# **DoIT – $CUSTOMER**

# **Limited Hosting Agreement**

# **Memorandum of Understanding**

1. **Service Provider:**

University of Wisconsin, Division of Information Technology, System Engineering and Operations, Data Center and Shared Computing Services group

1. **Services Provided:** 
   1. Hosting
      1. DoIT will provide $XRU RU’s (rack units) of space inside of the DoIT Dayton Street Data Center, located @ 1210 W. Dayton Street, to house the $CUSTOMER equipment detailed in **Appendix A**.
      2. DoIT will provide data center facilities that are physically secure, have UPS backed 208V AC power, managed cooling, and remote console connectivity via TCP/IP.
   2. Pricing
      1. Each RU of space will be provided @ $50/month.
2. **Hosting Agreement Period:**
   1. This agreement shall last through the duration of Fiscal Year 2011, from \_\_\_\_\_\_ through June 30, 2011 and shall continue from year to year thereafter.
   2. DoIT reserves the right to meet with $CUSTOMER once each fiscal year to review the terms of the agreement for the following year.
   3. $CUSTOMER may request to host additional equipment at the DoIT Dayton Street Data Center under the terms of the existing agreement. If DoIT has sufficient capacity, the additional equipment will be appended to **Appendix A** and will fall under the terms and conditions of the existing agreement.
3. **Hosting Agreement Cancellation Policy:**
   1. ***$CUSTOMER***
      1. $CUSTOMER will be allowed to terminate this agreement at any point during the above stated period by providing written notice to DoIT 30 days in advance.
      2. An early termination fee will be assessed if the agreement is cancelled by $CUSTOMER within the first six months.
         1. The termination fee will be $300 per RU less a credit for any hosting fees paid prior to cancellation.
            1. For example, cancelling an agreement for one RU after two months will result in a termination fee of (1 x $300) – (2 x $50) = $200.
         2. The early termination fee will be added to the final monthly bill.
      3. Billing will cease when all of the following conditions are met:
         1. DoIT has been provided 30 day advance notification
         2. All $CUSTOMER equipment has been removed from the DoIT Dayton Street Data Center.
   2. ***DoIT:***
      1. DoIT has the right to terminate this agreement at any point during the above stated period by providing six months written notice to $CUSTOMER.
      2. Billing will cease when all $CUSTOMER equipment has been removed from the DoIT Dayton Street Data Center.
4. **Service Terms & Conditions:**

**The following Terms and Conditions must be followed during the contract period:**

* 1. Installation Prerequisites
     1. $CUSTOMER must complete the customer equipment survey detailed in **Appendix A** at least two weeks prior to installation.

* + 1. Funding information will be provided to DoIT prior to acceptance of any equipment and will be detailed in **Appendix D**.
    2. All equipment must be rack mountable and $CUSTOMER must provide DoIT with rail kits.
  1. Equipment Installation and Removal
     1. All equipment installation tasks (device pickup from $CUSTOMER location, installation into racks, cabling) will be performed by DoIT staff and are covered under the hosting agreement.
     2. Each device will be assigned a name that is unique to the DoIT Data Center and mutually agreeable to $CUSTOMER and DoIT. DoIT staff will label the front and rear of each device with an identification label.
     3. DoIT will provide network connectivity for each device on a subnet shared by limited hosting customers. The network subnet is protected by a virtual firewall instance. DoIT will maintain administrative control of all network resources within the data center.
     4. DoIT will work with $CUSTOMER on network design and configuration. All initial network setup tasks are covered under the hosting agreement.
     5. All equipment removal tasks (cable removal, physical removal from rack, return to $CUSTOMER location or SWAP) will be performed by DoIT staff and are covered under the hosting agreement.
  2. $CUSTOMER Access to Data Center
     1. $CUSTOMER will have physical access to the data center during normal business hours (Monday through Friday 07:45 – 16:30) and must be accompanied by DoIT staff at all times.
     2. After hour access to the data center is available with at least 48 hours advanced notice.
     3. BIOS level remote console access is available to $CUSTOMER upon request via DoIT’s KVM over IP system and is included in the hosting agreement.
     4. Any on-going physical device moves and cabling changes requested by $CUSTOMER will be performed by DoIT staff and are not covered under the hosting agreement. Labor will be charged on an hourly basis.
     5. Any on-going network changes requested by $CUSTOMER will be performed by DoIT staff and are not included in the hosting agreement. Labor will be charged on an hourly basis.
  3. Data Center Major Incident Handling
     1. In the event of a data center environmental crisis (climate control, power failure, fire, etc.) $CUSTOMER equipment will be shut off at DoIT’s discretion.
     2. DoIT will notify $CUSTOMER of any action taken as quickly as the situation permits.

1. **Billing:**
   1. $CUSTOMER will be billed on a monthly basis.
   2. The agreement entails use of $XRU RU’s @ a cost of $XCOST/month.
   3. Work requested of DoIT staff by $CUSTOMER that falls outside of initial installation or final device removal as detailed in section (5) will be charged on a time and materials basis, currently $85 per hour for FY11.
2. **Contacts:**
   1. DoIT staff contact information is detailed in **Appendix B**.
   2. Customer contact information is detailed in **Appendix C**.
3. **Agreement*:***

Agreement to the items outlined in this document (including the appendices) is commenced by the signatures below.

|  |  |
| --- | --- |
| For: DoIT SEO | For: $CUSTOMER |
| By:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Steven Krogull (SEO Director) | By:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Customer Contact (Title) |
| Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**APPENDIX A – $CUSTOMER Equipment List**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Identification | | Hardware Specifications | | | Network Connections | | Console Access | Power |
| **Device Name** | **OS** | **Manufacturer** | **Model** | **Size**  **(RUs)** | **Connections (#)** | **Speed/Duplex** | **KVM**  **(y/n)** | **Connections (#)** |
|  |  |  |  |  |  | **Auto-Negotiate** | **Y** |  |

**APPENDIX B – DoIT Contact Information**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Availability** | **Name** | **Email** | **Phone** |
| **Primary** | M-F 07:45-16:30 | Michael Layde | michael.layde@doit.wisc.edu | 608-262-3393 |
| **Backup** | M-F 07:45-16:30 | Terry Bradshaw | bradshaw@wisc.edu | 608-265-4018 |

**APPENDIX C – $CUSTOMER Contact Information**

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Name** | **Email** | **Phone** |
| **Primary** |  |  |  |
| **Backup** |  |  |  |

**APPENDIX D – $CUSTOMER Billing Information**

1. **Funding Information:**
   1. **DoIT Number**

|  |
| --- |
| **DoIT Number** |
|  |

or

* 1. **UDDS Direct Charge**

|  |  |  |  |
| --- | --- | --- | --- |
| **Fund** | **UDDS** | **Activity** | **Account (optional)** |
|  |  |  |  |

1. **Billing Contact Information:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Email** | | **Phone** |
|  |  |  | |