SERVICE AGREEMENT

Between
The Maryland Department of Information Technology and
User Agency
For
Voice Systems 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) offers both traditional Private Branch eXchange (PBX) and Voice over Internet Protocol (VoIP) telephony services.

1.1   Traditional Telephony Service

The traditional phone system (PBX) network managed by DoIT provides proven analog and digital technology for those agencies or locations that are not ready to migrate to Voice over Internet Protocol (VoIP) telephony.   There is a current multiyear Major Information Technology Development Project (MITDP) to migrate the DoIT managed traditional PBXs and leased phone lines to a State-owned enterprise VoIP platform offering advanced features.

DoIT traditional telecommunications services are available to the State of Maryland Executive Branch agencies, and certain boards, commissions, universities, and Offices of the Maryland House and Senate, and Judiciary through one of the 25 PBXs serving multi service centers or complexes. Services include:

- Basic Digital Telephone Line: Includes dial tone and voice mail, automated attendant features (Menu tree), and does not include the telephone.
- Analog Telephone Lines for Fax, Multi-Function Devices (MFDs), elevators, alarm panels etc: Includes dial tone for all analog devices such as fax machines, MFDs, alarm panels, credit card modems or other analog devices, and does not include the device.
- Optional Call Center: For selected sites, use of an Automated Call Distribution (ACD) application to provide call center functionality to agents whose primary requirement is to answer incoming calls directed to a main telephone number, and does not include the telephone.

100 Community Place, Crownsville, MD 21032 | 300-301 West Preston Street, Baltimore MD 21201
DOIT.MARYLAND.GOV   -   410-697-9700

Page **1** of **5**

- Traditional Voice Phone Supported
  - NEC Dterm Series E and Series i
  - Polycom Conference Room Speakerphone
  - Telephones are to be provided by the client

1.2 Enterprise VoIP Service

The Enterprise VoIP service applies communication technology in conjunction with IP data networks rather than traditional public switched telephone network (PSTN). VoIP technology enables users to make and receive telephone calls with their phone (or in some cases a soft phone using an optional PC application) communicating over the same data network as the computer. VoIP is a proven and cost-effective solution as the State of Maryland migrates from traditional phone systems (PBXs) and leased phone lines to a State-owned enterprise VoIP platform offering advanced features.

DoIT VoIP telecommunications services are available to the State of Maryland Executive Branch agencies, and certain boards, commissions, universities, and Offices of the Maryland House and Senate, and Judiciary pending network configuration agreements. These services include but are not limited to:

1. Basic VoIP Telephone: Includes a phone, dial tone and voice mail. There are two types of phones offered, desk telephones and conference room speakerphones. This service includes all local and domestic long distance usage (no international calling is included)
2. Voice Mail: There are two options for voice mail messages:
   - Voice mailbox - where messages are left in your voice mailbox for you to retrieve from any phone.
   - Voice mail to email – where a .wav file is attached to an email message and delivered to you via email address.
3. VoIP Automated Attendant: Includes dial tone with automated attendant features (Menu tree).
4. Analog Line Gateways): Includes dial tone for non-VoIP devices connected to analog lines. DoIT recommends not connecting critical services to gateways devices (e.g. faxes, credit card machines, elevator phones and alarm lines) should be supplied by the local carrier Plain Old Telephone Service (POTS) lines.
5. Optional Call Center: Use of an Automated Call Distribution (ACD) application to provide call center functionality to agents whose primary requirement is to answer incoming calls directed to a main telephone number. There will be additional charges for high volume call center capacity.
6. Optional SIP (Session Initiated Protocol) Trunking - provided by network Maryland: Connection of agency owned IP system only, to a DoIT managed IP carrier
7. VOIP Phones - Currently DoIT is offering the following phone types
   - NEC DT820 IP: 1 gigabit, monochromatic, self labeling display phone used for Basic VoIP Telephone and Call Center users
   - Polycom Conference Room Speakerphone: There is an increased monthly cost for the speakerphone there are also models that support extended mics for larger conference rooms. The purchase of extended mics are available at additional cost.
8. Phone Control and Collaboration

100 Community Place, Crownsville, MD 21032 | 300-301 West Preston Street, Baltimore MD 21201
DOIT.MARYLAND.GOV   -   410-697-9700

Page **2** of **5**

9. Included for maryland.gov users, the UC Client is a collaborative communications application for Windows PCs that can be used with the VoIP phone. The UC Client streamlines communications and enhances productivity by unifying presence, phone, and instant messaging.
10. UC Client Functions and Features include:
    o Presence: Used to display the availability (status) of users of the VoIP platform. Status is available to all subscribers on the same VoIP platform
    o Chat: Secure instant messaging/chatting between individual subscribers on the same VoIP platform
    o Voice: Place and answer calls to your desk phone and listen to a voice mail call from controls on your desktop

2 Parties Responsibilities

2.1 DoIT's Responsibilities:

DoIT shall provide:

11. Service provisioning and implementation.
12. Incident resolution of PBX/VoIP issues and routine maintenance procedures.
13. Administration of voice-associated services provided through the PBX and IP telephony.
14. Assistance with the appropriate product and service mix to fulfill specific short and long-term customer needs.
15. Agency billing.
16. Detailed trouble tickets documenting repair/maintenance issues through to ticket resolution.
17. 24/7 service availability excluding planned outages, maintenance windows and unavoidable events.

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

- Installation/repair of premise voice cabling
- Modification of any equipment that is not directly connected to the phone system (PBX/VoIP) and voicemail systems (e.g. IVR, PC, server, fax machine, etc.)
- Installation of any non-DoIT provided equipment
- Network Configuration (Standalone Customer)
- Identifying an Agency Telecom coordinator for coordination with DoIT Telecommunications Team

2.3 User Agency's Responsibilities:

User Agency shall provide:

- Procure, modify or cancel services by sending an email to service.desk@maryland.gov or the self service portal. All new requests need approval from the Agency Telecom coordinator (TC) for billing approval.
- Ensure compliance of the telephone supported requirements
- Management of all non-DoIT provided systems and equipment
- Develop and implement agency governance to ensure staff compliance with DoIT incident reporting and request requirements

- Perform a routine review of billing for errors, underutilized service, special features and equipment
- Provide a designated agency contact and related contact information
- Perform an annual reconciliation to ensure accurate assignment
- Run any required reports for optional call center (ACD) agent

3   Service Level Agreements

- Support Hours: 8AM - 5PM Monday - Friday
- Uptime: 99.9%
- Response time and resolution targets:
    o   Priority 1 (P1) response time 30 minutes, resolve time 2 hours
    o   Priority 2 (P2) response time 2 hours, resolve time 1 day
    o   Priority 3 (P3) response time 2 hours, resolve time 2 days
    o   Priority 4/5 (P4/P5) response time 2 hours, resolve time 5 days
- Note: It may be necessary to contact the support vendor for assistance, thereby lengthening response times. Additional charges may apply.
- Service Changes
    o   New phone within 3 - 5 business days
    o   Programming change to existing phone 3 - 5 business days
    o   Programming changes to an existing automated attendant and/or call center are negotiated based on quantity of impacted phones, complexity of the changes requested and accuracy of information provided by the TC
    o   Large (>10) moves/installations are negotiated based on quantity of phones, complexity of additional services (automated attendant and call center) and accuracy of information provided by the TC

4   Maintenance Schedules

Notice will be provided to the license holders by email for any planned maintenance at least 5 days in advance

5   Support and Service Outages

Support Hours: 8AM - 5PM Monday – Friday.

This service will be available 24/7 excluding planned outages, maintenance windows and unavoidable events.

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.

100 Community Place, Crownsville, MD 21032 | 300-301 West Preston Street, Baltimore MD 21201
DOIT.MARYLAND.GOV   -   410-697-9700

Page **4** of **5**

7 Termination of Services

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

100 Community Place, Crownsville, MD 21032 | 300-301 West Preston Street, Baltimore MD 21201
DOIT.MARYLAND.GOV - 410-697-9700

Page **5** of **5**