

## **INTERAGENCY AGREEMENT FOR COLLABORATIVE TECHNOLOGY AND SERVICES SCHEDULE 6**

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 Content Management System (ECM) - Hyland OnBase
2. **Service Description:** Provide OnBase Test and Production environments necessary for the proper operation of OnBase software functionality. Software includes base enterprise software and additional modules purchased by Washtenaw County and shared by the City of Ann Arbor as of May 31, 2011.

3. **Provider:**

Washtenaw County

4. **Subscriber(s):**

City of Ann Arbor

5. **Provider Responsibilities:**

- Extend access of OnBase system to Subscriber, allowing development, implementation and utilization of document scanning, retrieval, workflow development, and related functionality
- Maintain industry standard level of software, hardware, connectivity, and system availability, currently defined as no older than current release minus -2 releases of base software.
- Provide the Subscriber with ability to purchase any new related licenses via Provider's agreement with Hyland Software.

6. **Subscriber Responsibilities:**

- Develop and support the subscriber's own solutions using internal staff or external contractor.
- Purchase and maintain adequate pool of non-enterprise user licensing, both named and concurrent, for subscriber's user requirements.
- Responsible for providing a Point of Contact for all Provider Communications.
- The Subscriber owns and is responsible for stored records, including but not limited to, responding to all Freedom of Information requests (FOIA).

## **7. Shared Responsibilities of Provider and Subscriber**

- Notify the other organization at least 10 days in advance of major updates to the Production environment.
- Perform IIS Reset after regular business hours and notify the other organization during business hours prior to the reset using the "I-ecm" group email address
- Adhere to the agreed upon Application Change Management document
- Provide technical resources to the other in support of maintaining an operational OnBase environment.

## **8. Performance Expectations:**

- Any major planned service outages will be discussed with Subscriber at a minimum of 10 business days prior to planned service outages and a mutually agreed upon schedule will be implemented.
- Provider shall provide 48 hours response and best effort resolution on standard service requests.
- Provider shall provide 4 hours response and best effort resolution on emergency service requests.

## **9. Maintenance Schedule (Scheduled & Critical):**

- **Scheduled Maintenance:** Scheduled (non-emergency) maintenance will be performed between the hours of 6 pm to 6 am local time.
- **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 circumstances.

## **10. Communication Protocols:**

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

## **11. 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.

**12. Subscriber Fee:**

**Annual Fee Due Provider:** \$29,000 per year for shared licensing subject to yearly increase.

**Other Fees:** The Subscriber will reimburse the Provider for any and all applicable license maintenance fees charged to the Provider as it pertains to the Enterprise Content Management System (ECM) Hyland OnBase under this agreement.

**Date Due:** December 31<sup>st</sup> of each year beginning December 31, 2011

**Expiration Date:** June 30, 2015

- **Reference Material:** N/A

Subscriber

Provider

CITY OF ANN ARBOR

WASHTENAW COUNTY

By \_\_\_\_\_

By: \_\_\_\_\_

John Hieftje, Mayor

Verna McDaniel (Date)

County Administrator

By \_\_\_\_\_

Jacqueline Beaudry, City Clerk

APPROVED AS TO SUBSTANCE

ATTESTED TO:

By \_\_\_\_\_

\_\_\_\_\_

Tom Crawford (Date)

Lawrence Kestenbaum (Date)

Interim City Administrator

County Clerk/Register

APPROVED AS TO CONTENT:

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\_\_\_\_\_

Daniel Rainey

Andy Brush

Director, Information Technology

Interim Manager, Information Technology

APPROVED AS TO FORM:

APPROVED AS TO FORM:

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Stephen K. Postema

City Attorney

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Curtis N. Hedger

Office of Corporation Counsel