



WEST VALLEY WATER DISTRICT  
855 W. Base Line Road, Rialto, CA 92376  
PH: (909) 875-1804 FAX: (909) 875-1849

**SAFETY AND TECHNOLOGY COMMITTEE MEETING  
AGENDA**

**TUESDAY, MARCH 14, 2023 - 6:00 PM**

**NOTICE IS HEREBY GIVEN** that West Valley Water District has called a meeting of the Safety and Technology Committee to meet in the Administrative Conference Room, 855 W. Base Line Road, Rialto, CA 92376.

**BOARD OF DIRECTORS**

Director Kelvin Moore, Chair  
Vice President Daniel Jenkins

Members of the public may attend the meeting in person at 855 W. Base Line Road, Rialto, CA 92376, or you may join the meeting using Zoom by clicking this link: <https://us02web.zoom.us/j/8402937790>. Public comment may be submitted via Zoom, by telephone by calling the following number and access code: Dial: (888) 475-4499, Access Code: 840-293-7790, or via email to [administration@wvwd.org](mailto:administration@wvwd.org).

If you require additional assistance, please contact [administration@wvwd.org](mailto:administration@wvwd.org).

**I. CALL TO ORDER**

**II. PUBLIC PARTICIPATION**

*The public may address the Board on matters within its jurisdiction. Speakers are requested to keep their comments to no more than three (3) minutes. However, the Board of Directors is prohibited by State Law to take action on items not included on the printed agenda.*

**III. DISCUSSION ITEMS**

1. Updates to the Safety and Technology Committee
2. Approval of the Purchase and Professional Installation of a New Rubrik R6404s Enterprise Appliance Backup System from CDW-G.
3. Approval of the Purchase and Professional Implementation of a FortiVoice Cloud Unified Communications System from Air Gap Labs LLC.

**IV. ADJOURN**

**DECLARATION OF POSTING:**

**I declare under penalty of perjury, that I am employed by the West Valley Water District and posted the foregoing Safety and Technology Committee Agenda at the District Offices on March 9, 2023.**

*Elvia Dominguez*

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Elvia Dominguez, Board Secretary



**BOARD OF DIRECTORS  
SAFETY AND TECHNOLOGY COMMITTEE  
STAFF REPORT**

**DATE:** March 14, 2023  
**TO:** Safety and Technology Committee  
**FROM:** Van Jew, Acting General Manager  
**SUBJECT:** **APPROVAL OF THE PURCHASE AND PROFESSIONAL  
 INSTALLATION OF A NEW RUBRIK R6404S ENTERPRISE APPLIANCE  
 BACKUP SYSTEM FROM CDW-G**

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**BACKGROUND:**

In late 2017, the West Valley Water District, (“District”), purchased and installed an EMC Data Domain DD6300 backup system which is at the end of its anticipated useful life.

**DISCUSSION:**

In researching backup and recovery solutions to meet the District's current and anticipated needs, staff spoke to I.T. professionals at other agencies to glean their insights on various aspects, such as system comprehensiveness, reliability, ease of use, etc. Based on those informal conversations and direct evaluations of various enterprise backup and recovery systems, staff selected the Rubrik R6404s Enterprise Appliance Backup System as the ideal solution for updating and improving the District’s backup and disaster recovery capabilities. In 2022, for the 3rd year in a row, Rubrik was recognized as an industry leader for Enterprise Backup and Recovery by Gartner, Inc., (a leading information technology research and advisory company).

Staff developed system specifications to meet the District’s unique needs and a Request for Bids, (“RFB”), was posted to PlanetBids.com. The RFB requested pricing for: the hardware, professional services for the implementation and configuration of the system, and five (5) years of licensing, technical support, and cloud vault archiving services. Bids were submitted by CDW Government LLC, (“CDW-G”), and vPrime Tech Inc., (“vPrime Tech”).

The bid from CDW-G in the amount of \$106,357.62 is included as **Exhibit A**, and the bid from vPrime Tech in the amount of \$109,789.43 is included as **Exhibit B**. CDW-G is the low bidder and was provided with the District’s standard professional services agreement. However it is still pending Legal Counsel’s review and approval.

**FISCAL IMPACT:**

For accounting purposes, the hardware and the professional services for the implementation and configuration are considered capital expenditures and amount to \$24,954. Funds are included in the FY 2023 CIP Budget.

The subscription-based licensing, technical support and cloud vault archiving services are considered regular operating expenses. The total for the five (5) year period is \$81,403. That amount will be prepaid and expensed at a monthly rate of \$1,367 per month over the next five (5) fiscal years. Depending on when the implementation is completed, the expense for the current fiscal year is anticipated to range from \$1,367 to \$4,070. Sufficient funds are included in the FY 2023 Operating Budget.

**STAFF RECOMMENDATION:**

Staff recommends that the Committee forward a recommendation to the Board of Directors to approve the purchase and professional installation of a new Rubrik R6404s Enterprise Appliance Backup System, including the related software, from CDW-G in the amount of \$106,358, subject to Legal Counsel's review and approval of the professional services agreement.

Respectfully Submitted,

*Van Jew*

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Van Jew, Acting General Manager

VJ:js

**ATTACHMENT(S):**

1. Exhibit A - CDW-G
2. Exhibit B - vPrime Tech

# EXHIBIT A

CDW-G \$106,357.62

## Bid Results

### Bidder Details

**Vendor Name** CDW Government LLC  
**Address** 230 N. Milwaukee Ave.  
 Vernon Hills, Illinois 60061  
 United States  
**Respondee** Justin Schwier  
**Respondee Title** Manager, Proposals  
**Phone** 877-898-4582  
**Email** bidscdwg.com@cdw.com  
**Vendor Type**  
**License #**

### Bid Detail

**Bid Format** Electronic  
**Submitted** 02/02/2023 1:16 PM (PST)  
**Delivery Method**  
**Bid Responsive**  
**Bid Status** Submitted  
**Confirmation #** 317845

### Respondee Comment

Please note, it is CDWG's intent that the "Terms and Conditions of Product Sales and Service Project", accessed at <https://www.cdwg.com/content/terms-conditions/product-sales.asp>, provide the underlying terms and conditions to govern this submission, unless otherwise agreed upon in writing by the parties. CDWG would be happy to negotiate these or any other terms and conditions in good faith upon award.

### Buyer Comment

### Attachments

File Title	File Name	File Type
Final CDWG Response to New Rubrik Backup Appliance and Services RFB.pdf	Final CDWG Response to New Rubrik Backup Appliance and Services RFB.pdf	3x Public Agency Reference Projects

## Line Items

Discount Terms No Discount

Item #	Item Code	Type	Item Description	UOM	QTY	Unit Price	Line Total	Response	Comment
<b>Section 1</b>							<b>\$106,357.6200</b>		
1			R6404S APPL 4NODE 48TB PERP B RAW HDD 1.6TB SSD 10GBASET NIC	ea	1	\$18,426.3800	\$18,426.3800	Yes	
2			RUBRIK COMPLETE LICS EDITION PRO FOR R6404	ea	1	\$61,560.0000	\$61,560.0000	Yes	
3			BASIC SUPPORT FOR HARDWARE W PREPAY SVCS M-F 8AM - 8PM	ea	1	\$12,153.6000	\$12,153.6000	Yes	
4			RUBRIK CLOUD VAULT ARCHIVE TIER Service LICS PER BETB BASIC SUPPORT PREPAY	ea	40	\$192.2400	\$7,689.6000	Yes	
5			PROFESSIONAL SERVICES REMOTE SERVICE INSTALLATION & CONFIGURATION	ea	1	\$5,100.0000	\$5,100.0000	Yes	
6			All Other Fees including but not limited to taxes, delivery, setup, etc,	ea	1	\$1,428.0400	\$1,428.0400	Yes	Sales Tax

## Line Item Subtotals

Section Title	Line Total
Section 1	\$106,357.6200
Grand Total	\$106,357.6200



# West Valley Water District

## New Rubrik Backup Appliance and Services

Digital Response | 2/2/2023 5:00 PM



2/2/2023

West Valley Water District  
855 W Base Line Road  
Rialto, CA, 92376



One CDW Way  
230 N. Milwaukee Avenue  
Vernon Hills, IL 60061  
P: 847.371.5800  
F: 847.465.6800  
Toll-free: 800.808.4239  
cdwg.com/PeopleWhoGetIT

**RE: CDW Government LLC Response to West Valley Water District's Request for Bids**

To Whom It May Concern,

CDW·G understands the objective of the RFB is for West Valley Water District to identify a reliable and experienced supplier partner capable of managing your New Rubrik Backup Appliance and Services solution. Our response demonstrates CDW·G's ability to contribute to the overall success of this initiative. Specific advantages of partnering with us include:

- **Configuration Expertise.** Extensive customized configuration services ensure products arrive at your locations ready to plug and play, maximizing your staff's productivity.
- **Dedicated Support.** Highly trained and experienced account team, including a dedicated account manager is responsible for coordinating all of your needs and ensuring customer satisfaction.
- **Turnkey with Breadth of Solutions.** Valuable presales consulting expertise assists with developing solutions that provide robust functionality, efficiencies, and cost savings.

Please note, it is CDWG's intent that the "Terms and Conditions of Product Sales and Service Project", accessed at <https://www.cdwg.com/content/terms-conditions/product-sales.asp>, provide the underlying terms and conditions to govern this submission, unless otherwise agreed upon in writing by the parties. CDWG would be happy to negotiate these or any other terms and conditions in good faith upon award.

As always, we consistently strive to exceed your expectations. Should you have any questions regarding our response, please contact your account manager, David Fiester, at (877) 898-4582, or via email at [davifie@cdwg.com](mailto:davifie@cdwg.com). We thank you for the opportunity to participate in this RFB process and are confident you will find our response advantageous from both a strategic and budgetary standpoint.

Sincerely,

Justin Schwier  
Manager, Proposals  
CDW Government LLC

\*Please see CDW·G's complete Terms of Offer located on page 25.

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West Valley Water District, New Rubrik Backup Appliance and Services

# Bid Document



## **REQUEST FOR BIDS (RFB) New Rubrik Backup Appliance and Services**

### **INVITATION**

The West Valley Water District (“District”) is seeking the services of a qualified vendor for the purchase and professional installation of a New Rubrik R6404s Enterprise Appliance Backup System, Rubrik cloud vault and 5 years of support services. Bidder must submit a bid for all the requested appliances, installation, maintenance, and support for a period of 5 years.

The bid must be submitted on Planet Bids (PB). No bids shall be submitted after **5:00 PM on Thursday, February 2, 2023**. Late qualification documents will not be accepted.

During the RFP process, respondents shall direct all questions through Planet Bids. Responses to questions received five (5) days or less prior to the RFP deadline will not be available. If there is any revision to the RFP, an addendum will be issued and made available to all firms receiving RFP documents.

The District hereby reserves the right to reject any and all bids, to waive any irregularity, and to award the contracts to the lowest responsible responsive bidder. No bidder may withdraw his proposal and the proposal is to remain firm for a period of sixty (60) days after bid opening.

## **BACKGROUND**

West Valley Water District (“District”) is a County Water District, a public agency of the State of California, organized and existing under the County Water District Law (Division 12, Section 30,000 of the Water Code) of the State of California. The district serves water to over 20,000 connections within the Cities of Rialto, Fontana, Colton, Jurupa Valley (Riverside County) and to unincorporated areas of San Bernardino County. The district’s service area includes a large amount of undeveloped land which is described in various specific plans.

The district’s distribution system includes eight pressure zones which are divided into a northern and southern system with the City of Rialto serving the area in between. The system includes 72.61 million gallons of storage capacity, 12 booster pump stations, 17 active production wells, several treatment facilities and over 150 miles of transmission lines.

Water supplies include groundwater from District wells in 4 groundwater basins, from imported State Water Project water and Lytle Creek surface flows treated at the Oliver P. Roemer Water Filtration Facility, from water purchased through the Base Line Feeder pipeline and from groundwater treated at our new Groundwater Wellhead Treatment System.

## **PROJECT DESCRIPTION and SCOPE OF WORK**

The District is seeking the services of a qualified vendor from which to purchase and install a new Rubrik R6404s Enterprise appliances with Data immutability, support and professional services and installation. Bidder must submit a bid for the requested appliances, installation, maintenance, and support for a period of 5 years. Vendor is to install and configure the new equipment and provide District staff with training on the new system.

As part of the work, the vendor shall furnish and assume full responsibility for everything required for the orderly progress, proper execution, and completion of the work, whether temporary or permanent. Also, whether incorporated into the work including, but not limited to, materials, equipment, labor including subcontractor, transportation, construction equipment, machinery, tools, other facilities, and incidentals.

The vendor shall perform and complete work, including supervision, administration services, coordination of all subcontractors, tests, and inspections. Also, other items that are necessary to complete the finishing, equipping, functioning of the facilities and structures together with all additional, collateral, incidental work and series required for completions of the provision of the work.

Although the District is attempting to identify the limits and services required, this should not limit the contractor in the development of a scope it believes is necessary to meet the district’s goals and objectives.

The following is intended to describe and specify the District’s Computer Network Backup System equipment.

The District has selected Rubrik 6404S Backup Appliance and Rubrik Cloud Vault Tier Per BETB Solution with required Licensing and Support Services with a Maintenance support of 5 years. Backup system must have Immutable data protection and cloud secure backup.

This Backup appliance and Services will replace existing Dell data domain backup solution that is at the end of its technical life.

Vendor will supply, install, and configure a complete Rubrik backup solution with Cloud tier.

Vendor will provide Professional Services and remote installation support.

Warranty: The contractor shall warrant that the hardware products and device components are free from defect in materials and/or workmanship for a period of (5) years from the date of installation.

The vendor shall, in performing the services as described herein, utilize technicians skilled in the service of the described systems. All contractors and any sub-contractors used in this project are required to be licensed, bonded, and insured per the district’s requirements.

The vendor shall see that all system installation and configuration services shall be accomplished in accordance with the applicable codes, manufacturer recommendations and any State or Local codes and regulations.

**SCHEDULE OF EVENTS**

01/19/2023	Issuance of Request for Bids
01/27/2023	Deadline for Written Questions
02/02/2023	Bids Due by 5:00 PM
03/02/2023	District Approval of Purchase (est.)

**PAYMENT TERMS**

District will issue a Purchase Order to awarded vendor. After the District has determined the completion and installation of products and services are satisfactory, the vendor will provide an invoice and District will pay such invoice within 30 days.

**REFERENCES**

Vendors to provide 3x references of similar Rubrik Back Up System installations of other Public Agencies preferably in California in the last 3 years. At a minimum, a short description of the work performed, when it was performed and a contact person.



## CDW Government Overview

CDW·G understands that the objective of this RFB is for West Valley Water District to identify the most reliable and experienced provider for New Rubrik Backup Appliances and Services. Whatever the driving force behind your technology needs, we can support you where you are and help you achieve your goals—present and future—with the right solutions, precisely implemented, which can evolve with your organization.

We get how technology has evolved as a business driver to solve your most critical organizations challenges, understand your business, optimize technology and build unique IT solutions, and prepare for future evolution. We have been helping organizations of every type and size optimize efficiency, productivity, and performance for over thirty years. CDW·G stands behind you to maximize your IT investment, connect you with top industry vendors, solve your business problems, and meet your unique IT needs.

## How We Can Help West Valley Water District Achieve Your Goals

As West Valley Water District evaluates its options for this RFB, CDW·G would like to call out several benefits of partnering with us:



**Technical Resources:** Access to hundreds of CDW Solution Architects in multiple disciplines.



**Post-Sales Services:** Access to more than 300 technicians, engineers, and support staff who perform desktop imaging, network configuration, server builds, and full rack buildouts.



**Redundancy and Speed:** Store products in one of our two US CDW-owned, ISO 9001:2015-certified distribution facilities. CDW can assist with equipment schedules and logistics.



**Turnkey with Breadth of Solutions:** We are technology neutral with 100,000+ products and services from 1,000+ leading and emerging brands. We continually update these partners and products, allowing you access to industry-leading solutions.

### West Valley Water District and CDW·G



**Financial Strength:** Our financial stability stems from our vendor-neutral solutions and multiple dedicated customer channels. Multiple avenues for growth and a balanced customer base allow us to weather economic and technology cycles.



**Scalability:** A team of CDW IT professionals will be dedicated to West Valley Water District. Those resources will continue to grow as business grows. CDW is committed to making sure you receive the highest level of service and have the right team engaged.



**Economies of Scale:** Customer Name gains the advantage of CDW's size in the marketplace. As a top partner (often the No. 1 partner worldwide) to such manufacturers as Cisco, Dell EMC, HPE, and Lenovo, CDW can provide you with insight into new technology.



**Tracking and Visibility:** Online procurement capabilities streamline and standardize purchasing, support flexible reporting, and improve decision making.

## West Valley Water District, New Rubrik Backup Appliance and Services

Many respected vendors have well-established procurement/delivery and installation procedures but no plan or personnel in place to ensure their company remains compliant with the contract once signed.

West Valley Water District will benefit from partnering with a vendor who not only offers a diverse breadth of technology solutions but also has proven dexterity in the intricacies of state and local government contracts. In addition to our customer-centric account management teams, we have a program management (PM) department singularly devoted to managing contracts. CDW·G's experienced PM team manages nearly 1,000 active state, local, and education contracts. When West Valley Water District signs a contract with CDW·G, you also save time you might otherwise spend tracking data on the contract, advertising your contract to potential end users, and ensuring proper pricing and discounts are applied to every purchase.

Along with unwavering customer focus, we are committed to technology solutions delivering the best possible service and support with one-stop shopping for customized solutions. No matter where you are on your technology journey, West Valley Water District gets more from your IT investment through CDW·G's Technology Services, from roadmaps and adoption to project deployment and lifecycle management. Some benefits West Valley Water District will realize when partnering with CDW·G are:

- Accessibility, reliability, and consistency for a smoother experience
- Greater efficiencies through automated operations, agility, and scalability
- Increased infrastructure security with preventative and proactive protection and remediation
- Robust solution development for your unique challenges by experienced and knowledgeable engineers.
- Integrated technology solutions designed, implemented, and managed by highly specialized solution architects who can help you capitalize on new opportunities
- Management of your technology environment today and into the future with lifecycle technical and customer support, from presales consultations to post-implementation issue resolution
- Savings of time money by supplementing your IT staff quickly with award-winning staff augmentation
- A strong partnership with individuals West Valley Water District knows and trusts due to high retention of quality coworkers motivated to maximize performance and productivity.

### CDW Amplified™ Services



**Security**



**Infrastructure**



**Workspace**



**Support**





**Data**



**Development**

## WE GET Reliable Distribution

Unlike many solutions integrators, CDW·G operates physical warehouses as opposed to the virtual warehouse methodology. CDW has two large, strategically located distribution centers controlled by a state-of-the-art Warehouse Management System (WMS) that ensures speed and accuracy throughout the order fulfillment and distribution processes. CDW has a 450,000-square-foot distribution center located at our headquarters in Vernon Hills, IL and a 513,000-square-foot distribution center located in North Las Vegas, NV. These locations facilitate quick distribution of products to our growing customer base throughout the country. The Vernon Hills (VH) distribution center focuses on distributing products to customers east of the Mississippi River while the Las Vegas (LV) distribution center primarily serves the western part of the United States.

 <p style="font-size: 24pt; font-weight: bold; margin: 0;">LAS VEGAS, NV</p> <p style="font-size: 18pt; margin: 0;">513k square feet Capacity for up to 10K+ configurations per day</p>	 <p style="font-size: 24pt; font-weight: bold; margin: 0;">VERNON HILLS, IL</p> <p style="font-size: 18pt; margin: 0;">450k square feet Capacity for up to 10K+ configurations per day</p>
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### OUR CONFIGURATION CENTERS ARE PCI CERTIFIED AND HOLD SEVERAL ISO CERTIFICATIONS:

#### ISO 9001

Quality

#### ISO 14001

Environmental

#### ISO 20243

Risk Management

#### ISO 27001

Information Security

#### ISO 28000

Secure Supply Chain

CDW holds more than \$300M of available inventory in our two CDW-owned distribution centers that total almost 1M square feet. Our ISO 9001, 14001 and 28000 certified strategically located distribution centers provide speed, accuracy, and excellent geographic coverage across the United States. We have access to more than 100,000 top brand-name products from more than 1,000 leading manufacturers.

Due to the size of our facilities that span four levels of storage and three level picking modules, forklifts are required to stock and pick products as needed. Our product lineup includes desktops, notebooks, servers, peripherals, networking and communications equipment, software, accessories, plotters, network printers, desktop printers, and print supplies. CDW offers everything your IT operation could possibly need – from enterprise solutions to mouse pads.

## WE GET Strong Manufacturer and Distribution Partnerships

A significant advantage CDW·G offers Customer is our ability to deliver the right products, at the right value, right when you need them. As one of the largest direct market resellers, CDW has established exceptional working relationships with the major manufacturers in the technology industry. Our buying

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To the extent allowable, all information and documents hereby submitted in response to the Request for Bids ("RFB") furnished by West Valley Water District are the Proprietary and Confidential property of CDW Government LLC ("CDW·G").

**West Valley Water District**, New Rubrik Backup Appliance and Services

power attracts the industry's top manufacturers – and their best prices. To supplement our direct purchasing model, CDW has developed strong affiliations with principal channel distributors. Our distribution centers are located in close proximity to principal distributors; this enables us to quickly obtain competitively priced, non-stocked items.

[CDW's 2021 Environmental, Social, and Governance Report](#) demonstrates our commitment to operating responsibly and creating value for our coworkers, customers, communities, and investors. CDW's ESG report is built on our Circle of Service approach and on the CDW Way, the values we live by that keep us focused on what matters, ensuring consideration of our stakeholders and societal impacts.

## **WE GET Secure Supply Chain**

Inventory availability and reliable distribution are not the only key elements in effective purchasing. More and more, organizations rely on information and communication technology to handle growing workloads and mission-critical operations. In this increasingly uncertain world, they are facing a dangerous reality: the rise of counterfeit and maliciously tainted equipment. Customer can be confident in the quality of the products you order through CDW. ISO 28000:2007 Secure Supply Chain is an important standard for our company. The scope of the certification includes planning, deployment, and provisioning of supply chain services and supporting processes. ISO 28000:2007 certification demonstrates that CDW has mature, end-to-end risk management programs, with a focus on delivering quality and security in managing information, products, and services to meet our customers' needs.

## **WE GET National and International Reach**

Businesses today demand a seamless international experience – one that ensures consistent service levels and transparency across touchpoints, as well as access to local expertise and capabilities. Our U.S. operational footprint is abundantly national, with offices located in every region and two state-of-the-art distribution centers strategically located for the fastest possible service.

## **Comprehensive IT Solutions for West Valley Water District**

West Valley Water District can develop the best total solution while attaining the most value with CDW-G's full range of products and services, from discrete hardware and software products to integrated IT solutions. We are technology "agnostic," focused on finding the right solution for you rather than pushing a particular brand, and our sales and service delivery teams consist of nearly 6,000 customer-facing coworkers, including more than 2,000 field sellers, highly skilled technology specialists and advanced service delivery engineers. Our offerings are comprehensive, including expert consulting, design, configuration, installation, and lifecycle management services.

## West Valley Water District, New Rubrik Backup Appliance and Services

We have services dedicated to each stage of your solution rollout and IT journey, with technical support and professional services experts, architects and engineers that give your IT team the time they need to turn IT into a competitive advantage.

## Full-Stack Expertise

Products and Partnerships	Technology Services	Total Solutions
<p>100,000+ products from more than 1,000 vendors including Acer, Adobe, Cisco, Dell EMC, HP, IBM, Lenovo, Microsoft, NetApp, and VMware!</p>	<ul style="list-style-type: none"> <li>▪ eProcurement integration</li> <li>▪ Leasing services</li> <li>▪ Managed services</li> <li>▪ Pre-shipment configuration</li> <li>▪ Professional services</li> <li>▪ Warranty and maintenance</li> </ul>	<ul style="list-style-type: none"> <li>▪ Cloud</li> <li>▪ Collaboration</li> <li>▪ Data center and networking</li> <li>▪ Managed Print Services</li> <li>▪ Point of Sale</li> <li>▪ Security</li> <li>▪ Software management</li> <li>▪ Total Mobility Management</li> </ul>

## WE GET State & Local

From prioritizing cybersecurity and public safety to modernizing data infrastructures and future-proofing technologies, finding the right state and local IT solutions can be daunting. CDW·G can help you implement the right technology solutions to meet your agency mission goals with over two decades of experience serving state and local governments. We can help you clear those technology hurdles in a way that meets the needs of your agency and helps you prepare for tomorrow's IT challenges.

CDW·G's state and local government business unit is 233 coworkers strong serving the 50 states from the largest state agencies to the smallest rural communities. The breadth and depth of this team assures that each agency feels heard and has personalized customer service with a team that focuses solely on the needs of governmental agencies. Our proximity to the State allows our dedicated teams to live and breathe California from legislative and fiscal calendars at the State level, to business cycles and practices of major metropolitan areas."

# ABOUT CDW GOVERNMENT

## CDW Quick Facts

### Vernon Hills, IL

Headquarters

**\$21B**

2021 Annual Net Sales

**15,000**

Coworkers

**28**

U.S. Sales Offices

**250,000+**

Customers

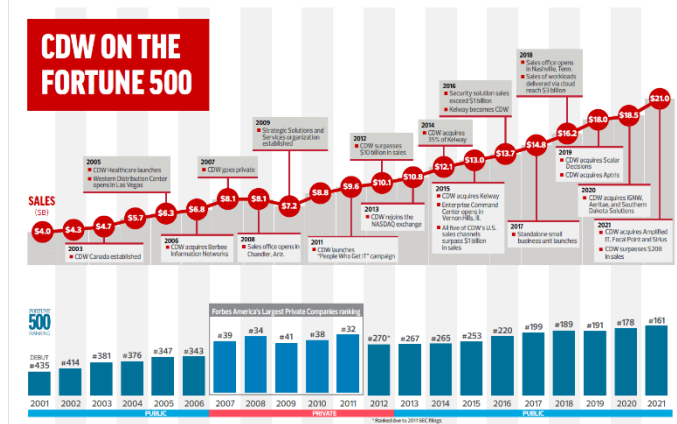
**166**

2022 Fortune 500 Rank

CDW Government LLC (CDW·G) is the wholly owned subsidiary of CDW LLC (CDW), a leading multi-brand technology solutions provider to business, government, education and healthcare organizations in the United States, the United Kingdom and Canada. Recognizing the unique challenges and opportunities of our public sector customers, we established CDW·G in 1998 to focus on the specific needs of the government and education sectors. Our teams are broken down by segment, with separate teams serving State and Local customers, K-12, Higher Education, and Federal, and further organized into 11 geographic regions for a higher level of specialization. Our customer base is quite diverse, ranging from state and local government, federal, healthcare, K-12 and higher education. We have an expansive network of offices near major cities and a large team of field coworkers across the United States.

CDW debuted on the Fortune 500 in 2001, and now ranks at number 166. CDW ranks

at No. 4 on CRN's 2022 Solution Provider 500 list. The sustainable growth and continued financial stability of our company serves to assure West Valley Water District that we are here to stay and can support you through the life of this contract and beyond.



# References

## 1. Victor Valley UHSD:

December 2021 – Victor Valley Union High School District installed Rubrik to protect their critical assets and have the ability to backup/restore those assets. Installation was conducted by Rubrik engineers in collaboration with the VVUHSD IT staff. Contact below:

Dave Bertelsen  
CITE CCTO  
Director – Technology  
Victor Valley Union High School District  
760-955-3200 X10262  
[dbertelsen@vvhhsd.org](mailto:dbertelsen@vvhhsd.org)

## 2. City of Coronado:

July 2022 – City of Coronado installed Rubrik to protect their critical assets and have the ability to backup/restore those assets. Installation was conducted by Rubrik engineers in collaboration with the City of Coronado IT staff. Contact below:

Brian Lewton  
[blewton@coronado.ca.us](mailto:blewton@coronado.ca.us)  
619-522-2401

## 3. Riverside County Office of Education:

January 2019 – RCOE installed Rubrik to protect their critical assets and have the ability to backup/restore those assets. Installation was conducted by Rubrik engineers in collaboration with the RCOE IT staff. Contact below:

David Wilkinson  
Administrator, Data Processing and Network Services  
Information Technology Services  
Riverside County Office of Education  
O 951.826.6230 | F 951.826.6451  
3939 Thirteenth Street | Riverside, CA 92501  
P.O. Box 868 | Riverside, CA 92502-0868  
[dwilkinson@rcoe.us](mailto:dwilkinson@rcoe.us) | [www.rcoe.us](http://www.rcoe.us)

# Pricing Offer





Thank you for choosing CDW. We have received your quote.

Hardware Software Services IT Solutions Brands Research Hub

## Review and Complete Purchase

**ALBERT CLINGER,**

Thank you for considering CDW•G for your technology needs. The details of your quote are below. **If you are an eProcurement or single sign on customer, please log into your system to access the CDW site.** You can search for your quote to retrieve and transfer back into your system for processing.

For all other customers, click below to convert your quote to an order.

**Convert Quote to Order**

QUOTE #	QUOTE DATE	QUOTE REFERENCE	CUSTOMER #	GRAND TOTAL
NFNK091	2/1/2023	NFNK091	8652428	<b>\$106,357.62</b>

QUOTE DETAILS				
ITEM	QTY	CDW#	UNIT PRICE	EXT. PRICE
<a href="#">RUBRIK COMPLETE ED SUB</a> Mfg. Part#: RS-BT-CEP30-BS-PP Associated HW: RHA-6404S- 02; 60 month support term billed upfront Electronic distribution - NO MEDIA Contract: MARKET	30	7170664	\$2,052.00	\$61,560.00
<a href="#">RUBRIK SUP F R6000S</a> Mfg. Part#: RS-HW-SVC-BS-S2 Associated HW: RHA-6404S- 02; 60 month support term billed upfront Electronic distribution - NO MEDIA Contract: MARKET	1	7148093	\$12,153.60	\$12,153.60
<a href="#">RUBRIK VC ARCHIVE BETB LIC+SUP</a> Mfg. Part#: RS-BT-CVA-BS-PP 60 month support term billed upfront Electronic distribution - NO MEDIA Contract: MARKET	40	7156091	\$192.24	\$7,689.60
<a href="#">RUBRIK REMOTE INSTALL+CONFIG PRO SVC</a> Mfg. Part#: RA-PS-INST-RMOT Electronic distribution - NO MEDIA Contract: MARKET	1	7088723	\$5,100.00	\$5,100.00
<a href="#">RUBRIK R6404S APPLIANCE 48TB 64GB</a> Mfg. Part#: RHA-6404S-02 Associated SW Support RS-BT-CEP30-BSPP RS-HW-SVC-BS-S2 Unit TB: 30 Contract: MARKET	1	7276271	\$18,426.38	\$18,426.38
<b>SUBTOTAL</b>				\$104,929.58

SHIPPING	\$0.00
SALES TAX	\$1,428.04
<b>GRAND TOTAL</b>	<b>\$106,357.62</b>

PURCHASER BILLING INFO	DELIVER TO
<b>Billing Address:</b> WEST VALLEY WATER DISTRICT ACCOUNTS PAYABLE 855 W BASE LINE RD RIALTO, CA 92376-3103 <b>Phone:</b> (909) 875-1322 <b>Payment Terms:</b> Net 30 Days-Govt State/Local	<b>Shipping Address:</b> WEST VALLEY WATER DISTRICT ALBERT CLINGER 855 W BASE LINE RD RIALTO, CA 92376-3103 <b>Phone:</b> (909) 875-1322 <b>Shipping Method:</b> DROP SHIP-GROUND
	<b>Please remit payments to:</b> CDW Government 75 Remittance Drive Suite 1515 Chicago, IL 60675-1515



**Sales Contact Info**

David Fiester | (877) 898-4582 | [davifie@cdwg.com](mailto:davifie@cdwg.com)

LEASE OPTIONS			
FMV TOTAL	FMV LEASE OPTION	BO TOTAL	BO LEASE OPTION
\$104,929.58	\$2,784.83/Month	\$104,929.58	\$3,224.49/Month

Monthly payment based on 36 month lease. Other terms and options are available. Contact your Account Manager for details. Payment quoted is subject to change.

Why finance?

- Lower Upfront Costs. Get the products you need without impacting cash flow. Preserve your working capital and existing credit line.
- Flexible Payment Terms. 100% financing with no money down, payment deferrals and payment schedules that match your company's business cycles.
- Predictable, Low Monthly Payments. Pay over time. Lease payments are fixed and can be tailored to your budget levels or revenue streams.
- Technology Refresh. Keep current technology with minimal financial impact or risk. Add-on or upgrade during the lease term and choose to return or purchase the equipment at end of lease.
- Bundle Costs. You can combine hardware, software, and services into a single transaction and pay for your software licenses over time! We know your challenges and understand the need for flexibility.

General Terms and Conditions:

This quote is not legally binding and is for discussion purposes only. The rates are estimate only and are based on a collection of industry data from numerous sources. All rates and financial quotes are subject to final review, approval, and documentation by our leasing partners. Payments above exclude all applicable taxes. Financing is subject to credit approval and review of final equipment and services configuration. Fair Market Value leases are structured with the assumption that the equipment has a residual value at the end of the lease term.

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This order is subject to CDW's Terms and Conditions of Sales and Service Projects at <http://www.cdw.com/content/terms-conditions/product-sales.aspx>

For more information, contact a CDW account manager

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West Valley Water District, New Rubrik Backup Appliance and Services

# Rubrik Product Warranty

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To the extent allowable, all information and documents hereby submitted in response to the Request for Bids ("RFB") furnished by West Valley Water District are the Proprietary and Confidential property of CDW Government LLC ("CDW-G").

## RUBRIK, INC. HARDWARE WARRANTY AND SUPPORT SERVICES POLICY

This Hardware Warranty and Support Services Policy ("**Policy**") contains the applicable terms and conditions of the Hardware Warranty and the Support Services for the Hardware and Software, and forms part of the Rubrik End User License Agreement or equivalent agreement between Customer and Rubrik governing Customer's use of Rubrik Products ("**Agreement**"). All capitalized terms not defined herein are as defined in the Agreement.

### 1. DEFINITIONS.

- 1.1. "**Defect**" means a failure of the Software or Hardware (as applicable) to conform in all material respects to the applicable Documentation.
- 1.2. "**Remote Support Request**" means a service request Customer may submit via the web, phone or email.
- 1.3. "**Support Services Effective Date**" means the ship date of the Hardware if Hardware is purchased, or if no Hardware is purchased, the date the Software is made available to Customer.
- 1.4. "**Spare(s)**" means a replacement component for any Hardware, which is provided in accordance with Rubrik's written instructions or return materials authorization procedure ("**RMA Procedures**") including field replaceable units and replacement parts.
- 1.5. "**Support Services**" means, as applicable, the support services for the Hardware and Software as more fully described in Section 3 herein and which are provided by Rubrik or its authorized representative or are available on Rubrik's support website.
- 1.6. "**Support Services Plan**" means the level of Support Services as more fully described in Section 7 of this Policy for which Customer has paid the applicable Support Services fee(s).

### 2. RUBRIK HARDWARE WARRANTY.

- 2.1 **Hardware Warranty.** Rubrik warrants to Customer, for one (1) year from the date of shipment of the Hardware ("**Hardware Warranty Period**"), that the Hardware will conform in all material respects to the applicable Rubrik Documentation ("**Hardware Warranty**"). The foregoing warranty only applies if Customer has purchased Hardware (and excludes third-party hardware).
- 2.2 **Remedy.** Rubrik's sole obligation under the Hardware Warranty, and Customer's exclusive remedy, is to use commercially reasonable efforts to repair or replace non-conforming Hardware, provided that Customer promptly notifies Rubrik of such non-conformance during the applicable Hardware Warranty Period. Prior to returning any Hardware for warranty-related claims, Customer must obtain Rubrik's prior written authorization and comply with Rubrik's RMA Procedures and instructions. Any Hardware that is repaired or replaced under this Hardware Warranty shall be covered for the remaining unexpired term of the Hardware Warranty Period for the original Hardware, or thirty (30) calendar days after re-delivery, whichever is longer.
- 2.3 **Hardware Warranty Support Services Availability.** During the Hardware Warranty Period, Customer may submit service requests via web, phone or email 24x7. Rubrik will use commercially reasonable efforts to respond to Customer's service requests within the response times in the Response Time Targets table in Section 9 of this Policy.
- 2.4 **Terms and Exclusions.** The Hardware Warranty does not apply to any Hardware: (i) returned without Rubrik's prior written authorization pursuant to Section 2.2 of this Policy; (ii) handled, transported, installed, operated, maintained, stored or used improperly, or in any manner not in accordance with the Documentation, the Policy, or Rubrik's written instructions or recommendations; (iii) repaired, altered or modified other than by Rubrik or its authorized service provider; or (iv) where the Hardware Warranty Period has expired. Additional charges may apply for support provided outside the applicable Hardware Warranty Period or for excluded repairs or error corrections to the extent not otherwise covered under the Hardware Warranty or, if applicable, the Support Services Plan purchased for such Hardware.
- 2.5 Hardware Warranty claims must be made within the Hardware Warranty Period. "Dead on Arrival" Hardware ("**DOA Hardware**") must be reported to Rubrik within thirty (30) calendar days of delivery of the Hardware. Rubrik will ship a replacement for DOA Hardware on the same business day pursuant to Section 7.2(ii) and (iii) of this Policy. Customer will return the DOA Hardware to Rubrik within fourteen (14) calendar days of receipt of the replacement Hardware or will pay the purchase price for the replacement Hardware and all associated duties, taxes, and shipment costs.

- 2.6 For Hardware Defects that require a Spare or replacement Hardware, Customer will return the defective Hardware or Hardware component at Customer's expense in accordance with Rubrik's instructions and RMA Procedures. Upon receipt of the defective Hardware or component, Rubrik will ship a Spare or the repaired Hardware to Customer.
3. **SUPPORT SERVICES.** Rubrik will use commercially reasonable efforts to provide the Support Services in accordance with the applicable Support Services Plan and this Policy. This Policy governs in the event of any conflict with other terms, conditions or agreements relating to its subject matter outside of the Agreement. This Policy, and the Support Services Plans may change from time to time or certain Support Services may be discontinued; however, such changes will not result in a material reduction in the level of the Support Services provided to Customer during the then-current Term. Rubrik will use reasonable efforts to notify Customer of any changes at least thirty (30) calendar days prior to the effective date of such change. Customer is deemed to have accepted the changes in such notice, unless Customer objects to any material changes in the notice, in which case Customer has ten (10) days to notify Rubrik of Customer's objection. If Customer objects to the changes in the notice, the prior version of this Policy shall apply through expiration of the then-current Support Term. The obligation for Rubrik to provide Support Services pursuant to this Policy is contingent upon: (i) Customer's payment of all applicable Hardware and Software fees and Support Services fees; and (ii) Customer's performance of all of Customer's obligations set forth in this Policy relating to the Support Services, including use of the Hardware and Software in conformance with the Documentation.
4. **SOFTWARE ADD-ONS.** Customer acknowledges and agrees that certain Software cannot operate on a stand-alone basis and will only function as an add-on component to RCDM, and therefore such Software requires Customer to have the most current version of RCDM with an active Support Services entitlement and RCDM license (such Software is referred to as a "**Dependent Add-On**"). Customer may purchase Dependent Add-Ons that are not coterminous with Customer's RCDM or Support Services and may extend beyond the expiration of the RCDM Term or Support Term ("**Extended Term**"). In the event a Dependent Add-On is purchased for an Extended Term, but Customer does not renew the expired RCDM license and Support Services entitlement, Customer may lose some or all functionality of the Dependent Add-On upon the expiration of the RCDM Term or Support Term and Customer will not be entitled to a refund or credits for any portion of the unused Dependent Add-On subscription.
5. **PRODUCT LIFE CYCLE.** This Policy is subject to the Product Life Cycle Policy available at <https://www.rubrik.com/en/legal>.
6. **SUPPORT SERVICES TERMS AND CONDITIONS.**
- 6.1. **Support Term.** The Support Services commence on the Support Services Effective Date and remain in effect for the initial term of Support Services as specified in an applicable Order, including any renewal thereof ("**Support Term**").
- 6.2. **Renewal of Support Services Plan; Reinstatement.** Upon payment of the applicable fees under an Order, the Support Services Plan shall renew for the period as set forth in the Order. If Customer does not renew the Support Services Plan prior to the expiration of the then-current Support Term ("**Lapse**"), it may subsequently be renewed by Customer in Rubrik's sole discretion. If Rubrik permits renewal of the Support Services Plan after a Lapse, the renewal Support Term shall commence on the date of expiration or termination of the prior Support Term. In the event of a renewal of the Support Services Plan following a Lapse, Rubrik reserves the right, in its sole discretion, to charge a reinstatement fee for such renewal of the Support Services Plan. For the avoidance of doubt, no Support Services Plan may be purchased if: (i) Customer did not initially purchase a Support Services Plan and more than twelve (12) months have elapsed since the date the Hardware or Software was purchased; or (ii) more than twelve (12) months have elapsed since the prior Support Services Plan expired or was terminated in accordance with Section 6.3 of this Policy.
- 6.3. **Termination.** Rubrik may suspend or terminate a Support Services Plan pursuant to Section 15.1 (Termination for Cause) of the Agreement or a material breach of this Policy, including but not limited to nonpayment, in which case Rubrik has no obligation to provide Support Services, and all outstanding amounts for the Support Services are immediately due and payable.
- 6.4. **Subcontractors.** Rubrik may use subcontractors to perform all or a portion of the Support Services, and the work of such subcontractors shall be deemed to satisfy Rubrik's obligations hereunder provided that such work meets the requirements of this Policy.
- 6.5. **Notification of Defects.** If Customer believes that there is a Defect in the Hardware or Software, Customer will: (i) promptly notify Rubrik, providing sufficient detail to permit Rubrik to identify the Defect; (ii) upon request, provide Rubrik with remote access, all relevant and necessary data files, software or any other relevant material; and (iii) to the extent

Rubrik cannot reproduce the Defect remotely, provide on-site access, if reasonably believed necessary by Rubrik for it to reproduce, analyze or remedy the Defect.

- 6.6. **Information and Cooperation.** To receive Support Services, Customer must provide Rubrik with the location and configuration of the applicable Hardware and/or Software, and such other information, cooperation and assistance as is reasonably required by Rubrik in order to provide the Support Services. Customer is solely responsible for providing a stable environment for all systems and networks designed to ensure successful backups (and all software, data and other information contained therein) prior to the installation of the Software.
- 6.7. **Excluded Services.** Notwithstanding anything to the contrary in this Policy, Rubrik shall have no obligation to provide: (i) Support Services or replacement(s) for Defects or resolution of problems caused by accident, abuse, misuse, third-party product(s), power surge or power failure or the like, or other Force Majeure event, any unauthorized disassembly, repair or modification, or any failure to maintain and use the Hardware and Software in a manner consistent with the Documentation and written instructions from Rubrik; (ii) support or replacement of Hardware and Software that Rubrik determines in its reasonable discretion do not have a Defect; (iii) third-party products required to operate the Hardware and Software, (iv) delivery of any on-site Support Services, including but not limited to situations where, in Rubrik's reasonable opinion, a condition exists that represents a hazard to the safety of its employees or agents; (v) Support for or replacement of any Hardware in which the Hardware or parts have been replaced with any third-party product, or (vi) consumable parts (e.g. batteries, bulbs). Customer will be responsible for charges on a time and materials basis for Support Services provided as a result of any of the foregoing.
- 6.8. **Spare(s).** Customer shall only use Spares provided by Rubrik (if applicable). Unless the applicable Support Services Plan provides otherwise, at Rubrik's expense, Customer shall package and ship the parts replaced with the Spare(s) to Rubrik within fourteen (14) calendar days, and Rubrik or its authorized reseller may invoice Customer for such parts that are not promptly returned within such timeframe.
- 6.9. All Software must be covered by the same level of Support Services Plan and must be at the same revision level. Support Services are provided in English only.
- 6.10. Where Customer has purchased a Support Services Plan for Hardware that is to be installed or relocated outside of Rubrik's then-current geographic Support Services territory ("**Territory**"), Customer will contact Rubrik to discuss Rubrik's then-current Spares coverage model, to assess whether such Hardware will be supported outside of the Territory. If the Hardware (for which Support Services have been purchased) is relocated to a geographic location in which the Support Services Plan is available at a different level of service, Customer's Support Services Plan may need to be adjusted (which may include associated fees) based on local availability. Response time targets, Spares delivery times, and availability of a field service technician may be affected. If Customer moves the installation location and does not notify Rubrik of such change at least sixty (60) days prior to a request for service, delivery of Spares and Replacements and availability of a technician may be affected and Rubrik shall be excused from its performance under this Policy to the extent such performance has been affected by the relocation.
- 6.11. **Service Quality Assurance Check.** "Service Quality Assurance Check" means Rubrik's examination of Hardware to confirm its condition is eligible to receive Support Services. Rubrik reserves the right to perform a Service Quality Assurance Check if: (i) a Support Service Plan is purchased after the applicable purchase date; (ii) there is a lapse in Support Service(s) of more than thirty (30) days, (iii) the Hardware is relocated by any party other than Rubrik or (iv) as otherwise required by Rubrik or its third-party service provider if there is reason to believe the Hardware has been damaged. Customer agrees to permit access for the Service Quality Assurance Check and to pay the reasonable fees for performing the Service Quality Assurance Check.
- 6.12. New Software releases may have certain features or configurations that require updated Hardware or third-party hardware (as applicable) to utilize new functionality available with the new Software release. Customer is responsible for the purchase of any new Hardware required to use such Software releases.

## 7. SUPPORT SERVICES PLANS.

- 7.1. **Premium Support Services Plan.** The Premium Support Services Plan includes:
- i. **24x7 Remote Technical Support.** Customer may submit Remote Support Requests at any time, 24x7. Rubrik will respond to Customer's Remote Support Requests pursuant to the Response Time Targets table in Section 9 below.
  - ii. **Delivery of Spares(s).** For Defects requiring Spare replacement, Rubrik will ship Spare(s) to Customer the same business day, if the Defect is diagnosed and ordered before the Cutoff Time (as defined below), or the following

business day if diagnosed and ordered after the Cutoff Time. Arrival of Spare(s) at Customer's location is subject to transit and customs processing. At Rubrik's expense, Customer will return the defective part within fourteen (14) days of receipt of the Spare(s) in accordance with Rubrik's instructions and RMA Procedures. Customer will pay Rubrik's invoice for defective parts that are not returned in a timely manner.

- iii. The cutoff time for same business day shipment of Spares is 3:00 p.m. in Customer's local time zone Monday through Friday, excluding major local holidays ("**Cutoff Time**").
- iv. **Software Maintenance.** During the Support Term, available Updates shall be made in accordance with the Support Services Plan in effect. Rubrik will support the current and previously released version of Software. Software Updates will be made available via the Rubrik support website. Software Updates are governed by the terms of this Policy and the Agreement. Rubrik may require Customer to upgrade to a certain Software release in order to resolve current or prospective issues.

7.2. **Basic Support Services Plan.** The Basic Support Services Plan includes all elements of the Premium Support Services Plan as set out at Section 7.1 of this Policy, except that: (i) Rubrik will respond to Remote Support Requests during Customer Business Hours (meaning Monday to Friday between the hours of 8:00am and 8:00pm in Customer's local time zone), and up to three (3) Remote Support Requests per year outside Customer Business Hours; and (ii) the Response Time Targets described in Section 9 of this Policy will apply only during Customer Business Hours.

## 8. SUPPORT SERVICES PLAN ADD-ONS.

8.1. Each of the following Support Services Plan Add-Ons may be purchased for a separate fee:

- i. Customer Experience Manager
- ii. On-site Services
- iii. Non-returnable Drive Service ("**NRD**")

8.2 The NRD is available for purchase on all Hardware either (i) at initial Hardware purchase or (ii) upon the expiration of the Hardware Warranty Period contingent upon the purchase of Support Services. The NRD permits Customer to keep or dispose of the failed hard disk drives and/or failed solid state drives. There is an annual fee per Rubrik Hardware appliance for the NRD which applies regardless of the number of replacement drives that are requested. For the avoidance of doubt, the Hardware Warranty, as well as the Premium Support Services Plan includes complimentary exchange of a failed drive, provided that the failed drive is returned to Rubrik.

## 9. RESPONSE TIME TARGETS

Severity Description	Initial Response Time for Premium Service Plan (24x7)	Target Response Time for Support Service Plan (only during Customer Business Hours).	Status Target	Updates	Fix/Workaround Target
<b>P1:</b> Down system	30 mins	30 mins	Daily until fixed or a workaround in place		Continuous effort until workaround provided or Emergency Bug Fix created
<b>P2:</b> System working with reduced functionality (e.g. node offline)	2 hours	2 hours	Daily until fixed or a workaround in place		To be determined based upon the problem/ request
<b>P3:</b> Operational but system has experienced a minor issue (e.g. snapshot failure)	8 hours or next business day (if the issue is raised after 6pm Customer's local time)	8 hours or next business day (if the issue is raised after 6pm Customer's local time)	Every 3 days		To be determined based upon the problem/ request
<b>P4:</b> General question	Next business day	Next business day	To be determined based upon the problem/request		To be determined based upon the problem/ request

Response Time Targets and Fix/Workaround Targets are subject to the exclusions listed in Section 6.7, above.



## CDW·G Terms of Offer

To the extent allowable, all information and documents hereby submitted in response to the Request for Proposal ("RFB") furnished by West Valley Water District are the property of and are proprietary to CDW Government, LLC ("CDW·G").

Notwithstanding anything to the contrary contained in the Proposal, CDW·G declares its understanding that CDW·G's Terms and Conditions of Product Sales and Service Projects ("T&C"), as updated from time to time and provided on CDW·G's website at <https://www.cdw.com/content/terms-conditions/product-sales.aspx>, constitute the terms and conditions controlling the transaction contemplated by the RFB, except as otherwise agreed upon in writing by the parties. CDW·G requests that Customer review and confirm acceptance of the T&C or, if necessary, negotiate with CDW a mutually agreeable final contract. CDW·G shall not be bound to any term(s) of the RFB or the Proposal or to any contract related to the RFB until or unless: (i) Customer confirms in writing its acceptance of the T&C; or (ii) authorized representatives of CDW·G and Customer execute a written contract that is separate from the Proposal.

Except as otherwise set forth above, CDW·G agrees to maintain the validity of the Proposal for a period of thirty (30) days from the RFB-established due date ("Validity Period"), provided that there are no extraordinary changes in pricing due to unique market conditions, product discontinuation, manufacturer price changes, or other extenuating circumstances. In order to ensure CDW·G's commitment to the pricing levels and other proposed offerings contained in the Proposal, Customer may notify CDW·G via mail or e-mail that either: (i) Customer accepts CDW·G's Proposal and agrees to be bound by the T&C, or (ii) Customer intends to negotiate with CDW·G a separate agreement during the Validity Period.

CDW·G will conduct any negotiation of a final agreement with Customer in good faith. Notwithstanding the foregoing, any prices or other privileges contemplated in the Proposal shall commence on the effective date of agreement between the parties or the date of agreement or amendment to an existing agreement between the parties.



# EXHIBIT B

vPRIME TECH \$109,789.43

## Bid Results

### Bidder Details

**Vendor Name** vPrime Tech Inc.  
**Address** 1400 Broadfield Boulevard Suite 200  
 Houston, Texas 77084-5162  
 United States  
**Respondee** Jan Ghalib  
**Respondee Title** CEO  
**Phone** 833-333-1314  
**Email** vprime@vprimetech.com  
**Vendor Type**  
**License #**

### Bid Detail

**Bid Format** Electronic  
**Submitted** 02/01/2023 11:05 AM (PST)  
**Delivery Method**  
**Bid Responsive**  
**Bid Status** Submitted  
**Confirmation #** 317650

### Respondee Comment

### Buyer Comment

### Attachments

File Title	File Name	File Type
2022 backup system rfb rubik.pdf	2022 backup system rfb rubik.pdf	3x Public Agency Reference Projects

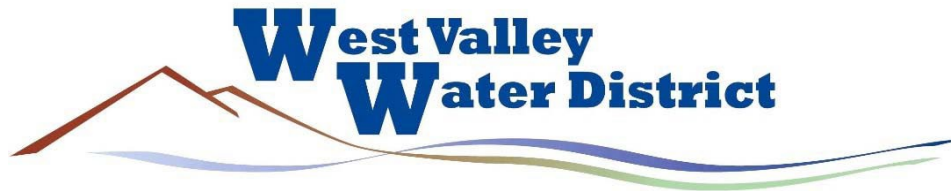
## Line Items

Discount Terms No Discount

Item #	Item Code	Type	Item Description	UOM	QTY	Unit Price	Line Total	Response	Comment
Section 1							\$109,789.4300		
1			R6404S APPL 4NODE 48TB PERP B RAW HDD 1.6TB SSD 10GBASET NIC	ea	1	\$15,590.1900	\$15,590.1900	Yes	
2			RUBRIK COMPLETE LICs EDITION PRO FOR R6404	ea	1	\$67,770.0000	\$67,770.0000	Yes	Term: 60 Months QTY 30 X 60 Months = 1800
3			BASIC SUPPORT FOR HARDWARE W PREPAY SVCS M-F 8AM - 8PM	ea	1	\$12,543.6000	\$12,543.6000	Yes	Term: 60 Months QTY 1 X 60 Months = 60
4			RUBRIK CLOUD VAULT ARCHIVE TIER Service LICs PER BETB BASIC SUPPORT PREPAY	ea	40	\$211.8000	\$8,472.0000	Yes	Term: 60 Months QTY 40 X 60 Months = 2400
5			PROFESSIONAL SERVICES REMOTE SERVICE INSTALLATION & CONFIGURATION	ea	1	\$5,056.1400	\$5,056.1400	Yes	Rubrik Professional Services, Remote Installation and Configuration of up to 8 briks per site, must be used within 6 months of purchase
6			All Other Fees including but not limited to taxes, delivery, setup, etc,	ea	1	\$357.5000	\$357.5000	Yes	SHIPPING AMOUNT

## Line Item Subtotals

Section Title	Line Total
Section 1	\$109,789.4300
Grand Total	\$109,789.4300



## **REQUEST FOR BIDS (RFB) New Rubrik Backup Appliance and Services**

### **INVITATION**

The West Valley Water District ("District") is seeking the services of a qualified vendor for the purchase and professional installation of a New Rubrik R6404s Enterprise Appliance Backup System, Rubrik cloud vault and 5 years of support services. Bidder must submit a bid for all the requested appliances, installation, maintenance, and support for a period of 5 years.

The bid must be submitted on Planet Bids (PB). No bids shall be submitted after **5:00 PM on Thursday, February 2, 2023**. Late qualification documents will not be accepted.

During the RFP process, respondents shall direct all questions through Planet Bids. Responses to questions received five (5) days or less prior to the RFP deadline will not be available. If there is any revision to the RFP, an addendum will be issued and made available to all firms receiving RFP documents.

The District hereby reserves the right to reject any and all bids, to waive any irregularity, and to award the contracts to the lowest responsible responsive bidder. No bidder may withdraw his proposal and the proposal is to remain firm for a period of sixty (60) days after bid opening.

## **BACKGROUND**

West Valley Water District (“District”) is a County Water District, a public agency of the State of California, organized and existing under the County Water District Law (Division 12, Section 30,000 of the Water Code) of the State of California. The district serves water to over 20,000 connections within the Cities of Rialto, Fontana, Colton, Jurupa Valley (Riverside County) and to unincorporated areas of San Bernardino County. The district’s service area includes a large amount of undeveloped land which is described in various specific plans.

The district’s distribution system includes eight pressure zones which are divided into a northern and southern system with the City of Rialto serving the area in between. The system includes 72.61 million gallons of storage capacity, 12 booster pump stations, 17 active production wells, several treatment facilities and over 150 miles of transmission lines.

Water supplies include groundwater from District wells in 4 groundwater basins, from imported State Water Project water and Lytle Creek surface flows treated at the Oliver P. Roemer Water Filtration Facility, from water purchased through the Base Line Feeder pipeline and from groundwater treated at our new Groundwater Wellhead Treatment System.

## **PROJECT DESCRIPTION and SCOPE OF WORK**

The District is seeking the services of a qualified vendor from which to purchase and install a new Rubrik R6404s Enterprise appliances with Data immutability, support and professional services and installation. Bidder must submit a bid for the requested appliances, installation, maintenance, and support for a period of 5 years. Vendor is to install and configure the new equipment and provide District staff with training on the new system.

As part of the work, the vendor shall furnish and assume full responsibility for everything required for the orderly progress, proper execution, and completion of the work, whether temporary or permanent. Also, whether incorporated into the work including, but not limited to, materials, equipment, labor including subcontractor, transportation, construction equipment, machinery, tools, other facilities, and incidentals.

The vendor shall perform and complete work, including supervision, administration services, coordination of all subcontractors, tests, and inspections. Also, other items that are necessary to complete the finishing, equipping, functioning of the facilities and structures together with all additional, collateral, incidental work and series required for completions of the provision of the work.

Although the District is attempting to identify the limits and services required, this should not limit the contractor in the development of a scope it believes is necessary to meet the district’s goals and objectives.



The following is intended to describe and specify the District’s Computer Network Backup System equipment.

The District has selected Rubrik 6404S Backup Appliance and Rubrik Cloud Vault Tier Per BETB Solution with required Licensing and Support Services with a Maintenance support of 5 years. Backup system must have Immutable data protection and cloud secure backup.

This Backup appliance and Services will replace existing Dell data domain backup solution that is at the end of its technical life.

Vendor will supply, install, and configure a complete Rubrik backup solution with Cloud tier.

Vendor will provide Professional Services and remote installation support.

Warranty: The contractor shall warrant that the hardware products and device components are free from defect in materials and/or workmanship for a period of (5) years from the date of installation.

The vendor shall, in performing the services as described herein, utilize technicians skilled in the service of the described systems. All contractors and any sub-contractors used in this project are required to be licensed, bonded, and insured per the district’s requirements.

The vendor shall see that all system installation and configuration services shall be accomplished in accordance with the applicable codes, manufacturer recommendations and any State or Local codes and regulations.

**SCHEDULE OF EVENTS**

01/19/2023	Issuance of Request for Bids
01/27/2023	Deadline for Written Questions
02/02/2023	Bids Due by 5:00 PM
03/02/2023	District Approval of Purchase (est.)

**PAYMENT TERMS**

District will issue a Purchase Order to awarded vendor. After the District has determined the completion and installation of products and services are satisfactory, the vendor will provide an invoice and District will pay such invoice within 30 days.

**REFERENCES**

Vendors to provide 3x references of similar Rubrik Back Up System installations of other Public Agencies preferably in California in the last 3 years. At a minimum, a short description of the work performed, when it was performed and a contact person.

# REFERENCES

1. VENDOR ITEM: Fortinet Fortigate  
POP DATES: 10/28/2021

Customer Information: Spring Street Courthouse, 312 North Spring Street  
Los Angeles, California, 90012

Contact details: Armando Vega  
213-314-8715  
[avega@lacourt.org](mailto:avega@lacourt.org)

2. VENDOR ITEM: NETWRIX SOFTWARE SUBSCRIPTION

POP DATES: 12/22/22

Customer Information: Orange County Dept. of Education

Amount of Award: \$59,968.00

3. VENDOR ITEM: Nessus Professional

Amount of Award: \$9,286.92

POP DATES: 06/13/22

Customer Information: North County Transit District

# Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

► Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

Print or type. See Specific Instructions on page 3.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. <b>vPrime Tech Inc</b>		
	2 Business name/disregarded entity name, if different from above		
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only <b>one</b> of the following seven boxes.  <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input checked="" type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate  <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► _____ <b>Note:</b> Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is <b>not</b> disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.  <input type="checkbox"/> Other (see instructions) ► _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):  Exempt payee code (if any) _____  Exemption from FATCA reporting code (if any) _____  <i>(Applies to accounts maintained outside the U.S.)</i>	
	5 Address (number, street, and apt. or suite no.) See instructions. <b>1400 Broadfield Boulevard, Suite 200</b>	Requester's name and address (optional)	
	6 City, state, and ZIP code <b>Houston, Texas 77084-5162</b>		
	7 List account number(s) here (optional)		

**Part I Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

**Note:** If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

<b>Social security number</b>																							
<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>													-	-	-	-	-	-	-	-	-	-	-
<b>or</b>																							
<b>Employer identification number</b>																							
8	6	-	1	7	4	4	9	1	9														

**Part II Certification**

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

<b>Sign Here</b>	Signature of U.S. person ►	Date ► <u>11/29/2022</u>
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**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9).

**Purpose of Form**

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
  - Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
  - Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
  - Form 1099-S (proceeds from real estate transactions)
  - Form 1099-K (merchant card and third party network transactions)
  - Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
  - Form 1099-C (canceled debt)
  - Form 1099-A (acquisition or abandonment of secured property)
- Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.
- If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.*

CALIFORNIA DEPARTMENT OF TAX AND FEE ADMINISTRATION  
**CERTIFICATE OF REGISTRATION - USE TAX**

March 22, 2021

ACCOUNT NUMBER

204226624



Office of Control:  
Out-of-State / Houston

VPRIME TECH INC  
1400 BROADFIELD BLVD STE 200  
HOUSTON TX 77084-5162

IS REGISTERED WITH THE CALIFORNIA DEPARTMENT OF TAX AND FEE ADMINISTRATION AND IS AUTHORIZED TO COLLECT STATE AND LOCAL USE TAXES REQUIRED TO BE COLLECTED UNDER PARTS 1 AND 1.5 OF THE CALIFORNIA REVENUE AND TAXATION CODE, AND TO FURNISH RECEIPTS THEREFOR. FURTHER, THE SAME AUTHORITY EXTENDS TO SELLERS, WITH RESPECT TO COLLECTION OF TRANSIT DISTRICT USE TAXES UNDER PART 1.6 OF THE CALIFORNIA REVENUE AND TAXATION CODE, WHO ARE ENGAGED IN BUSINESS IN A TRANSIT DISTRICT IMPOSING TRANSIT DISTRICT USE TAXES, OR WHO, IF NOT ENGAGED IN BUSINESS IN A TRANSIT DISTRICT, HAVE BEEN AUTHORIZED TO COLLECT TRANSIT DISTRICT USE TAXES.

**For general tax questions, please call our Customer Service Center at 1-800-400-7115 (TTY:711).  
For information on your rights, contact the Taxpayers' Rights Advocate Office at 1-888-324-2798 or**

**Packet Pg. 45**

**vPrime Tech Inc**  
 1400 Broadfield Blvd  
 Suite 200  
 Houston, Texas 77084-5162  
 (833) 333-1314  
 vprime@vprimetech.com  
 www.vprimetech.com

**Purchasing Department**  
 Al Robles  
 909-875-1804  
 arobles@wwwd.org  
 855 West Baseline Road  
 Rialto, California 92376  
 2023-01

## QUOTE

**Quote #** 11818111085  
**Quote Sent Date** 02/01/23  
**Payment Terms** Net 30  
**Certified** MBE

Item #	Part Number	Description	Qty	Unit Price	Ext. Price
1	RS-BT-CEP30-BS-PP	Rubrik Complete Pro Edition-Term: 60 Months QTY 30 X 60 Months = 1800	1800	\$37.65	\$67,770.00
2	RS-HW-SVC-BS-S2	Support for R6000S Tier 2 hardware, prepay-Term: 60 Months QTY 1 X 60 Months = 60	60	\$209.06	\$12,543.60
3	RS-BT-CVA-BS-PP	Rubrik Cloud Vault-Term: 60 Months QTY 40 X 60 Months = 2400	2400	\$3.53	\$8,472.00
4	RA-PS-INST-RMOT	Rubrik Professional Services, Remote Installation and Configuration of up to 8 briks per site, must be used within 6 months of purchase	1	\$5,056.14	\$5,056.14
5	RHA-6404S-02	Appliance, 4-node, 48TB raw HDD, 1.6TB-Tied to: RS-BT-CEP30-BSPP RS-HW-SVC-BS-S2 Rubrik, Inc. - RHA-6404S-02	1	\$15,590.19	\$15,590.19
6	0	Shipping Fee	1	\$357.50	\$357.50
<b>Subtotal</b>					<b>\$109,789.43</b>
<b>Total</b>					<b>\$109,789.43</b>

**Lead Time:**  
**Purchase Terms:**



**BOARD OF DIRECTORS  
SAFETY AND TECHNOLOGY COMMITTEE  
STAFF REPORT**

**DATE:** March 14, 2023  
**TO:** Safety and Technology Committee  
**FROM:** Van Jew, Acting General Manager  
**SUBJECT:** APPROVAL OF THE PURCHASE AND PROFESSIONAL IMPLEMENTATION OF A FORTIVOICE CLOUD UNIFIED COMMUNICATIONS SYSTEM FROM AIR GAP LABS LLC

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**BACKGROUND:**

West Valley Water District, (“District”), maintains an on-premise Cisco Unified Communications system to provide the phone, voicemail, and other communications services necessary to support business operations. The system is supported by two specialized servers that are approaching the end of their useful lifecycle. In addition, the system software is due for an upgrade. The FY 2023 Capital Budget included funding to upgrade the system.

When the current system was implemented about 15 years ago, on-premise systems were the only feasible option as hosted systems were just being developed. In the years since, hosted systems, also referred to as unified communications as a service (“UCaaS”), have matured. Because the current system is due for both hardware replacement and software upgrades the timing was ideal for considering switching from the current on-premise communications system to a UCaaS system.

Staff previously presented to the Safety and Technology Committee an assessment of the options and recommended switching to a UCaaS system because of the anticipated benefits. The assessment included a preliminary cost analysis, which suggested that the switch could result in lower annual costs. The Safety and Technology Committee provided direction for staff to evaluate UCaaS systems for implementation.

**DISCUSSION:**

Staff contacted several UCaaS vendors and engaged in preliminary discussions of their system capabilities, with the objective of the identifying systems that could best meet the general communications needs of the District as well as the specific needs of the Customer Service staff, (call queues, reporting, recording, etc.). Based on those discussions, representatives were invited to demonstrate how the systems offered by 3CX, FortiVoice, 8x8, and RingCentral could meet the District’s needs. Although each system was able to meet the needs of the Customer Service staff, FortiVoice was identified as the preferred system.

The cost analysis below annualizes the various costs associated with the current system. That annualized cost of \$39,825 per year allows for a better comparison with other systems.

<b>Current Phone System Costs Annualized</b>			
<b>Detail</b>	<b>Cost</b>	<b>Yrs</b>	<b>Cost/Yr</b>
Servers	15,425	5	3,085
Software upgrades	21,000	3	7,000
PRI Service (telecom connection)	9,370	1	9,370
Licensing	16,738	1	16,738
Equip	18,160	5	3,632
			<b>39,825</b>

The table below summarizes the estimated costs to implement each system, (which includes one-time costs), as well as the estimated annualized costs. The quotes for 3CX, FortiVoice, 8x8, and RingCentral are included as **Exhibits A, B, C, & D** respectively.

<b>Vendor</b>	<b>Project Costs for Year 1</b>				<b>Annualized Cost</b>		
	<b>One-Time Costs</b>	<b>Equip</b>	<b>Annual Service</b>	<b>Project Total</b>	<b>Equip 5 Yr Life</b>	<b>Annual Service</b>	<b>Total Annual</b>
3CX	8,000	12,667	6,319	<b>26,986</b>	2,533	6,319	8,852
FortiVoice	16,201	20,105	12,712	<b>49,018</b>	4,021	12,712	16,733
8x8 <sup>A</sup>	5,488	-	40,455	<b>45,943</b>	3,632	40,455	44,087
RingCentral <sup>A</sup>	20,000	-	46,550	<b>66,550</b>	3,632	46,550	50,182

**Note A: The existing desk phones are compatible with 8x8 and RingCentral, so there would not be a need for a one-time purchase of new units. The annualized costs for the phones reflect the same amount as the current system.**

The estimated annualized cost per year for two of the systems was lower than the cost per year of the current system. The cost per year for the 3CX system is significantly lower than the cost of the FortiVoice system. However, because the Customer Service staff determined that FortiVoice best met the District's needs, FortiVoice is the recommended system. It should be noted that FortiVoice still results in a significant cost reduction compared to the current system. A professional services agreement with Air Gap Labs LLC for the implementation is still pending Legal Counsel's review and approval.

#### **FISCAL IMPACT:**

The total cost of \$49,018 is included in the FY 2023 Operating Budget.



**STAFF RECOMMENDATION:**

Staff recommends that the Committee forward a recommendation to the Board of Directors to approve the purchase and professional implementation of FortiVoice Cloud Unified Communications System from Air Gap Labs LLC in the amount of \$49,018, subject to Legal Counsel's review and approval of the professional services agreement.

Respectfully Submitted,

*Van Jew*

---

Van Jew, Acting General Manager

VJ:js

**ATTACHMENT(S):**

1. Exhibit A - 3CX
2. Exhibit B - FortiVoice
3. Exhibit C - 8x8
4. Exhibit D - RingCentral

# EXHIBIT A

3CX



# Estimate

Expiration Date: 03/27/2023

## Quote Prepared For

**Albert Clinger**  
**West Valley Water District**  
 855 West Baseline Road  
 Rialto, CA 92376  
 United States  
 Phone: 909-644-1012  
 aclinger@wwwd.org

## Quote Prepared By

**David Martinez**  
**Contoured Solutions**  
 241 E. Jefferson St  
 Pomona, California 91767  
 United States  
 Phone:  
 Fax:  
[Dmartinez@contouredsolutions.com](mailto:Dmartinez@contouredsolutions.com)

Item#	Quantity	Item	Unit Price	Adjusted Unit Price	Extended Price
<b>Monthly Items</b>					
1)	1	Cloud Virtual Machine Hosting	\$80.00	\$80.00	\$80.00
2)	1	Vitelity SIP Trunks (15000 Minutes)	\$280.00	\$280.00	\$280.00
3)	38	Additional DID Charge 38 additional DIDs (2 included with service)	\$1.00	\$1.00	\$38.00
4)	1	Virtual Analog Phone Line Digital SIP trunk with analog handoff via FXS gateway and/or Fax Enabled Device.	\$29.00	\$29.00	\$29.00
<b>Monthly Total</b>					<b>\$427.00</b>
<b>Yearly Items</b>					
5)	1	3CX - Professional - Annual License - 32 Simultaneous Calls	\$1,195.00	\$1,195.00	\$1,195.00
<b>Yearly Total</b>					<b>\$1,195.00</b>
<b>One-Time Items</b>					
6)	80	YEA-SIP-T53U Yealink Prime Business Phone with 3.7 Graphical LCD Screen with Built-In Bluetooth 4.2 (power supply not included)	\$137.00	\$137.00	\$10,960.00
7)	1	Intel - Session Border Controller Bridges cloud PBX to the local LAN	\$765.00	\$765.00	\$765.00
8)	1	3CX Installation, Porting, Configuration and Training	\$8,000.00	\$8,000.00	\$8,000.00
<b>One-Time Total</b>					<b>\$19,725.00</b>
<b>Subtotal</b>					<b>\$21,347.00</b>
<b>Taxable (7.75%)</b>					<b>\$941.78</b>
<b>Total Taxes</b>					<b>\$941.78</b>
<b>Total</b>					<b>\$22,288.78</b>

Interest Charges on Past Due Accounts and Collection Costs Overdue amounts shall be subject to a monthly finance charge. In addition, customer shall reimburse all costs and expenses for attorney's fees incurred in collecting any amounts past due. Additional training or Professional Services can be provided at our standard rates.

Authorizing Signature \_\_\_\_\_

Date \_\_\_\_\_

Interest Charges on Past Due Accounts and Collection Costs Overdue amounts shall be subject to a monthly finance charge. In addition, customer shall reimburse all costs and expenses for attorney's fees incurred in collecting any amounts past due. Additional training or Professional Services can be provided at our standard rates.

# EXHIBIT B

FortiVoice



## Quote

From **AirGap Labs LLC**  
 3943 Irvine Blvd.  
 Ste. # 662  
 Irvine, CA 92602

Quote ID **611132**  
 Issue Date 02/13/2023  
 Subject FortiVoice Cloud 1-Year Quote

Quote For **West Valley Water District**  
 855 W Baseline Rd, Rialto, CA 92376

Item Type	Description	Quantity	Unit Price	Amount
Product	FC-10-FOCLD-363-02-12  FortiVoice Cloud 1 Year FortiVoice Cloud-Standard Extension	80.00	\$65.35	<b>\$5,228.00</b>
Product	FC2-10-FOCLD-366-02-12  FortiVoice Cloud 1 Year	4.00	\$1,716.35	<b>\$6,865.40</b>
Product	FVE-200F8-BDL-247-12  FortiVoice-200F8 Hardware plus 24x7 FortiCare	1.00	\$2,957.35	<b>\$2,957.35</b>
Product	FON-480  FortiFone-480	80.00	\$214.35	<b>\$17,148.00</b>
Product	FVE-3RDPARTY-10  FortiVoice-3rd-Party-Phones License to add 10 3rd party phones to FortiVoice system (contact sales specialist for all inquiries)	1.00	\$618.35	<b>\$618.35</b>
<b>Quote Total</b>				<b>\$32,817.10</b>

### Notes

This is a sales quotation. Shipping and expedite fees are extra. Prices are subject to change without notice. Based on FTQ-1963173 .



## Quote

From **AirGap Labs LLC**  
 3943 Irvine Blvd.  
 Ste. # 662  
 Irvine, CA 92602

Quote ID **611103**  
 Issue Date 01/20/2023  
 Subject FortiVoice Pro Services

Quote For **West Valley Water District**  
 855 W Baseline Rd, Rialto, CA 92376

Item Type	Description	Quantity	Unit Price	Amount
Service	FortiVoice Pro Services tasks:  Provision the FortiVoice Cloud for customer Review of Cisco Call Manager, Unity, UCCX and VoIP gateway settings to ensure smooth transition Review call flow with Customer Service including AutoAttendant and/or IVR and queueing Deploy FortiVoice hardware and FortiFones for customer Install and set up extensions for both internal and external users Create groups to manage calls and configuration options Set inbound and outbound dialing rules to meet customer requirements Use and manage Auto Attendant menus and options Understand system advanced features Monitor system via logs and traces to ensure the system is setup correctly Generate call reports and invoices based upon user or trunk activity Provide access and rights to users within the user portal Configure auto dialer and campaigns Deploy gateway and local survivable systems Deploy softclients for mobile workers	1.00	\$16,200.90	<b>\$16,200.90</b>

**Quote Total \$16,200.90**

### Notes

Terms & Conditions: Direct remote access is required - if not, estimate hours can increase in time spent including scheduling and coordination. AirGap Labs reserved the right to substitute and/or augment equivalent technical engineering expertise based on schedule and availability. Rates based on scheduled appointment 24 hours in advance and for work performed during standard business hours. Change or additional scope can increase estimated hours.

FTQ-1840988

# EXHIBIT C

8x8





## Quote # Q-00580065

38 Months Term  
(12 Months Renewal Term)

### TODAYS QUOTE TOTAL FOR 1 LOCATION(S)

Recurring	Non-Recurring	Recurring Taxes & Fees	Equipment Sales Tax	Shipping	Due Today
\$2,879.40	\$5,487.50	\$491.85	\$5.17	\$66.71	\$5,684.69

### Summary by Product

Monthly Recurring	Quantity	Price as of Order	Total
X Series - X2	60	\$20.00	\$1,200.00
Base Number	1	\$0.00	\$0.00
X Series - X8 Bundled	10	\$151.00	\$1,510.00
Cisco 8861 - w/ Power Supply NA	10	\$10.44	\$104.40
X Series - X1	5	\$13.00	\$65.00
<b>Non-Recurring</b>			
CC Quick Start Services	1	\$5,000.00	\$5,000.00
Public Virtual Instructor Led Training - Admin	1	\$375.00	\$375.00
Public Virtual Instructor Led Training - End-User	9	\$12.50	\$112.50
<b>Subtotal</b>			<b>\$8,366.90</b>

**Thanks we appreciate You!  
Enjoy Two Months Free of  
Services on us.  
That's \$ 5,550.00 in Savings!**

Quote Expires  
4/30/2022

West Valley Water  
855 w baseline road  
rialto, ca 92376

Albert Clinger  
+1 909-875-1804  
aclinger@wwwd.org

### Your 8x8 Representative

Sandi Bolton  
sandi.bolton@8x8.com

**Today's Total**  
**\$5,684.69**

**Monthly Total**  
**\$3,371.25**



Quote # Q-00580065

38 Months Term  
(12 Months Renewal Term)

West Valley Water - 855 W Base Line Rd, Rialto, CA, USA, 92376

Description	Quantity	Unit Price	Monthly Recurring	Due Today
X Series - X2	60	\$ 20.00	\$ 1,200.00	\$ 0.00
Base Number	1	\$ 0.00	\$ 0.00	\$ 0.00
X Series - X8 Bundled X6 is \$115 X7 is \$135	10	\$ 151.00	\$ 1,510.00	\$ 0.00
Cisco 8861 - w/ Power Supply NA - EPP (36 Months)*	10	\$ 10.44	\$ 104.40	\$ 104.40
X Series - X1	5	\$ 13.00	\$ 65.00	\$ 0.00
CC Quick Start Services	1	\$ 5,000.00	\$ 0.00	\$ 5,000.00
Public Virtual Instructor Led Training - Admin	1	\$ 375.00	\$ 0.00	\$ 375.00
Public Virtual Instructor Led Training - End-User	9	\$ 12.50	\$ 0.00	\$ 112.50
<b>Subtotal</b>			<b>\$ 2,879.40</b>	<b>\$ 5,591.90</b>
Shipping Ground- Delivery Estimate			5/1/2022	\$ 66.71
<b>Regulatory Fees</b>				
E911 Service Fee			\$ 75.00	\$ 0.00
Regulatory Recovery Fee			\$ 150.00	\$ 0.00
<b>Taxes and Surcharges</b>				
CA Telecom Relay Systems Surcharge			\$ 4.80	\$ 0.00
CA Local Utility Users Tax			\$ 132.05	\$ 0.00
CA Teleconnect Fund			\$ 3.37	\$ 0.00
CA High Cost Fund(a) Surcharge			\$ 3.03	\$ 0.00
CA Advanced Serv Fund Surch			\$ 4.42	\$ 0.00
CA Universal Lifeline Surcharge			\$ 20.56	\$ 0.00
Federal Universal Service Fund			\$ 77.71	\$ 0.00
CA State And Local 911			\$ 12.83	\$ 12.83
CA State And Local Sales Tax			\$ 7.04	\$ 11.54
Local Sales Tax			\$ 1.04	\$ 1.71



Quote # Q-00580065

38 Months Term  
(12 Months Renewal Term)

<b>Total Fees, Taxes and Surcharges</b>	<b>\$ 491.85</b>	<b>\$ 26.08</b>
<b>Location Total</b>	<b>\$ 3,371.25</b>	<b>\$ 5,684.69</b>

\* Payment for EPP items are amortized over the selected term (see line item above). Customer cancellation of Extended Payment Plan before the end of the term requires customer payment of the ENTIRE balance due plus applicable taxes.

### Professional Services Description

Service		Description
CC Quick Start Services	CCaaS Quick Start Services – Gold	Each Quantity ordered consists of up to 34 hours of remote consulting to assist Customer with the configuration of up to 200 X6, X7, and/or X8 seats of Ordered SaaS Services at US or international Customer Locations and the porting of numbers for such seats, on non-holiday weekday date(s) (10 or more days after date of order) and at time(s) (between 5 am and 5 pm Pacific time) to be agreed upon by the Parties. Customer must provide a competent, knowledgeable account administrator to work with 8x8.



Quote # Q-00580065

38 Months Term  
(12 Months Renewal Term)TERMS & CONDITIONS

This Order is subject to the 8x8 UCaaS/CCaaS Service Terms set forth at <http://www.8x8.com/order-terms/vo-vcc-service-terms>, except that if this Order is entered into pursuant to a Service Agreement, this Order is subject to the Service Agreement (such 8x8 UCaaS/CCaaS Service Terms or Service Agreement, as applicable, the "Terms").

No Service Fees for Two Months: Customer shall not begin to incur Service Fees or Regulatory Fees for the Ordered SaaS Services ordered under this Order until the second monthly anniversary date of the effective date of the Agreement (as that term is defined in the Terms).

By signing below, the customer listed herein, through its authorized representative named below:

- a) acknowledges and indicates that it has reviewed the notice related to 911 and emergency services at <https://www.8x8.com/terms-and-conditions/911-notice> and
- b) has entered into this Order and agreed to the Terms, as of the date signed below.

Customer Name: **West Valley Water**

Signature:

Name:

Title:

Date:

DRAFT

# EXHIBIT D

RingCentral



RingCentral Proposal for West Valley Water District		TERM: 36 Months
		MONTHLY
Monthly Recurring Costs	\$3,879.20	Ida Bland <a href="mailto:ida.bland@ringcentral.com">ida.bland@ringcentral.com</a> 704-625-2573
One-time Professional Services	\$20,000.00	

Pricing Proposal			
RingCentral MVP Plan	User Count	Contracted Price	Total Cost
RingCentral MVP: STANDARD	80	\$21.99	\$1,759.20
RingCentral MVP: e911 Fee	80	\$4.00	\$320.00
RingCentral MVP: Compliance and Administrative Cost Recovery Fee (CRF)	80	\$1.00	\$80.00
<b>Total Office Monthly Costs*</b>			<b>\$2,159.20</b>
RingCentral Contact Center Plan	User Count	Contracted Price	Total Cost
RingCentral Contact Center: Standard Plan (3 Ports per License)	10	\$120.00	\$1,200.00
RingCentral Contact Center: Textel 10K Messages (per BU)	1	\$500.00	\$500.00
RingCentral Contact Center: Textel Long Code (per month)	1	\$10.00	\$10.00
RingCentral Contact Center: Textel Long Code MRC Surcharge - Tier 1 Interational	1	\$10.00	\$10.00
<b>Total Contact Center Monthly Costs*</b>			<b>\$1,720.00</b>
Professional Services	Count	Contracted Price	Total Cost
MVP - Implementation	1	\$4,600.00	\$4,600.00
Contact Center - CORE Build (Phase 1)	1	\$5,900.00	\$5,900.00
Contact Center - Audio Recording Implementation (Phase 2)	1	\$3,300.00	\$3,300.00
Contact Center - Textel Implementation (Phase 3)	1	\$1,900.00	\$1,900.00
Contact Center - Personal Connection Implementation (Phase 4)	1	\$3,300.00	\$3,300.00
Contact Center - Local Presense (Phase 5)	1	\$1,000.00	\$1,000.00
<b>Total Professional Services Cost (Billed After Successful Implementation)</b>			<b>\$20,000.00</b>
<b>Total Monthly Recurring Costs:</b>			<b>\$3,879.20</b>
<b>Total Year 1 Costs:</b>			<b>\$66,550.40</b>
<b>Future Annual Costs:</b>			<b>\$46,550.40</b>

\* Does not include taxes

\*\* Pricing based on signed agreements and account activation on or before 11/30/22

\*\*\* Requires 36 Month Term, MONTHLY Payment Required