

INTERAGENCY AGREEMENT FOR COLLABORATIVE TECHNOLOGY AND SERVICES SCHEDULE 20

This is a Schedule issued under the terms and conditions of InterAgency Agreement for Collaborative Technology and Services, effective _____, 2014. 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:** Enterprise Storage, Backup, Recovery and Archival
- 2. Service Description:** An Enterprise Storage Area Network (SAN), backup, recovery and archival provides Subscribers with a cost-effective and highly available service to address their data file management needs. The equipment that supports this service is outlined in Attachment A. 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.

This Schedule supersedes Schedules 2, 3, and 17 executed by and between the Parties.

3. Provider:

Washtenaw County

4. Subscribers(s):

City of Ann Arbor

5. Provider Responsibilities:

- Provider will supply the City with network storage, backup, and recovery capacity as outlined in Attachment A.
- 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 use of equipment.
- 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. Storage Capacity

- Provider and Subscriber 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. Subscribers Fee and Term:

- Overall Costs: \$1,666,781.40 shared equally and paid through a 4 year lease. Payments outlined below. Washtenaw County will make lease payment and bill the City of Ann Arbor.

Payment Date	Period Covered	Washtenaw	Ann Arbor	Annual Support
February 2015	1/1/2015 – 12/31/2015	\$208,347.68	\$208,347.68	Included
February 2016	1/1/2016 – 12/31/2016	\$208,347.68	\$208,347.68	Included
February 2017	1/1/2017 – 12/31/2017	\$208,347.68	\$208,347.68	Included
February 2018	1/1/2018 – 12/31/2018	\$208,347.68	\$208,347.68	\$29,127.50 or half of actual cost
February 2019	1/1/2019 – 12/31/2019			\$29,127.50 or half of actual cost
Totals		\$833,390.72	\$833,390.72	
		total	\$1,666,781.40	

Additional incidental costs in support of the services included in this agreement will be mutually agreed-upon and billed at cost up to a maximum of up to 10% of total amount of this agreement.

14. Term: This agreement shall commence on December 1, 2014 and end on December 31, 2019.

(Space intentionally left blank)

15. Reference Material: Attachments: original quotes from Dell Financial Services.

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:

Andy Brush
Manager,
Office of Infrastructure Management

Gregory Dill, Director
Office of Infrastructure Management

Dave Shirley, Manager
Office of Infrastructure Management

APPROVED AS TO FORM:

APPROVED AS TO FORM:

Stephen K. Postema, City Attorney

Curtis N. Hedger
Office of Corporation Counsel