

## **INTERAGENCY AGREEMENT FOR COLLABORATIVE TECHNOLOGY AND SERVICES SCHEDULE 35**

This is a Schedule issued under the terms and conditions of Interagency Agreement for Collaborative Technology and Services, effective May 1, 2020. 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. This Schedule replaces Schedule 3 and 17.

**1. Service Title:** Avamar and Data Domain backup environment

**2. Service Description:** Provides a redundant backup system that is tapeless and provides the ability of automated offsite storage and advance automated data deduplication.

**3. Provider:**

Washtenaw County

**4. Subscribers(s):**

City of Ann Arbor

**5. Provider Responsibilities:**

- Provider will use a current supported version of Dell EMC's Avamar solution unless otherwise agreed upon.
- Provider will provide access to 50% of the Enterprise Backup Service's total usable storage for the use of the Subscriber's data.
- Provider and/or subscriber will ensure that regular patching and code updates are applied to keep the unit secure and reliable
- Provider will provide, at the minimum, view-level access into the configuration and monitoring utility for the system for Subscriber
- Provider and/or subscriber will jointly work to ensure that data is placed at the optimum place for the unit to achieve maximum efficiency
- Provider and/or subscriber will jointly ensure offsite replication of data through the use of the provider's network to the Subscriber's offsite location
- Provider and/or subscriber will ensure that schedules for backups do not conflict with each other's backup and that they are staggered to not exceed the capacity of the system.
- Provider will work with Subscribers to ensure backup time schedules are regularly met and that the data is secure.
- Provider and/or subscriber will jointly work to test disaster recovery plans and to test restoration of servers when requested.
- Provider will ensure Subscriber has adequate levels of security and access to the system console so that Subscriber can add, modify, delete jobs from the system as well as monitor job completion. Subscriber also will perform their own simple restores.

**6. Subscribers Responsibilities:**

- The Subscriber is responsible for providing a Point of Contact for all Provider Communications.
- Subscriber is responsible to work with Provider to develop Subscriber backup schedule.
- Subscriber will work with provider to test disaster recovery plans and to test restoration of servers when requested.

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, including restorations.

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 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:

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 outages.

Any notice required under this Schedule shall be given via email to the points of contact below and shall be effective upon receipt of a “read receipt.”

Subscriber’s Points of Contact:

Jen Grimes, Infrastructure and Cybersecurity Manager, [jgrimes@a2gov.org](mailto:jgrimes@a2gov.org), mobile 734-765-3727  
 Sheila Stranyak, Senior Infrastructure Specialist, [sstranyak@a2gov.org](mailto:sstranyak@a2gov.org), mobile 734-845-6380

Provider’s Points of Contact:

Chris Noyed, IT Operations Manager, [noyedc@washtenaw.org](mailto:noyedc@washtenaw.org), mobile 734-255-4207  
 Tyler LaTendresse, [latendresset@washtenaw.org](mailto:latendresset@washtenaw.org), mobile 734-476-8875

10. Role of Contractors:

Contractors providing services to the Data Center or Subscriber’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 Provider.

**11. Subscribers Fee:**

Provider and Subscriber will evenly share costs for ongoing maintenance and warranty support at an even 50% split. Provider will ensure Subscriber agrees to any costs that will be shared at least sixty days prior to the Renewal Date of the relevant year.

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.

**12. Term:**

This agreement shall commence on May 1, 2020 and end on April 30, 2021. The Schedule shall renew automatically on May 1 (Renewal Date) each year unless either party gives thirty days' notice to the other party of its intent to not renew.

**13. Covered Equipment:**

Listing below covers equipment covered (hardware and software).

18493565	APM00171852030	456-111-636	OPENSTACK DP EXTN FOR AV=IA
	APM00171852030	458-001-507	ESA FOR AVAMAR
	APM00171852030	458-001-769	OPENSTACK DP EXTN
18493568	APM00171915217	456-111-636	OPENSTACK DP EXTN FOR AV=IA
	APM00171915217	458-001-507	ESA FOR AVAMAR
	APM00171915217	458-001-769	OPENSTACK DP EXTN
APM00171852030	APM00171852030	AVMA1200FG4T	AVAMAR G4T M1200 SVR FLD INSTL
	APM00171852030	AVM10GBMCU	AVAMAR G4T QUAD 10GB CU MANF INSTL
	APM00171852030	AVM10GBMOPT-SFP	AVAMAR G4T QUAD 10GB OPT+SFP MANF INSTL
APM00171915217	APM00171915217	AVMA1200FG4T	AVAMAR G4T M1200 SVR FLD INSTL
	APM00171915217	AVM10GBMCU	AVAMAR G4T QUAD 10GB CU MANF INSTL
	APM00171915217	AVM10GBMOPT-SFP	AVAMAR G4T QUAD 10GB OPT+SFP MANF INSTL
APM00171907031	APM00171907031	DD9300-CTL	SYSTEM DD9300 CTL NFS CIFS
	APM00171907031	C-10GBTM4P-NF	DD 10GBASE T IO MODULE 4PORT
	APM00171907031	C-10GMOP4P-NF	DD 10GBE IO MOD OPTICAL SFP 4PORT OPTION
18538564	APM00171907031	456-109-751	LICENSE BASE DD OE DD9300=IA
18538565	APM00171907031	456-111-330	FS 800GB 0.8TB RAW=CF
18538567	APM00171907031	456-111-963	DS60 4TB ACT 60TB RAW=CB
	APM00171907031	458-001-800	DD SOFTWARE=CB
	APM00171907031	458-001-801	DD BOOST SOFTWARE OPTION=CB
	APM00171907031	458-001-802	DD REPLICATION SOFTWARE OPTION=CB
	APM00171907031_APM00171642654	C-DS60-4-120S-G3	OPT DS60 SHELF 30X4TB SAS HDD G3
	APM00171907031_APM00171642655	C-DS60-4-240S-G3	OPT DS60 SHELF 60X4TB SAS HDD G3
APM00171939625	APM00171939625	DD9300-CTL	SYSTEM DD9300 CTL NFS CIFS
	APM00171939625	C-10GBTM4P-NF	DD 10GBASE T IO MODULE 4PORT
	APM00171939625	C-10GMOP4P-NF	DD 10GBE IO MOD OPTICAL SFP 4PORT OPTION
18545909	APM00171939625	456-109-751	LICENSE BASE DD OE DD9300=IA
18545910	APM00171939625	456-111-330	FS 800GB 0.8TB RAW=CF
18545912	APM00171939625	456-111-963	DS60 4TB ACT 60TB RAW=CB
	APM00171939625	458-001-800	DD SOFTWARE=CB

	APM00171939625	458-001-801	DD BOOST SOFTWARE OPTION=CB
	APM00171939625	458-001-802	DD REPLICATION SOFTWARE OPTION=CB
	APM00171939625_APM00171916968	C-DS60-4-120S-G3	OPT DS60 SHELF 30X4TB SAS HDD G3
	APM00171939625_APM00171916969	C-DS60-4-240S-G3	OPT DS60 SHELF 60X4TB SAS HDD G3

14. Provider and Subscriber agree that signatures on this Schedule may be delivered electronically in lieu of an original signature and agree to treat electronic signatures as original signatures that bind them to this Schedule. This Schedule may be executed and delivered by facsimile and upon such delivery, the facsimile signature will be deemed to have the same effect as if the original signature had been delivered to the other party.

**Subscriber**  
CITY OF ANN ARBOR

By: \_\_\_\_\_  
Tom Crawford, Interim City Administrator      Date

By: \_\_\_\_\_  
Christopher Taylor, Mayor      Date

**APPROVED AS TO SUBSTANCE:**

By: \_\_\_\_\_  
Tom Shewchuk, IT Director      Date

**APPROVED AS TO FORM:**

By: \_\_\_\_\_  
Stephen K. Postema, City Attorney      Date

By: \_\_\_\_\_  
Jacqueline Beaudry, City Clerk      Date

**Provider**  
WASHTENAW COUNTY

By: Gregory Dill      08/05/2020  
Gregory Dill, County Administrator      Date

**ATTESTED:**

By: Lawrence Kestenbaum      08/07/2020  
Lawrence Kestenbaum, County Clerk/Register      Date

**APPROVED AS TO CONTENT:**

By: Chris Noyed      07/24/2020  
Christopher Noyed, IT Manager      Date

By: Nicole Hann      07/27/2020  
Nicole Hann, Operations Manager      Date

By: Andrew Deleeuw      07/31/2020  
Andrew Deleeuw, Interim OIM Director      Date

**APPROVED AS TO FORM:**

By: Michelle K. Billard      07/31/2020  
Michelle K. Billard, Corporation Counsel      Date

MICHELLE K. BILLARD CORPORATION COUNSEL, P81507 OFFICE OF CORPORATION COUNSEL
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