

MEMORANDUM OF UNDERSTANDING  
NETWORKING SERVICES

This Memorandum of Understanding is made and entered into by and between the **Great Plains Network** (hereafter GPN) and **The Missouri Research and Education Network** (hereafter MOREnet). This agreement supersedes the Memorandum of Understanding that was issued with a term of Agreement effective July 1, 2008 through June 30, 2009, and any amendments associated with that agreement.

WHEREAS GPN is desirous of obtaining certain services; and  
WHEREAS MOREnet is willing and able to provide such services,

GPN and MOREnet deem it to their mutual benefit to set forth the terms of their agreement in writing.

It is agreed by and between the parties as follows:


- 1) MOREnet will provide GPN with the following **CUSTOM** Services. Note that all operational expenses of GPN shall be paid from fees & service charges collected from GPN members and/or GPN Network Program fund balance. Operational expenses are not part of the scope of this MOU (including travel and meeting expenses).

- Administrative Services as described in Attachment A
  - Fiscal Services*
  - Contractual Services*
  - Procurement Services*
  - Human Resource Services*
  - Other Services: Travel Services, Communications Services*
- Conference Services as described in Attachment B
- Application Hosting, Management, &/or Development Services as described in Attachment C
  - Managed Help Desk Application Support (Remedy)*
  - Other Services: Network Management Services*
- Other Services as described in Attachment D
  - Facility Management Services (such as facilities, reception/phone, mail, desktop support, etc)*
  - Other Services: Video Services*


- 2) All services provided herein will be provided in compliance with University of Missouri policy.
- 3) Term of Agreement shall be July 1, 2009 through June 30, 2010.
- 4) This scope of services will be automatically renewed each fiscal year for one additional (1) year term. MOREnet and GPN Networking Program Committee agree that they will provide 30 days notice of any modifications to the scope of this agreement, including rate changes.
- 5) Costs:  
An itemized listing of charges is included in Attachment E for informational purposes.
  - a) GPN shall reimburse MOREnet a total of \$110,109 for **custom** services provided as part of the scope of this MOU. MOREnet will not bill GPN, but will initiate an appropriate Internal Service Entry (ISE) at the beginning of each quarter of the fiscal year. Costs will be split funded between MoCode A2038 for \$15,609, and MoCode A2029 for \$94,500.
- 6) This agreement may be terminated by either party without liability or cause by providing thirty (30) days written notice to the other party. In the event of termination and MOREnet is not at fault, GPN shall reimburse MOREnet for all out-of-pocket expenses and non-cancelable obligations incurred.
- 7) This agreement sets forth the entire understanding of the parties and supersedes any and all prior agreements, arrangements and understandings relating to the subject matter hereof.

IN WITNESS WHEREOF, the parties have executed this agreement by their duly authorized representatives.

**Great Plains Network**  
University of Missouri

Signature:   
Printed Name: Michael Ruhrdanz  
Title: Chair, GPN Networking Committee  
Date: 9/3/2009

**MOREnet**  
University of Missouri

Signature:   
Printed Name: Greg Silvey  
Title: Director, Fiscal & Contractual Services  
Date: 9/10/09

**Attachment A**  
**Administrative, Fiscal and Contractual Services**

- 1) Fiscal Services
  - a) Budgeting and Financial Systems Maintenance
    - i) Maintain funding accounts in PeopleSoft Finance Modules.
    - ii) Provide annual budget planning.
    - iii) Provide monthly, quarterly and annual financial statements with budget comparisons.
    - iv) Serve as liaison with UM Accounting, UM System Budget and Planning, UM System Controller, and other budget/financial entities as requested.
    - v) Ensure appropriate accounting standards and controls are in place.
  - b) Accounts Receivable and Billing (ARBI)
    - i) Prepare invoices to consortium members as requested by the GPN Treasurer.
    - ii) Provide a monthly AR aging report to the GPN Treasurer.
    - iii) Perform all collections activities, as needed for non-payment by consortium members.
  - c) Non-PO AP (accounts payable) –
    - i) Review all invoices as received and code and create non-PO vouchers for payment.
    - ii) Process travel vouchers for **GPN staff**
    - iii) MOREnet Director of Fiscal and Contractual Services and the Senior Fiscal Analyst assigned to the GPN accounts will have signature approval authority for vouchers and will ensure the timely payment of vouchers.
  - d) Treasurer (Greg Silvey)
    - i) Serve as Treasurer for the Networking Committee.
    - ii) Approve all billings and expenditures.
    - iii) Provide budget and member fee forecasts.
    - iv) Oversee all business operations and Consortium Agreement compliance activities.
    - v) Provide appropriate reporting.
- 2) Grant Management
  - a) Process required grant reports
  - b) Serve as liaison with Office of Sponsored Program Administration
- 3) Contractual Services
  - a) Provide contract development services
  - b) Execute and maintain Consortium, member and services agreements, vendor agreements, and employment contracts
  - c) Serve as liaison with UM General Counsel
- 4) Procurement Services
  - a) Provide assistance with submitting requisitions to UM Procurement via PeopleSoft
  - b) Process and receive Purchase Orders
  - c) Provide assistance in the development of bid specifications
  - d) Process all necessary public bidding / contract awards.
  - e) Provide procurement support to acquire goods & services required for GPN operations
- 5) Other services: Travel
  - a) Travel requests must be made at least two weeks prior to an event.
  - b) Travel arrangements will be limited to:
    - i) arranging meeting spaces
    - ii) making hotel reservations for meeting attendees
    - iii) making arrangements for any working meals
    - iv) Arranging travel for contracted GPN staff
  - c) All other travel arrangements and meal expenses are to be handled by the individual. This includes GPN council members.

**Attachment C**  
**Network Management Services**

- 1) **Network Management Services: MOREnet will provide** a) operational management; b) support of the network and c) various other technical services.
- a) **General Operational Management Requirements:**
- i) Network maintenance windows will be consistent with the support level of service described within any relevant vendor agreement, risk of the change and criticality of existing service impact. (e.g. complete outage will not wait until next maintenance window.) Note: Physical access to the Internet2 access facility is limited to 10 pm to 6 am Monday through Thursday by prior 72 hour advanced request - other provisions can be made for emergency access.
  - ii) MOREnet shall provide notification of all planned/unplanned outages via [gpnstatus@greatplains.net](mailto:gpnstatus@greatplains.net). MOREnet will maintain backups of current equipment configurations.
  - iii) MOREnet shall make all necessary changes in the course of delivering the services outlined in this document and subject to any appropriate AUP. Major design changes, policy changes and all purchases shall be subject to approval by GPN Networking Committee.
  - iv) MOREnet shall maintain userid/passwords necessary to access all equipment and applications covered by this agreement. MOREnet will assume sole responsibility for hardware and software support. The GPN shall not make changes to the supported hardware and software. MOREnet shall acquire and retain maintenance agreements supporting the covered hardware and software sufficient to support level of service selected by GPN. Direct expenses for these items shall be reimbursed from GPN revenues separately from this agreement.
  - v) MOREnet will ensure that appropriate maintenance agreements (including access to vendor hub sites) supporting the covered data circuits are sufficient to support level of service selected by GPN.
  - vi) The GPN shall maintain and provide to MOREnet up-to-date member point-of-contact information necessary to troubleshoot outages and provide notification of repair and maintenance as appropriate.
  - vii) MOREnet shall act as the operational liaison for any issues related to the successful operation of devices and services covered by this agreement. This shall include, but not be limited to, circuit providers, hardware and software vendors, and any GigaPOP facilities provider.
- b) **Support Requirements:**
- i) **General Requirement:** MOREnet shall take support requests via phone call or email requests to technical support staff at MOREnet during normal business hours and phone calls to the support pager after hours. MOREnet shall log all requests, evaluate to ensure request is within the scope of this agreement (providing notice of non-agreement requests), and notify requestor upon ticket closure. 95% of all service disruption events (reported or not) shall be responded to with 20 minutes. MOREnet shall provide outage and problem request summary reports on a monthly basis.
  - ii) **Research Network Support:**

- (1) MOREnet shall manage the operation of the routers/switches providing Internet2 connectivity for the connected membership. This shall include, but not be limited to, IP version 4, IP version 6 configurations, BGP routing for IPv4 and IPv6, and IP Multicast configurations.
- (2) While support includes patches and reconfiguration as necessary to maintain a secure state, it is limited to a single major IOS upgrade annually. All changes shall be logged and tested before production implementation.
- (3) MOREnet shall be responsible for the successful operation of data circuits providing connectivity to Internet2. If necessary, MOREnet will dispatch and assist the appropriate provider to provide timely repair either directly or through local service provider(s).
- (4) MOREnet shall maintain current circuit information, including circuit identifiers and endpoints.

iii) **Monitoring Support:**

- (1) MOREnet shall track bandwidth utilization on all data circuits.
- (2) MOREnet shall monitor all equipment to ensure proper operation. Monitoring systems will page MOREnet in event of equipment failure.

c) Escalation Contact Information

i) Level One Contact Information

**Network Services Escalation Information.**

Rex Peterson, Network Services Manager

Office: 573-882-5444

Cell: 573-999-0252

Home: 573-445-7008

Email: [petersonrw@more.net](mailto:petersonrw@more.net)

ii) Level Two Contact Information:

Hank Niederhelm, Director of Infrastructure

Office: 573-884-6326

Cell: 573-268-4058

Home: 573-447-3000

Email: [hank@more.net](mailto:hank@more.net)

**Attachment E**  
**Itemized Services Page**

SERVICE	ANNUAL COST
<b>Custom Services:</b>	
Administrative Services	\$15,609
Network Management/Technical Support	\$94,500
<b>Total</b>	<b>\$110,109</b>