

Cloud GIS Implementation and Managed Services

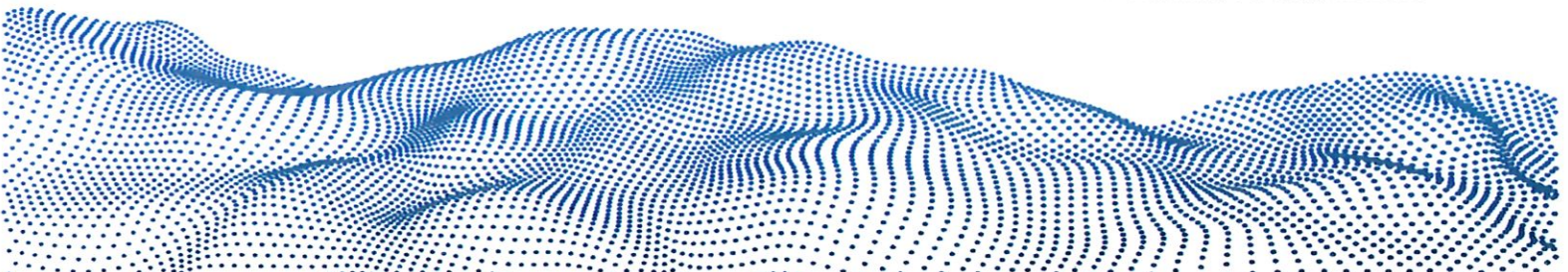
STATEMENT OF WORK:

County of Hall, GA
(10/15/2026 to 10/14/2029)



1501 Belle Isle Avenue
Suite 110 PMB1047
Mount Pleasant SC 29464
info@roktech.net

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05/01/2026

County of Hall, GA

P.O. Drawer 1435

Gainesville, Georgia 30503

Dear County of Hall, GA,

We sincerely appreciate your continued partnership and trust in ROK. It is our pleasure to provide top notch GIS Support and Managed Services for your Enterprise GIS. This document contains renewal details, including a summary of services and associated costs. If you need any additional information or clarification, please don't hesitate to reach out to me directly.

Thank you again for your ongoing collaboration. We look forward to continuing to support your program and contribute to its continued success!

Sincerely,

Rachel Jordan

Account Executive

ROK Technologies, LLC

1501 Belle Isle Pkwy | Mount Pleasant, SC 29464

m: | e: rjordan@roktech.net

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1. INTRODUCTION

County of Hall, GA (hereafter referred to as "Client") has engaged ROK Technologies, LLC (hereafter referred to as "ROK") to perform implementation and managed services related to and in support of Client's AWS cloud environment and Esri ArcGIS® Enterprise software.

This Statement of Work ("SOW") dated 10/15/2026 sets forth the scope of services, support, roles and responsibilities identified and agreed upon in addition to the terms and conditions under which the services shall be conducted.

ROK appreciates your investment and is dedicated to supporting the health and efficiency of your essential GIS and IT resources.



2. ROK'S GIS MANAGED CLOUD SERVICES SUPPORT

This section outlines the General, Esri Software, and Infrastructure related ongoing Managed Services the ROK Team will provide Client for the new Enterprise GIS environment. Our goal is to take the GIS and IT management off your plate so you can focus on what you do best!

GENERAL SERVICES

DEDICATED CLIENT SUCCESS MANAGER

ROK's primary goal is to provide the Client with flawless service, becoming an extension of the Client's technical team of experts. Serving as the Client's single point of contact, the ROK assigned Client Success Manager's primary responsibilities shall include:

- Understanding Client's business needs
- Managing Client's ROKs entitlements
- Accelerating the delivery of ROK's Technical Services
- Scheduled Business Reviews

CLIENT SUPPORT

Client Support Cases can be submitted 24 hours a day, 7 days a week via the Client Gateway or our toll-free support line which will be provided after execution of contract. Additional support details can be found in **Exhibit C**.

ESRI SOFTWARE SUPPORT AND SERVICES

The goal of ROK's Esri COTS (Commercial Off-The-Shelf) Support and Services is to ensure your Enterprise stays up to date with the latest upgrades, configurations, and updates to meet your organizational requirements.

ESRI SOFTWARE SERVICES – CLIENT REQUIREMENTS

In order for ROK to provide the following services, the Client agrees to provide the ROK Team with the following access, along with what is outlined in **Master Services Agreement (MSA)**:

- Client provides the ROK Team with access to their My.Esri.com account via a new user (email to be provided by ROK) with permission to 'Take Licensing Actions.'
- ROK's Monitoring Agent installed in the Cloud Environment

ESRI SOFTWARE SERVICES – INCIDENT TRACKING

- ROK will receive and respond to incidents reported by the Client in accordance with the service levels defined in **Exhibit C**.
- ROK will record and track each incident in ROK's case management system.
- ROK will periodically report the current status of the incident to designated Client personnel based on severity of issue outlined in **Exhibit C**.
- ROK will Communicate the steps taken to ultimately resolve the incident.

ESRI SOFTWARE CONFIGURATION ASSISTANCE

- ROK will collect information from Client regarding the scope of the change requested, the motivation for the change, and the expected results.
- ROK will investigate the potential impact of the change, in terms of desired results and unintended consequences.
- ROK will determine the steps necessary to implement the change while mitigating risk.
- ROK will recommend a course of action to Client.
- ROK will implement changes in accordance with the plan of action upon Client authorization.
- ROK will record the change in accordance with Client's change management processes.

ESRI COTS APPLICATION UPGRADES, PATCHES AND UPDATES

- Upon request, ROK's Managed Services Team will upgrade and configure Esri COTS to the desired version. Additionally, upon request, ROK's Managed Services will install critical and optional patches as they are released.
- ROK will communicate critical upgrade and patching opportunities for Esri COTS. If desired, both parties will work to schedule a day and time to complete the upgrade and/or patching that limits disruption of service.
- Upon request, ROK's Managed Services will install and configure new Esri COTS as desired by Client.
- Esri critical security patches will be reviewed by ROK for potential impact and applied based on an agreed upon schedule.

DATABASE SERVICES

- All database backups.
- Table Index and Statistics Maintenance.
- Statistic recalculation.
- Monitor disk, CPU, and ram usage.
- Periodic or scheduled SQL health checks.

THIRD PARTY (NON-ESRI) APPS AND INTEGRATIONS

ROK RESPONSIBILITIES:

ROK will provide reasonable **assistance** to the client with the installation of third-party applications within the ROK Managed ArcGIS Enterprise Environment, such as:

- Providing third-party vendor access as requested and defined by our clients.
- Configuring the ArcGIS platform for integrations, as specified by the selected third party (opening ports, configuring certificates, users, etc.).

CLIENT RESPONSIBILITIES:

- Clients are responsible for software requirements gathering.
- Clients are responsible for updating and patching all third-party software and accept any security or performance issues introduced by the third-party software.
- To obtain administrative rights for updating/patching software on ArcGIS Enterprise machines, clients must submit a ROK Support Case.
- Coordinate meetings between ROK and the third-party application vendor when needed.

ROK DISCLAIMS ALL WARRANTIES, OBLIGATIONS, AND RESPONSIBILITY FOR THIRD-PARTY APPLICATIONS PLACED BY CLIENT IN THE CLOUD ENVIRONMENT THAT ARE NOT MANAGED BY ROK. AS BETWEEN ROK AND CLIENT, CLIENT IS EXCLUSIVELY RESPONSIBLE FOR ENSURING THE SECURITY (INCLUDING BY INSTALLING ALL UPDATES AND PATCHES) OF SUCH THIRD-PARTY APPLICATIONS.

INFRASTRUCTURE SUPPORT

The primary goal of ROK's infrastructure support is to reduce the risk of system failure and to mitigate the impact of unplanned outages should they arise. The scope, deliverables, and terms of ROK's Infrastructure Support services are described below in the following sections and **Exhibit C**.

INFRASTRUCTURE SERVICES

MANAGEMENT OF OS UPDATES AND PATCHES

ROK Managed Services handles the deployment of critical and security updates to your managed virtual machine operating systems. OS Patching activities help keep your resources current and secure and are automated and monitored as they are released. Any non-critical/security OS patches and other non-ESRI applications are not the responsibility of ROK. Clients can work with ROK to identify any additional OS patches of concern and ROK will install. Non-managed applications are not the responsibility of ROK, unless explicitly agreed to.

INFRASTRUCTURE MONITORING AND RESPONSE

ROK Managed Services monitors the overall health of your ArcGIS infrastructure resources and handles the daily activities of investigating and resolving alarms or incidents. Committed to a 2-hour maximum response time, in the event of an instance failure, our team would take appropriate action to help minimize or avoid service interruption.

INFRASTRUCTURE CHANGES

ROK assumes the responsibility of rightsizing, adding, and removing GIS and associated Cloud infrastructure as necessary, pending client approval. In emergency response situations, the client grants ROK the authority to implement modifications, ensuring uninterrupted uptime for the environment

BACKUP AND RETENTION

ROK assumes the responsibility of running and retaining the backups of the VMs and Enterprise Geodatabases per the frequency and duration listed on the Backup Frequency and Retention section in **Exhibit C**.

VIRTUAL DESKTOP MANAGEMENT

ROK provides ongoing support for ArcGIS Pro and/or Desktop on your Virtual Desktop Solution. The management of any additional software or application is the sole responsibility of the Client and ROK cannot be held liable for any inherent security or performance issues introduced.

3. EXCLUSIONS

ROK SUPPORT DOES NOT INCLUDE THE FOLLOWING:

- Debugging custom components, applications, code, or models.
- Customization of solutions, templates, or tools; including unsupported software functionality. Please contact Esri's consulting services for assistance in this area.
- Workflow design, data processing, data design, or software training. Please explore Esri's training resources or contact Esri's consulting services for assistance in these areas.
- Issues specific to third-party hardware, software, technology, or peripherals not provided by Esri
- Questions related to product pricing, license agreements, or contracts. Please contact Esri Sales for more product information.
- Web or Mobile Application Development.
- Data editing and analysis.
- ArcGIS Monitor interpretation and analysis.
- Script authoring and maintenance.
- Configuration of ArcGIS Enterprise Collaborations (ArcGIS Enterprise or ArcGIS Online).

4. ASSUMPTIONS

ROK's delivery of the services defined by this Agreement is based on the assumptions described below. Any deviation from these assumptions might impact the scope of services to be provided and associated fees:

- ROK shall primarily render Support services remotely, while making use of current technologies that provide remote access and control of the supported systems where available.
- Client shall permit the use of remote access technologies that enable ROK to render services remotely.

5. SCHEDULING

As part of these offerings, ROK will conduct proactive scheduling with the Client. As scheduling changes arise, Client shall contact ROK one to two weeks in advance where possible.

The ROK Technical Operations Team will make a best effort to accommodate special requests.

6. CHANGE CONTROL POLICY

As ROK and Client collaborate on this SOW, it is possible that either party will find reasons to change the scope of this Agreement. In the event that the Client would like to discuss the addition or subtraction of specified, agreed upon services, Client will submit a Support Case to ROK. Client's, ROK Account Manager will make contact within one (1) business day to review or schedule a review of this request.

7. DISCLAIMERS

In addition to the disclaimers and limitations set forth in the MSA, the Client understands and agrees as follows with respect to the Managed Services rendered hereunder.

ROK is not responsible for the loss of data caused by the action(s) of Client. No warranty or service contract covers infection of any system with a virus introduced by Client. All work necessary for ROK to remove viruses will be billed to Client. Work performed under a service contract is governed by the terms of said service contract.

The uptime, support requirements, and response times set forth in this SOW shall not be binding upon ROK for any occurrence, failure of service, or other malfunction caused by Client, any employee, vendor or other agent of Client, or any inability of ROK to obtain the minimum access to Client's system.

8. ACCEPTANCE

This SOW constitutes the full agreement between ROK and the Client for the Managed Cloud Services described herein.

Upon execution by the Parties, this Statement of Work, or "SOW" issued under, integrated with, and governed by the MSA between the Parties. Capitalized terms not defined in this SOW shall have the meaning ascribed to them in the MSA.

The undersigned parties acknowledge their acceptance of this SOW and the terms and conditions described herein. Furthermore, the undersigned parties certify that they are authorized representatives of their respective companies with full authority to sign this SOW and enter into this Agreement on behalf of their respective organizations.

9. TERM, PRICING, BILLING, AND SIGNATURE

TERM

Statement of Work Contract Term Details	Value
Contract Start Date	10/15/2026
Contract End Date	10/14/2029
Contract Term	36
Payment Option	Annually

Upon expiration, this SOW shall automatically renew for an additional one (1) year term unless either Party provides written notice to the other Party of its intent not to renew at least sixty (60) days before the expiration of the then-current term.

Infrastructure and services will be reviewed on an ongoing basis. Should the Client require a change in resources that differ from those listed in this SOW, ROK will communicate the necessary changes to the Client along with the associated costs/savings.

PRICING

Statement of Work Pricing Details	Cost Summary
Managed Cloud Services and Cloud Infrastructure Monthly Cost	\$9,823
Annual Total Cost	\$117,879

Any general price increase will be communicated in writing before the auto-renewal. General price increases will not exceed 7% of the applicable services in the prior term unless the pricing for the previous term was designated in the SOW as promotional or one-time.

BILLING

The Managed Services hereunder are billed Annually. The billing amount for this SOW shall be based on the services described in this Statement of Work. Terms of payment are Net 30 Days. Late fees will be applied on invoices greater than sixty (60) days from the date invoiced and can result in suspension of services. Payments are due 30 days from receipt of the invoice. Non-payment after 60 days can result in suspension of service.

SIGNATURE

Agreed to and Accepted By:

Alexandra Coleman, CEO - ROK Technologies, LLC on **05/01/2026**



County of Hall, GA

05/01/2026

APPROVED AS TO FORM



Nathaniel R. Anderson,
Senior Assistant County Attorney

EXHIBIT A: ENVIRONMENT OVERVIEW

ARCHITECTURE DIAGRAM

CLOUD SERVICES

Quantity	Product Name
1	AWS – Active Directory
4	AWS – S3 Bucket – 1TB

SERVERS

PRODUCTION ENVIRONMENT

Production Server	OS (GB)	Data/Log (GB)	Server Size	Server Name
ArcGIS Portal Server	100	150	4 vCPUs 16GB RAM	hallga-p-prt01
ArcGIS Relational Data Store	100	150	4 vCPUs 16GB RAM	hallga-p-ds01
ArcGIS Server	100	150	8 vCPUs 64GB RAM	hallga-p-ags01
SQL Server	200	300	4 vCPUs 16GB RAM	hallga-p-sql01
Web Server	100	150	2 vCPUs 8GB RAM	hallga-p-web01
File Server	100	600	4 vCPUs 16GB RAM	hallga-p-fs01

INTEGRATIONS

Below is a list of integrations and interfaces that will be included in the Enterprise GIS environment. ROK's role in assisting Client with these integrations includes the following:

- Addressing any IT considerations in relation to ArcGIS or the cloud environment (opening ports, configuring certificates, users, etc.).
- Providing reasonable third-party access as requested and defined by Client.
- Configuring the ArcGIS system for integrations, as specified by the selected third party.
- Client will be required to ensure all business interfaces and workflows are tested and working correctly.

Integration Name	Function
No App Integrations with this ArcGIS Enterprise Environment	

EXHIBIT B: DATA MIGRATION CONTENT

No Data Migration Services are included in this Statement of Work.

EXHIBIT C: SUPPORT

CLIENT SUPPORT

Tickets can be submitted 24 hours a day, 7 days a week via the toll-free number which will be provided after execution of contract. Tickets may also be submitted at any time via email or from the Client Gateway. Contact emails and Client Gateway information will be provided following execution of contract.

SUPPORT OVERVIEW

CLIENT GATEWAY ("GATEWAY")

ROK will provide the Client with unlimited access to Gateway support. Client will report malfunctions by accessing the Gateway and creating a service ticket or by sending an email to a dedicated support email address. A member of ROK's Support Staff ("Support Staff") will be assigned and Client will be contacted within a timeframe defined by the severity of the Malfunction. If the Support Staff member handling a request is unable to provide adequate assistance to Client for such requests hereunder, ROK will supply one or more alternative Support Staff members who are able to respond to the request to Client's reasonable satisfaction. All support ticket activities, findings, and resolutions will be tracked in the customer portal for future reference.

TELEPHONE SUPPORT SERVICE

ROK will provide to Client unlimited access to 24/7 Telephone Support ("Telephone Support") via a toll-free number. Client will report Malfunctions by calling the Telephone Support number. A member of the Support Staff will be assigned to the Malfunction, and Client will be contacted within the timeframe defined by the severity of the Malfunction.

SEVERITY OF MALFUNCTIONS

ROK will correct Malfunctions as provided herein. "Malfunction" shall mean a failure by the Services to operate as required by this Agreement. The definitions of the Malfunction Severity classifications are as follows:

SEVERITY LEVEL 1: A problem which renders the Services inoperative, causes a significant and ongoing interruption to the end-user's business activities or causes a loss or corruption of data, where either the entire company or large groups of users are affected.

SEVERITY LEVEL 2: A problem which causes the Services to be intermittently inoperative, disrupted or malfunctioning and which materially interferes with Client's use of the Services, for the entire company or large groups of users.

SEVERITY LEVEL 3: A problem which causes the Services not to function in accordance with applicable specifications, for small groups or individual users, but which causes only a minor impact on Client's use of the Services and for which an acceptable circumvention is available.

SEVERITY LEVEL 4: Any general questions and issues pertaining to the Services and all Malfunctions which are not included in the other Malfunction classifications

CORRECTION OF MALFUNCTIONS

ROK will correct Malfunctions as provided herein. "Malfunction" shall mean a failure by the Services to operate as required by this Agreement. The definitions of the Malfunction classifications are as follows:

REPORT OF MALFUNCTION: With respect to a report of any Malfunction, Client personnel making such a report will describe to the Support staff the Malfunction in reasonable detail and the circumstances under which the Malfunction occurred or is occurring and will, based upon the criteria of the Severity Definition, classify the Malfunction as a Severity Level 1, 2, 3 or 4 Malfunction.

CRITICAL MALFUNCTIONS: If a Severity Level 1 or 2 Malfunction (each, a "Critical Malfunction") cannot be corrected to Client's reasonable satisfaction through communication with the Support staff within two (2) hours after ROK receives the description of the Malfunction, ROK will: (1) escalate the problem to additional members of Support Staff and ROK's Client Success Manager; (2) take and continue to take the actions which will most expeditiously resolve the Critical Malfunction; (3) provide a report to Client of the steps taken and to be taken to resolve the problem, the progress to correction, and the estimated time of correction, and update that report every two hours until the Critical Malfunction is resolved.

ROK'S LEVEL OF EFFORT: ROK will work continuously until any Critical Malfunction, of which a correction or workaround has not been achieved, has been resolved. Additionally, if a correction or workaround to a Critical Malfunction has not been achieved within two days ROK will work continuously, during normal ROK working hours, try to resolve any Severity Level 1 or 2 Malfunction. ROK and Client will mutually agree upon a schedule within which to resolve any Severity Level 3 or 4 Malfunction.

ACTION REQUIRED FROM ROK: For Critical Malfunctions, ROK will work to provide an immediate correction, which will then be promptly implemented for the Client staff to test. For a Severity Level 3 or 4 Malfunction, ROK will provide a correction as promptly as reasonably achievable.

DATA BACKUP FREQUENCY AND RETENTION

ROK provides 24/7 monitoring and management of backup and retention processes for Virtual Machine (VM) attached disks and SQL Server instances to ensure data integrity and availability. Backup specifications and retention details are listed below. Backup failures trigger immediate alerts, and corrective actions are taken promptly. Clients are responsible for notifying ROK of any changes in backup requirements.

2 - FULL VM AND VOLUME BACKUPS PER DAY

1 - MONTH RETENTION FOR DAILY FULL VM AND VOLUME BACKUPS

12 - MONTHS RETENTION FOR FIRST FULL VM AND VOLUME BACKUP TAKEN EACH MONTH

4 - DIFFERENTIAL SQL BACKUPS PER DAY

1 - MONTH RETENTION FOR DAILY SQL BACKUP BACKUPS

1 - FULL SQL BACKUP PER WEEK

1 - MONTH RETENTION FOR FULL SQL BACKUPS

12 - MONTHS RETENTION FOR FIRST FULL SQL BACKUP TAKEN EACH MONTH

EXHIBIT D: VIRTUAL DESKTOP SERVICES

VIRTUAL DESKTOP SERVICES

Following a core-managed infrastructure model, ROK provides clearly defined support for its virtual desktop offerings. This document defines the services provided, the required access, and the joint responsibility for managing and maintaining these solutions.

ROK SERVICES AND SUPPORT

ROK support and services focus on three primary components to support your Virtual Desktop Solution:

Provisioning and maintaining the computer infrastructure that supports your Virtual Desktop solution.

- a. Upgrading or modifying the virtual CPU (vCPU) SKU or instance type, and reconfiguration of allocated memory (RAM).
- b. Subject to regional availability, Microsoft recommendations, or SKU deprecation, ROK may perform adjustments to the virtual machine configuration.

Managing the VDI platform infrastructure

- a. Installation, configuration, and ongoing upgrades.
- b. Adding or removing licenses for users upon request.
- c. Peripheral device redirection:
 - i. ROK configures policies to support the redirection of client-side peripherals, such as local printers, local drives, and network drives, into the virtual session.
 - (a) This functionality is provided only if permitted under the customer's security policies.
 - (b) If the customer explicitly disallows specific redirection features, ROK will disable them accordingly.
- d. ROK is responsible for ensuring basic functionality of supported redirection features where they are permitted and not restricted by policy. Any troubleshooting will be conducted on a best-effort basis, according to the shared responsibility framework.

ESRI ArcGIS Pro (Front-End Application) Support

- a. ROK provides installation, patching, and lifecycle maintenance of the ESRI ArcGIS Pro application.
- b. As an authorized ESRI partner, ROK supports ArcGIS Pro functionality, including:
 - i. Technical issue resolution
 - ii. User support and guidance related to application usage

ROK'S REBUILD AND RECOVERY POLICY

1. ROK reserves the right to rebuild VDI host(s) under the following conditions:

- a. If a host becomes unstable, bloated, or problematic to a degree where troubleshooting would exceed reasonable effort:
 - i. VDI session hosts could be rebuilt using a custom or clean marketplace image, with only VDI and ArcGIS Pro reinstalled.
 - ii. A VDI session host(s) may also be reverted to a previously captured base image to expedite the recovery or provisioning process and to restore a clean version of the Windows OS and VDI operating environment.
 - iii. A VDI session host(s) may also be restored from backup or the most recent snapshot to restore functionality.
2. In all such scenarios, backup and restoration of profile data and GIS-related content will be a joint responsibility between our team and the customer. Coordination will be required to ensure proper data recovery and minimal disruption.
3. Data Loss Acknowledgement: customer acknowledge and accept the risk of data loss in the event of a machine rebuild. Only data stored within the designated profile locations or mapped network/cloud storage locations is considered persistent.

USER PROFILE CONSIDERATIONS:

In multi-VDI host/server scenarios, ROK recommends implementing a profile management solution to ensure user data and configurations persist across sessions. ROK does not maintain these profiles; Clients are responsible for ongoing maintenance and cleanup.

VIRTUAL DESKTOP SOLUTION

SERVICES AND LICENSES

Quantity	Name
7	Citrix Workspace License(s)

SERVER INFRASTRUCTURE

Server Role	OS (GB)	Data (GB)	Server Size	Server Name
Citrix Server	100	500	16 vCPUs 64GB RAM	hallga-p-ch01

ROK SUPPORTED SOFTWARE ROK SUPPORTS ARCGIS PRO AND DESKTOP ON YOUR VDI SOLUTION. THE MANAGEMENT OF ANY ADDITIONAL SOFTWARE OR APPLICATIONS IS THE SOLE RESPONSIBILITY OF THE CLIENT AND ROK CANNOT BE HELD LIABLE FOR ANY INHERENT SECURITY OR PERFORMANCE ISSUES INTRODUCED.