

## **INTERAGENCY AGREEMENT FOR COLLABORATIVE TECHNOLOGY AND SERVICES SCHEDULE 2**

This is a Schedule issued under the terms and conditions of InterAgency Agreement for Collaborative Technology and Services, effective \_\_\_\_\_, 2011. 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 Services

**2. Service Description:** An Enterprise Storage SAN provides Subscribers with a low cost and highly available service to address their data file management needs. The Enterprise Storage service is provided in the form of an EMC VNX 5700 unified storage platform with FAST functionality. 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 does not include offsite duplication of the data through this system for failover and disasters.

**3. Provider:**

Washtenaw County

**4. Subscriber(s):**

Ann Arbor

**5. Provider Responsibilities:**

- Provider will supply the City with up to 58 TB of available disk storage.
- Provider 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 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 Subscriber to ensure that data is placed at the optimum place for the unit to achieve maximum efficiency.

**6. Subscriber Responsibilities:**

- The Subscriber is responsible for providing a Point of Contact for all Provider Communications.

## 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 shall provide 48 hour response and best effort resolution on standard service requests..
- Provider shall provide 4 hour response and best effort resolution on emergency service requests,.
- Provider will implement Subscriber configuration changes within 2 business days from receipt of written request.
- Provider will implement Subscriber emergency configuration changes within 2 hours from receipt of written request and approval from Subscriber point of contact .
- Provider will provide requests for additional disk within 2 weeks of written request from Subscriber.
- Subscriber is responsible to make requests to Provider for configuration changes and to allow 2 business days for provider to complete request.

## 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. 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 network 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 Customer's 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 Subscriber Pointof 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 Center will have access to the Data Center as per Schedule 1 of the InterAgency Agreement for Collaborative Technology and Services . This access shall be limited and managed by the Subscriber.

## 11. Subscriber Fee:

- **Annual Fee Due Provider:** \$73,632
- **Date Due:** December 31<sup>st</sup> of each year beginig December 31, 2011
- **Expiration Date:** June 30, 2015

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

Provider  
CITY OF ANN ARBOR

Participant  
WASHTENAW COUNTY

By: \_\_\_\_\_  
Roger W. Fraser (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

\_\_\_\_\_  
James McFarlane  
Manager, Information Technology

APPROVED AS TO FORM:

APPROVED AS TO FORM:

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

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Curtis N. Hedger  
Office of Corporation Counsel