



Statement of Work

To: Mark Gardner, UMB Bank
From: Bob Walter, TriVir LLC
Date: 15 September 2020
RE: RSA Driver Licenses for Micro Focus/NetIQ Identity Manager with Required Implementation Services

This Statement of Work ("SOW") is agreed to as of September 15, 2020 by and between TriVir LLC ("TriVir" or "Company") and UMB Financial Corporation ("UMB"). Services provided under this SOW are provided pursuant to the Master Services Agreement executed by and between TriVir and UMB as of September 15, 2020 (the "MSA") into which this SOW is incorporated by reference, adapting the definitions and terms as set forth therein. Licenses provided under this SOW are provided pursuant to the Software License Agreement - RSA Driver for NetIQ Identity Manager by executed by and between TriVir and UMB as of September 15, 2020.

The parties acknowledge and agree that for the purposes of the Services provided pursuant to this SOW, the requirements contained in Section 15.3 of the MSA are not applicable.

Description:

UMB uses the Identity Management (IdM) connector for RSA Authentication Server in order to automate the provisioning and de-provisioning of RSA users and assigned tokens. This quote contains the RSA driver licenses required for UMB users to be compliant and receive support as well as a block of consulting hours (to be used on an as-needed basis) to assist with the following:

- Packaging and delivery of the latest TriVir RSA Driver shim binary and related files
- Installation/transition to the current supported RSA driver shim
- Application of any additional Global Configuration Values (GCVs) and dependencies
- Identify and resolve current pain points such as the appropriate de-provisioning of RSA Authentication Server licensed users in order to reduce RSA server licensing costs
- Deliver IdMUnit to enable automated testing
- Support for latest IDM Java Virtual Machine (JVM)

Deliverables:

- Latest supported TriVir RSA Driver shim
- Sample policy XML file (driver import)
- A block of support hours (retainer) to assist with RSA driver-related issues (while hours permit)
- IdMUnit Customer Release (v2.1.43 or later)
- Production installation may be scheduled during non-business hours with two weeks advance notice and based on TriVir availability.

Risks of not engaging for this project:

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- No support available to resolve any current driver production issues
- No access to later capabilities and features that are added to the RSA APIs
- Difficulty transitioning from the legacy unsupported driver (current UMB Production) to latest product code
- Existing UMB pain points (such as troubles with de-provisioning) may not be resolved by going to the new version of the driver (additional configuration for UMB requirements will be provided through the recommended consulting services)
- Costly manual testing practices will continue

Dependencies:

- Access to a test RSA Authentication Server environment and test the Identity Manager environment to verify driver, configuration, and policies prior to production deployment.
- Access to admins to define requirements and conduct documentation activity.
- Client staff hours and availability to receive components, test, and provide O&M.
- Client will not distribute Personally Identifiable Information (PII) to TriVir staff.

Support:

- Beyond the consulting services above, RSA Driver support is only available at \$275/hour as needed (not priced in this quote).
 - Standard support provided 12×5 (Business hours).
 - Response time should be within 24 hours to request more information or provide a plan to address the issue. Resolution times may vary.
 - Support requests may include bug fixes, new feature requests, or enhancements.
 - Generally sold in 40-hour blocks. Support hours are only invoiced when used, but we recommend purchasing support ahead of time.

Maintenance:

- There is no maintenance program for the RSA Driver.
- New feature requests are available upon request for \$275/hr.
- Upgrade driver pricing is established based on the engineering effort required to produce the modified driver shim.

Fees:

License and Services:

- B2C RSA Driver Licenses: \$1.50/user for 17,750 users = **\$26,625**
- A license is defined as an eDirectory object with a processed RSA Driver association.
- Estimated consulting services: 80 hours at \$225/hour: **\$18,000** (billed on an as-used basis)

Sub-Total: **\$44,625**

Estimated travel expenses:

- TriVir will bill approved travel based on actual expenditures. No travel is currently anticipated for this project.

Total: \$44,625



ACCEPTED BY:

TriVir LLC

Signature: RWalter

Name: Bob Walter

Title: Director of Delivery, East

Date: 9/15/2020

ACCEPTED BY:

UMB Financial Corporation

Signature: Joy Wagner

Name: Jonathan Wagner

Title: VP, Contracts Manager

Date: September 15, 2020