

# Office of Information Technology Technical Agreement

## Department of Safety

### MAAP Project

#### **Purpose:**

This document serves as a guideline for municipal agents operating State computer equipment and/or its communication lines provided to municipalities for the purpose of transacting on-line Municipal Agent Automation Project (MAAP) transactions. Equipment is made available to municipalities at no charge for this purpose, to the degree that the State budget permits. The State requires agents to sign this agreement to ensure data privacy and security and to minimize field support services by limiting risk caused by uncontrolled use of the State equipment or connectivity to the State infrastructure. The Department must protect its confidential data and maximize utilization of its provided infrastructure. This agreement is in place for the duration of the use of State equipment and/or connectivity to the State infrastructure but subject to annual review.

#### **Parties:**

This Agreement is entered into this \_\_\_\_\_ day of \_\_\_\_\_, by and between the New Hampshire Department of Safety, Division of Motor Vehicles, and Office of Information Technology (hereinafter referred to as State) and \_\_\_\_\_ (hereinafter referred to as Municipal Agent), to implement the Municipal Agent Automation Project (MAAP) to allow citizens to register their motor vehicles with the Municipal Agents,

For and in consideration of the mutual covenants and terms contained in this Agreement, the Department agrees to allow the Agent to participate in the process of allowing their citizens to renew their motor vehicle registrations for a term not to exceed twelve (12) months from date of approval.

#### **Source of Agreement:**

This agreement was created, reviewed and approved by the State of New Hampshire Department of Safety (DOS) and the Office of Information Technology (OIT) hereafter referred to as the State. It is subject to the constraints required by interconnection with the FBI CJIS (Criminal Justice Information System) network.

#### **Hardware Terms:**

Pursuant to the restrictions set forth by the FBI CJIS under authority of Title 28 subsection 20 of the Code of Federal Regulations no unauthorized computers may be connected to the CJIS network. This restricts the direct connection of local (county/city/town) computers to the State and Federal CJIS computer network without explicit review and prior approval by the State of New Hampshire.

The State will support the equipment supplied as listed in Appendix A (except for a KVM switch). No hardware is to be added by the municipality. For the state's

support to remain in effect, all hardware and software must remain unchanged. This includes all components (See Appendix A).

The municipality shall be responsible for all printer supplies. The State has supplied information regarding what these supplies are and where they may be purchased (See Appendix B).

### **Software Terms:**

**For Browser Towns with State PC:** The PC will have the software listed in Appendix A installed. The software list in Attachment A is subject to change as a result of requests and approval by the State. No one shall delete or password protect any software. Municipalities (and their agents) are prohibited from loading any other software on State equipment without prior approval by the State.

**For Browser Towns w/o State provided PC:** The municipality provided PC will have the software listed in Appendix A installed. The software list in Attachment A is subject to change as a result of requests and approval by the State.

The municipal agent agrees to all terms and conditions above should they decide to change status during the length of this contract period.

### **Certification Requirements**

Vendor certification will take place by the State (New Hampshire DOS and the Office of Information Technology) prior to connectivity to the MAAP system for towns that have vendor software. Initially this will take place according to the following schedule and guidelines.

See Appendix C – MAAP Local Vehicle Software Certification

### **Data:**

**For Browser Towns Only:** The municipality will be responsible for the back up of all the files they create on the PC. All disks must be scanned for viruses before using. In some instances, service will require replacement of the hard drive. All data that has been added since the last backup will be lost. The State will not be responsible for lost data or restoring software not listed in App A.

**All Vendors or City Municipalities:** No one is allowed to capture, copy and or utilize any data being exchanged between their system and the MAAP system for purposes outside the scope of this agreement.

### **Physical Planning Guidelines: (For Browser Towns Only)**

There should be room enough for the hardware to provide a comfortable work area for the municipal agent.

Consider whether the person(s) using the system are right or left-handed. The mouse will be used for the MAAP transactions process and the printer should be located where it will be most natural and comfortable for the municipal agent to use. The monitor display screen must not be visible to customers.

The PC can be located on the floor under the desk or work area but needs to be within reasonable distance of any other connected hardware peripherals because of cable length restrictions. The PC should not be placed directly on carpeting because of dust and static electricity. The PC should be placed on a piece of plywood or some other static free material if placed on the floor. All vents and fans on equipment shall be kept clean and open to allow for proper airflow and ventilation.

#### **Electrical Power/Data Circuit:**

All hardware components listed in Appendix A require grounded power outlets. The wall outlet must be grounded at municipalities' expense. Municipalities shall provide a dedicated outlet for this equipment.

#### **Network Connection:**

At State expense, the State communication vendor will install a Data Jack for connection of the Department of Safety system back to 33 Hazen Drive. The jack should be installed close to where the equipment will be located with the exception of a KVM switch, municipal local area networks shall not be connected to State equipment without the express written approval of the State.

The State must approve the conceptual network design provided by the municipality requesting connectivity of a local area network to the State infrastructure. The municipality will provide documentation outlining their implementation and compliance with the State network connectivity diagram at Appendix D before any connection will be established. Any future changes to the approved network architecture design will be provided to the State for review as soon as possible but at least 30 days prior to implementation and activation of any changes. Network architecture is defined as, "Any network attached piece of switching or routing equipment including but not limited to, switches, routers, firewalls, wireless access points, proxy servers and any computer equipped with a network interface card that will be plugged into the LAN."

The lines provided by the State shall be limited to State business only unless the State approves other uses, at which time any charges beyond this use will be billed to the municipality.

#### **Hours of Operation Support:**

The system is available between the hours of 6 A.M. - 9:00 P.M. Monday through Thursday, 6:00 A.M. -6:00 P.M. on Friday and 8:00 A.M. - 1:00 P.M. on Saturday.

The State will make every reasonable effort to maintain this schedule, but occasionally system maintenance and other events may require reduced availability.

You should contact the MA Help Desk # 1-888-320-3826, 1-888-320-8585, 271-3499, 271-8321, 271-3415, 271-5689 for assistance from 8:15 A.M. to 4:15 P.M. Monday through Friday except for State holidays.

**Scope of State Support:**

The State supports the equipment outlined in Appendix A, the MAAP application, the communication link to the MAAP system.

Should the need arise for the State to provide maintenance on State equipment you will be provided 24 hours advance notice of scheduled maintenance to be performed at a mutually acceptable time.

The state will not support municipal or vendor owned hardware, software, local area networks beyond the state provided hardware devices at the end of the communication line.

**Equipment Financial Responsibilities:**

The following table identifies both the municipalities and states financial responsibilities for equipment utilized to access MAAP.

	Municipal Type				
	Browser Town using a State PC for "ONLY" State business	Browser Town using a State PC (including town business)	Browser Town <b>not</b> using a State PC	Town w/Vendor Software but no LAN	Town w/Vendor Software & LAN
Equipment					
PC	State Pays For	State Pays For	Muni Pays For	Muni Pays For	Muni Pays For
NIC Card	State Pays For	State Pays For	Muni Pays For	Muni Pays For	Muni Pays For
Printer(s)	State Pays For	State Pays For	State Pays For	Muni Pays For	Muni Pays For
Wiring Drops/Cables	State Pays For	State Pays For	Muni Pays For	Muni Pays For	Muni Pays For
Firewall/Router	N/A	Muni Pays For	Muni Pays For	Muni Pays For	Muni Pays For
Vendor Software	N/A	N/A	N/A	Muni Pays For	Muni Pays For
XML Interface	N/A	N/A	N/A	Vendor Compliance with State Design	Vendor Compliance with State Design
Frame Relay Line and Switch/Router	State Pays For	State Pays For	State Pays For	State Pays For	State Pays For

**Breach of Agreement:**

Notwithstanding any provision to the contrary, a breach of any aspect of this policy by the municipality may result in immediate suspension or termination of the on-

line MAAP access to the State and shall release the State of any further obligations under this Agreement.

If this Agreement is terminated, the State shall require the municipal agent to transfer and deliver to the State any and all equipment and software it has obtained pursuant to this Agreement.

**Terms of Termination:**

Upon termination of this agreement by the State the municipality will either cease to be a municipal agent and will lose any and all access to the MAAP system or they may be allowed to remain an agent of the state and will become either a browser town or paper town. If allowed to be a browser town they will be provided the same access as other browser towns as indicated in the Online Agent Technical Agreement for State supplied equipment and will be required to attend municipal agent browser town training. If they become a paper town they will be required to process Municipal Agent Application Processing transactions according to the rules of those requirements outlined elsewhere.

**Municipality**

**In witness of their acceptance of the above terms and conditions, the parties have set their hand and seal as follow:**

Name of Municipality: \_\_\_\_\_

Authorizing Municipal Official (Mayor, Selectmen, Town Manager)

By: \_\_\_\_\_  
Name & Title Date

(Please attach minutes or other documents evidencing binding effect of signatory by authorizing governing body)

Municipal Agent: \_\_\_\_\_  
Signature Name

Date: \_\_\_\_\_

# Appendix A

## Department of Safety Provided Products

### Hardware Provided:

#### Vendor/City Municipalities

Printer	Cables
Router	Surge Protector
Switch/Hub	

Note: Surge protector to only be used with Department of Safety equipment.

#### Browser Municipalities with State PC

Monitor	Keyboard
PC	Mouse
Printer	Cables
Router	Mouse Pad
Switch/Hub	Surge Protector

Note: Surge protector to only be used with Department of Safety equipment.

#### Browser Municipalities without State provided PC

Printer	Cables
Router	Switch/Hub
Surge Protector	

Note: Surge protector to be used only with Department of Safety equipment.

### Software Provided:

#### Vendor/City Municipalities

- Attachmate V6.3 (IBM 3270 emulation)
- Adobe Acrobat Reader V5.0.5

The software list is subject to change as a result of requests and approval by the Department of Safety.

#### Browser Municipalities with State PC

- Microsoft Windows 2000 Pro
- Attachmate Ver. 6.3 (IBM 3270 emulation)
- PC Anywhere Ver 7.5 or 9.0

- Adobe Acrobat Reader V5.0 .5
- Virus Protection Ver.5.0
- Internet Explorer Ver.6.0
- SUN Java Runtime Engine Ver. 1.4.2
- Microsoft Office – Small Business Edition (includes Word and Excel; excludes Access) – will be removed during hardware upgrades done during summer of 2004 and will not be available in the future as a state provided software package. With prior approval some municipalities currently using the software may continue to use the software however, will not be provided upgrades, support or new licenses at state expense. Word and Excel are not supported by the State and will not be available to municipalities in the future.

The software list is subject to change as a result of requests and approval by the State.

Should the need arise for the State to provide maintenance on State equipment you will be provided 24 hours advance notice of scheduled maintenance to be performed at a mutually acceptable time.

## **Appendix B (For Browser Towns Only) Municipality Provided Product Options**

Prices listed below are subject to changes and are not controlled by the state. The prices are for reference only.

### **Vendors for Printer Ribbons:**

Media Recovery  
395 Main Street, Suite A  
Salem, New Hampshire 03079  
Tel. 893-6118

NTI Data Products  
30 Lamy Drive  
Goffstown, New Hampshire 03045  
Tel. 627-4550

WB Mason  
550 Forest Ave.  
Portland, Maine 04104  
Tel. 888-WB Mason (888-926-2766)

The approximate cost for each ribbon is \$8-\$15, depending on quantity. The ribbon is a 4201 Proprinter, order number 6328829.

### **Hardware Options:**

KVM Switch (also known as AB Switch)– Switch allows a single keyboard, monitor and mouse to access two PC's.

Suggested hardware vendors:

PC Connection  
730 Milford Road  
Merrimack, New Hampshire 03054-4631  
Attn: Tina Wilder email: twilder@pcconnection.com  
Tel. 800/800-0014 Ext. 33367

- OMNIVIEW MON/KRD/MOUSE KVM 2 Port Switch (PS2 Style), Item # F1DB102P, \$59.95 Each
- PS2 KVM Switch Cable Kit F/OMNIVIEW PS2 PC, Item #31745 (need two for each switch), \$9.95 Each

Computer Hut  
101 Elm Street  
Nashua, New Hampshire 03060  
Attn: Kamal Masand  
Tel. 800/220-0909 or 889-7625  
Fax 889-2840

- OMNIVIEW MON/KRD/MOUSE KVM 2 Port Switch (PS2 Style), Item #F1DB102P, \$75.00
- PS2 KVM Switch Cable Kit F/OMNIVIEW PS2 PC, Item #F3X1105-06 (need two for each switch) - \$19.95 Each

**Software Options:**

Microsoft Office Professional – The municipality may purchase a license to this product, which includes MS Access. The State must load the software, but the municipality shall own the license (which requires a complete uninstall of MS Office Small Business prior to loading MS Office Pro.). The municipality may request approval from the State to load other applications. The decision to allow other software rests solely with the State . That decision may take up to four weeks to allow ample time to review the impact of the additional software.

**Appendix C (For Vendor/City Towns)**  
**MAAP – Local Vehicle Software Certification**

**See attached document**

**Appendix D (For All Towns)**  
**State Network Infrastructure Connectivity Requirements**

See Drawings Provided