

STATE OF MINNESOTA

INTERAGENCY AGREEMENT

Exhibit A

InterTechnologies Group (ITG) has agreed to provide secure, conditioned space and operational support for the City of Minneapolis – Automated Pawn System (APS)

Equipment Inventory included in facilities charges:

- Compaq Proliant ML370
- Cisco VPN 3000 Concentrator
- Compaq Fiber Array
- Compaq Proliant Fibre Channel
- Cisco Catalyst 2900 XL
- Compaq 15 / 30 GB DLT
- Two - Compaq Proliant 5500s
- Compaq V500 Monitor and Keyboard
- Master View KVM
- HP Proliant 570

InterTechnologies Group responsibilities:

1. Provide, install and support the Fast Ethernet router connecting requesting agency equipment to MNet wide area network.
2. Provide software upgrades to the router as needed to maintain consistency with the MNet wide area network.
3. Provide multiple IP addresses and domain name server updates, as requested.
4. Provide access to the MRTG MultiGrapher Tool. This will allow requesting agency to view network bandwidth usage on the APS router port.
5. Provide system monitoring with SysEdge and HP OpenView on all three servers. This service alerts operations to hardware or network problems. This is a recent addition to providing agency capabilities and hence some of the features may be slower in implementation.
6. Provide daily manual tape backups (usually performed on the second shift), verify backups ran successfully, and arrange for off-site storage, to be sent out weekly. In addition to this tape rotation, the NOC is responsible for shipping an entire set of tapes to an offsite storage location for the purpose of disaster recovery preparedness on a weekly basis. The weekly off-site storage is completed on an as-time-permits basis, so that at any given time no more than one week's worth of data is potentially at risk.
7. Provide server-related troubleshooting and problem resolution technical support. Problem resolution support is provided by the ITG Network Operations Center (NOC) using PROVIDING AGENCY'S internal ticketing system. The NOC can be reached at (651) 297-1111. Operations are supported on 24/7 basis and technical support is handled on-call basis.
8. Work with requesting agency staff to recover and restore servers in the event of hardware failure.
9. Reboot the system once per month. Track recommended vendor patches for server operating system and make recommendations for fixes to be approved by requesting agency. Add virus updates as required.
10. Provide manual monitoring and technical support for the requesting agency modem bank
11. Provide VPN client software and configuration support for requesting agency's VPN client. ITG will manage the installation and on-going support for all requesting agency VPN users.

12. Escort requesting agency's hardware support vendor and provide basic assistance.
13. Assist requesting agency staff with end-user problem solving, serving as second or third tier technical support
14. Handle, manage and store the data consistent with the applicable data privacy laws.

In the event that failure to perform the above services results in loss of data or extended network or server downtime, requesting agency is entitled to a prorated credit on the charges that would have been incurred from providing agency. To qualify for such credit requesting agency must request the credit from the providing agency within thirty (30) days of the failure. Credit shall be applied only against future fees payable by requesting agency for the above services.

City of Minneapolis Automated Pawn System will:

- Specify the bandwidth needed to meet APS system requirements for access by end users
- Specify the policy rules for IP addresses allowed through the router. No other addresses will be allowed to pass through to the statewide network.
- Develop a Disaster Recovery plan for APS by June 30, 2005.
- Provide providing agency with contact names and pager numbers to be used for the 24/7 trouble escalation procedure.
- Work with providing agency staff to recover and restore servers in the event of a hardware failure.
- Approve the application of Microsoft operating system patches and updates and accept responsibility for the impact of those patches.

InterTech will bill on a monthly basis for both hosting services and network services. The contract period runs from July 1 through June 30, concurrent with the state fiscal year.

The costs below are based on FY05 rates and will begin as of July 1, 2004.

| | <u>Product Code</u> | <u>Monthly</u> | <u>One Time</u> |
|---|---------------------|----------------|-----------------|
| Computer Services | | | |
| System Hosting Facilities | 8595 | \$914.16 | N/C |
| System Support | 8598 | \$1360.00 | N/C |
| Network | | | |
| Router Service: ITG owned/Maintained Fast Ethernet | 1029 | \$215.00 | N/C |
| Community Router Service: 384 Kbps bandwidth | 1025 | \$327.00 | N/C |
| VPN Device: APS owned/ITG managed | 1013 | \$165.00 | N/C |
| Network Management Fee | 1001 | \$135.00 | N/C |
| Voice | | | |
| 1 Full-Service Centrex line* | CNTF | \$ 16.12 | N/C |
| * Actual billing will include additional fees and tariffs required by law | | | |

Total

\$3,132.28

N/C

Charge numbers to be used for billing are B00531 for Network and Voice services and B00099 for Computer Services

This agreement will be reviewed at least annually and adjustments may be made if there are changes in ITG rates as approved by the Minnesota Department of Finance. Adjustments may also be made whenever APS takes actions resulting in changes to space usage, power utilization, or staff support.