



June 11, 2013

165 Capitol Avenue  
Hartford, CT 06106-1658

Karen LeBuffe  
IBM Customer Relationship Representative  
IBM Corporation  
One Financial Plaza  
Hartford, CT 06103

Re: Master Agreement A-99-031

Dear Ms. LeBuffe:

I have received your request to update the Product Schedule associated with the above noted Department of Administrative Services Master Agreement. **This change adds IBM Business Continuity & Recovery Services per attached supplement number CFT2SZL.**

Given the Terms and Conditions of this agreement, the request to update the Product Schedule is approved. A copy of your Product Schedule update request is attached to this letter. Please consider the services a part of the associated Master Agreement and file this approval with the appropriate agreement for future reference.

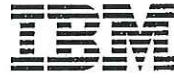
Thank you for your interest in doing business with the State of Connecticut.

Very Truly Yours,



Joseph Giliberto  
Contract Team Leader, Procurement Services

JG/mmm:  
cc: Master Agreement File A-99-031



*One Financial Plaza  
Hartford, CT 06103*

June 11, 2013

Mr. Joseph Giliberto  
Contract Team Leader, Procurement Services  
Department of Administrative Services  
165 Capitol Avenue, 5<sup>th</sup> Floor South  
Hartford, CT 06106-1658

Subject: Product Schedule Update to Master Agreement A-99-031

Dear Mr. Giliberto,

IBM would like to add IBM Business Continuity & Recovery Services per the attached Supplement Number CFT2SZL to Master Agreement A-99-031.

Please advise if you have any questions or need additional information. Please provide us with your written or email concurrence to the above.

Sincerely,

  
Karen LeBuffe  
IBM Customer Relationship Representative  
860-275-5714  
lebuffe@us.ibm.com

**IBM BUSINESS CONTINUITY & RECOVERY SERVICES**

**MULTIVENDOR INFORMATION TECHNOLOGY RECOVERY SERVICES  
CONTRACT DOCUMENTS**

**FOR**

**STATE OF CONNECTICUT**

**101 E RIVER DR  
EAST HARTFORD, CT 06108-3285**

**SUBMITTED BY:**

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

Supplement Number: CFT2SZL  
Package ID: 20130607170507  
Date Generated: 06/07/2013  
This offer is good until: 07/01/2013

Package ID: 20130607170507

**Supplement for Business Recovery Services**

The terms of the IBM Customer Agreement Attachment for Business Recovery Services (or an equivalent agreement signed by both of us) apply to this transaction.

**Customer Name and Address**

STATE OF CONNECTICUT  
  
101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

**IBM Address for Notices:**

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

**Covered Address:**

101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

**REFERENCE NUMBERS**

State Agreement Number:  
IBM Agreement Number: 2G13808C  
Customer: 2082054  
Enterprise: 2082000

**CONTRACT PERIOD**

Start Date: 07/01/2008  
End Date: 06/30/2015

**SUPPLEMENT**

Number: CFT2SZL  
Effective Date: 07/01/2013  
Revision (yes/no): Yes  
Renewal (yes/no): No

**Primary Recover Site**

Sterling Forest, NY

**Monthly Charges**

Total Monthly Charge: \$2,654  
Minimum Total Monthly Charge: \$2,256

**Recovery Charges**

Initial Recovery Charge: \$3,270  
Day(s) Included in Initial Recovery Charge: 2  
Daily Recovery Charge per day thereafter: \$1,635

**Recovery Exercise**

Initial Contract Period Year 1 – Total Hours: 144  
Number of Exercises: 1  
Each subsequent twelve-month period – Total Hours: 152  
Number of Exercises: 1  
Additional Recovery Exercise Time, per 4-hour block: \$654  
Additional Recovery Exercise, per Exercise: \$0

**Telecommunications**

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

**General**

Work area space allocated at time of Event.

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

IBM agrees to provide the Services described in this Supplement provided you accept this Supplement, without modification, by signing in the space below on or before 07/01/2013.

Agreed to:  
**STATE OF CONNECTICUT**

Agreed to:  
**International Business Machines Corporation**

By \_\_\_\_\_  
Authorized signature

By \_\_\_\_\_  
Authorized signature

Title:

Title:

Name (type or print):

Name (type or print):

Date:

Date:

Customer identification number: 2082054

Attachment number: 2G1380

**Supplement for Multivendor Information Technology Recovery Services (Continued)**

Customer Name: STATE OF CONNECTICUT  
 Processor type/model: 9117 570  
 Customer Number: 2082054 LB System Storage (GB) 16.00  
 Address: 101 E RIVER DR DASD (GB) 120,146.80  
 EAST HARTFORD, CT 06108-3285 OS Name: AIX  
 Primary Recovery Site: Sterling Forest, NY  
 Contract Number: CFT2SZL.35.1.1

**Equipment Configuration**

Quantity Or Units	Type	Model	Product Description
9117/570[1]			
1	9117	570	P5-570 RS/6000 System
16	9117MS	GB	1GB(1024MB) P5-570 Main Stor
1	9117/1.65	4WAY	P5-570 1.65GHz 4-Way Proc
2	9117/570	LPAR	LPAR Selection (No cost)
2	9117/7311	D20	D20 I/O Drawer
12	911X/5716	PCI	2 Gigabit Fibre Channel
2	911X/SCSI	73.4	73.4GB Internal Disk - SCSI
120	SANDISK2	FC	1000 GBs FC SAN Disk
Includes: 1000 GBs of RAID protected Tier 2 disk capacity with Fibre Channel connectivity. The disk technology may be attached to an IBM San Volume Controller versus direct attached to the contracted servers. BCRS technicians will manage and configure the connectivity between devices			
1	35840	BASE	IBM 3584 Tape Library
Includes 3584-L53 with 32 cartridge I/O station, 219 cartridge capacity, and Ethernet support. Advance Library Management System, Encryption Configuration, Control and Data Path Failover.			
1	35840	D53	IBM 3584-D53 Tape Storage
Includes 1 3584-D53 tape storage to 35840 BASE with 396 cartridge capacity. Prerequisite: 35840 BASE configuration.			
18	35840-FC	LT04	IBM Generation 4 LTO Tape Drv
Includes 1 fibre channel attached IBM LTO Gen 4 tape drive. Prerequisite: 35840 BASE configuration.			
1	911X/7310	HMC	HMC for Power 5 servers
6	911X/5701	PCI	10/100/1000 Base-TX Ethernet
1	PCWS-266Q	BASE	QC-2.66Ghz Desktop W/Wkspce
Item: PC Desktop With Workspace, Phone, Chair, & Power For Office Equipment			
Includes: PCI Architecture Intel Core 2 Quad 2.66Ghz Processor 2GB Memory, 250GB SATA Hard Drive 1 DVD-ROM Color Monitor W/20" viewable screen size Keyboard and Mouse Gigabit Ethernet Adapter Included **USB Support			

Note: This equipment cannot be selected for temporary transfer.

## Amendment to the IBM Customer Agreement for Multivendor Information Technology Recovery Services

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

STATE OF CONNECTICUT ("you") and International Business Machines Corporation ("IBM") agree that the following terms and conditions amend the IBM Customer Agreement for Multivendor Information Technology Recovery Services, specifically for the above Supplement Number(s) as follows:

1. In Section 4, "Contract Period", subsection "Termination", after the first and only paragraph, insert the following one new paragraph:

Notwithstanding the preceding paragraph, during the period of 06/30/2012 through 06/30/2015 and on one (1) months' written notice and payment of an adjustment charge, you may terminate any of your Subscriptions before the End Date specified in the then current Supplement for Multivendor Information Technology Recovery Services of such Subscription if you develop or acquire an internal backup solution similar to the Multivendor Information Technology Recovery Services IBM provides you. The adjustment charge will be the sum of the then current Total Monthly Charges of the terminated Supplement(s), multiplied by zero percent (0%) multiplied by the number of months, full or partial, remaining until the End Date in the terminated Supplement(s).

2. In Section 4, "Contract Period", subsection "Termination", after the first and only paragraph, insert the following one new paragraph:

Notwithstanding the preceding paragraph, during the period of 06/30/2012 through 06/30/2015 and on one (1) months' written notice and payment of an adjustment charge, you may terminate your Subscription before the End Date specified in the then current Supplement for Multivendor Information Technology Recovery Services of such Subscription if you transfer or consolidate more than 50% of the critical application production at the Covered Address to another party, making that party responsible for such application production, provided that such agreement includes provision of recovery services similar to the Multivendor Information Technology Recovery Services IBM provides you under this Agreement. The adjustment charge will be the sum of the then current Total Monthly Charges of the terminated Supplement(s), multiplied by zero percent (0%) multiplied by the number of months, full or partial, remaining until the End Date in the terminated Supplement(s).

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



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

Agreed to:  
STATE OF CONNECTICUT

Agreed to:  
International Business Machines Corporation

By \_\_\_\_\_  
Authorized signature

By \_\_\_\_\_  
Authorized signature

Title:  
Name (type or print):

Title:  
Name (type or print):

Date:

Date:

Customer identification number: 2082054

Attachment number: 2G1380

Customer address:  
101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

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

**IBM BUSINESS CONTINUITY & RECOVERY SERVICES**

**MULTIVENDOR INFORMATION TECHNOLOGY RECOVERY SERVICES  
CONTRACT DOCUMENTS**

**FOR**

**STATE OF CONNECTICUT**

**101 E RIVER DR  
EAST HARTFORD, CT 06108-3285**

**SUBMITTED BY:**

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

Supplement Number: CFTYJ2P  
Package ID: 20130607164414  
Date Generated: 06/07/2013  
This offer is good until: 07/01/2013

Package ID: 20130607164414

**Supplement for Business Recovery Services**

The terms of the IBM Customer Agreement Attachment for Business Recovery Services (or an equivalent agreement signed by both of us) apply to this transaction.

**Customer Name and Address**

STATE OF CONNECTICUT  
  
101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

**IBM Address for Notices:**

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

**Covered Address:**

101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

**REFERENCE NUMBERS**

State Agreement Number:  
IBM Agreement Number: 2G13808C  
Customer: 2082054  
Enterprise: 2082000

**CONTRACT PERIOD**

Start Date: 07/01/2008  
End Date: 06/30/2015

**SUPPLEMENT**

Number: CFTYJ2P  
Effective Date: 07/01/2013  
Revision (yes/no): Yes  
Renewal (yes/no): No

**Primary Recover Site**  
Sterling Forest, NY

**Monthly Charges**

Total Monthly Charge: \$876  
Minimum Total Monthly Charge: \$876

**Recovery Charges**

Initial Recovery Charge: \$1,178  
Day(s) Included in Initial Recovery Charge: 2  
Daily Recovery Charge per day thereafter: \$589

**Recovery Exercise**

Initial Contract Period Year 1 – Total Hours: 144  
Number of Exercises: 1  
Each subsequent twelve-month period – Total Hours: 152  
Number of Exercises: 1  
Additional Recovery Exercise Time, per 4-hour block: \$300  
Additional Recovery Exercise, per Exercise: \$0

**Telecommunications**

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

**General**

Work area space allocated at time of Event.

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

IBM agrees to provide the Services described in this Supplement provided you accept this Supplement, without modification, by signing in the space below on or before 07/01/2013.

Agreed to:  
**STATE OF CONNECTICUT**

Agreed to:  
**International Business Machines Corporation**

By \_\_\_\_\_  
Authorized signature

By \_\_\_\_\_  
Authorized signature

Title:  
Name (type or print):

Title:  
Name (type or print):

Date:

Date:

Customer identification number: 2082054

Attachment number: 2G1380

**Supplement for Multivendor Information Technology Recovery Services (Continued)**

Customer Name: STATE OF CONNECTICUT

Customer Number: 2082054

Address: 101 E RIVER DR

EAST HARTFORD, CT 06108-3285

Primary Recovery Site: Sterling Forest, NY

Contract Number: CFTYJ2P.34.1.1

Processor type/model: \_MULTICPU SUN

LB System Storage (GB) 16.00

DASD (GB) N/A

**Equipment Configuration**

Quantity Or Units	Type	Model	Product Description
-----			
_MULTICPU			
1	_MULTICPU	SUN	Multiple SUN systems
SUN440/BASE[1]			
1	SUN440	BASE	Sun Fire V440
Two 10/100/1000 BaseT Ethernet, One 10 BaseT Ethernet (n/w mngment)			
SUN440/BASE[2]			
1	SUN440	BASE	Sun Fire V440
Two 10/100/1000 BaseT Ethernet, One 10 BaseT Ethernet (n/w mngment)			
Devices			
16	SUN440	1024	1Gb memory increment
8	SF-440	1280	V440 1.28GHz UltraSPARC
2	LP9002L	PCI	Emulex 2Gb/s Single FC HBA
20	SUN	DSK1	Disk Stg Allocation (No Cost)
100 gigabyte increments of SAN attached, RAID protected disk allocated to the SUN configurations			
8	SUN 440	73	SUN V440 Internal 73GB Drive

## Amendment to the IBM Customer Agreement for Multivendor Information Technology Recovery Services

---

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

STATE OF CONNECTICUT ("you") and International Business Machines Corporation ("IBM") agree that the following terms and conditions amend the IBM Customer Agreement for Multivendor Information Technology Recovery Services, specifically for the above Supplement Number(s) as follows:

1. In Section 4, "Contract Period", subsection "Termination", after the first and only paragraph, insert the following one new paragraph:

Notwithstanding the preceding paragraph, during the period of 06/30/2012 through 06/30/2015 and on one (1) months' written notice and payment of an adjustment charge, you may terminate any of your Subscriptions before the End Date specified in the then current Supplement for Multivendor Information Technology Recovery Services of such Subscription if you develop or acquire an internal backup solution similar to the Multivendor Information Technology Recovery Services IBM provides you. The adjustment charge will be the sum of the then current Total Monthly Charges of the terminated Supplement(s), multiplied by zero percent (0%) multiplied by the number of months, full or partial, remaining until the End Date in the terminated Supplement(s).

2. In Section 4, "Contract Period", subsection "Termination", after the first and only paragraph, insert the following one new paragraph:

Notwithstanding the preceding paragraph, during the period of 06/30/2012 through 06/30/2015 and on one (1) months' written notice and payment of an adjustment charge, you may terminate your Subscription before the End Date specified in the then current Supplement for Multivendor Information Technology Recovery Services of such Subscription if you transfer or consolidate more than 50% of the critical application production at the Covered Address to another party, making that party responsible for such application production, provided that such agreement includes provision of recovery services similar to the Multivendor Information Technology Recovery Services IBM provides you under this Agreement. The adjustment charge will be the sum of the then current Total Monthly Charges of the terminated Supplement(s), multiplied by zero percent (0%) multiplied by the number of months, full or partial, remaining until the End Date in the terminated Supplement(s).

---

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

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

Agreed to:  
STATE OF CONNECTICUT

Agreed to:  
**International Business Machines Corporation**

By \_\_\_\_\_  
Authorized signature

By \_\_\_\_\_  
Authorized signature

Title:  
Name (type or print):

Title:  
Name (type or print):

Date:  
Customer identification number: 2082054

Date:  
Attachment number: 2G1380

Customer address:  
101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

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

**IBM BUSINESS CONTINUITY & RECOVERY SERVICES**

**MULTIVENDOR INFORMATION TECHNOLOGY RECOVERY SERVICES  
CONTRACT DOCUMENTS**

**FOR**

**STATE OF CONNECTICUT**

**101 E RIVER DR  
EAST HARTFORD, CT 06108-3285**

**SUBMITTED BY:**

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

Supplement Number: CFTF0SC  
Package ID: 20130607164759  
Date Generated: 06/07/2013  
This offer is good until: 07/01/2013

Package ID: 20130607164759



**Supplement for Business Recovery Services**

The terms of the IBM Customer Agreement Attachment for Business Recovery Services (or an equivalent agreement signed by both of us) apply to this transaction.

**Customer Name and Address**

STATE OF CONNECTICUT  
  
101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

**IBM Address for Notices:**

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

**Covered Address:**

101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

**REFERENCE NUMBERS**

State Agreement Number:  
IBM Agreement Number: 2G13808C  
Customer: 2082054  
Enterprise: 2082000

**CONTRACT PERIOD**

Start Date: 07/01/2008  
End Date: 06/30/2015

**SUPPLEMENT**

Number: CFTF0SC  
Effective Date: 07/01/2013  
Revision (yes/no): Yes  
Renewal (yes/no): No

**Primary Recover Site**

Sterling Forest, NY

**Monthly Charges**

Total Monthly Charge: \$8,315  
Minimum Total Monthly Charge: \$7,068

**Recovery Charges**

Initial Recovery Charge: \$16,700  
Day(s) Included in Initial Recovery Charge: 2  
Daily Recovery Charge per day thereafter: \$8,350

**Recovery Exercise**

Initial Contract Period Year 1 – Total Hours: 144  
Number of Exercises: 1  
Each subsequent twelve-month period – Total Hours: 152  
Number of Exercises: 1  
Additional Recovery Exercise Time, per 4-hour block: \$1,993  
Additional Recovery Exercise, per Exercise: \$0

**Telecommunications**

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

**General**

Work area space allocated at time of Event.

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

---

IBM agrees to provide the Services described in this Supplement provided you accept this Supplement, without modification, by signing in the space below on or before 07/01/2013.

Agreed to:  
**STATE OF CONNECTICUT**

Agreed to:  
**International Business Machines Corporation**

By \_\_\_\_\_  
Authorized signature

By \_\_\_\_\_  
Authorized signature

Title:  
Name (type or print):  
Date:

Title:  
Name (type or print):  
Date:

Customer identification number: 2082054

Attachment number: 2G1380

**Supplement for Multivendor Information Technology Recovery Services (Continued)**

Customer Name: STATE OF CONNECTICUT

Processor type/model: NULLCPU NET

Customer Number: 2082054

LB System Storage (GB) N/A

Address: 101 E RIVER DR

DASD (GB) N/A

EAST HARTFORD, CT 06108-3285

Primary Recovery Site: Sterling Forest, NY

Contract Number: CFTF0SC.36.1.1

**Equipment Configuration**

Quantity Or Units	Type	Model	Product Description
-----			
NULLCPU/NET[1]			
1	NULLCPU	NET	Empty CPU, Network
1	CEXT/STCT	600M	600M ETH Circ Ext to COE
Includes: Extension of Dedicated 150M Ethernet Circuit for State of Connecticut to customer owned equipment (COE)			
Note: Client will provide, or provide for:			
- Circuit termination equipment (Router, Mux Etc.)			
- Dedicated Circuit to IBM demarc			
1	INT/ADDR	125	Additional IP Addresses
Includes: - IBM will provide 96 additional publicly routable IP addresses for use with Internet Access Services.			
- Along with the 29 IP addresses included in the Internet bandwidth entry. The total number of IP addresses provided comes to 125.			
- Must subscribe to Internet bandwidth.			
- These addresses use shared resources available to customers at all IBM provided facilities in the U.S.			
- These addresses may change from event to event.			
- Available for recovery exercise or outage emergency only.			
1	INT/ADDR	DHCP	DHCP Service For Internet
Includes: - DHCP (Dynamic Host Control Protocol) server configured on the BCRS Internet router providing dynamic IP address assignment of the IBM provided IP address range OR customer provided IP address range			
- Requires Internet bandwidth			
Notes: o Private IP addressing is NOT supported!			
o Customer provided IP address range requires appropriate IP redirect entry (e.g. INT/MM GNRC)			
1	INT/CUST	IP	Customer Provided IP Address
Includes: - Customer provided IP addresses routed to the IBM provided recovery facility			
- Coordination with a mutually agreed upon Internet Service Provider (ISP) for re-direction of Internet traffic to the IBM recovery facility.			
- ISP and bandwidth must be selected separately using the INT/MM <ISP> entry.			
Notes:			
- This Internet solution uses shared resources available to customers at all recovery locations in the U.S. The additional Internet Access terms in your contract apply.			

- Available during recovery exercise or outage emergency only.

1 INT/DNS BRS Domain Name System Service  
 Includes: - Maintenance by IBM of a server, operating system and software for Domain Name System(DNS) of a BRS provided Internet domain.  
 - Connectivity of IBM provided DNS server to the Internet

Note: This Domain Name System service enables the customer's user community to access hosts that are active at an IBM Recovery Center by using customers's host name and IBM BCRS' domain e.g. custhostname.bcrsdomain.com.

100 INT/MM MCI MultiMegabit Internet Access  
 Includes: - MCI ISP  
 - Must select INT/CUST IP for customer IP address redirect  
 - Local access to ISP point of presence from the IBM provided recovery facility.  
 - Network interface equipment and IP router at the IBM provided recovery facility.  
 - Wide area network interface and appropriate Ethernet port on IP router.  
 - 29 registered IP addresses from a shared address pool for testing purposes. For additional test addresses subscribe to INT/ADDR XYZ.

Notes:

- Each selection of Qty 1 is equivalent to 1Mb Internet Access
- This Internet solution uses shared resources available to customers at all recovery locations in the U.S. The additional Internet Access terms in your contract apply.
- Available during recovery exercise or outage emergency only.

1 REMCONS PKG1 Hotsite Remote Console Access  
 Includes: Console infrastructure access  
 Support for Serial and GUI Users  
 Secure Access/Firewall Front End

1 WEBVPN 100 Remote Access SSL WebVPN  
 Includes: Remote access to the IBM recovery center via customer web browser.

- 100 UserID's
- Broadband (Internet) gateway with appropriate microcode at IBM recovery center.
- private 192.168.net addresses will be assigned to users.
- IBM design of IP tunneling function between customer end-user device(s) and SSL VPN gateway at IBM recovery center.

NOTES:

- IBM will provide certain configuration parameters including userid and password for use during exercise and outage;
- Customer is responsible for providing Internet Explorer or Netscape web browser on their end user PCs.
- Customer is responsible for providing Internet access for their end users.
- Customer agrees to comply with prerequisites and implement instructions provided.

1 CAB/STCT NW Network Cabinet  
 Includes: Dedicated Network Cabinet for State of Connecticut.  
 - Height 84 inches  
 - Width 19 inches  
 - Depth 36 inches  
 - two 110VAC, 30amp, 20outlet power strips  
 - three shelves

Customer will provide, or provide for:

Equipment, circuits and connections into cabinet  
 1 CAT6509 MSF3 Customer Controlled CAT 6509

- Includes: - Cisco 6509 Enhanced Chassis  
 - Supervisor Engine 720, plus MSFC3/PFC3B  
 - Dual power supplies  
 - 1GB Sup720 Memory  
 - 1GB MSFC3 Memory  
 - 512MB Flash Memory Card  
 - (2) 1 Gigabit Ethernet Port for Uplink  
 - (2) Fiber Gigabit Ethernet Ports for Uplink

Note: Customer Configures the 6509  
 and BCRS Integrates into the LAN Infrastructure.

- 1 CAT6509FC VSM2 MSFC3 VPN Security Module

- Includes: - Carrier Card  
 - Encryption SFA

- 1 CHECKPTFC 4GE 4Prt 1000BASE-T Ethernet Cd

- Includes:  
 - Four Port 10/100/1000Base-T XMC

- 2 CHECKPTIP 1285 CKPT/Nokia IP1285 Secty Pltfrm

- Includes: CheckPoint Nokia IP1285 Base System With:  
 - 4 GB RAM  
 - 4 GB Flash memory  
 - (4) 10/100/1000BaseT Ethernet ports  
 - (1) IDE based hard drive  
 - Checkpoint IPSO Operating System  
 - (2) additional Four Port 10/100/1000Base-T XMC I/O cards

Note: Configuration Console (PC, RS6000, SUN etc.), terminal emulator (e.g. HyperTerm) and web browser (e.g. Internet Explorer) MUST be contracted separately or provided by the customer.  
 Customer must provide any additional software. (e.g. Checkpoint).

- 2 CI11506 2GE Cisco CSS 2-port GigE Card

- Includes:  
 - 2 port Gigabit Ethernet Card for Cisco CSS 11500 series  
 - 2 Gigabit Interface Converters (GBICs) for card slots

- 2 CI11506 CSS Cisco 11500 Content Svcs Sw.

- Includes: CSS11506-2AC with:  
 System Control Module (SCM) with Hard Drive  
 288 MB Memory  
 Dual AC Power  
 16 port Fast Ethernet  
 2 port Fiber Gigabit Ethernet  
 SSL Module (Strong Encryption)  
 WebNS Enhanced Feature Set Software  
 WebNS Secure Management License: Enables Strong Encryption.

- 1 CIRTR FC CPAE ESCON Channel Port Adapter V4

- Includes:  
 - High-performance ESCON Channel Port Adapter Version 4  
 - Additional software features (i.e. TN3270) must be supplied by the customer. part number:PA-4C-E

- 1 CIRTR FC VATM PA-A3-OC3MM 1Port ATM/OC3 Crd

- 1 CIRTRG1 7206 Cisco 7206 NPE-G1 Router

- Includes: CISC07206VXR 6 Slot Chassis With:  
 NPE-G1  
 1GB DRAM  
 256MB FLASH  
 2 Power supplies  
 32MB Packet Memory  
 SA-VAM2 - VPN Accelerator Module 2  
 3 10/100/1000 Copper Ethernet Ports  
 Current Cisco 7200 IOS IP/FW/IDS IPSEC 3DES

7 COETEMP FE 10/100 Ethernet Port for COE  
Includes: One port for customer owned equipment, available for  
recovery exercise or outage emergency only.

1 NTCONTIV 5000 Nortel Contivity 5000

Includes:

- Dual 2.2 Ghz processors
- 512 MB memory
- (1) 10/100 Ethernet interface
- (1) 10/100/1000 Ethernet interface
- Encryption accelerator card
- Dual, redundant, auto-switching power supplies
- Dual, redundant storage system
- Five PCI expansion slots
- Contivity Stateful Firewall license

1 NTVPNGW 3050 Nortel VPN Gateway 3050

Includes: Nortel VPN Gateway 3050 with:

- 1Gb DDR Memory 266Mhz
- Intel P4 2.4Ghz CPU
- (2) 10/100/1000 Ethernet Ports (copper)
- Support for both SSL and IPSec Users
- Support for up to 2,000 concurrent VPN sessions

### Addendum for Customer Owned Equipment – Permanent Floor Space to IBM Customer Agreement Attachment for Business Recovery Services

**Customer Name and Address**

STATE OF CONNECTICUT

101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

**IBM Address for Notices:**

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

State Agreement No.: A-99-031  
IBM Agreement No.: 2G13808C  
Supplement No.: CFTF0SC  
Customer No.: 2082054  
Enterprise No.: 2082000  
Addendum Effective Date: 07/01/2013

Revised Addendum: Yes  
Renewal Addendum: No

**Covered Address:**

101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

**CONTRACT PERIOD--**

Start Date: 07/01/2008  
End Date: 06/30/2015

PERMANENT FLOOR SPACE MONTHLY CHARGE: See Note 1  
PERMANENT FLOOR SPACE SQUARE FEET: See Note 2  
ONE-TIME CHARGE: \$0  
HOURLY SUPPORT CHARGE: (Prevailing Hourly Rate and minimum)

Note 1: This charge has been included in the Total Monthly Charge specified in the Supplement for Multivendor Information Technology Recovery Services identified by Supplement Number CFTF0SC.

Note 2: For equipment specified in this Addendum, the amount of floor space provided will be in accordance with the manufacturer's guidelines.

Agreed to: STATE OF CONNECTICUT

Agreed to: International Business Machines Corporation

By: \_\_\_\_\_  
Authorized Signature

By: \_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Name (Type or Print) Date

\_\_\_\_\_  
Name (Type or Print) Date

**Addendum for  
Customer Owned Equipment (continued)**

**Customer Owned Equipment**

Qty	Type	Model	Description
1	1010	SWTH	CISCO LIGHTSTREAM ATM SWITCH
4	1950	SRVR	DELL POWEREDGE SERVERS
1	2620	RTR	CISCO ROUTER
1	2950	SRVR	DELL POWEREDGE SERVER
1	3560G	SWTH	CISCO SWITCH
1	3725	RTR	CISCO ROUTER



## Amendment to the IBM Customer Agreement for Multivendor Information Technology Recovery Services

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

STATE OF CONNECTICUT ("you") and International Business Machines Corporation ("IBM") agree that the following terms and conditions amend the IBM Customer Agreement for Multivendor Information Technology Recovery Services, specifically for the above Supplement Number(s) as follows:

1. In Section 2, "IBM Responsibilities", after the subsection "Technical and Operational Support for Recovery and Recovery Exercise", insert the following new subsection:

### **Customer Owned Equipment / Hot-site Floor Space**

For an additional monthly fee, for machines of yours (called "Customer Owned Equipment", or "COE") which have been authorized for installation at the Primary Recovery Site and are listed in an Addendum for Customer Owned Equipment ("Addendum for COE"), IBM will provide space on the hot-site floor so such COE may be installed and kept in a powered-on active state (except for when scheduled maintenance, engineering changes, or upgrade activities are performed). IBM will maintain the applicable network line connections and cable connections between the COE and any applicable switch ports so that the COE is immediately ready to operate with the Configuration specified in the associated Supplement for Multivendor Information Technology Recovery Services.

In addition, for Customer Owned Equipment, IBM agrees to:

- a. provide an operating environment for the COE which meets the manufacturer's specifications;
- b. provide space in an IBM-provided rack or cabinet for the COE, unless otherwise listed in the Addendum for COE;
- c. provide electric power to the COE that has UPS (Uninterruptible Power Supply) protection. Dual-corded racks will be supported by multiple PDUs (Power Distribution Units);
- d. provide the amount of power (in kilowatts) that is listed in the Supplement. Power required will be estimated by multiplying sixty percent (60%) times the faceplate power rating of the equipment you request to install at the Recovery Site. Total estimated power required will then be rounded up to the nearest half kilowatt (.5kW);
- e. install the COE in a secure environment that restricts physical access to only those persons authorized by IBM, or by you with IBM's consent. Such consent will not be unreasonably withheld;
- f. use all reasonable efforts to minimize relocation of the COE within the Recovery Site during the Contract Period. If such relocation is required, IBM will exercise due care for safekeeping it while being relocated to the new or temporary location. Such relocation will be at IBM's expense;
- g. restrict the COE's use to only you, unless you give IBM written authorization to do otherwise;
- h. on your request and on a per-call basis, perform support activities related to Multivendor Information Technology Recovery Services required to ensure the proper operation of the COE, including providing escorted access to the COE for you or your vendors;
- i. not remove any markings, make any alterations, or affix any attachments to the COE without your prior written consent;
- j. not sell, lease, borrow against, or mortgage the COE or otherwise permit it to be subject to any legal or equitable process; and
- k. at your request, return the COE to you at the Recovery Site by releasing it to you, or by shipping it, C.O.D. as you direct.

In the Addendum for COE, IBM will specify (a) the quantity, type/model, and description of the COE you are authorized to install at the Primary Recovery Site, (b) the one-time charge, if any, for implementing the environment for the COE, (c) the Supplement to which the Hot-site Floor Space Monthly Charge applies, and (d) any other applicable charges and rates.

On one month's written notice, you may request discontinuance of Customer Owned Equipment / Hot-site Floor Space. In such case, IBM will promptly return such COE to you (as described above) and issue you a revised Supplement for Multivendor Information Technology Recovery Services which removes the Hot-site Floor Space Monthly Charge.

and in Section 3, "Your Responsibilities", at the end of the section, insert the following new subsection:

**Customer Owned Equipment / Hot-site Floor Space**

You agree to:

- a. provide those cabinets listed in the Addendum for COE that are identified as Customer-provided, if any. Such cabinets must meet the specifications IBM provides, and must be equipped with Customer-provided Smart PDU's;
- b. bear risk of loss while the COE is in transit to and from the Recovery Site;
- c. pay all transportation expenses and packing costs when shipping the COE to and from the Primary Recovery Site, or to another Recovery Site if required by you during an Event. All approved COE that is shipped to the Recovery Site must be specified for "inside delivery";
- d. perform, or provide for the performance of, the COE's installation, maintenance and repairs, necessary engineering changes (including those for safety as required by IBM and/or IBM's insurers, local laws, ordinances, or code), and de-installation activities;
- e. provide necessary cables, tools, items to install the COE at the Recovery Site;
- f. provide, with at least three (3) months' advance notice, a written request to either add additional COE, or change the quantity or type of switch port connections;
- g. refrain from shipping any COE to the Recovery Site until it has been approved by both parties on a revised Addendum. Equipment not included in an active Addendum will be rejected at the loading dock and the transportation carrier will be required to retain control of such COE; and
- h. maintain insurance required by you to cover loss of, or damage to, the COE when in IBM's facility (except for theft or vandalism which is IBM's responsibility).

You further agree that:

- i. any requests to i) change the COE listed in the Addendum for COE, or ii) increase the power listed in the Supplement, are subject to final approval by IBM. Such approval will not be unreasonably withheld, however, approval is conditioned upon availability of space and power at the Recovery Site; and
- j. additional power must be contracted for in one-half kilowatt (.5kW) increments.

and in Section 5, "Charges", at the end of the section, insert the following new subsection:

**Customer Owned Equipment / Hot-site Floor Space**

You agree to pay:

- a. if applicable and specified in the Addendum for COE, the One-Time Charge for performing the initial installation/setup activities required to prepare the Primary Recovery Site for the COE. IBM will invoice you such amount separately on completion of such activities;
- b. the Hot-site Floor Space Monthly Charge, which is added to and included in the Total Monthly Charge in the referenced Supplement for Multivendor Information Technology Recovery Services; and
- c. an Hourly Support Charge based on IBM's prevailing rates and minimums each time IBM does a support activity on the COE in response to a request by you, including providing escorted access to the COE for you or your vendors. IBM will invoice such charge separately following completion of the requested support activity.

2. In Section 4, "Contract Period", subsection "Termination", after the first and only paragraph, insert the following one new paragraph:

Notwithstanding the preceding paragraph, during the period of 06/30/2012 through 06/30/2015 and on one (1) months' written notice and payment of an adjustment charge, you may terminate any of your Subscriptions before the End Date specified in the then current Supplement for Multivendor Information Technology Recovery Services of such Subscription if you develop or acquire an internal backup solution similar to the Multivendor Information Technology Recovery Services IBM provides you. The adjustment charge will be the sum of the then current Total Monthly Charges of the terminated Supplement(s), multiplied by zero percent (0%) multiplied by the number of months, full or partial, remaining until the End Date in the terminated Supplement(s).

3. In Section 4, "Contract Period", subsection "Termination", after the first and only paragraph, insert the following one new paragraph:

Notwithstanding the preceding paragraph, during the period of 06/30/2012 through 06/30/2015 and on one (1) months' written notice and payment of an adjustment charge, you may terminate your Subscription before the End Date specified in the then current Supplement for Multivendor Information Technology Recovery Services of such Subscription if you transfer or consolidate more than 50% of the critical application production at the Covered Address to another party, making that party responsible for such application production, provided that such agreement includes provision of recovery services similar to the Multivendor Information Technology Recovery Services IBM provides you under this Agreement. The adjustment charge will be the sum of the then current Total Monthly Charges of the terminated Supplement(s), multiplied by zero percent (0%) multiplied by the number of months, full or partial, remaining until the End Date in the terminated Supplement(s).

---

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

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

Agreed to:  
STATE OF CONNECTICUT

Agreed to:  
**International Business Machines Corporation**

By \_\_\_\_\_  
Authorized signature

By \_\_\_\_\_  
Authorized signature

Title:  
Name (type or print):

Title:  
Name (type or print):

Date:

Date:

Customer identification number: 2082054

Attachment number: 2G1380

Customer address:  
101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

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

**IBM BUSINESS CONTINUITY & RECOVERY SERVICES**

**MULTIVENDOR INFORMATION TECHNOLOGY RECOVERY SERVICES  
CONTRACT DOCUMENTS**

**FOR**

**STATE OF CONNECTICUT**

**101 E RIVER DR  
EAST HARTFORD, CT 06108-3285**

**SUBMITTED BY:**

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

Supplement Number: CFTNHYP  
Package ID: 20130607165734  
Date Generated: 06/07/2013  
This offer is good until: 07/01/2013

**Supplement for Business Recovery Services**

The terms of the IBM Customer Agreement Attachment for Business Recovery Services (or an equivalent agreement signed by both of us) apply to this transaction.

**Customer Name and Address**

STATE OF CONNECTICUT  
  
101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

**IBM Address for Notices:**

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

**Covered Address:**

101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

**REFERENCE NUMBERS**

State Agreement Number:  
IBM Agreement Number: 2G13808C  
Customer: 2082054  
Enterprise: 2082000

**CONTRACT PERIOD**

Start Date: 02/01/2011  
End Date: 06/30/2015

**SUPPLEMENT**

Number: CFTNHYP  
Effective Date: 07/01/2013  
Revision (yes/no): Yes  
Renewal (yes/no): No

**Primary Recover Site**

Sterling Forest, NY

**Monthly Charges**

Total Monthly Charge: \$4,005  
Minimum Total Monthly Charge: \$3,404

**Recovery Charges**

Initial Recovery Charge: \$5,556  
Day(s) Included in Initial Recovery Charge: 2  
Daily Recovery Charge per day thereafter: \$2,778

**Recovery Exercise**

Initial Contract Period Year 1 – Total Hours:  
Number of Exercises:  
Each subsequent twelve-month period – Total Hours:  
Number of Exercises:  
Additional Recovery Exercise Time, per 4-hour block: \$500  
Additional Recovery Exercise, per Exercise: \$0

**Telecommunications**

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

**General**

Work area space allocated at time of Event.

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

---

IBM agrees to provide the Services described in this Supplement provided you accept this Supplement, without modification, by signing in the space below on or before 07/01/2013.

Agreed to:  
**STATE OF CONNECTICUT**

Agreed to:  
**International Business Machines Corporation**

By \_\_\_\_\_  
Authorized signature

By \_\_\_\_\_  
Authorized signature

Title:

Title:

Name (type or print):

Name (type or print):

Date:

Date:

Customer identification number: 2082054

Attachment number: 2G1380

**Supplement for Multivendor Information Technology Recovery Services (Continued)**

---

Customer Name: STATE OF CONNECTICUT

Processor type/model: NULLCPU STOR

Customer Number: 2082054

Address: 101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

Primary Recovery Site: Sterling Forest, NY

Contract Number: CFTNHYP.12.1.1

---

**Equipment Configuration**

Quantity Or Units	Type	Model	Product Description
-----			
NULLCPU/STOR[1]			
1	NULLCPU	STOR	Enterprise Disk & Tape Storag
368	SANDISK1	FC	250 GBs FC SAN Disk
Includes: 250 GBs of RAID protected Tier 1 disk capacity with Fibre Channel connectivity. The disk technology may be attached to an IBM San Volume Controller versus direct attached to the contracted servers. BCRS technicians will manage and configure the connectivity between devices			



## **Amendment to the IBM Customer Agreement for Multivendor Information Technology Recovery Services**

---

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

STATE OF CONNECTICUT ("you") and International Business Machines Corporation ("IBM") agree that the following terms and conditions amend the IBM Customer Agreement for Multivendor Information Technology Recovery Services, specifically for the above Supplement Number(s) as follows:

1. In Section 4, "Contract Period", subsection "Termination", after the first and only paragraph, insert the following one new paragraph:

Notwithstanding the preceding paragraph, during the period of 06/30/2012 through 06/30/2015 and on one (1) months' written notice and payment of an adjustment charge, you may terminate any of your Subscriptions before the End Date specified in the then current Supplement for Multivendor Information Technology Recovery Services of such Subscription if you develop or acquire an internal backup solution similar to the Multivendor Information Technology Recovery Services IBM provides you. The adjustment charge will be the sum of the then current Total Monthly Charges of the terminated Supplement(s), multiplied by zero percent (0%) multiplied by the number of months, full or partial, remaining until the End Date in the terminated Supplement(s).

2. In Section 4, "Contract Period", subsection "Termination", after the first and only paragraph, insert the following one new paragraph:

Notwithstanding the preceding paragraph, during the period of 06/30/2012 through 06/30/2015 and on one (1) months' written notice and payment of an adjustment charge, you may terminate your Subscription before the End Date specified in the then current Supplement for Multivendor Information Technology Recovery Services of such Subscription if you transfer or consolidate more than 50% of the critical application production at the Covered Address to another party, making that party responsible for such application production, provided that such agreement includes provision of recovery services similar to the Multivendor Information Technology Recovery Services IBM provides you under this Agreement. The adjustment charge will be the sum of the then current Total Monthly Charges of the terminated Supplement(s), multiplied by zero percent (0%) multiplied by the number of months, full or partial, remaining until the End Date in the terminated Supplement(s).

---

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

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

Agreed to:  
STATE OF CONNECTICUT

Agreed to:  
International Business Machines Corporation

By \_\_\_\_\_  
Authorized signature

By \_\_\_\_\_  
Authorized signature

Title:  
Name (type or print):

Title:  
Name (type or print):

Date:

Date:

Customer identification number: 2082054

Attachment number: 2G1380

Customer address:  
101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

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

**IBM BUSINESS CONTINUITY & RECOVERY SERVICES**

**MULTIVENDOR INFORMATION TECHNOLOGY RECOVERY SERVICES  
CONTRACT DOCUMENTS**

**FOR**

**STATE OF CONNECTICUT**

**101 E RIVER DR  
EAST HARTFORD, CT 06108-3285**

**SUBMITTED BY:**

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

Supplement Number: CFT2SYL  
Package ID: 20130607165924  
Date Generated: 06/07/2013  
This offer is good until: 07/01/2013

# IBM Customer Agreement Supplement for Business Recovery Services for Test Configuration Only

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

**Customer Name and Address**

STATE OF CONNECTICUT  
  
101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

IBM Address for Notices:

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

Covered Address:

101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

**REFERENCE NUMBERS**

State Agreement Number: A-99-031  
Customer: 2082054  
Enterprise: 2082000

**CONTRACT PERIOD**

Start Date: 07/01/2008  
End Date: 06/30/2015

**SUPPLEMENT**

Number: CFT2SYL  
Effective Date: 07/01/2013  
Revision (yes/no): Yes  
Renewal (yes/no): No

**Primary Recovery Site**

Sterling Forest, NY

TOTAL MONTHLY CHARGE Included in CFTNHYP  
MINIMUM TOTAL MONTHLY CHARGE Included in CFTNHYP

**RECOVERY CHARGES**

Initial Recovery Charge: ( \*\*\*)  
Number of days of Recovery included in Initial Charge: ( \*\*\*)  
Daily Recovery Charge per day thereafter: ( \*\*\*)

**RECOVERY EXERCISE ALLOWANCE AND ADDITIONAL CHARGES**

Year 1 - Initial Contract Period - Number of Hours: 144  
Number of Recovery Exercises: 1  
Each subsequent twelve-month period - Number of Hours: 0  
Number of Recovery Exercises: 0  
Additional Recovery Exercise time - per four-hour block: ( \*\*\*)  
Additional Recovery Exercises - per exercise: ( \*\*\*)

**TELECOMMUNICATIONS**

One-Time Charge: ( \*\*\*)  
Usage Charges: ( \*\*\*)

( \*\*\*) See associated Supplement for recovery Configuration

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

---

IBM agrees to provide the Services described in this Supplement provided you accept this Supplement, without modification, by signing in the space below on or before 07/01/2013.

Agreed to:  
**STATE OF CONNECTICUT**

Agreed to:  
**International Business Machines Corporation**

By \_\_\_\_\_  
Authorized signature

By \_\_\_\_\_  
Authorized signature

Title:  
Name (type or print):

Title:  
Name (type or print):

Date:

Date:

Customer identification number: 2082054

Attachment number: 2G1380

**Supplement for Multivendor Information Technology Recovery Services (Continued)**

---

Customer Name: STATE OF CONNECTICUT

Processor type/model: NULLCPU STOR

Customer Number: 2082054

Address: 101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

Primary Recovery Site: Sterling Forest, NY

Contract Number: CFT2SYL.49.1.1

---

**Equipment Configuration**

Quantity Or Units	Type	Model	Product Description
-----			
NULLCPU/STOR[1]			
1	NULLCPU	STOR	Enterprise Disk & Tape Storag
108	SANDISK1	FC	250 GBs FC SAN Disk
Includes: 250 GBs of RAID protected Tier 1 disk capacity with Fibre Channel connectivity. The disk technology may be attached to an IBM San Volume Controller versus direct attached to the contracted servers. BCRS technicians will manage and configure the connectivity between devices			

## Amendment to the IBM Customer Agreement for Multivendor Information Technology Recovery Services

---

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

STATE OF CONNECTICUT ("you") and International Business Machines Corporation ("IBM") agree that the following terms and conditions amend the IBM Customer Agreement for Multivendor Information Technology Recovery Services, specifically for the above Supplement Number(s) as follows:

1. In Section 4, "Contract Period", subsection "Termination", after the first and only paragraph, insert the following one new paragraph:

Notwithstanding the preceding paragraph, during the period of 06/30/2012 through 06/30/2015 and on one (1) months' written notice and payment of an adjustment charge, you may terminate any of your Subscriptions before the End Date specified in the then current Supplement for Multivendor Information Technology Recovery Services of such Subscription if you develop or acquire an internal backup solution similar to the Multivendor Information Technology Recovery Services IBM provides you. The adjustment charge will be the sum of the then current Total Monthly Charges of the terminated Supplement(s), multiplied by zero percent (0%) multiplied by the number of months, full or partial, remaining until the End Date in the terminated Supplement(s).

2. In Section 4, "Contract Period", subsection "Termination", after the first and only paragraph, insert the following one new paragraph:

Notwithstanding the preceding paragraph, during the period of 06/30/2012 through 06/30/2015 and on one (1) months' written notice and payment of an adjustment charge, you may terminate your Subscription before the End Date specified in the then current Supplement for Multivendor Information Technology Recovery Services of such Subscription if you transfer or consolidate more than 50% of the critical application production at the Covered Address to another party, making that party responsible for such application production, provided that such agreement includes provision of recovery services similar to the Multivendor Information Technology Recovery Services IBM provides you under this Agreement. The adjustment charge will be the sum of the then current Total Monthly Charges of the terminated Supplement(s), multiplied by zero percent (0%) multiplied by the number of months, full or partial, remaining until the End Date in the terminated Supplement(s).

---

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

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

Agreed to:  
STATE OF CONNECTICUT

Agreed to:  
**International Business Machines Corporation**

By \_\_\_\_\_  
Authorized signature

By \_\_\_\_\_  
Authorized signature

Title:  
Name (type or print):

Title:  
Name (type or print):

Date:

Date:

Customer identification number: 2082054

Attachment number: 2G1380

Customer address:  
101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

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



**IBM BUSINESS CONTINUITY & RECOVERY SERVICES**

**MULTIVENDOR INFORMATION TECHNOLOGY RECOVERY SERVICES  
CONTRACT DOCUMENTS**

**FOR**

**STATE OF CONNECTICUT**

**101 E RIVER DR  
EAST HARTFORD, CT 06108-3285**

**SUBMITTED BY:**

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

Supplement Number: CFT2SWL  
Package ID: 20130607170055  
Date Generated: 06/07/2013  
This offer is good until: 07/01/2013

**Supplement for Business Recovery Services**

The terms of the IBM Customer Agreement Attachment for Business Recovery Services (or an equivalent agreement signed by both of us) apply to this transaction.

**Customer Name and Address**

STATE OF CONNECTICUT  
  
101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

**IBM Address for Notices:**

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

**Covered Address:**

101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

**REFERENCE NUMBERS**

State Agreement Number:  
IBM Agreement Number: 2G13808C  
Customer: 2082054  
Enterprise: 2082000

**CONTRACT PERIOD**

Start Date: 07/01/2008  
End Date: 06/30/2015

**SUPPLEMENT**

Number: CFT2SWL  
Effective Date: 07/01/2013  
Revision (yes/no): Yes  
Renewal (yes/no): No

**Primary Recover Site**

Sterling Forest, NY

**Monthly Charges**

Total Monthly Charge: \$12,703  
Minimum Total Monthly Charge: \$10,798

**Recovery Charges**

Initial Recovery Charge: \$18,338  
Day(s) Included in Initial Recovery Charge: 2  
Daily Recovery Charge per day thereafter: \$9,194

**Recovery Exercise**

Initial Contract Period Year 1 – Total Hours: 144  
Number of Exercises: 1  
Each subsequent twelve-month period – Total Hours: 152  
Number of Exercises: 2  
Additional Recovery Exercise Time, per 4-hour block: \$3,678  
Additional Recovery Exercise, per Exercise: \$0

**Telecommunications**

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

**General**

Work area space allocated at time of Event.

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

---

IBM agrees to provide the Services described in this Supplement provided you accept this Supplement, without modification, by signing in the space below on or before 07/01/2013.

Agreed to:  
**STATE OF CONNECTICUT**

Agreed to:  
**International Business Machines Corporation**

By \_\_\_\_\_  
Authorized signature

By \_\_\_\_\_  
Authorized signature

Title:  
Name (type or print):

Title:  
Name (type or print):

Date:

Date:

Customer identification number: 2082054

Attachment number: 2G1380

## Supplement for Multivendor Information Technology Recovery Services (Continued)

Customer Name: STATE OF CONNECTICUT

Processor type/model: 2817 701

Customer Number: 2082054

Address: 101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

Primary Recovery Site: Sterling Forest, NY

Contract Number: CFT2SWL.54.1.2

### Equipment Configuration

Quantity Or Units	Type	Model	Product Description
2817/701[1]			
1	2817	701	IBM zEnterprise 196
244	2817	GB1	IBM 2817 Memory - 1st 2817
	Provides 1 GB of processor memory on the first 2817.		
3	2817	IFL	2817 IFL
	Includes one 2817 Integrated Facility for Linux (IFL) or one 2817 full capacity Central Processor (CP) available for Linux on System z workload.		
1	MAINFRAME	LPAR	LPAR Selection (No cost)
5	MAINFRAME	VM	VM Guest Selection (No cost)
27	DSDISK0	FCFN	IBM Disk System
	Includes: 250 GBs of RAID protected Tier 1 IBM disk, with PTC, PAV, HPAV authorization and Fibre Channel and FICON host connectivity		
1	3584I	BASE	IBM 3584 Tape Library
	Includes 3584-L22 with 16 cartridge I/O station, 199 cartridge capacity, FC connectivity, Advance Library Management System, Encryption Configuration, Control and Data Path Failover.		
1	3584I	D22	IBM 3584-D22 Tape Storage
	Includes 1 3584-D22 tape storage to 3584I BASE with 360 cartridge capacity. Prerequisite: 3584I BASE configuration		
14	3584I-FC	E05	IBM TS1120 Tape Drive
	Adds one 3592-E05 Fibre Channel tape drive with encryption feature to 3584I BASE. Prerequisite: 3584I BASE configuration. For iSeries use select one 940X/5704 8XX or 940X 5704 5XX for each 3584I-FC E05		
1	3590-FCON	H11	IBM 3590 H11 FICON Tape Drive
	Includes: One 3590 H11 tape drive on a 3590 A60 controller with one FICON port per four 3590 H11 drives.		
1	3590LS	B11	Magstar Tape Drive
	Includes: 1-3590-A50 Control Unit per 4 3590LS B11 Each 3590LS-B11 Contains One Drive.		
2	3592-FCON	E05	IBM TS1120 Tape Drive - E05
	Includes: One 3592 E05 tape drive on a 3592 J70 or 3592 C06 controller with one FICON port per two drives, and Encryption feature.		
2	3592-FCON	E06	IBM TS1130 Tape Drive - E06
	Includes: One 3592 E06 tape drive on a 3592 C06 controller with one FICON port per two drives, and Encryption feature.		

- or FC connectivity for Open Systems and  
 Wintel server attachment.
- 1 3953A BASE IBM 3953 Configuration  
 Includes One 3953 F05 frame with two 3953 L05 Library Managers  
 and Fibre Channel switch support for up to two  
 IBM Virtual Tape Servers.  
 Prerequisite: 3953A-VT1 BASE, 3953A-VT2 BASE, and/or 3953A C06
- 1 3953A C06 IBM 3592 C06 Controller  
 Adds one 3592 C06 to 3953A BASE.  
 Prerequisite: 3953A BASE configuration and  
 up to 16 3592 E05 tape drives in a 3584 library.
- 1 3953A-VT1 BASE IBM 3494-B20 VTS  
 Adds 3494-B20 Virtual Tape Server to 3953A BASE.  
 Includes Advanced Policy Management, 4 FICON ports,  
 2592 GB cache using 3:1 compression,  
 128 Virtual Tape Drives  
 Note: Drives and tape library must be selected separately  
 Prerequisite: 3953A BASE configuration.
- 10 3270 PC PC with 3270 emulation  
 Personal Computer configuration including a Fast Ethernet port,  
 Windows, and TN3270E 3270 terminal emulation software.  
 Prerequisite: 2074 Ethernet port with IBM assigned TCP/IP address.
- 1 9074 005 Non-SNA 3270 Controller  
 Includes: 2 FICON ports and 3 Ethernet ports  
 Prerequisite: A "3270 PC" solution is required for local non-SNA  
 support. Support for any other PC connection  
 requires a "REMCONS PKG1" solution.
- 2 28170E4 10SR 2817 OSA-Express4S 10 GbE SR  
 Includes: One 2817 OSA-Express4S 10 Gigabit Ethernet SR port.  
 Maximum of four 28170E4 10SR supported per 2817 processor.
- 3 28170E4 GBSX 2817 OSA-Express4S GbE SX  
 Includes: Two 2817 OSA-Express4S Gigabit Ethernet SX ports.  
 Maximum of four 28170E4 GBSX supported per 2817 processor.

## Amendment to the IBM Customer Agreement for Multivendor Information Technology Recovery Services

---

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

STATE OF CONNECTICUT ("you") and International Business Machines Corporation ("IBM") agree that the following terms and conditions amend the IBM Customer Agreement for Multivendor Information Technology Recovery Services, specifically for the above Supplement Number(s) as follows:

1. In Section 2, "IBM Responsibilities", subsection "Acceptance of Subscription and Supplement", third paragraph, the fifth sentence is amended to read:

Although IBM requests your signature on a revised Supplement, either your signature or your payment of the adjusted charge or your use of the Services, whichever occurs first after IBM sends you a revised Supplement, constitutes your acceptance of that Supplement.
2. In Section 4, "Contract Period", subsection "Termination", after the first and only paragraph, insert the following one new paragraph:

Notwithstanding the preceding paragraph, during the period of 06/30/2012 through 06/30/2015 and on one (1) months' written notice and payment of an adjustment charge, you may terminate any of your Subscriptions before the End Date specified in the then current Supplement for Multivendor Information Technology Recovery Services of such Subscription if you develop or acquire an internal backup solution similar to the Multivendor Information Technology Recovery Services IBM provides you. The adjustment charge will be the sum of the then current Total Monthly Charges of the terminated Supplement(s), multiplied by zero percent (0%) multiplied by the number of months, full or partial, remaining until the End Date in the terminated Supplement(s).
3. In Section 4, "Contract Period", subsection "Termination", after the first and only paragraph, insert the following one new paragraph:

Notwithstanding the preceding paragraph, during the period of 06/30/2012 through 06/30/2015 and on one (1) months' written notice and payment of an adjustment charge, you may terminate your Subscription before the End Date specified in the then current Supplement for Multivendor Information Technology Recovery Services of such Subscription if you transfer or consolidate more than 50% of the critical application production at the Covered Address to another party, making that party responsible for such application production, provided that such agreement includes provision of recovery services similar to the Multivendor Information Technology Recovery Services IBM provides you under this Agreement. The adjustment charge will be the sum of the then current Total Monthly Charges of the terminated Supplement(s), multiplied by zero percent (0%) multiplied by the number of months, full or partial, remaining until the End Date in the terminated Supplement(s).

---

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

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

Agreed to:  
STATE OF CONNECTICUT

Agreed to:  
International Business Machines Corporation

By \_\_\_\_\_  
Authorized signature

By \_\_\_\_\_  
Authorized signature

Title:  
Name (type or print):

Title:  
Name (type or print):

Date:

Date:

Customer identification number: 2082054

Attachment number: 2G1380

Customer address:  
101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

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

**IBM BUSINESS CONTINUITY & RECOVERY SERVICES**

**MULTIVENDOR INFORMATION TECHNOLOGY RECOVERY SERVICES  
CONTRACT DOCUMENTS**

**FOR**

**STATE OF CONNECTICUT**

**101 E RIVER DR  
EAST HARTFORD, CT 06108-3285**

**SUBMITTED BY:**

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

Supplement Number: CFT2SXL  
Package ID: 20130607170307  
Date Generated: 06/07/2013  
This offer is good until: 07/01/2013



**Supplement for Business Recovery Services**

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The terms of the IBM Customer Agreement Attachment for Business Recovery Services (or an equivalent agreement signed by both of us) apply to this transaction.

**Customer Name and Address**

STATE OF CONNECTICUT  
  
101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

**IBM Address for Notices:**

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

**Covered Address:**

101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

**REFERENCE NUMBERS**

State Agreement Number:  
IBM Agreement Number: 2G13808C  
Customer: 2082054  
Enterprise: 2082000

**CONTRACT PERIOD**

Start Date: 07/01/2008  
End Date: 06/30/2015

**SUPPLEMENT**

Number: CFT2SXL  
Effective Date: 07/01/2013  
Revision (yes/no): Yes  
Renewal (yes/no): No

**Primary Recover Site**

Sterling Forest, NY C/S

**Monthly Charges**

Total Monthly Charge: \$11,162  
Minimum Total Monthly Charge: \$9,488

**Recovery Charges**

Initial Recovery Charge: \$15,294  
Day(s) Included in Initial Recovery Charge: 2  
Daily Recovery Charge per day thereafter: \$7,647

**Recovery Exercise**

Initial Contract Period Year 1 – Total Hours: 144  
Number of Exercises: 1  
Each subsequent twelve-month period – Total Hours: 152  
Number of Exercises: 1  
Additional Recovery Exercise Time, per 4-hour block: \$3,059  
Additional Recovery Exercise, per Exercise: \$0

**Telecommunications**

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

**General**

Work area space allocated at time of Event.

---

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

---

IBM agrees to provide the Services described in this Supplement provided you accept this Supplement, without modification, by signing in the space below on or before 07/01/2013.

Agreed to:  
**STATE OF CONNECTICUT**

Agreed to:  
**International Business Machines Corporation**

By \_\_\_\_\_  
Authorized signature

By \_\_\_\_\_  
Authorized signature

Title:  
Name (type or print):

Title:  
Name (type or print):

Date:

Date:

Customer identification number: 2082054

Attachment number: 2G1380

**Supplement for Multivendor Information Technology Recovery Services (Continued)**

Customer Name: STATE OF CONNECTICUT  
 Customer Number: 2082054  
 Address: 101 E RIVER DR  
 EAST HARTFORD, CT 06108-3285  
 Primary Recovery Site: Sterling Forest, NY C/S  
 Contract Number: CFT2SXL.70.1.1

Processor type/model: CLIENTSRV CPU  
 LB System Storage (GB) N/A  
 DASD (GB) N/A

**Equipment Configuration**

Quantity Or Units	Type	Model	Product Description
CLIENTSRV/CPU[1]			
1	CLIENTSRV	CPU	Client Server CPU
1	HP8150DN	PRT	HP 8150 L'Jet 32MB & Ethernet
	Hewlett Packard 8150DN Laser Printer Features: 32 PPM, Duplex Unit, 1 HDD, 32MB RAM, and ethernet. Printer Languages: HP PCL 6, HP PCL 5e, PostScript <sup>®</sup> Level 3 emulation, Printer Job Language (PCL), Printer Management Language (PML) Typefaces: 45 scalable TrueType, 35 PostScript <sup>®</sup>		
1	ISDN/BANO	PRI	Verizon ISDN/PRI
	Note: Termination Equipment Must Be Separately Selected.		
1	TR1034P24	T1	Brooktrout TR1034-P24H+T1 fax
	Brooktrout TR1034-P24H-T1 Digital, 24 port, PCI Fax/Voice Card		
	Fax Specifications:		
	- ITU T.30; Group 3		
	- V.17, V.29, V.27ter, V.21, V.34 modulation		
	- Up to 33.6Kbps with auto fallback		
	Requires T1 (selected elsewhere) configured as either:		
	- T1 robbed bit: E&M (wink and immediate) - This is a T1 of 24 trunks with DID numbers pointing to it.		
	- ISDN PRI: N.A. ETSI - this will provide 23 trunks and has DID numbers pointing to it.		
1	HPDL580A	BASE	HP Server DL580A MP-3.0
	Item: HP Proliant DL580 G2		
	Includes: 4 Way SMP Architecture		
	1 Intel 3Ghz Xeon MP Processors		
	1GB Memory		
	72.8 GB SCSI Hard Drive		
	3.5" Diskette Drive		
	DVD-ROM Drive		
	Dual 10/100/1000 Ethernet Adapter		
	1 HP 6404 Array Controller		
	1 Adaptec Single Ended SCSI Controller		
	Note: The item listed above cannot be selected for temporary transfer.		
1	HPDL580A	MEM1	Add'l HPDL580A 1GB Memory
3	HPDL580C	BASE	HP Server DL580C -3.4Ghz DC
	Item: HP Proliant DL580 G4		
	Includes: 4 Way SMP Architecture		
	1 Intel 3.4Ghz Xeon MP Processors - Dual Core		

4GB Memory  
 1 146 GB SCSI Hard Drive  
 DVD-ROM Drive  
 Dual onboard 10/100/1000 Ethernet Adapter  
 1 HP P400 SAS Array Controller  
 \*\*USB support

Note: The item listed above cannot be selected for temporary transfer.

9 HPDL580C MEM1 Add'l HPDL580C 4GB Memory  
 5 HPDL580D BASE HP Server DL580D -2.93Ghz QC  
 Item: HP Proliant DL580 G5

Includes: 4 Way SMP Architecture  
 1 Intel 2.93Ghz Xeon MP Processors - Quad Core  
 4GB Memory  
 1 146 GB SCSI Hard Drive  
 DVD-ROM Drive  
 Dual onboard 10/100/1000 Ethernet Adapter  
 1 HP P400i SAS Array Controller  
 \*\*USB support

Note: The item listed above cannot be selected for temporary transfer.

155 HPDL580D MEM1 Add'l HPDL580D 4GB Memory  
 15 HPDL580D PRC1 Add'l HPDL580D 2.93Ghz Proc QC  
 26 IBMX3850A BASE IBM Server x3850A MP3.3Ghz DC  
 Item: IBM x3850 Server - Dual Core

Includes: PCI-X and PCI-Express Architecture (6 Slots)  
 1 Intel 3.3Ghz Xeon MP Processor  
 2 GB Memory  
 1 73.4 GB SCSI Hard Drive  
 3.5" Diskette Drive  
 DVD Drive  
 1 Dual Integrated 10/100/1000MB Ethernet Adapter  
 1 IBM SAS Array Controller  
 \*\*USB support

Note: The item listed above cannot be selected for temporary transfer.

37 IBMX3850A MEM1 Add'l IBMx3850A 2 GB Memory  
 12 IBMX3850A PRC1 Add'l IBMx3850A-3.3Ghz Proc

Additional Intel 3.3Ghz Xeon MP processor - Dual Core  
 One processor is already included as part of the base server configuration.

35 PCOPT FC 146G CPQ/HP Server 146G Hard Drive

Compaq/HP 146GB Hard Drive  
 For use with the Compaq/HP Proliant Servers ONLY  
 3 PCOPT FC 73G1 CPQ/HP Server 72.8 Hard Drive

Compaq/HP 72.8GB SCSI Hard Drive  
 For use with the Compaq/HP Proliant Servers ONLY  
 62 PCOPT FC 73G2 IBM Server 73.4 Hard Drive  
 14 PCOPT FC ETH4 Quad Port PCI-Xpress ETH Adp  
 Intel Pro 1000 PT  
 Quad Port 10/100/1000 PCI Ethernet Adapter

13 PCOPT FC FC10 Emulex LP11002 PCI-Xpress FC  
 Emulex LP1102 - Dual Port fiber adapter  
 7 PCOPT FC FC15 Emulex LP12002 PCI-Xpress FC  
 Emulex LP12002 - Dual Port PCI-Express fiber adapter  
 10 PCWS-266Q PKGA QC-2.66Ghz Desktop W/Wkspce  
 Includes workspace equipped with a PC and voice services  
 Includes: Intel Core 2 Quad 2.66Ghz Processor  
 2GB Memory

250GB SATA Hard Drive  
1 DVD-ROM  
Color Monitor W/20" viewable screen size  
Monitor supports 1600x1200 resolution and  
1000:1 contrast ratio  
Keyboard and Mouse  
Gigabit Ethernet Adapter  
USB Ports

Includes the preloading of a supported customer hard drive image.

Voice services for Call Centers and individuals

Includes:

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

10      PRELOAD      PC1              OS Preload For Desktop PC

Includes: The pre-loading of a supported operating system for desktop PCs.

Supported operating systems are:  
Microsoft Windows 2000 Professional  
Microsoft Windows Vista Enterprise  
Please refer to the associated attachment regarding the preload of an operating system.

40      PRELOAD      SR1              OS Preload For Intel Server

Includes: The pre-loading of a supported server operating system for Intel based servers.

Supported operating systems are:  
Microsoft Windows 2003 Standard Edition-32 R2  
Microsoft Windows 2003 Enterprise Edition-32 R2  
Microsoft Windows 2003 Standard Edition-64 bit R2  
Microsoft Windows 2003 Enterprise Edition-64 bit R2  
Windows Server 2008 Standard 32 Bit (Full Installation)  
Windows Server 2008 Enterprise 32 Bit(Full Installation)  
Windows Server 2008 Standard 64 Bit (Full Installation)  
Windows Server 2008 Enterprise 64 Bit(Full Installation)  
Win Server 2008 Standard 64 Bit (Full Installation) R2  
Win Server 2008 Enterprise 64 Bit(Full Installation) R2  
VMWare ESX 2.5.x  
VMWare ESX 3.0.x  
VMWare ESX 3.5.x  
VMWare vSphere 4.x  
VMware ESXi 4.x  
VMware ESXi 5.x  
Please refer to the associated attachment regarding the preload of a server operating system.

59      QSSRVSP      000              Space For Quick Ship Server

Includes: Work area and power for server equipment.

Setup support to unpack, connect power, keyboard, and LAN cabling.  
Removal support to disconnect, de-install, and

re-pack quickship server/peripheral equipment  
shipped to an IBM Recovery Center.

## Amendment to the IBM Customer Agreement for Multivendor Information Technology Recovery Services

---

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

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Agreed to:  
STATE OF CONNECTICUT

Agreed to:  
**International Business Machines Corporation**

By \_\_\_\_\_  
Authorized signature

By \_\_\_\_\_  
Authorized signature

Title:  
Name (type or print):

Title:  
Name (type or print):

Date:

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Customer identification number: 2082054

Attachment number: 2G1380

Customer address:  
101 E RIVER DR  
EAST HARTFORD, CT 06108-3285

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