

## **INTERAGENCY AGREEMENT FOR COLLABORATIVE TECHNOLOGY AND SERVICES SCHEDULE 21**

This is a Schedule issued under the terms and conditions of InterAgency Agreement for Collaborative Technology and Services, effective \_\_\_\_\_, 2015. 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:** Network Infrastructure Services (Connectivity, Administration and Monitoring)

**2. Service Description:**

City of Ann Arbor provides network connectivity services to the Downtown Development Authority (DDA) parking garages. The Parking Structures (common reference names) listed below are provided Networking Services:

- Ann and Ashley St.
- 4<sup>th</sup> and Washington St.
- 4<sup>th</sup> and William St.
- First and Maynard St.
- Liberty Square
- Maynard St.
- Forest St.
- Library Lane Underground Parking Deck

Please note that networking services provided to DDA Parking Structures are not based on dedicated, exclusive use of fiber optic strands or edge switch equipment and rely upon a combination of fiber optic connections coupled with “virtualized” networking technology to provide secure network connectivity.

**3. Provider:** City of Ann Arbor

**4. Subscribers(s):** Downtown Development Authority (DDA)

**5. Provider Responsibilities:**

- Provider will supply DDA with up to, in aggregate, 40 Megabit point-to-point capable network services (equivalent to private sector internet service provider (ISP) offerings).
- Provider will actively administer, monitor and maintain network services for DDA parking garages to ensure reliable network connections are provided for each parking garage listed below in Section 2 above (equivalent to private sector internet service provider (ISP) offerings).
- Provider will use commercially reasonable efforts to ensure service remains available, 24 hours/day, 7 days a week, 365 days a year, excluding published scheduled maintenance times.

- Provider will ensure that regular firmware code updates are applied to keep edge switches secure and reliable for high availability.

**6. Subscribers Responsibilities:**

- The Subscriber is responsible for providing a Point of Contact for all Provider Communications.
- Subscriber will work with provider to ensure connectivity is maintained in a safe and reliable manner and to test connectivity when requested.
- If Subscriber has advanced notice that construction activities may impact network services at DDA Parking Garage Facilities, Subscriber is responsible for notifying Provider 30 days in advance.

**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 Operations (Scheduled & Critical):**

- **Scheduled Maintenance:**  
Routine maintenance and repair of the Provider described in this section ("Scheduled Maintenance") shall be performed by or under the direction of Provider, at Provider's reasonable discretion and in accordance with industry standards.
- **Unscheduled Maintenance:**
- Provider's Maintenance personnel shall be available for dispatch twenty-four (24) hours a day, seven (7) days a week. Provider shall endeavor to have, but shall not guarantee that it will have, it's first maintenance personnel respond (physical or virtual) for Emergency Unscheduled Maintenance activity within four (4) hours after the time Provider becomes aware of an event requiring Emergency Unscheduled Maintenance, unless delayed by Force Majeure Events.
- Provider shall maintain a telephone number to contact Provider for maintenance and shall provide such number to Subscriber. That telephone number is the number for Information Technology Services Help Desk, which is (734) 794-6550. In the event the contact number changes, Provider shall notify Subscriber of the change in writing.

**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:**

- Please refer to "Subscribers Responsibilities"

**11. Subscribers Fee:**

**Network Infrastructure Services**

- Monthly Rate for 40M Connectivity (rate is significantly below comparable private sector rates) - **\$100.06 month/site**
- Annual Rate for 40M Connectivity (rate is significantly below comparable private sector rates) - **\$1,272.00 per annum/site**

**Network Administration and Monitoring Services**

- Monthly Rate for Network Administration and Monitoring Services (rate is significantly below comparable private sector rates) - **\$169.50 month/site**
- Annual Rate for 40M Connectivity (rate is significantly below comparable private sector rates) - **\$2,034.00 per annum/site**

Number of Parking Structures	Annual Network Infrastructure Rate	Annual Network Admin Monitoring Rate	Subtotal/ Fiscal Year
8	\$1,272.00	\$2,034.00	\$3,306.00
TOTAL ANNUAL COST			\$26,448.00

- **Date Due:** By March 1, 2015 and annually on March 1 until expiration date of agreement.
- **Expiration Date:** June 30, 2020

**12. Reference Material:** DDA Parking Structure Network Diagram available upon request.

**[signatures appear on next page]**

Subscriber  
CITY OF ANN ARBOR

Provider  
WASHTENAW COUNTY

By: \_\_\_\_\_  
Steve Powers (Date)  
City Administrator

By: \_\_\_\_\_  
Susan Pollay (Date)  
DDA Director

APPROVED AS TO SUBSTANCE:

\_\_\_\_\_  
Tom Crawford, CFO/Finance and  
Admin. Services Administrator

APPROVED AS TO CONTENT:

\_\_\_\_\_  
Tom Shewchuk, IT Director

\_\_\_\_\_  
Joseph Morehouse  
[insert official title]

APPROVED AS TO FORM:

APPROVED AS TO FORM:

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

\_\_\_\_\_  
[Insert DDA Attorney's Name]  
[insert official title]