoring with automated system alerts, remote diagnosis, and issue resolution often completed without customer intervention

Lifecycle

- Five-year support coverage quoted (paid annually or up front for a savings)
 - Annual maintenance renewals capped to limit cost increases (not exceeding 3% per year)
- No forced mid-term refresh
- Optional capacity expansion

Exclusions

- Historical data migration
- On-site professional services (may be requested for an additional charge)

What this means for Genesee County: Genesee County benefits from a highly responsive, proactive support model that minimizes downtime, reduces the burden on internal IT staff, and ensures predictable long-term costs. With direct access to experienced engineers, automated monitoring, and rapid hardware replacement, issues are identified and resolved quickly—often before they impact operations—providing confidence that critical backup and recovery systems remain continuously available and supported.

Please see the Warranty and Maintenance datasheet in the appendices for additional details.

4.6 Implementation Approach & Project Timeline

Approach

Low-risk, appliance-based deployment with same-day go-live after installation.

Phases

- Pre-implementation planning & validation
- Appliance delivery & rack/stack (by Genesee or add optional services)
- Installation & initialization (30 minutes–3 hours)
- Veeam integration & immutability enablement
- Go-live (no data migration)
- Validation & IT onboarding

Acceptance Milestones

- Appliance installed and reachable
- Backups completing to ExaGrid
- Immutability verified
- Restore test successful
- Software updates and security enhancements included

4.7 Expected support start date

- Genesee County can expect support to begin within a day or two or three at most, after the system order is placed. Because equipment is in stock, we expect Genesee County to receive their Exagrid Appliance within 7-10 days of placing the order. A level 2 technician will be assigned and will help you with deployment. There will be no gap between implementation and ongoing support coverage. Monitoring and assistance are available from day one.



Personal Touch - Maintenance & Support

Assigned Level 2 Customer Support Engineer

- Subject matter experts in backup applications
- In-theater worldwide support available in many local languages

Customer Installable and Serviceable

- Self-installable with phone support and WebEx
- Typical installation is 30 mins – 3 hours
- Self-serviceable hardware replacements, next business day delivery

All Releases Provided

- Point and full releases – includes all new features
- No license fees to track or renew

Health Status Monitoring

- ExaGrid monitors and notifies

No hidden costs – all included in support program.





Customers give ExaGrid
NPS score of +81

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Assumptions, Risks & Mitigations

Assumptions

- Dedicated 10Gb backup network available
- Veeam version support

Risks

- Ransomware impacting backup plane

Mitigations

- Non-network-facing repository
- Immutable objects + delayed deletes
- AI threat detection

Commercials & Options (Summary)

- Base system sized to 270 TB usable
- Five-year support included
- Optional scale-out capacity as line items

Conclusion

Logicalis recommends ExaGrid as a best-fit, low-risk immutable backup platform that meets and exceeds technical, security, and lifecycle requirements while aligning with public-sector procurement expectations.

EXAGRID

ExaGrid Value Prop Detailed

1. Shortest Backup Window
Back up straight to disk for high performance.

- All other solutions perform inline deduplication, slowing backups down.
- All other solutions slow further if you additionally turn on replication and/or encryption as this takes resources from the processor performing the deduplication.

Each appliance has additional bandwidth so that as data grows, so does throughput.

- All other solutions have a front-end controller with fixed bandwidth.

2. Fixed Length Backup Window
Each appliance has capacity and also compute to handle the increased deduplication load.

- All other solutions only add capacity and have fixed compute up front and over time.

Each appliance has additional bandwidth so that as data grows, the required network bandwidth increases as well.

- All other solutions have a front-end controller with fixed bandwidth.

3. No Forklift Upgrades
Capacity is always accompanied by compute to bring additional resources as data grows.

- All other solutions have a front-end controller with fixed compute and only add capacity.

4. Pay as You Grow
Nine appliance models can be mixed and matched in a single GRID system – buy what you need as you need it.

- All other solutions have a front-end controller – either overbuy up front or face a forklift upgrade later.

5. Price Protection
ExaGrid guarantees that whatever you pay up front for an appliance is the price you will pay over time; you know the price of expansion in advance.

- Many other vendors provide a low price to win the initial business and then raise prices once you are a customer.

6. No Under-Sizing
Time-tested sizing calculator is used on every implementation to take into consideration backup rotation, backup retention, data types, etc.

- Not all other solutions have a tried-and-true method to size up front.

7. No Obsolescence
Appliances of all sizes and all ages can be used in a single GRID. Newer appliances work in the same GRID as older appliances.

- All other solutions have countless models over the years, leaving customers hanging.

8. Fast Onsite Restores
Unique landing zone keeps the most recent backups in their full form for fast and immediate restores.

- All other solutions only store deduplicated data that needs to be reassembled for every restore.

9. Fast Offsite Tape Copy
Unique landing zone keeps the most recent backups in their full form for fast and immediate tape copy.

- All other solutions only store deduplicated data that needs to be reassembled for every tape copy.

10. Fastest Onsite Instant Recovery
ExaGrid's unique landing zone keeps the most recent backups in their full form. VMs can be booted directly from the landing zone for instant recovery.

- All other solutions require a lengthier process to rehydrate the offsite disaster recovery (DR) data.

11. Fastest Disaster Recovery
Offsite data is stored in a unique format optimized for fast DR performance.

- All other solutions require a lengthier process to rehydrate the offsite DR data.

12. Asymmetrical Onsite and Offsite Systems
If the replication is one-way to a DR site and there are no backups at the DR site, the ExaGrid system can be tuned to 100% repository, allowing for a half-size system at the DR site, saving valuable budget dollars.

- All other solutions require the exact same size system at both sites.

13. Distributed Architecture
Multiple appliances in a GRID each have processor, memory, bandwidth, and disk. If one appliance fails, backup jobs can continue to be sent to the other appliances in the GRID.

- All other solutions would be 100% inoperable as there is a single head-end controller. If the head-end controller goes down, the entire system is unavailable.

14. Supports Heterogeneous Environments
Multiple backup applications, utilities, and dumps can be sent to a single ExaGrid. A customer can have one backup application for their physical environment, a separate backup application for their VM environment, and also do direct database dumps such as SQL Dump or Oracle RMAN.

15. Maintenance and Support
There is one fee for an assigned level 2 tech who provides phone and email support; health monitoring; point releases; full version releases; and all failed hardware replacements. There are no hidden costs.

- Many other vendors "nickel-and-dime" you later for additional services or version releases, making it impossible to know how to plan for future support costs.

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Product Just Works

- Shipping over 17 years
- Over 4,600 installed customers in 81 countries
- Extremely strong customer references
- +81 NPS
- 83% of customers chose ExaGrid when tested side by side with other solutions
- 300+ backup storage customer success stories on the website
- 200+ Gartner Peer Insights Reviews
- Winner of the most backup storage awards
- 95% customer retention
- 99% of customers are on maintenance and support



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Warranty terms, support model, and any exclusions

Warranty and support for the ExaGrid system shall include hardware replacement, software updates, and vendor-provided technical support for the full contracted term. Support shall commence upon system installation and acceptance. See Datasheet.

Implementation approach and project timeline

Implementation & Project Plan based on Genesee County's criteria

Criteria 1: Fully On-Site, Appliance-Based Deployment

County Requirement

- Solution must be a **fully onsite appliance**
- No cloud dependency
- No facility construction or modification required

ExaGrid Alignment

- Deployment consists of a **self-contained physical appliance** installed in the County's data center
- Requires only standard rack space, power, and network connectivity
- No construction, electrical upgrades, or environmental changes are required
- Appliance is installed behind the existing Veeam environment with no production impact

Criteria 2: Deployment Timeline Acceptability

County Requirement

- Lead time of ~43–55 days considered acceptable
- Rapid post-delivery installation expected

ExaGrid Alignment

- ExaGrid hardware is in stock and ships within 2-3 days of receiving the order. Exagrid is one of the few OEMs that is not having inventory issues that you are hearing about in the industry.
- **Installation and system initialization completed in approximately 30 minutes to 3 hours**
- Backup integration and go-live occur the **same day as installation**, assuming environment readiness

Criteria 3: No Backup Data Migration Required

County Requirement

- No requirement to migrate data from the existing Dell repository
- New solution protects backups written after go-live only

ExaGrid Alignment

- ExaGrid implementation explicitly **does not require historical backup migration**
- Go-live begins with new backup jobs redirected to ExaGrid
- Existing legacy backups may remain in place until naturally aged out

Criteria 4: Limited Professional Services Dependency

County Requirement

- Professional services not required
- Solution must be deployable without extended consulting engagement

ExaGrid Alignment

- Exagrid assigns you a Level 2 Support Engineer when your order is placed. There is no additional cost for this white glove level of support. Your level 2 support engineer will be there with you to guide you through the implementation and set up.
- Installation and configuration can be completed by County staff with Eyour Level 2 Exagrid engineer supporting you through:
 - Phone support
 - WebEx support
 - Guided documentation

Criteria 5: Internal IT Onboarding and Knowledge Transfer

County Requirement

- Onboarding and knowledge transfer to internal IT staff required
- Optional admin training acceptable but not required

ExaGrid Alignment

- Implementation includes:
 - Knowledge transfer covering backup operations, restores, and ransomware recovery
 - Orientation to the ExaGrid management interface
- Optional deeper administrative training may be provided if requested but most customers do not need any additional training.

Criteria 6: Minimal Operational Disruption

County Requirement

- Existing backup windows and workflows must be preserved
- No disruption to overnight backup schedules

ExaGrid Alignment

- Existing Veeam jobs remain unchanged
- Only the backup target is updated to point to ExaGrid
- No production system changes
- No agents installed on workloads
- Cutover occurs with **no backup downtime**

Criteria 7: Immutable Protection Active at Go-Live

County Requirement

- Immutability enforced for all backups written to the new platform
- Protection must be active immediately upon go-live

ExaGrid Alignment

- Retention Time-Lock and immutable object storage are enabled as part of initial configuration
- All backups written after go-live are automatically protected
- No post-deployment reconfiguration required to enable immutability

Criteria 8: Five-Year Lifecycle Support Without Refresh

County Requirement

- 5-year support covering the full lifecycle
- No mid-term appliance refresh required

ExaGrid Alignment

- Appliance is supported for the full five-year term – and for as long as you want to keep it. Exagrid has never end of life'd a product that is in production in a customer environment.
- No forced refresh
- Expansion handled via optional capacity additions
- Support includes hardware, software, monitoring, and updates

Criteria 9: Clear Project Milestones and Completion

County Expectation

- Clear installation and acceptance sequence
- Ability to validate success quickly

Acceptance Criteria 10: Risk Reduction for Public-Sector Deployment

County Expectation

- Low-risk deployment
- Predictable timelines
- Minimal vendor dependency

ExaGrid Alignment

- Appliance-based deployment eliminates integration risk
- No cloud, agent, or workflow dependencies
- Same-day operational readiness
- Direct access to Level-2 support engineers

Expected support start date

Support and maintenance for the ExaGrid system begin upon system installation and activation and continue for the full contracted support term.

Description of any additional features or value-added services that differentiate the solution (e.g., ransomware detection, reporting, automations, monitoring, or analytics)

Current Work Assignments & Contractual Obligations: Indicate current and projected work assignments of key personnel identified in the bid, and for each key personnel, identify current percentage of completion and expected completion date.

ExaGrid manages new customer implementation workload based on the date orders were placed. You can expect a level two implementation and support engineer to be assigned to Genesee County within the week that you place your order.

Demonstration of Financial Stability: Submit with the bid your organization's most recent financial audit, annual compiled financial statements, or annual consolidated financial statements.

Please see our Annual Review for Logicalis' public financial information.

[Datatec - Integrated Report 2024 | Logicalis International performance](#)

Logicalis, Inc.'s financial statements are considered confidential information. Upon the parties executing a mutual Non-Disclosure Agreement, Logicalis will provide the independently audited financial statements. However, we are providing the following information in hopes it is sufficient to demonstrate Logicalis' financial stability:

Fiscal Year Ending	Net Revenue
February 2025	\$ 368 million
February 2024	\$ 393 million
February 2023	\$ 388 million
February 2022	\$ 355 million
February 2021	\$ 343 million
February 2020	\$ 424 million
February 2019	\$ 410 million
February 2018	\$ 389 million
February 2017	\$ 452 million
February 2016	\$ 465 million
February 2015	\$ 386 million
February 2014	\$ 385 million
February 2013	\$ 422 million
February 2012	\$ 384 million
February 2011	\$ 358 million
February 2010	\$ 338 million

February 2009	\$ 410 million
February 2008	\$ 419 million
February 2007	\$ 415 million
February 2006	\$ 343 million

Statement of the Project: State in precise terms your understanding of the project as presented by this RFP. Include in this section a detailed summary of the Vendor's approach to providing services required by this RFP and any value-added features that will benefit the County.

Please see our Executive Summary for our Project Statement.

Litigation: Please describe any lawsuits that were filed against your company in the last five (5) years and the results of those lawsuits. Please describe any mediation or arbitrations your company has been involved with in the last five (5) years and the results of those arbitrations/mediations.

From time to time in the ordinary course of its business, Logicalis may be involved in pending or threatened litigation. The outcomes of legal actions are unpredictable and subject to significant uncertainties, and thus it is inherently difficult to determine the likelihood of Logicalis incurring a material loss or quantification of any such loss. Based upon information currently available, including Logicalis' assessment of the facts underlying each matter and advice of counsel, Logicalis' management does not believe that currently pending litigation, individually or in aggregate, will have a material adverse effect on Logicalis' consolidated financial condition, results of operations, cash flows, or performance of its contractual obligations.

12. One (1) original, one (1) paper copy of the proposal shall be received, and date and time stamped by Fiscal Services prior to proposal closing. No proposal received after Close Deadline shall be considered.

Acknowledged.

Pricing

Description of Services	Insert Pricing for each item (if applicable) under the requested year				
	Year 1	Year 2	Year 3	Year 4	Year 5
Implementation and onboarding	Included*	NA	NA	NA	NA
Hardware and licensing	\$ 83,863.33	0	0	0	0
Testing and validation	Included	NA	NA	NA	NA
Ongoing support and maintenance					
BONUS: Exagrid GUARANTEES no more than 3% support increases year over year from the original purchase price					
Training (if applicable)	\$ 12,579.50	\$ 12,956.89	\$ 13,345.59	\$ 13,745.96	\$ 14,158.34
Total Amt (per year)	\$ 96,442.83	\$ 12,956.89	\$ 13,345.59	\$ 13,745.96	\$ 14,158.34
Other cost (please provide a description of the service along with price):					
Rack/Stack Option	\$231/hour				
Estimated Freight	\$500				
Savings for 5 years PrePaid Support	\$ (20,661.44)				
5-year prepaid investment (Annual Allocation for Planning Purposes Only. 1st Year \$9,224.95)		\$9,224.97	\$9,224.97	\$9,224.97	\$9,224.97
Total price for other cost		\$	\$	\$	\$
Total amount for 5 years (if support is paid Annually), includes freight estimate, does not include rack/stack	\$ 151,149.60				
Total amount for 5 years (if support is prepaid), includes freight estimate, does not include rack/stack	\$ 130,488.16				

Submitted By: Lisa Nowak Title: Regional Vice President
 Signature: _____
 Business Name: Logicalis, Inc. Contact Email: Lisa.Nowak@us.Logicalis.com
 Address: 2600 W Big Beaver Rd Suite 150 Date: 5-13-26
Troy, MI 48084

Genesee Co: Immutable Storage 26-487_1 Year
Quotation # 2026-236841v2

Customer Name & Address	Logicalis Account Executive
Derek Jones Genesee County 324 S. Saginaw St. Suite 9A Flint, MI 48502 810-257-3851 djones@geneseecountymi.gov	Lisa Nowak Logicalis Inc. 2600 W. Big Beaver Rd. Ste150 Troy, MI 48084 +1 5173361052 lisa.nowak@us.logicalis.com
Bill To Address	Ship to Address
Genesee County 324 S. Saginaw St. Suite 9A Flint, MI 48502 ATTN: Derek Jones 810-257-3851 djones@geneseecountymi.gov	Genesee County 324 S. Saginaw St. Suite 9A Flint, MI 48502 ATTN: Derek Jones 810-257-3851 djones@geneseecountymi.gov

Quotation expiration date: September 14, 2026

Item	Qty	Part Number	Description	Unit Price	Extended Price
Products					
1	1	EX135-SEC	Disk Capacity: Raw:324TB.Useable: 270TB, 135TB Full Backup. Includes qty 2 10 Gigabit or qty 1 25 Gigabit Add on Cards. Disks are encrypted	\$80,833.33	\$80,833.33
2	2	EX-10GBE-OPTICAL	10 Gigabit Ethernet Dual Port SFP+ Optical Option for all ExaGrid models. Includes two qualified SFP+ short-range Modules.	\$1,515.00	\$3,030.00
3	1	EX-1YR-MS-S	One year 5 x 8 Customer Support and product Maintenance	\$12,579.50	\$12,579.50
<i>Products Subtotal</i>					\$96,442.83

Grand Total	
Products Subtotal:	\$96,442.83
Freight Charges (estimated):	\$500.00
Grand Total:	\$96,942.83

Terms and Conditions

Terms Applicable to All Sales

1. In the event Customer chooses to lease the Products and/or Services from a third party leasing company, Customer remains liable for payment to Logicalis for all Products and/or Services purchased until Logicalis receives payment from such leasing company.
2. All items not specifically included in this document are out of scope.
3. Prices are valid for 30 days from date of the document unless otherwise stated.
4. The information in this document is considered proprietary and confidential to Logicalis. By acceptance of this Quotation, Customer agrees to maintain this confidentiality and use such information for internal purposes only.

Terms Applicable for Product Sales

1. Logicalis' Terms and Conditions of Sale, found at us.logicalis.com/tcsales, are incorporated herein by reference.
2. Any variation in quantity or requested delivery may result in price changes.
3. Pricing set forth in this Quotation is based on current pricing from the manufacturer and/or authorized distributor and is subject to change without notice in the event Products' manufacturer/distributor changes the price to Logicalis. Notwithstanding the acceptance of this Quotation by Customer, if any time prior to shipment of the Products, the manufacturer and/or authorized distributor changes its price to Logicalis due to supply chain disruptions, component shortages, currency fluctuations/tariffs, or any other circumstance beyond Logicalis' reasonable control, then Logicalis reserves the right to (a) adjust the price to Customer to reflect the price change; or (b) immediately cancel all or part of an order placed by Customer under this Quotation upon written notice, without penalty or liability. Logicalis will promptly notify Customer upon receiving notice of any manufacturer/distributor price change affecting any Products in this Quotation. If Logicalis adjusts the pricing for the affected Product(s), Customer may choose to proceed at the adjusted price or cancel the order for the affected Product(s) without penalty.
4. Shipping and taxes are added at time of invoice. Shipping charges are subject to handling fees for specifying carriers and same day shipments.
5. Logicalis collaborates with the OEM/distributor to schedule delivery to Customer's loading dock; inside delivery is available upon request and may increase the cost of delivery.
6. For Cisco Products being resold by Logicalis pursuant to this Quotation, Customer hereby agrees to be bound by the applicable Cisco General Terms (including applicable Offer Descriptions), Buying Programs, Supplemental Terms, and other terms and conditions governing the access and use of such Products, which are located at the following link(s) as applicable ("Cisco Terms"): (a) www.cisco.com/c/en/us/about/legal/cloud-and-software/cloud-terms.html for all Product offerings stated therein; and (b) for Products that are packaged Cisco services, https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/Services-Guide.pdf. The Cisco Terms are incorporated herein by reference. For any Cisco Products purchased on a subscription basis, the subscription shall automatically renew for subsequent terms equal in duration to the initial term at Logicalis' then-current prevailing rates in effect at the time of renewal unless Customer, no less than forty-five (45) days prior to the end of the then-current subscription term, either: (a) issues a new purchase order to Logicalis; (b) accepts a Logicalis Quotation for renewal of such Products; or (c) provides written notice of non-renewal to Logicalis.

Quotation Acceptance

By signing below, the undersigned accepts this offer and confirms that he/she is authorized to purchase these items on behalf of Customer. This offer may be accepted by purchase order or other acknowledgement of acceptance, including, without limitation, by signing this document. Any reference to a Customer's Purchase Order or P.O. number does not indicate Logicalis' acceptance of terms and conditions referenced on/attached to any such P.O.

Accepted By:
Genesee County

Accepted By:
Logicalis, Inc.

Signature

Signature

Printed Name

Printed Name

Title

Title

Date

Date

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Genesee Co: Immutable Storage 26-487_5 Years
Quotation # 2026-236842v2

Customer Name & Address	Logicalis Account Executive
Derek Jones Genesee County 324 S. Saginaw St. Suite 9A Flint, MI 48502 810-257-3851 djones@geneseecountymi.gov	Lisa Nowak Logicalis Inc. 2600 W. Big Beaver Rd. Ste150 Troy, MI 48084 +1 5173361052 lisa.nowak@us.logicalis.com
Bill To Address	Ship to Address
Genesee County 324 S. Saginaw St. Suite 9A Flint, MI 48502 ATTN: Derek Jones 810-257-3851 djones@geneseecountymi.gov	Genesee County 324 S. Saginaw St. Suite 9A Flint, MI 48502 ATTN: Derek Jones 810-257-3851 djones@geneseecountymi.gov

Quotation expiration date: September 14, 2026

Item	Qty	Part Number	Description	Unit Price	Extended Price
Products					
1	1	EX135-SEC	Disk Capacity: Raw:324TB.Useable: 270TB, 135TB Full Backup. Includes qty 2 10 Gigabit or qty 1 25 Gigabit Add on Cards. Disks are encrypted	\$80,833.33	\$80,833.33
2	2	EX-10GBE-OPTICAL	10 Gigabit Ethernet Dual Port SFP+ Optical Option for all ExaGrid models. Includes two qualified SFP+ short-range Modules.	\$1,515.00	\$3,030.00
3	1	EX-5YR-MS-S	Five year 5 x 8 Customer Support and product Maintenance	\$46,124.83	\$46,124.83
<i>Products Subtotal</i>					\$129,988.16

Grand Total	
Products Subtotal:	\$129,988.16
Freight Charges (estimated):	\$500.00
Grand Total:	\$130,488.16

Terms and Conditions

Terms Applicable to All Sales

1. In the event Customer chooses to lease the Products and/or Services from a third party leasing company, Customer remains liable for payment to Logicalis for all Products and/or Services purchased until Logicalis receives payment from such leasing company.
2. All items not specifically included in this document are out of scope.
3. Prices are valid for 30 days from date of the document unless otherwise stated.
4. The information in this document is considered proprietary and confidential to Logicalis. By acceptance of this Quotation, Customer agrees to maintain this confidentiality and use such information for internal purposes only.

Terms Applicable for Product Sales

1. Logicalis' Terms and Conditions of Sale, found at us.logicalis.com/tcsales, are incorporated herein by reference.
2. Any variation in quantity or requested delivery may result in price changes.
3. Pricing set forth in this Quotation is based on current pricing from the manufacturer and/or authorized distributor and is subject to change without notice in the event Products' manufacturer/distributor changes the price to Logicalis. Notwithstanding the acceptance of this Quotation by Customer, if any time prior to shipment of the Products, the manufacturer and/or authorized distributor changes its price to Logicalis due to supply chain disruptions, component shortages, currency fluctuations/tariffs, or any other circumstance beyond Logicalis' reasonable control, then Logicalis reserves the right to (a) adjust the price to Customer to reflect the price change; or (b) immediately cancel all or part of an order placed by Customer under this Quotation upon written notice, without penalty or liability. Logicalis will promptly notify Customer upon receiving notice of any manufacturer/distributor price change affecting any Products in this Quotation. If Logicalis adjusts the pricing for the affected Product(s), Customer may choose to proceed at the adjusted price or cancel the order for the affected Product(s) without penalty.
4. Shipping and taxes are added at time of invoice. Shipping charges are subject to handling fees for specifying carriers and same day shipments.
5. Logicalis collaborates with the OEM/distributor to schedule delivery to Customer's loading dock; inside delivery is available upon request and may increase the cost of delivery.
6. For Cisco Products being resold by Logicalis pursuant to this Quotation, Customer hereby agrees to be bound by the applicable Cisco General Terms (including applicable Offer Descriptions), Buying Programs, Supplemental Terms, and other terms and conditions governing the access and use of such Products, which are located at the following link(s) as applicable ("Cisco Terms"): (a) www.cisco.com/c/en/us/about/legal/cloud-and-software/cloud-terms.html for all Product offerings stated therein; and (b) for Products that are packaged Cisco services, https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/Services-Guide.pdf. The Cisco Terms are incorporated herein by reference. For any Cisco Products purchased on a subscription basis, the subscription shall automatically renew for subsequent terms equal in duration to the initial term at Logicalis' then-current prevailing rates in effect at the time of renewal unless Customer, no less than forty-five (45) days prior to the end of the then-current subscription term, either: (a) issues a new purchase order to Logicalis; (b) accepts a Logicalis Quotation for renewal of such Products; or (c) provides written notice of non-renewal to Logicalis.

Quotation Acceptance

By signing below, the undersigned accepts this offer and confirms that he/she is authorized to purchase these items on behalf of Customer. This offer may be accepted by purchase order or other acknowledgement of acceptance, including, without limitation, by signing this document. Any reference to a Customer's Purchase Order or P.O. number does not indicate Logicalis' acceptance of terms and conditions referenced on/attached to any such P.O.

Accepted By:
Genesee County

Accepted By:
Logicalis, Inc.

Signature

Signature

Printed Name

Printed Name

Title

Title

Date

Date

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Appendices

Terms & Conditions

Logicalis' proposal will remain valid for 120 days from the date of proposal submission.

Logicalis reserves the right to negotiate terms and conditions with Customer upon being selected as the successful proposer. Additionally, upon selection, Logicalis will develop a Statement of Work for the services to be provided. Signed acceptance of the SOW will be required before resources and delivery of services can be scheduled.

Specific Exceptions/Clarifications

Logicalis is including the following exceptions/clarifications for discussion purposes.

General Information

Document Control

Title	Genesee County - Genesee Co: Immutable Storage 26-487
File Name	Proposal_GENES6137399
Release Date	May 14, 2026

This document is issued as draft and subject to final agreement of terms and conditions intended to be ratified during the process of contract negotiation. Until such time as this process is complete, the sole purpose of this document is to provide information, protected by copyright and confidentiality. This document neither in whole or part forms any binding contract for the services described. The contents of a final Quotation/Statement of Work and final contractual terms are subject to due diligence and successful contract negotiation.

Logicalis US Details

We welcome any inquiries regarding this document, its content, structure or scope. These should be directed to:

Title	Account Executive
Name	Lisa Nowak
Telephone	(517) 336-1052
Email	Lisa.Nowak@us.logicalis.com

Copyright Information

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Freedom of Information

Many of Logicalis' customers are in the public sector and Logicalis is well aware of the obligations imposed on its public sector customers by the United States Freedom of Information Act ('FOIA'). Logicalis' policy is to co-operate with its public sector customers to assist them in meeting their obligations under the FOIA.

Logicalis considers that the following sections of this Response are confidential or commercially sensitive and that disclosure of all or part of the information contained in these sections may harm Logicalis' commercial interests:

Solution Design: The solution has been derived from the intellectual effort, knowhow and expertise of Logicalis staff and consultants and may contain proposals that are original or innovative. The disclosure of this information to Logicalis' competitors may give them an unfair advantage in competing with

Logicalis in future similar projects.

Costs Section: Disclosure of Logicalis' costs to competitors is likely to give those competitors an unfair advantage in competing against Logicalis in future bids and may reduce the competitiveness of future tenders.

Customer References: Information relating to customers is frequently protected by confidentiality obligations where disclosure is permitted only for specified purposes, such as providing details to potential new customers. Disclosure of this information to others may be in breach of these confidentiality obligations and disclosure of this information to competitors may harm Logicalis' commercial interests by assisting competitors to compete for business from those customers.

Genesee County ("the County")
RFP #26-487 IMMUTABLE STORAGE ("RFP")
Due Date: May 14, 2026

EXCEPTIONS

Logicalis, Inc., ("Logicalis" or "Proposer") submits its Response to the RFP contingent upon the exceptions identified herein, which are incorporated by reference into its Response. Logicalis takes general exception to this RFP and reserves the right to negotiate an appropriate agreement with the County upon successful award. Additionally, Logicalis takes specific exceptions to the terms and conditions of the RFP as stated below and proposes that for any contractual terms not addressed in the RFP, Logicalis' Terms and Conditions of Sale found at <https://www.us.logicalis.com/tcsales> which are incorporated herein by reference, shall apply. These exceptions are incorporated by reference into Logicalis' response and this document shall be considered part of any resulting contract. In the event the County does not agree to any of the Exceptions, Logicalis is willing to negotiate such terms upon successful award. Acceptance of a Quotation and/or Statement of Work issued pursuant to the mutually agreeable resulting contract will be required before resources and delivery of products or services can be scheduled.

SPECIFIC EXCEPTION TO RFP #26-487 IMMUTABLE STORAGE

1. **SECTION 9 - INSURANCE REQUIRED FROM PROPOSERS:** Logicalis reserves the right to discuss its deductibles/SIRs and the equivalent ISO endorsement forms upon successful award. All required insurance total amounts on your insurance checklist are standard insurance coverage we can provide. Logicalis's insurer could not return the signed form in time for this submission because they require attorney review before signing any documents. In lieu of this, they have provided the Certificate of Liability Insurance.
2. **SECTION 9 - INSURANCE REQUIRED FROM PROPOSERS – 1.2 Indemnification:** Logicalis takes exception to this clause. Logicalis cannot agree to indemnify, defend, and hold harmless the County from any and all claims, damages, or liability. Logicalis proposes the following:

Logicalis shall indemnify and hold harmless the County, its officials, officers, agents, and employees from and against third-party claims only, to the extent arising out of bodily injury or tangible property damage caused by the negligent acts or omissions of Logicalis or those for whom Logicalis is legally responsible. Logicalis shall have no obligation to indemnify the County for claims arising from the County's own negligence or willful misconduct. Logicalis' indemnification obligations shall not be expanded beyond the scope of coverage required to be maintained under the Contract.

Logicalis would like to make a point of clarification regarding the Warranty Offered in this RFP:

3. **SECTION 6- SCOPE OF WORK - Warranty & Support:** Logicalis is a reseller of products and does not manufacture the products. The warranty being purchased is provided by Exagrid Systems, Inc.

a. **Product Returns and Warranty Assistance.**

- i. The County acknowledges that Logicalis is reselling all products purchased by the County and that products are manufactured and/or delivered by third parties.
- ii. To the extent available, Logicalis shall pass through to the County the manufacturer's warranties applicable to each product and agrees to reasonably facilitate the manufacturer's return and warranty processes. In no event will Logicalis provide return rights or warranty coverage beyond that provided by the manufacturer. Products accepted for return are subject to the manufacturer's applicable restocking fees.
- iii. The County acknowledges that the terms and conditions governing the use of products are governed by the applicable manufacturer's license agreements and are exclusively between the County and the manufacturer of such products.

Required Forms

REFERENCES

List 3 references of similar projects

Company/Client:	Contacts:
Michigan Court of Appeals Contacts:	Name: Chris Poletti
	Title: Infrastructure System Manager
	Phone: (517) 373-9492
Dates of Service: June 2024 - Current	Email: cpoletti@courts.mi.gov
	Address: Hall of Justice, 925 W Ottawa St
	City, State: Lansing, MI 48915-1741

Company/Client:	Contacts:
Berrien County Contacts:	Name: Chris Swihart
	Title: Information Systems Director
	Phone: 269.983.7111 Ext. 8473
Dates of Service: 2012 - Current	Email: cswihart@berriencounty.org
	Address: 701 Main St
	City, State: Saint Joseph, MI 49085-1316

Company/Client:	Contacts:
Michigan Supreme Court, Judicial Information Services Contacts	Name: Scott Reese
	Title: Server & Storage Manager
	Phone: (517) 373-5506
Dates of Service: July 2024 - Current	Email: reeses@courts.mi.gov
	Address: : 925 W. Ottawa
	City, State: Lansing, MI 48915-1741

Description of Services	Insert Pricing for each item (if applicable) under the requested year				
	Year 1	Year 2	Year 3	Year 4	Year 5
Implementation and onboarding	Included*	NA	NA	NA	NA
Hardware and licensing	\$ 83,863.33	0	0	0	0
Testing and validation	Included	NA	NA	NA	NA
Ongoing support and maintenance					
BONUS: Exagrid GUARANTEES no more than 3% support increases year over year from the original purchase price					
Training (if applicable)	Included	HA	NA	NA	NA
Total Amt (per year)	\$ 96,442.83	\$ 12,956.89	\$ 13,345.59	\$ 13,745.96	\$ 14,158.34
Other cost (please provide a description of the service along with price):					
Rack/Stack Option	\$231/hour				
Estimated Freight	\$500				
Savings for 5 years PrePaid Support	\$ (20,661.44)				
5-year prepaid investment (Annual Allocation for Planning Purposes Only. 1st year \$9,224.95)		\$9,224.97	\$9,224.97	\$9,224.97	\$9,224.97
Total price for other cost		\$	\$	\$	\$
Total amount for 5 years (if support is paid Annually), includes freight estimate, does not include rack/stack	\$ 151,149.60				
Total amount for 5 years (if support is prepaid), includes freight estimate, does not include rack/stack	\$ 130,488.16				

Submitted By: [Signature]
Signature: [Signature]

Title: Regional Vice President

Business Name: Logicals, Inc.

Contact Email: Lisa.Nowak@us.Logicals.com

Address: 2600 W Big Beaver Rd Suite 150
Troy, MI 48064

Date: 5-13-26

SIGNATURE PAGE
GENESEE COUNTY RFP # 26-487
Immutable Storage

The undersigned represents that he or she:

1. is duly authorized to make binding offers on behalf of the company,
2. has read and understands all information, terms, and conditions in the RFP,
3. has not engaged in any collusive actions with any other potential proposers for this RFP,
4. hereby offers to enter into a binding contract with Genesee County for the products and services herein offered, if selected by Genesee County within 120 days from proposal due date,
5. certify that it, its principals, and its key employees are not "Iran linked businesses," as that term is described in the Iran Economic Sanctions Act, P.A. 2012, No. 517, codified as MCL 129.311, et seq.
6. acknowledges the following addenda 1 issued as part of the RFP:

Conflict of Interest:

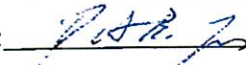
X To the best of our knowledge, the undersigned firm has no potential conflict of interest due to any other County contracts, or property interest for this proposal.

OR

 The undersigned firm by attachment to this form, submits information which may be a potential conflict of interest due to other County contracts, or property interest for this Proposal.

Exceptions to Solicitation and/or Standard Contract: NO YES X (include attached statement)

Name (typed): Peter Levy

Signature:  Title: Director of Area Sales, Cleveland

Date: 5-13-20

Company: Logicalis, Inc.

Federal Employee Identification Number (FEIN): 13-4000122

DUNS Number: 807643150

Contact Person of company representative for matters regarding this RFP

Lisa Nowak

Account Executive

CONTACT NAME

POSITION

2600 W. Big Beaver Rd Troy, MI 48084

MAILING ADDRESS

CITY

STATE

ZIP CODE

517-336-1052

Lisa.Nowak@US.Logicalis.com

PHONE

FAX

E-MAIL



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
05/14/2026

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Central, Inc. 3000 Town Center Suite 2750 - 27th Floor Southfield MI 48975 USA	CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): (800) 363-0105 E-MAIL ADDRESS:														
INSURED Logicalis, Inc. 2600 W Big Beaver Road Suite 150 Troy MI 48084 USA	<table><tr><th>INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr><tr><td>INSURER A: Great Northern Insurance Co.</td><td>20303</td></tr><tr><td>INSURER B: Pacific Indemnity Co</td><td>20346</td></tr><tr><td>INSURER C: Federal Insurance Company</td><td>20281</td></tr><tr><td>INSURER D: ACE American Insurance Company</td><td>22667</td></tr><tr><td>INSURER E:</td><td></td></tr><tr><td>INSURER F:</td><td></td></tr></table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Great Northern Insurance Co.	20303	INSURER B: Pacific Indemnity Co	20346	INSURER C: Federal Insurance Company	20281	INSURER D: ACE American Insurance Company	22667	INSURER E:		INSURER F:	
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COVERAGES

CERTIFICATE NUMBER: 570119958356

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☒ PRO-JECT ☒ LOC OTHER:			35933780	08/01/2025	08/01/2026	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000
A	☒ AUTOMOBILE LIABILITY ☒ ANY AUTO ☐ OWNED AUTOS ONLY ☐ HIRED AUTOS ONLY ☒ Comp Ded \$1,000 ☐ SCHEDULED AUTOS ☐ NON-OWNED AUTOS ONLY ☒ Coll Ded: \$1,000			7358-48-78	08/01/2025	08/01/2026	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
C	☒ UMBRELLA LIAB ☒ OCCUR ☒ EXCESS LIAB ☐ CLAIMS-MADE DED RETENTION			79899639	08/01/2025	08/01/2026	EACH OCCURRENCE \$4,000,000 AGGREGATE \$4,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N ☒ N	N/A	2671736517	08/01/2025	08/01/2026	☒ PER STATUTE ☐ OTHER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE-EA EMPLOYEE \$1,000,000 E.L. DISEASE-POLICY LIMIT \$1,000,000
D	E&O - Professional Liability - Primary			D02372988 Claims Made SIR applies per policy terms & conditions	08/01/2025	08/01/2026	E&O Aggregate \$3,000,000 Cyber Aggregate \$3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Re: RFP: 26-487 - Immutible Storage. Genesee County is included as Additional Insured in accordance with the policy provisions of the General Liability and Automobile Liability policies. The General Liability and Automobile Liability policies evidenced herein is Primary and Non-Contributory to other insurance available to an Additional Insured, but only in accordance with the policy's provisions. The above-referenced General Liability and Workers Compensation policies have no deductible/SIR. There is \$0 deductible for owned vehicles on the above-referenced Automobile Liability policy. For Hired or Borrowed Vehicles Deductibles: Comprehensive \$1,000 deductible for each covered auto for loss caused by theft or mischief or vandalism. Collision: \$1,000 deductible for each covered auto.

CERTIFICATE HOLDER**CANCELLATION**

Genesee County Attn: Risk Management 324 S Saginaw Street Suite 9A Flint MI 48502 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <i>Aon Risk Services Central Inc.</i>
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Holder Identifier : CDB

Certificate No : 570119958356

Endorsement

<i>Policy Period</i>	AUGUST 1, 2025 TO AUGUST 1, 2026
<i>Effective Date</i>	AUGUST 1, 2025
<i>Policy Number</i>	3593-37-80 GAB
<i>Insured</i>	LOGICALIS US HOLDINGS, INC.
<i>Name of Company</i>	GREAT NORTHERN INSURANCE COMPANY
<i>Date Issued</i>	AUGUST 4, 2025

This Endorsement applies to the following forms:

GENERAL LIABILITY

Under Who Is An Insured, the following provision is added.

Who Is An Insured**Additional Insured -
Scheduled Person
Or Organization**

Persons or organizations shown in the Schedule are **insureds**; but they are **insureds** only if you are obligated pursuant to a contract or agreement to provide them with such insurance as is afforded by this policy.

However, the person or organization is an **insured** only:

- if and then only to the extent the person or organization is described in the Schedule;
- to the extent such contract or agreement requires the person or organization to be afforded status as an **insured**;
- for activities that did not occur, in whole or in part, before the execution of the contract or agreement; and
- with respect to damages, loss, cost or expense for injury or damage to which this insurance applies.

No person or organization is an **insured** under this provision:

- that is more specifically identified under any other provision of the Who Is An Insured section (regardless of any limitation applicable thereto).
- with respect to any assumption of liability (of another person or organization) by them in a contract or agreement. This limitation does not apply to the liability for damages, loss, cost or expense for injury or damage, to which this insurance applies, that the person or organization would have in the absence of such contract or agreement.

Liability Endorsement
(continued)

Under Conditions, the following provision is added to the condition titled Other Insurance.

Conditions

**Other Insurance –
Primary, Noncontributory
Insurance – Scheduled
Person Or Organization**

If you are obligated, pursuant to a contract or agreement, to provide the person or organization shown in the Schedule with primary insurance such as is afforded by this policy, then in such case this insurance is primary and we will not seek contribution from insurance available to such person or organization.

Schedule

Persons or organizations that you are obligated, pursuant to a contract or agreement, to provide with such insurance as is afforded by this policy.

All other terms and conditions remain unchanged.

Authorized Representative



Who Is An Insured
(continued)**Volunteers**

Persons who are volunteer workers for you are **insureds**; but they are **insureds** only for acts within the scope of their activities for you and at your direction.

Real Estate Managers

Persons (other than your **employees**) or organizations acting as your real estate managers are **insureds**; but they are **insureds** only with respect to their duties as your real estate managers.

**Permissive Users Of
Mobile Equipment**

With respect to **mobile equipment** registered in your name under a motor vehicle registration law:

- A. persons driving such equipment on a public road with your permission are **insureds**; and
- B. persons or organizations responsible for the conduct of such persons described in subparagraph A. above are **insureds**; but they are **insureds** only with respect to the operation of the equipment and only if no other insurance of any kind is available to them.

However, no person or organization is an **insured** with respect to:

- **bodily injury** to any co-**employee** of the person driving the equipment; or
- **property damage** to any property owned or occupied by or loaned or rented to you, or in your charge or the charge of the employer of any person who is an **insured** under this provision.

Vendors

Persons or organizations who are vendors of **your products** are **insureds**; but they are **insureds** only with respect to their liability for damages for **bodily injury** or **property damage** resulting from the distribution or sale of **your products** in the regular course of their business and only if this insurance applies to the **products-completed operations hazard**.

However, no such person or organization is an **insured** with respect to any:

- assumption of liability by them in a contract or agreement. This limitation does not apply to the liability for damages for **bodily injury** or **property damage** that such vendor would have in the absence of such contract or agreement;
- representation or warranty unauthorized by you;
- physical or chemical change in **your products** made intentionally by the vendor;
- repackaging, unless unpacked solely for the purpose of inspection, demonstration or testing, or the substitution of parts under instruction from the manufacturer and then repacked in the original container;
- failure to make such inspections, adjustments, tests or servicing as the vendor has agreed to make or normally undertakes to make in the usual course of business in connection with the distribution or sale of **your products**;
- demonstration, installation, servicing or repair operations, except such operations performed at the vendor's premises in connection with the sale of **your products**; or
- of **your products** which, after distribution or sale by you, have been labeled or relabeled or used as a container, ingredient or part of any other thing or substance by or for the vendor.

Who Is An Insured

Vendors (continued)

Further, no person or organization from whom you have acquired **your products**, or any container, ingredient or part entering into, accompanying or containing **your products**, is an **insured** under this provision.

Lessors Of Equipment

Persons or organizations from whom you lease equipment are **insureds**; but they are **insureds** only with respect to the maintenance or use by you of such equipment and only if you are contractually obligated to provide them with such insurance as is afforded by this contract.

However, no such person or organization is an **insured** with respect to any:

- damages arising out of their sole negligence; or
- **occurrence** that occurs, or offense that is committed, after the equipment lease ends.

Lessors Of Premises

Persons or organizations from whom you lease premises are **insureds**; but they are **insureds** only with respect to the ownership, maintenance or use of that particular part of such premises leased to you and only if you are contractually obligated to provide them with such insurance as is afforded by this contract.

However, no such person or organization is an **insured** with respect to any:

- damages arising out of their sole negligence;
- **occurrence** that occurs, or offense that is committed, after you cease to be a tenant in the premises; or
- structural alteration, new construction or demolition operations performed by or on behalf of them.

Subsidiary Or Newly Acquired Or Formed Organizations

If there is no other insurance available, the following organizations will qualify as named **insureds**:

- a subsidiary organization of the first named **insured** shown in the Declarations of which, at the beginning of the policy period and at the time of loss, such first named **insured** controls, either directly or indirectly, more than fifty (50) percent of the interests entitled to vote generally in the election of the governing body of such organization; or
- a subsidiary organization of the first named **insured** shown in the Declarations that such first named **insured** acquires or forms during the policy period, if at the time of loss such first named **insured** controls, either directly or indirectly, more than fifty (50) percent of the interests entitled to vote generally in the election of the governing body of such organization.

Limitations On Who Is An Insured

- A. Except to the extent provided under the Subsidiary Or Newly Acquired Or Formed Organizations provision above, no person or organization is an **insured** with respect to the conduct of any person or organization that is not shown as a named **insured** in the Declarations.
- B. No person or organization is an **insured** with respect to the:
1. ownership, maintenance or use of any assets; or
 2. conduct of any person or organization whose assets, business or organization;

COMMERCIAL AUTOMOBILE

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

COMMERCIAL AUTOMOBILE BROAD FORM ENDORSEMENT

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM

To the extent that the provisions of this endorsement provide broader benefits to the "insured" than other provisions of the Business Auto Coverage Form, the provisions of this endorsement apply.

1. EXTENDED CANCELLATION CONDITION

Paragraph A.2.b. – CANCELLATION of the COMMON POLICY CONDITIONS form IL 00 17 is deleted and replaced with the following:

- b. 60 days before the effective date of cancellation if we cancel for any other reason.

2. BROAD FORM INSURED

A. Subsidiaries and Newly Acquired or Formed Organizations As Insureds

The Named Insured shown in the Declarations is amended to include:

- (1) Any legally incorporated subsidiary in which you own more than 50% of the voting stock on the effective date of the Coverage Form. However, the Named Insured does not include any subsidiary that is an "insured" under any other automobile policy or would be an "insured" under such a policy but for its termination or the exhaustion of its Limit of Insurance.
- (2) Any organization that is acquired or formed by you and over which you maintain majority ownership. However, the Named Insured does not include any newly formed or acquired organization:
 - (a) That is a partnership, joint venture or limited liability company;
 - (b) That is an "insured" under any other automobile policy;
 - (c) That has exhausted its Limit of Insurance under any other policy; or
 - (d) 180 days or more after its acquisition or formation by you, unless you have given us notice of the acquisition or formation.

Coverage does not apply to "bodily injury" or "property damage" that results from an "accident" that occurred before you formed or acquired the organization.

B. Employees as Insureds

Paragraph A.1. – WHO IS AN INSURED – of SECTION II – COVERED AUTOS LIABILITY COVERAGE is amended to add the following:

- d. Any "employee" of yours while using a covered "auto" you don't own, hire or borrow in your business or your personal affairs.

C. Lessors as Insureds

Paragraph A.1. – WHO IS AN INSURED – of SECTION II – COVERED AUTOS LIABILITY COVERAGE is amended to add the following:

- e. The lessor of a covered "auto" while the "auto" is leased to you under a written agreement if:
 - (1) The agreement requires you to provide direct primary insurance for the lessor; and
 - (2) The "auto" is leased without a driver.

Such leased "auto" will be considered a covered "auto" you own and not a covered "auto" you hire.

D. Persons And Organizations As Insureds Under A Written Insured Contract

Paragraph A.1 – WHO IS AN INSURED – of SECTION II – COVERED AUTOS LIABILITY COVERAGE is amended to add the following:

- f. Any person or organization with respect to the operation, maintenance or use of a covered “auto”, provided that you and such person or organization have agreed under an express provision in a written “insured contract”, written agreement or a written permit issued to you by a governmental or public authority to add such person or organization to this policy as an “insured”.

However, such person or organization is an “insured” only:

- (1) with respect to the operation, maintenance or use of a covered “auto”; and
- (2) for “bodily injury” or “property damage” caused by an “accident” which takes place after:
 - (a) You executed the “insured contract” or written agreement; or
 - (b) The permit has been issued to you.

If you have agreed in a written contract or written agreement that this insurance is primary and non-contributory with the additional insured's own insurance, this insurance is primary and we will not seek contribution from that other insurance.

This provision does not apply to other insurance to which the additional insured has also been added as an additional insured.

3. SUPPLEMENTARY PAYMENTS – INCREASED LIMITS

Under SECTION II – COVERED AUTOS LIABILITY COVERAGE, subsection A. Coverage, paragraph 2. Coverage Extensions, subparagraph a. Supplementary Payments, subparagraphs (2) and (4) are deleted and replaced by the following:

- (2) Up to \$5,000 for cost of bail bonds (including bonds for related traffic law violations) required because of an “accident” we cover. We do not have to furnish these bonds.
- (4) All reasonable expenses incurred by the “insured” at our request, including actual loss of earnings, up to \$1,000 a day because of time off from work.

4. AMENDED FELLOW EMPLOYEE EXCLUSION

EXCLUSION 5. – FELLOW EMPLOYEE – of SECTION II – COVERED AUTOS LIABILITY COVERAGE is amended to add the following:

However, this exclusion only applies if the fellow “employee” is entitled to benefits under any of the following: workers’ compensation, unemployment compensation or disability benefits law, or any similar law.

5. PHYSICAL DAMAGE – ADDITIONAL TEMPORARY TRANSPORTATION EXPENSE COVERAGE

Paragraph A.4.a. – TRANSPORTATION EXPENSES – of SECTION III – PHYSICAL DAMAGE COVERAGE is amended to provide a limit of \$60 per day, subject to a maximum limit of \$1,800.

6. AUTO LOAN/LEASE GAP COVERAGE

Paragraph A.4. – COVERAGE EXTENSIONS – of SECTION III – PHYSICAL DAMAGE COVERAGE is amended to add the following:

c. Unpaid Loan or Lease Amounts

In the event of a total “loss” to a covered “auto”, we will pay any unpaid amount due on the loan or lease for a covered “auto” minus:

- 1. The amount paid under the Physical Damage Coverage Section of the policy; and
- 2. Any:
 - a. Overdue loan/lease payments at the time of the “loss”;
 - b. Financial penalties imposed under a lease for excessive use, abnormal wear and tear or high mileage;
 - c. Security deposits not returned by the lessor;

- d. Costs for extended warranties, Credit Life Insurance, Health, Accident or Disability Insurance Purchased with the loan or lease: and
- e. Carry-over balances from previous loans or leases.

We will pay for any unpaid amount due on the loan or lease if caused by:

- (1) Other than collision only if the Declarations indicate that Comprehensive Coverage is provided for any covered "auto";
- (2) Specified Causes of Loss only if the Declarations indicate that Specified Causes of Loss Coverage is provided for any covered "auto"; or
- (3) Collision only if the Declarations indicate that Collision Coverage is provided for any covered "auto".

The Auto Loan/Lease Gap Coverage insurance provided by this endorsement is excess over any other collectible insurance including but not limited to any coverage provided by or purchased from the lessor.

7. VEHICLE VINYL WRAP COVERAGE

Paragraph A.4. – COVERAGE EXTENSIONS – of SECTION III – PHYSICAL DAMAGE COVERAGE is amended to add the following:

d. Vehicle Vinyl Wrap Coverage

In the event of a total "loss" to an "auto" for which Comprehensive, Specified Causes of Loss, or Collision coverages are provided under this Coverage Form, then such Physical Damage Coverages are amended to add the following:

In addition to the actual cash value of the "auto", we will pay up to \$1,000 for vinyl vehicle wraps which are displayed on the covered "auto" at the time of loss. Regardless of the number of "autos" deemed a total "loss", the most we will pay under this Coverage for any one "loss" is \$2,000.

For purposes of this coverage, signs or other graphics painted or magnetically affixed to the vehicle are not considered vehicle wraps.

8. PERSONAL PROPERTY COVERAGE

Paragraph A.4. – COVERAGE EXTENSIONS – of SECTION III – PHYSICAL DAMAGE COVERAGE is amended to add the following:

e. Personal Property Coverage

We will pay up to \$1,000 for "loss" to wearing apparel and other personal effects which are:

- (1) Owned by an "insured"; and
- (2) In or on your covered "auto".

This Coverage applies only:

- (1) In the event of total theft of your covered "auto;" and
- (2) If such wearing apparel or other personal effects cannot be recovered.

This Coverage is not subject to a deductible.

The limit shown above applies in addition to any other insurance for personal property provided elsewhere in this policy.

This coverage only applies to "autos" for which Comprehensive or Specified Causes of Loss coverages are provided under this Coverage Form.

9. REPLACEMENT WITH A HYBRID OR ALTERNATIVE FUEL SOURCE AUTO

Paragraph A.4. – COVERAGE EXTENSIONS – of SECTION III – PHYSICAL DAMAGE COVERAGE is amended to add the following:

f. Replacement Of A Private Passenger Auto With A Hybrid Or Alternative Fuel Source Auto

In the event of a total "loss" to an "auto" for which Comprehensive, Specified Causes of Loss, or Collision coverages are provided under this Coverage Form, we will pay the actual cash value, plus an additional 10%

(up to a maximum of \$2,500), if the replacement vehicle is a hybrid vehicle or alternative fuel source vehicle.

10. RENTAL AGENCY EXPENSE

Paragraph A.4. – COVERAGE EXTENSIONS – of SECTION III – PHYSICAL DAMAGE COVERAGE is amended to add the following:

g. Rental Expense

We will pay the following expenses that you or any of your “employees” are legally obligated to pay because of a written contract or agreement entered into for use of a rental vehicle in the conduct of your business:

MAXIMUM WE WILL PAY FOR ANY ONE CONTRACT OR AGREEMENT:

- (1) \$2,500 for loss of income incurred by the rental agency during the period of time that vehicle is out of use because of actual damage to, or “loss” of, that vehicle, including income lost due to absence of that vehicle for use as a replacement;
- (2) \$2,500 for decrease in trade-in value of the rental vehicle because of actual damage to that vehicle arising out of a covered “loss”; and
- (3) \$2,500 for administrative expenses incurred by the rental agency, as stated in the contract or agreement.
- (4) \$7,500.00 maximum total amount for paragraphs a., b. and c. combined.

11. EXTRA EXPENSE – BROADENED COVERAGE

Paragraph A.4. – COVERAGE EXTENSIONS – of SECTION III – PHYSICAL DAMAGE COVERAGE is amended to add the following:

h. Recovery Expense

We will pay for the expense of returning a stolen covered “auto” to you.

12. AIRBAG COVERAGE

Paragraph B.3.a. – EXCLUSIONS – of SECTION III – PHYSICAL DAMAGE COVERAGE does not apply to the accidental or unintended discharge of an airbag. Coverage is excess over any other collectible insurance or warranty specifically designed to provide this coverage.

13. SOUND RECEIVING AND TRANSMITTING EQUIPMENT – BROADENED COVERAGE

Paragraph a. under the statement “Exclusions 4.c. and 4.d. do not apply” under EXCLUSIONS – of SECTION III – PHYSICAL DAMAGE COVERAGE is deleted and replaced with the following:

- a. Equipment designed solely for receiving or transmitting sound and accessories used with such equipment, provided such equipment is permanently installed in the covered “auto” at the time of the “loss” or such equipment is removable from the housing unit which is permanently installed in the covered “auto” at the time of the “loss”, and such equipment is designed to be operated solely by use of the power from the “auto’s” electrical system, in or upon the covered “auto”; or

14. GLASS REPAIR – WAIVER OF DEDUCTIBLE

Under Paragraph D. – DEDUCTIBLE – of SECTION III – PHYSICAL DAMAGE COVERAGE the following is added:

No deductible applies to glass damage if the glass is repaired rather than replaced.

15. TWO OR MORE DEDUCTIBLES

Paragraph D. – DEDUCTIBLE – of SECTION III – PHYSICAL DAMAGE COVERAGE is amended to add the following:

If this Coverage Form and any other Coverage Form or policy issued to you by us that is not an automobile policy or Coverage Form applies to the same “accident”, the following applies:

- (1) If the deductible under this Business Auto Coverage Form is the smaller (or smallest) deductible, it will be waived; or

- (2) If the deductible under this Business Auto Coverage Form is not the smaller (or smallest) deductible, it will be reduced by the amount of the smaller (or smallest) deductible.

16. AMENDED DUTIES IN THE EVENT OF ACCIDENT, CLAIM, SUIT OR LOSS

Paragraph A.2.a. – DUTIES IN THE EVENT OF AN ACCIDENT, CLAIM, SUIT OR LOSS of SECTION IV – BUSINESS AUTO CONDITIONS is deleted and replaced with the following:

- a. In the event of “accident”, claim, “suit” or “loss”, you must promptly notify us when the “accident” is known to:
1. You or your authorized representative, if you are an individual;
 2. A partner, or any authorized representative; if you are a partnership;
 3. A member, if you are a limited liability company; or
 4. An executive officer, insurance manager, or authorized representative, if you are an organization other than a partnership or limited liability company.

Knowledge of an “accident”, claim, “suit” or “loss” by other persons does not imply that the persons listed above have such knowledge.

Notice to us should include:

1. How, when and where the “accident” or “loss” occurred;
2. The insured’s name and address; and
3. To the extent possible, the names and addresses of any injured persons or witnesses.

17. WAIVER OF SUBROGATION

Paragraph A.5. – TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US of SECTION IV – BUSINESS AUTO CONDITIONS is deleted and replaced with the following:

5. We will waive the right of recovery we would otherwise have against another person or organization for “loss” to which this insurance applies, provided the “insured” has waived their rights of recovery against such person or organization in a written contract or agreement that is executed before such “loss”.

To the extent that the “insured’s” rights to recover damages for all or part of any payment made under this insurance has not been waived, those rights are transferred to us. That person or organization must do everything necessary to secure our rights and must do nothing after “accident” or “loss” to impair them. At our request, the insured will bring suit or transfer those rights to us and help us enforce them.

18. UNINTENTIONAL FAILURE TO DISCLOSE HAZARDS

Paragraph B.2. – CONCEALMENT, MISREPRESENTATION or FRAUD of SECTION IV – BUSINESS AUTO CONDITIONS – is deleted and replaced with the following:

If you unintentionally fail to disclose any hazards existing at the inception date of your policy, we will not void coverage under this Coverage Form because of such failure.

19. AUTOS RENTED BY EMPLOYEES

Paragraph 5.b. – OTHER INSURANCE of SECTION IV – BUSINESS AUTO CONDITIONS – is deleted and replaced with the following:

- e. Any “auto” hired or rented by your “employee” on your behalf and at your direction will be considered an “auto” you hire. If an “employee’s” personal insurance also applies on an excess basis to a covered “auto” hired or rented by your “employee” on your behalf and at your direction, this insurance will be primary to the “employee’s” personal insurance.

20. HIRED AUTO – COVERAGE TERRITORY

Paragraph B.7.e. (1) – POLICY PERIOD, COVERAGE TERRITORY of SECTION IV – BUSINESS AUTO CONDITIONS is deleted and replaced with the following:

- (1) A covered “auto” of the private passenger type is leased, hired, rented or borrowed without a driver for a period of 60 days or less; and

21. RESULTANT MENTAL ANGUISH COVERAGE

Paragraph C. of – SECTION V – DEFINITIONS is deleted and replaced by the following:

“Bodily injury” means bodily injury, sickness or disease sustained by any person, including mental anguish or death resulting from any of these.

All other terms and conditions remain unchanged.

Data Sheets



ExaGrid Tiered Backup Storage

Fastest Backups
Fastest Recoveries
Unparalleled,
Cost-effective
Scale-out
Comprehensive
Security and
Ransomware
Recovery

ExaGrid Price Protection Guarantee

ExaGrid is confident in its product, its systems sizing tools, and approach to pricing.

Vendors often offer a very low price to gain a customer's business but when the customer orders subsequent appliances or systems, the price will be higher. This is a common practice for many large industry vendors.

In order to shield you against these practices, ExaGrid has the following written policy and guarantee:

Whatever price you pay for a particular ExaGrid model today, ExaGrid will guarantee, for 60 months, that the price will not be increased (subject to exchange rate fluctuations) for any purchases of that same model. In addition, yearly maintenance and support as well as Cloud Tier subscription pricing will not be increased by more than 3% per year. The price guarantee stays in place for 60 months from date of the initial purchase of that model.

For example, if you purchase one or several EX84 appliance models today, then you can purchase additional EX84 appliance models at the same price for the next 60 months.

If a vendor will not give you this type of guarantee in writing, then there is clearly a chance they will charge you more for the same product in the future. This is a hidden future cost that impacts your budget. ExaGrid's guarantee is in writing. If other vendors offer similar programs, it is recommended that you ask them to put the guarantee in writing.

On top of the above guarantee, ExaGrid's scale-out architecture is built to allow seamless scalability that avoids hidden future costs of expansion. ExaGrid's architecture scales by adding full servers (processor, memory, bandwidth, and disk) and guards against the forklift upgrade points of a front-end server architecture and disk shelves. With the front-end server approach, as data grows, the front-end server with additional disk shelves cannot keep up with the growth. As a result, you will need to replace the front-end server, the most costly component. The front-end server with disk shelf approach is a hidden future cost that impacts your budget.

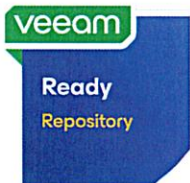
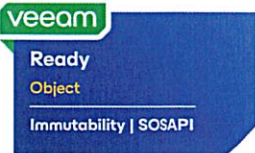
With ExaGrid, future costs are known. This makes future budget planning simple and straightforward.

- No future forklift upgrades
- No price increases for 60 months for appliance models purchased today
- Yearly maintenance and support will not be increased by more than 3% per year
- Cloud Tier subscription pricing will not be increased by more than 3% per year
- ExaGrid quotes and invoices in US dollars and is not responsible for currency fluctuation



ExaGrid Tiered Backup Storage

- Fastest Backups
- Fastest Recoveries
- Unparalleled, Cost-effective Scale-out
- Comprehensive Security and Ransomware Recovery



Veeam with ExaGrid Tiered Backup Storage

Veeam Customers Can Add ExaGrid to Improve Performance, Security, and the Storage Economics of Their Backup Environments

ExaGrid Tiered Backup Storage integrated with Veeam. Together, Veeam and ExaGrid backup storage provide a cost-effective backup solution that scales to meet the needs of demanding enterprise environments.

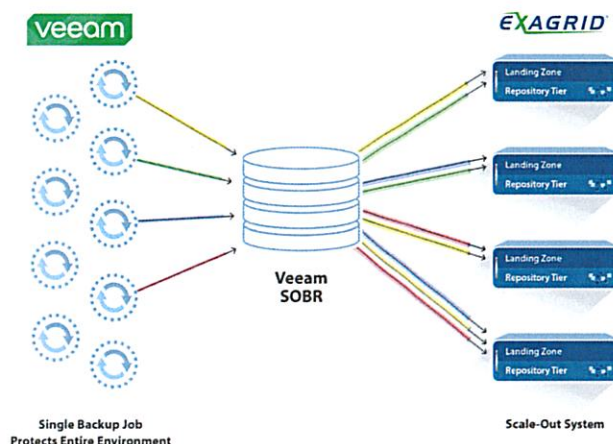
ExaGrid is changing the economics of Veeam backup. ExaGrid's cost-effective scale-out growth model has a lower cost up front and a lower cost over time compared to standard disk solutions and traditional deduplication storage solutions.

ExaGrid supports Veeam's Scale-Out Backup Repository (SOBR). This allows backup administrators using Veeam to direct all jobs to a single repository made up of ExaGrid appliances in a single scale-out system, automating backup job management. ExaGrid's support of SOBR also automates the addition of appliances into an existing ExaGrid system as data grows by simply adding the new appliances to a Veeam repository group.

The combination of Veeam SOBR and ExaGrid's appliances in a scale-out system creates a tightly integrated end-to-end backup solution that allows backup administrators to leverage the advantages of a scale-out approach in both the backup application as well as the backup storage.

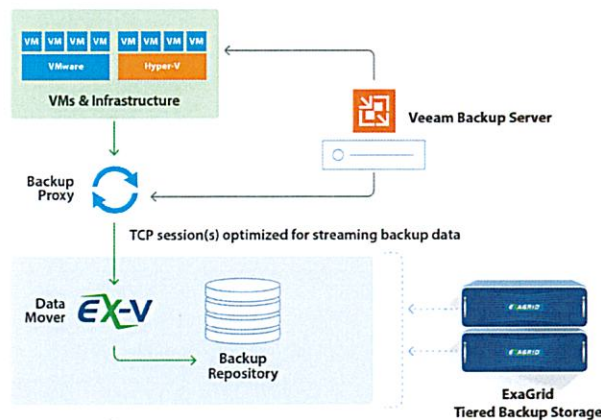
ExaGrid's unique non-network-facing Repository Tier (tiered air gap) along with delayed deletes and immutable data objects ensure that data is ready to be recovered after a ransomware attack.

The combination of Veeam backups to the ExaGrid Landing Zone, the integrated ExaGrid-Veeam Accelerated Data Mover, and ExaGrid's support of Veeam SOBR is the most tightly integrated solution on the market for a scale-out backup application to scale-out backup storage.



ExaGrid appliances are fully integrated with the Veeam Data Mover. Most of Veeam's unique features such as Sure Backup, Virtual Lab, Instant VM Recovery, Copy and Replicate, and other advanced features require an unduplicated backup copy on disk. Only ExaGrid provides this backup copy due to its unique disk-cache "Landing Zone." ExaGrid includes an integrated Veeam Data Mover that runs on each ExaGrid appliance.

This improves all backup and restore processes and also allows a synthetic full to be created directly on the ExaGrid system for increased performance. ExaGrid can create and restore a synthetic full faster than any other solution.

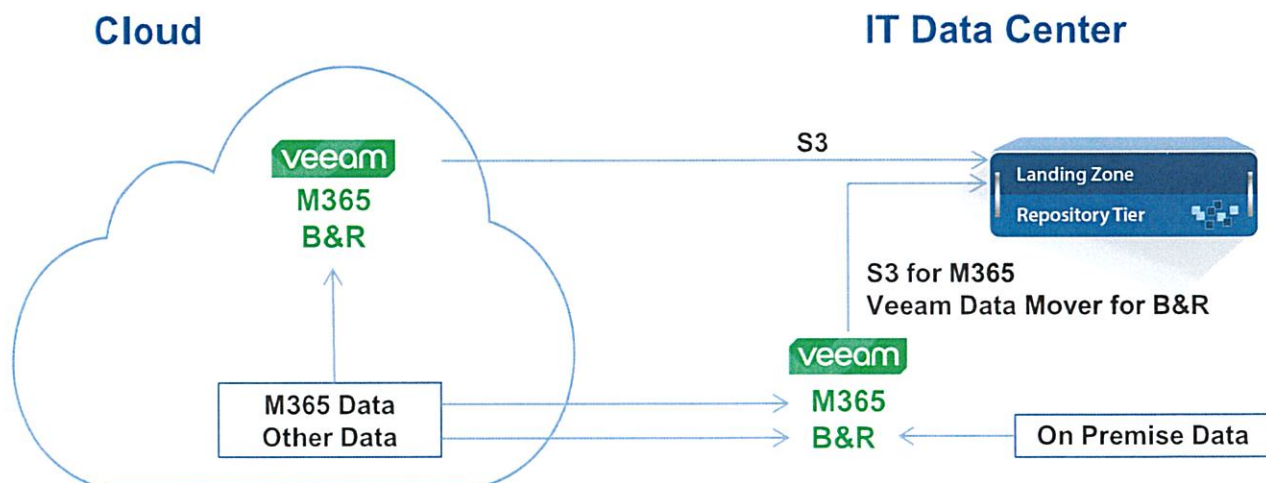


- Automatic resynthesis of the synthetic fulls into actual full backups takes place in parallel with backups
- Resynthesis of Veeam Fast Clone synthetic fulls into ExaGrid's Landing Zone allows for the fastest restores & VM boots in the industry

ExaGrid supports Veeam writing to ExaGrid Tiered Backup Storage as an object store target using the S3 protocol, as well as supporting Veeam Backup for Microsoft 365 directly to ExaGrid.

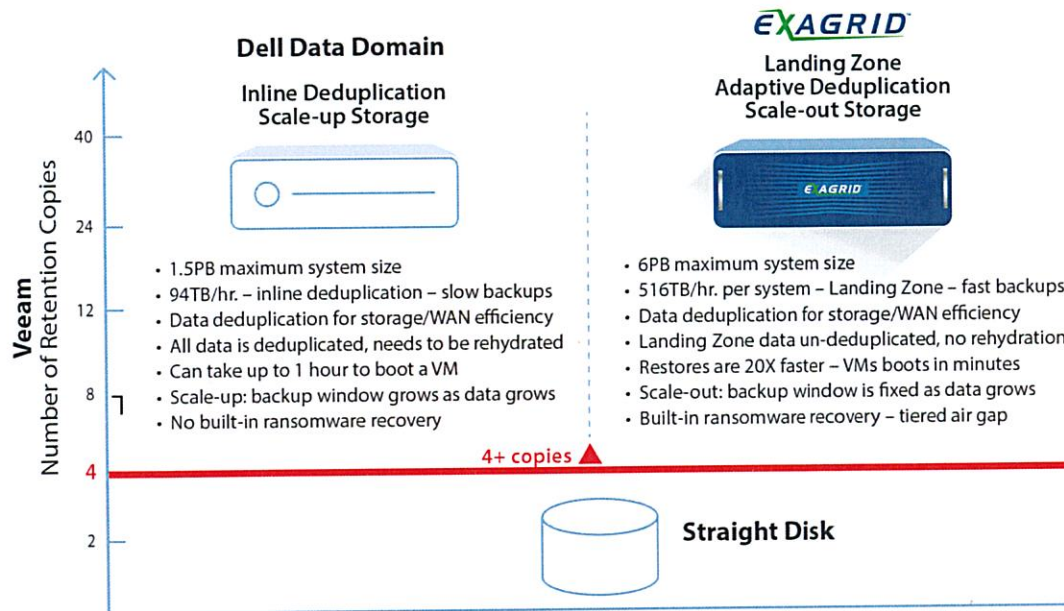
ExaGrid locks the data for the time period provided by Veeam:

- S3 Locks data in the Landing Zone
- S3 Locks data in the Repository Tier
- ExaGrid RTL - Retention Time-Lock
 - Double locks the repository
- ExaGrid supports the S3 API
- ExaGrid supports the Veeam S3 Extension (SOSAPI) when used with Veeam Backup and Replication



When to Use Standard Disk vs. Dedicated Backup Appliance with Veeam

Veeam backs up to disk and uses changed block tracking, which will achieve a 2:1 deduplication ratio. For low retention requirements (less than four copies), standard disk is the least expensive. However, when an organization requires four copies or more of retention, standard disk solutions become cost prohibitive. ExaGrid appliances provide deduplication of up to 20:1, dramatically reducing storage requirements. With its scale-out architecture, ExaGrid is the only solution able to globally deduplicate data across all appliances within an organization – up to 6PB of full backups.



Is storage the only consideration? No – performance matters.

ExaGrid Tiered Backup Storage avoids the typical downfalls associated with deduplication solutions: backup, restore, and replication performance issues. Because backups and restores are performed on the Landing Zone, inline processing and rehydration are avoided, and the highest possible performance is ensured. ExaGrid is 3X faster for backup and up to 20X faster for restores than any inline deduplication appliance.

How does ExaGrid achieve the fastest backups, shortest backup window, and offsite replication to meet RPOs?

ExaGrid enables organizations to meet their backup windows and ensures that critical data is replicated offsite within the Recovery Point Objective (RPO) using “Adaptive Deduplication Machine Learning Technology” and the Landing Zone. Data deduplication is highly compute intensive, so when performed during the backup window, it slows down ingest performance, lengthening the backup window and delaying replication. The result: missed RPOs.

ExaGrid’s disk-cache Landing Zone enables backups to be written directly to disk so that the data deduplication process doesn’t impact backup ingestion. Because ExaGrid provides not just storage, but also compute, memory, and replication management technology, during ingestion, Adaptive Deduplication is able to monitor ingest rates and resource consumption. Adaptive Deduplication identifies when to perform deduplication processing and data replication during the backup cycle; it will deduplicate and replicate data to the disaster recovery (DR) site during the backup window (in parallel with the backups) but not inline between the backup application and the disk. Should a new backup or in-progress backup require additional compute or memory, Adaptive Deduplication will adjust deduplication and replication processing to dynamically meet the highest priority needs of the environment.

What about Restore Performance?

ExaGrid is the only solution with deduplication that performs as well for restores as straight disk solutions. How do we achieve this? With the ExaGrid disk-cache Landing Zone. ExaGrid stores the most recent backup copies in native Veeam format, undeduplicated in the Landing Zone. This allows restores to be fast and VM boots to occur in seconds to single-digit minutes versus hours for solutions that only store deduplicated data.

How does ExaGrid achieve the industry's fastest restores, VM boots, and offsite tape copies?

Ninety-five percent or more of restores, VM boots, and offsite tape copies come from the most recent backup, so keeping the most recent backup in only deduplicated form will require a compute-intensive, time-consuming data "rehydration" process that will slow down restores. VM boots can take hours from deduplicated data. Since ExaGrid writes directly to the disk-cache Landing Zone, the most recent backups are kept in their full, undeduplicated, native form. All restores, VM boots, and offsite tape copies are disk-read fast as the overhead of the data rehydration process is avoided.

ExaGrid provides the data for a VM boot in seconds to single-digit minutes versus the hours it takes for inline data deduplication backup storage appliances that only store deduplicated data. ExaGrid maintains all long-term retention in a deduplicated format in a repository, the retention tier, for storage efficiency.

ExaGrid provides the best of both worlds by offering low-cost disk for the fastest backup and restore performance along with a tiered deduplicated data repository for the lowest cost retention storage. The scale-out storage architecture provides a fixed-length backup window and low cost up front and over time. ExaGrid is the only solution that offers deduplication as well as with these combined benefits in a single product.

What about data growth? Will ExaGrid customers need a forklift upgrade?

No forklift upgrades or abandoned storage here. ExaGrid appliances are simply added to a scale-out system for easy backup storage growth as data grows. Since each appliance includes all compute, networking and storage, resources are extended with each added appliance — as data grows, the backup window stays fixed length.

Traditional deduplication storage appliances utilize a "scale-up" storage approach with a fixed resource front-end controller and disk shelves. As data grows, they only add storage capacity. Because the compute, processor, and memory are all fixed, as data grows, so does the time it takes to deduplicate the growing data until the backup window is so long that the front-end controller has to be upgraded (called a "forklift" upgrade) to a larger/faster controller which is disruptive and costly. With ExaGrid, expensive forklift upgrades are avoided, and the aggravation of chasing a growing backup window is eliminated.

With ExaGrid and Veeam, you can:

- Boot a VM from the backup storage system when the primary VM environment is offline; boot VMs on the backup system to test patch, configuration, and other updates before rolling out to the production environment
- Perform audits or Sure Backups to prove to an internal or external audit team that VMs can be booted or restored in the case of a failure and take advantage of Virtual Lab for testing
- Create a synthetic full on a regular basis in order to ensure reliable full backup restores; integration of the ExaGrid-Veeam Accelerated Data Mover and Veeam Fast Clone with ExaGrid's Landing Zone provides synthetic fulls that are 30X faster
- Maximize ExaGrid's full support of SOBR
- Write to ExaGrid as an object store target using the S3 protocol, and use Veeam Backup for Microsoft 365 directly to ExaGrid



ExaGrid Tiered Backup Storage

Fastest Backups

Fastest Recoveries

Unparalleled,
Cost-effective
Scale-out

Comprehensive
Security and
AI-Powered
Ransomware
Recovery

ExaGrid Program Overview

Customer Support and Maintenance

ExaGrid offers a complete set of technical support services to help you derive the greatest value from your ExaGrid Tiered Backup Storage system and get fast resolution to any technical issues when you need assistance. ExaGrid's global technical support team is dedicated to backup and provides the industry's best support experience for disk backup with deduplication.

With other IT vendors, you may have encountered frustrating problems with technical support that wastes your time and diverts your attention from other pressing priorities.

ExaGrid has eliminated these frustrations with a comprehensive, unique, all-in-one support and maintenance model.

ExaGrid Worldwide Support

ExaGrid supports over 5,000 organizations worldwide in over 80 countries. ExaGrid Customer Support is unique as all of our support engineers are ExaGrid employees, and we have support engineers located in each region (Americas, EMEA, and Asia Pacific) that speak the local languages.

ExaGrid's appliances are certified in over 100 countries. ExaGrid has over 15 spares depots worldwide to allow for quick replacement of failed system components such as disk drives, power supplies, and more. ExaGrid systems include RAID 6 with a spare drive and dual power supplies in each appliance so that if a component fails, the system continues to operate. All replacement components are hot-swappable while the system is live in production.

Other Support Models	ExaGrid Support
Installation typically requires vendor's staff onsite for several hours, with associated inconvenience to you or your IT staff	Fast, easy installation by phone and over the web, typically in under two hours
Junior-level, first-line support staff are often unable to resolve your problems quickly	Senior-level, second-line support staff quickly resolve your problems
Assign different junior-level representatives to you with each call, making you explain your problem and situation multiple times	Assigned senior-level engineer to your company who knows the history of your problem and situation
Support staff lack deep knowledge of leading backup applications and complexities of backup environments	Support staff are specialists in specific backup applications and are assigned based on having expertise with your backup application
Replacement of failed components typically requires that vendor comes onsite	Hot-swappable components ship via next-day business air and are easily installed by the system administrator
Route calls overseas, with associated frustrations such as long hold times, poor quality connections, or language barriers	Calls handled by call centers in North America, Latin America, EMEA, and APAC
No notification of potential problems until after a failure has occurred and the system is unavailable	Automated health check emails from the system sent to ExaGrid to proactively alert about capacity issues, hardware diagnostics, or other problems

Highlights of ExaGrid's Technical Support and Maintenance

All-in-One Model – ExaGrid Maintenance and Support fees are a percentage of the price paid for the system, rather than a percentage of the list price. Email support and phone support are included in the single fee.

System Monitoring and Proactive Support

- Systems send alerts when pre-defined thresholds are crossed
- Remote analysis, diagnosis, and problem resolution

Software Support

- Point releases and full version releases

Location of Support Engineers

- We have support engineers located worldwide to cover business hours in all time zones

Hours of Operation

- ExaGrid offers 5 x 8 and 7 x 24 support to fit your needs

Support and Maintenance

Annual Fee Yearly options based on a percentage of the actual purchase price of the system; maintenance renewals for the second year and subsequent years will not increase more than 3% per year.

Coverage All hardware, software, and support coverage listed below.

Support Response

Requirement..... Current annual customer maintenance and support renewal.

Support Hours 8:00 a.m. to 5:00 p.m. (Eastern standard time), Monday – Friday
(optional 7x24 support available for an additional fee).

Methods..... Phone or email support.

Response Time..... 80% of phone calls and emails will be responded to in less than one hour.

Installation

Service Service installation is done via phone and Webex session. ExaGrid has installed thousands of customers and systems worldwide using this approach.

Self Monitoring, Automatic Notification, and Remote Support

Requirement..... Current annual customer maintenance and support renewal.
Valid remote access from an ExaGrid service center to the ExaGrid system.

Service Monitor any alerts including pre-defined thresholds; remotely analyze and diagnose problems.

Reconciliation Many problems are quickly resolved without customer intervention.

Hardware Maintenance

Requirement..... Current annual customer maintenance and support renewal.

Program Any failed hardware components are shipped next-day business air and are replaced by the customer; 100% of the hardware is covered – disk drive, power supply, server, included network components.
For Asia Pacific countries: replacement parts will ship in 1 to 3 business days due to local processes in certain APAC region countries.

Software Maintenance

Requirement..... Current annual customer maintenance and support renewal.

Program All versions (point and full) included at no charge; no hidden charges

Availability

Countries..... ExaGrid supports all countries in North America, Latin America, EMEA, and APAC.

Contact Information

Support Email Address support@exagrid.com

Support Phone Numbers... www.exagrid.com/tech-support