

## INTERAGENCY AGREEMENT FOR COLLABORATIVE TECHNOLOGY AND SERVICES SCHEDULE 10

This is a Schedule issued under the terms and conditions of InterAgency Agreement for Collaborative Technology and Services, effective \_\_\_\_\_, 2012. Delivery of Services under this Schedule shall be performed in accordance with the general terms and conditions of the above referenced InterAgency Agreement and more particularly as described below:

**1. Service Title:** Extended SAN Solution

**2. Service Description:** An Extended SAN Solution provides a low cost service to address the need for non transactional data such as video and other archived files. The solution will be provided by Dell EqualLogic PS6100E hardware. The provider will provide access to this disk through a Cisco Fiber switch that will provide a minimum of 2 GB throughput on the connections. This service will include an offsite box located at the Wheeler data center for data mirroring in case of an outage or accidental deletion. The City and County will equally support this solution, allowing for expanded expertise and backup support coverage.

**3. Provider:**

Washtenaw County

**4. Subscribers(s):**

City of Ann Arbor  
Ann Arbor Transportation Authority

**5. Provider Responsibilities:**

- Provider will supply the City with 19TB and AATA with 2TB of usable disk storage.
- Provider, along with the Subscribers will use commercially reasonable efforts to ensure service remains available 24 hrs/day, 7 days a week, 365 days a year, excluding published scheduled maintenance times.
- Provider will work with the Subscribers to ensure that regular patching and code updates are applied to keep the unit secure and reliable
- Provider will provide, at the minimum, view access into the configuration and monitoring utility for the system
- Provider will work with the Subscribers to ensure that data is placed at the optimum place for the unit to achieve maximum efficiency.
- Provider will provide backup staff support for unplanned outages and general maintenance when staff is out of the office.

**6. Subscribers Responsibilities:**

- The Subscribers are responsible for providing a Point of Contact for all Provider Communications.
- Subscribers will participate in all aspects of support including, but not limited to, patching, updates and upgrades.

- Working with Vendor to resolve issues with their dedicated disk arrays.
- Subscribers will provide backup staff support for unplanned outages and general maintenance when staff is out of the office.

**7. Performance Expectations:**

- Any major planned service outages will be discussed with Subscribers at a minimum 10 business days prior planned service outages and a mutually agreed upon schedule will be implemented.
- Provider and Subscribers will communicate all relevant changes to the other party.
- Both the Provider and Subscribers will work equally and collaboratively to support this equipment.

**8. Maintenance Schedules (Scheduled & Critical):**

- **Scheduled Maintenance:** Scheduled (non-emergency) maintenance will be performed between the hours of 6 PM to 6 AM local time based on a mutually agreeable schedule. Normal maintenance includes (1) upgrades of hardware and software and (2) upgrades to capacity.
- **Critical Maintenance:** Critical maintenance may be performed at any time to correct operating conditions that require immediate attention. Critical maintenance is performed at the discretion of the Provider and may degrade or disrupt service. All reasonable business efforts will be attempted to notify the Subscribers' designated point of contact as is reasonably practicable under the circumstance.

**9. Communications Protocol:**

- Scheduling of planned service outages will be communicated and confirmed through email addressed to Subscribers Points of Contact no later than 10 business days prior to planned service outages.

**10. Role of Contractors:**

- Contractors providing services to the Provider's equipment located within the Data Centers will have access to the Data Centers as per Schedule 1 of the InterAgency Agreement for Collaborative Technology and Services. This access shall be limited and managed by the Provider of Schedule 1, Data Center Services (City of Ann Arbor).

**11. Subscribers Fee:**

- Overall Costs:

Acquisition Cost of Dell EqualLogic PS6100E: \$71,925.10

Warranty – 3 Year Subscription Prepaid: \$23,022

Total: \$94,947.10

- Cost and Disk Allocation:

Organization	Disk Space	% Share of Total	Hardware Acquisition Cost	Dell Warranty Cost	Total Cost Per Organization
Ann Arbor	19 TB	47.5	\$34,092.50	\$10,935.45	\$45,099.87
AATA	2 TB	5	\$3,596.26	\$1,151.10	\$4,747.36
Washtenaw County	19 TB	47.5	\$34,164.42	\$10,935.45	\$45,099.87
Totals	40 TB	100	\$71,925.10	\$23,022.00	\$94,947.10

- Date Due: By December 31, 2012

- Expiration Date: October 15, 2015

**12. Reference Material: N/A**

Subscriber  
CITY OF ANN ARBOR

Provider  
WASHTENAW COUNTY

By: \_\_\_\_\_  
Steve Powers (Date)  
City Administrator

By: \_\_\_\_\_  
Verna McDaniel (Date)  
County Administrator

APPROVED AS TO SUBSTANCE

ATTESTED TO:

\_\_\_\_\_  
Tom Crawford, CFO/Finance  
and Administrative Services Administrator

\_\_\_\_\_  
Lawrence Kestenbaum (DATE)  
County Clerk/Register

APPROVED AS TO CONTENT:

\_\_\_\_\_  
Daniel Rainey  
Director, Information Technology

\_\_\_\_\_  
Andy Brush  
Manager, Information Technology

APPROVED AS TO FORM:

APPROVED AS TO FORM:

\_\_\_\_\_  
Stephen K. Postema, City Attorney

\_\_\_\_\_  
Curtis N. Hedger  
Office of Corporation Counsel

Subscriber  
ANN ARBOR TRANSPORTATION  
AUTHORITY

By: Michael Ford 9-14-12  
Michael Ford, (Date)  
Chief Executive Officer

Approved as to Substance

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Dawn Gabay (Date)  
Deputy CEO