

INTERAGENCY AGREEMENT FOR COLLABORATIVE TECHNOLOGY AND SERVICES SCHEDULE 33

This is a Schedule, issued under the terms and conditions of InterAgency Agreement for Collaborative Technology and Services, is effective January 1, 2020 and replaces Schedule 20. 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:** Supply of Compellent SAN (for Schedule's term) and related support (1 year)
2. **Service Description:** Supply of Enterprise Storage Area Network (SAN) (and related support for one year) to provide Subscriber with a cost-effective and highly available means to address their data file management needs. Listing of the SAN equipment (with service tag and part numbers) is in paragraph 15 of this Schedule (entitled Covered Equipment). Primary equipment will be located in the City of Ann Arbor data center, 301 E. Huron Street, Ann Arbor. Offsite replication and disaster recovery equipment will be located at the City of Ann Arbor Wheeler Center, 4251 Stone School Road, Ann Arbor.
3. **Provider:**

Washtenaw County
4. **Subscriber:**

City of Ann Arbor
5. **Provider Responsibilities:**
 - Provider will supply the City with network storage as outlined in Paragraph 15 (Covered Equipment).
 - Provider, with Subscriber's reasonable assistance, 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 Subscriber to ensure that regular patching and code updates are applied to keep the unit secure and reliable
 - Provider will provide to Subscriber, at the minimum, view access into the configuration and monitoring utility for the system
 - Provider will work with the Subscriber 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.
 - Provider will apply for and obtain warranty/support renewal for 2020.
6. **Subscriber Responsibilities:**
 - The Subscriber is responsible for providing a point of contact for all Provider communications.

- Subscriber will participate in all aspects of support including, but not limited to, patching, updates and upgrades.
- Subscriber will work with Vendor to resolve issues with their use of equipment.
- Subscriber will provide backup staff support for unplanned outages and general maintenance when staff is out of the office.
- Subscriber may apply for warranty/support renewal in 2021 and beyond should the provider no longer wish to use the equipment.

7. Performance Expectations:

- Any major planned service outages will be discussed with Subscriber at a minimum 10 business days prior planned service outages and a mutually agreed upon schedule will be implemented.
- Provider and Subscriber will communicate all relevant changes to the other party.
- Both the Provider and Subscriber 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: (a) upgrades of hardware and software, and (b) 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 Subscriber's designated point of contact as is reasonably practicable under the circumstance.

9. Communications Protocol:

- Provider will schedule planned service outages by communicating and confirming the same through email addressed to Subscriber's 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 26 of the InterAgency Agreement for Collaborative Technology and Services. This access shall be limited and managed by the Provider of Schedule 26, Data Center Services (City of Ann Arbor).

11. Storage Capacity

- Provider and Subscriber each have rights to 50% of system capacity.
- By mutual agreement, either party may temporarily use a portion of the other's capacity.
- If a long term use is anticipated, payment schedule will be modified to recognize actual usage.

12. Additional Partners

- Either Provider or Subscriber may provide services to other agencies using this system.
- Provider or Subscriber will provide capacity and services from their portion of overall system capacity.
- Services under such an agreement would be provided by the party making the agreement.

13. Subscriber Fee and Term:

- Overall Costs: \$83,120.34 shared equally to cover 1 year of support. Payments outlined below. Washtenaw County will make full payment and bill the City of Ann Arbor for its half.

Payment Date	Period Covered	Washtenaw	Ann Arbor
January 2020	01/01/2020 – 01/31/2021	\$41,560.17	\$41,560.17

Additional incidental costs in support of the services included in this schedule will be mutually agreed-upon and billed at cost.

Both provider and subscriber have the option to discontinue use during the period covered. If one agency elects to no longer use this equipment, both sides agree that the other agency may use 100% of the equipment and would need to take on 100% of the support cost.

14. Term: This Schedule shall commence on January 1, 2020 and end on January 31, 2021. The Schedule shall renew automatically (for all services except the support) unless either party gives thirty days’ notice to the other party of its intent to not renew.

15. Covered Equipment: Listing below covers equipment covered (hardware and software)

System 37524 / 37525 - Ann Arbor, MI cc:45cbz C#9810061

Service Tag	Part	Description
Hardware & Drives		
HB7J842	CT-SC8000-MTCH	ProSupport, 24x7, Dell/Compellent Series SC8000
3PNDC42	CT-SC8000-MTCH	ProSupport, 24x7, Dell/Compellent Series SC8000
HB9D842	EN-SC200-1235-MTCH	ProSupport, 24x7, Enclosure, SC200, 3.5" 12-bay
H4QC842	EN-SC200-1235-MTCH	ProSupport, 24x7, Enclosure, SC200, 3.5" 12-bay
H4QD842	EN-SC200-1235-MTCH	ProSupport, 24x7, Enclosure, SC200, 3.5" 12-bay
H4QF842	EN-SC200-1235-MTCH	ProSupport, 24x7, Enclosure, SC200, 3.5" 12-bay

H4QG842	EN-SC200-1235-MTCH	ProSupport, 24x7, Enclosure, SC200, 3.5" 12-bay
HDNB842	EN-SC220-2425-MTCH	ProSupport, 24x7, Enclosure, SC220, 2.5" 24-bay
Software		
	SW-CORE-BASE-MTCS	Support, 24x7, SW, Core Bundle Base License
	SW-CORE-EXP-MTCS	Support, 24x7, SW, Core Bundle Expansion License
	SW-DAPR-BASE-MTCS	Support, 24x7, Data Progression Base License
	SW-DAPR-EXP-MTCS	Support, 24x7, Data Progression Exp License
	SW-EMGR-CB-MTCS	Support, 24x7, Enterprise Mgr Chargeback License
	SW-LVRR-BASE-MTCS	Support, 24x7, Live Volume + RIRA Base License
	SW-LVRR-EXP-MTCS	Support, 24x7, Live Volume + RIRA Expansion License
	SW-RMSV-EN-MTCS	Support, 24X7, Replay Manager Enterprise License, Unlimited

System 37522 / 37523 - Ann Arbor, MI cc:45cbz C#9810061

Service Tag	Part	Description
Hardware & Drives		
HDMH842	CT-SC8000-MTCH	ProSupport, 24x7, Dell/Compellent Series SC8000
HDMJ842	CT-SC8000-MTCH	ProSupport, 24x7, Dell/Compellent Series SC8000
HB9G842	EN-SC220-2425-MTCH	ProSupport, 24x7, Enclosure, SC220, 2.5" 24-bay
HB9F842	EN-SC220-2425-MTCH	ProSupport, 24x7, Enclosure, SC220, 2.5" 24-bay
2J382Y1	EN-SC280-8435-MTCH	ProSupport, 24x7, Enclosure, SC280, 3.5" 84-bay
Software		
	SW-CORE-BASE-MTCS	Support, 24x7, SW, Core Bundle Base License
	SW-CORE-EXP-MTCS	Support, 24x7, SW, Core Bundle Expansion License
	SW-DAPR-BASE-MTCS	Support, 24x7, Data Progression Base License
	SW-DAPR-EXP-MTCS	Support, 24x7, Data Progression Exp License
	SW-EMGR-CB-MTCS	Support, 24x7, Enterprise Mgr Chargeback License
	SW-LVRR-BASE-MTCS	Support, 24x7, Live Volume + RIRA Base License
	SW-LVRR-EXP-MTCS	Support, 24x7, Live Volume + RIRA Expansion License
	SW-RMSV-EN-MTCS	Support, 24X7, Replay Manager Enterprise License, Unlimited

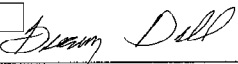
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TENAW COUNTY

01/12/2020


HOWARD LAZARUS, CITY ADMINISTRATOR

By: _____
Howard S. Lazarus (Date)
City Administrator

By:  _____ 01/06/2020
Gregory Dill (Date)
County Administrator

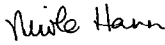
 _____ 01/08/2020
TOM CRAWFORD, CHIEF FINANCIAL OFFICER

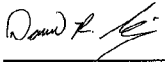
Tom Crawford, CFO/Finance
and Administrative Services Administrator

TESTED TO:
 _____ 01/06/2020
Lawrence Kestenbaum (Date)
County Clerk/Register

APPROVED AS TO CONTENT:

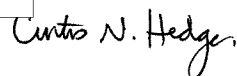
 _____ 12/17/2019
Chris Noyed (Date)
IT Manager

 _____ 12/23/2019
Nicole Hann (Date)
Operations Manager

 _____ 12/30/2019
Dave Shirley, Manager
Office of Infrastructure Management

 _____ 01/12/2020
STEPHEN POSTEMA, CITY ATTORNEY

Stephen K. Postema, City Attorney

APPROVED AS TO FORM:
 _____ 01/06/2020
CURTIS N. HEDGER
CORPORATION COUNSEL
Office of Corporation Counsel