**OPSWAT Inc.**

# **OPSWAT SOW for** **MD ICAP**

Emirates Nuclear Energy Corporation (ENEC)

Prepared by: OPSWAT Inc.

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1 – Term

This Statement of Work for MD ICAP Implementation (“**SOW**”), defines the scope of the Services and deliverables between OPSWAT Inc., located at 5411 Skycenter Drive, Suite 900, Tampa, FL 33607 (“**OPSWAT**”) and Emirates Nuclear Energy Corporation “**ENEC**”) and incorporates by reference the Professional Services Terms and Conditions located at <https://www.opswat.com/legal> (the “**Agreement**”).

The SOW and the Agreement constitute the entire and sole written description of the services to be provided by OPSWAT and supersedes all prior agreements, representations, or similar documents and any understandings with respect thereto, both written and oral.

This is a generic SOW according to the BOQ provided, additional details might be provided once a PO has been issued and a project initiation meeting has taken place.

2 – Overview

**ENEC** is currently in the process of enhancing their current environment with several **OPSWAT** products and solutions to ensure the security of their workflows and needs. As such **ENEC** has engaged **OPSWAT** professional services to ensure that all the products and solutions are deployed, configured, and tested to be in good working fashion as decreed by a subject matter expert and first party delivery tech lead.

3 - Location

All work will be performed remotely. Travel is not anticipated for this engagement, and if travel does occur, it is not included in the pricing, that billing will be passed through to **ENEC**.

4 – Scope of Services

This **SOW** shall cover the scope of ensuring the MD Core, MD ICAP and the OPSWAT Content Disarm, and Reconstruction (CDR) capabilities are configured, documented, and in good working order, based on **OPSWAT** best practices, SME discretion, and integrated functionality testing.

### 4.1 – In Scope

* MetaDefender Core:
  + Installation
  + Configuration
  + CDR enabled and configured
* MetaDefender ICAP:
  + Installation
  + Configuration
  + Integration with Core
* Documentation
  + Project handover documentation
    - MD Core
    - MD ICAP

### 4.2 – Out of Scope

**ENEC** will be responsible for all prerequisites being handled before engaging and scheduling time to work alongside **OPSWAT** resources for the production implementation as stated above. Any impediments based on **ENEC** environment, or integration points will halt **OPSWAT** engagements and reconvening will be based on and determined by any integration or impediments being resolved.

If OPSWAT is requested to perform any work outside of the Scope of Services or to perform an additional project, ENEC and OPSWAT will review and agree to any out-of-scope charges prior to OPSWAT performing the work and invoicing ENEC in accordance with the Change Control Process hereunder (Change Request From attached as Attachment A), these changes will leverage a Time and Material costing structure and cannot be leveraged based on any unknown milestone or integration components.

**OPSWAT** is not responsible for the solutions integrated optimization with any third-party products or solutions. The engaged engineer will ensure functionality and operational success in this endeavor. Any non-**OPSWAT** products, services, or integrations will not be included as action items, or in scope activities, examples of these impediments are inclusive but not exclusive to:

* Active Directory
  + Service Account creation, modification, or testing
  + Connectivity and binding over LDAP/LDAPS/GC
* Network
  + On-premises
  + Internet connectivity
  + ACLs
  + IP and Port obscurities, anomalies, or abnormalities
  + Proxies will not be a troubleshooting item for **OPSWAT**
* Storage
  + Any IO slowness or performance issues will be handled by the **ENEC**
  + Connectivity to remote storage is out of scope for this **agreement**
  + Provisioning, creation, or tuning of local or remote storage
* Load Balancers
  + Licensing is expected to be commensurate and adequate for integration
  + Any advanced rules or configuration will be deferred to a/the vendor
  + Activities above and beyond documented functionality and integration
* Virtual Machines/Servers
  + Creation of or modification of the hosts involved is out of scope
  + Access to the machines is expected, and troubleshooting the OS will not be in scope
* Remote Services
  + Syslog facility is out of scope and expected to be in good working order
* Database(s)
  + All expected pre-requisite databases should be deployed prior to engagement
  + Any user accounts, and privileges should be in good working and tested order
* Containerization
  + Docker or similar container solution should be proven to be working
* Third-party products and solutions
  + Advanced configuration or custom utilization will require vendor support
  + Undocumented or unknown engineering of ingestion or integrations
  + Customization or configuration on customer’s mail servers