

# SERVICE AGREEMENT

Between

**The Maryland Department of Information Technology and  
User Agency**

For

**Digital Communications Management Services (FY2021)**

This Service Agreement forms a part of the Memorandum of Understanding between the Maryland Department of Information Technology ("DoIT") and user agency ("Customer"). The parties agree as follows:

## 1 Services Covered

The Maryland Department of Information Technology (DoIT), through our partnership with Granicus, LLC, (Granicus) has added optional products and services using Maryland's enterprise digital marketing platform. These services include but are not limited to:

- The Cloud is a Software-as-a-Service (SaaS) solution that enables government organizations to connect with more people by leveraging the Cloud, the client will be able to utilize a number of different outreach mediums, including email, SMS/text messages, RSS feeds, and social media integration to connect with its target audiences. The Cloud includes:
  - Unlimited email sends with industry-leading delivery and management of all bounces
  - Support to upload and migrate existing email lists
  - Access to participate in the GovDelivery Network
  - Ability to send mass notifications to multiple devices
  - 24/7 system monitoring, email and phone support during business hours, autoresponse to inbound messages from end users, and emergency support
  - Text-to-subscribe functionality
  - Up to 2 Web-hosted training sessions annually
  - Up to 50 administrators
  - Up to 1 GovDelivery account(s)
  - Access to a complete archive of all data created by the client for 18 months (rolling)
  - Up to 3 hours of message template and integration development
  - Up to 100 subscription topics
  - Up to 100,000 SMS/text messages per year from a shared short code within the United States
- Communications Cloud Advance Package platform with Granicus. Some benefits include:
  - Advanced package setup and configuration, online training, Pro API, custom short code, govAccess, web design and implementation, developer technical training, developer toolkit setup and configuration, maintenance, hosting and license fee, Department

branding, Accessibility training and consult, onsite CMS user training, content migration, onsite project consulting, Interactive text, target messaging, and SMS.

## 2 Parties Responsibilities

### 2.1 DoIT's Responsibilities:

DoIT shall provide:

- Granicus contract management and ensure license availability.
- Notification to customers of any changes or modifications to the current system.
- Assist in obtaining a Granicus license to Maryland's enterprise digital marketing platform.
- Notifications to customers of any service degradation and work to resolve.
- Adherence to DoIT's Change Management process.

### 2.2 DoIT shall not be responsible for the following under this Service Agreement:

- Configuration and/or troubleshooting of customer managed LAN
- Configuration and/or troubleshooting of customer managed desktop technology
- Support for other browsers

### 2.3 User Agency's Responsibilities:

User Agency shall:

- Submit a request for any of these services via [doit.intake@maryland.gov](mailto:doit.intake@maryland.gov)
- Have Internet connectivity
- Sign an SOW to approve payments for any subscriptions and or licenses purchased for any of the contracted services available thru the Granicus contract
- Notify DoIT of any service disruptions
- Provide DoIT Service Desk with screen prints of any errors
- If applicable, be responsible for providing a service account email address to obtain any license as well as removing employees access to Granicus who are no longer with the agency or no longer need access. These requests should be made through the DoIT Service Desk.

## 3 Service Level Agreements

- Support Hours: 8AM - 5PM Monday - Friday
- Response time and resolution targets:
  - Priority 1 (P1) response time 2 hours, resolve time 4 hours
  - Priority 2 (P2) response time 4 hours, resolve time 2 days
  - Priority 3 (P3) response time 1 day, resolve time 3 days
  - Priority 4 & 5 (P4/P5) response time 2 days, resolve time 5 days
- Note: At times, it may be necessary to contact a vendor for assistance, thereby lengthening response times.

## 4 Maintenance Schedules

DoIT will provide notice to the User Agency at least 5 days in advance of any planned maintenance.

## 5 Support and Service Outages

Normal hours of operation for DoIT technical support staff are 8AM – 5PM Monday - Friday (excluding holidays).

## 6 Costs for Services

The cost of the covered services is outlined in DoIT's Cost Allocation Schedule, which is the DoIT Shared Services- Annual Invoice, for the current fiscal year.

## 7 Termination of Services

Agency must provide 60 days' advance written notice to terminate services.