SERVICE AGREEMENT

between

The Maryland Department of Information Technology and

The Customer

for

DoIT Hosted VoIP Service

The DoIT VoIP Platform is a DOIT Managed Private Cloud telephony service available to DoIT managed Enterprise State Executive agencies. The Service Platform comprises the NEC 3C Unified Communications Manager, the NEC UM8700 Voicemail Server, and the NEC BCT (BusinessConnecT) Call Center Server. The Service is provided over a networkMaryland IP service connection to on-net sites and to Teleworkers via Internet/VPN connections.

I.   Service Description

This service offering includes:

- IP telephony 10-digit DID Telephone Number and personal voicemail box
- IP telephone (desktop multifunction telephone set)
- IP telephony voicemail with unified messaging to send voicemail messages to Work Email.
- Windows-based UC Client with softphone which allows users to place and receive calls directly from a Windows desktop PC or laptop with no need for a desk phone.
- Local calls and domestic long distance is included in IP Telephony for executive branch agencies.
- 24/7 support through the DoIT Service Desk,
- IP Telephony is charged on a per user or device
- Standard Service:

    The following components are included with the standard service:
    1. NEC DT920 or or current equivalent desktop phones with Voicemail
    2. NEC Soft Media Phone (SMP) for Windows OS
    3. Poly Trio Conference Room Phones

4. NEC BCT Call Center Application Add-On for:
   a) Call Center Agent - Per Agent
   b) Supervisor - Per Supervision
   c) Auto Attendant - Per Call Tree Menu

Local and Domestic long distance is included as part of the base rate.

B. Service Exclusions:

The following elements are excluded from the standard service offering:
1. Mobile / Cell Phone integration
2. eFax - Contact the Doit Service Desk for approved vendor
3. Analog services are not Support for non-DoIT provided equipment of software
4. International calling

C. Optional Services

Auxiliary services may be available upon request at an additional cost. These costs are not included in the budgeted services that DoIT provides and shall be the responsibility of the requesting agency. For any work requested in this area, DoIT will not be able to proceed until fully funded by the requester through a funds certification document.

The following services are add-ons that may be requested. Costs for these items are variable and will be clearly defined and agreed to before moving forward with the request.

1. Omni-channel Cloud based Contact Center Services
2. Paging Interfaces
3. Analog Gateway devices
4. Additional conference phone models capable of supporting larger areas
5. Voice integration with customer facilities (i.e. conference rooms)

II. Service Dependencies

To ensure the service described herein is delivered consistently and in accordance with state standards, the customer must meet the following requirements:

DoIT Services:	● Executive agencies with DoIT IT management services that are fully Enterprise compliant receive end to end service management, Incident resolution, and design and configuration support.
Technical:	Agencies not meeting the requirement above shall: ● Establish connectivity with the DoIT Enterprise Active Directory. ● Subscribe to network Maryland SWGI services and

	establish a DoIT Voice VPRN (MPLS connection) to the agency's LAN/WAN network from networkMaryland using the Network Service Request process. ● Provide adequate network bandwidth to support QoS (VoIP Quality of Service).for each location ● Conform to the DoIT Enterprise Network IP Addressing scheme ● PoE (Power over Ethernet) switch ports to all VoIP phone locations . ● VoIP services should be delivered over a dedicated VLAN. ● Ensure there is Cat6 cabling to all phone locations.
Non-Technical:	● Single Point of Contact / Telecom Coordinator responsible for all Move, Add, and Change Requests. ● IT personnel to support all Agency managed services such as LAN, DHCP, DNS, Routing, Firewall permissions, etc.)

III.   Responsibility Model

The following contains a non-exhaustive list that describes the responsibilities for both DoIT and the customer and may be updated periodically. Updates will be considered effective 14 calendar days from the posting date of the new service agreement.

A. DoIT Responsibilities for Customer (Enterprise)
   DoIT will help agency partners determine the services and features needed based on business needs. Ongoing DoIT services include r the following activities in coordination with the Customer receiving DoIT enterprise managed services:

   1. Service provisioning and implementation
   2. Incident resolution
   3. Routine maintenance
   4. Support with installation estimates and planning
   5. Coordinate installation
   6. Coordinate training in the efficient use of products and services

B. Customer Responsibilities
   The Customer shall be responsible for the following activities:

   1. WAN Connection(s) to networkMaryland™
   2. Validating all provided Service Requests and associated documentation.
   3. Arranging meetings with agency's third-party vendors when required

4. Providing transcripts for announcement(s) messages and identifying an individual who is responsible for completing any required announcement recordings when required
5. Designating an individual (e.g. Telecom Coordinator) to approve all requests prior to submission

IV. Service Level Agreements (SLA's)

A. <u>Availability</u>

Service availability includes the duration of time the service is operational during a calendar month and the level at which the service functions.   The table below further outlines DoIT's service targets.

Category	Measure
Availability	99.9% uptime (this is not inclusive of scheduled maintenance windows)
Capacity	DoIT will provide server and network capacity to meet Agency requirements. These costs are the Agency responsibility and fully reimbursable
Reliability	With a reliable network connection,users will consistently experience high-quality voice calls with a 99.9% connection uptime

B. <u>Maintenance</u>

DoIT may modify the service without degrading its functionality or security features.

1. Scheduled Maintenance
Regular maintenance must be performed to maintain availability and reliability standards and includes replacing hardware, upgrading software, applying patches, and implementing bug fixes.
   a) Scheduled maintenance will be performed outside of normal business hours (8 pm - 6 am Monday - Friday; weekends and holidays)
   b) The customer will be notified no less than five (5) business days prior to the scheduled activity.
   c) Within twenty-four (24) hours after the completion of the scheduled activity, the Customer will be notified.

2. Unplanned Maintenance
   a) DoIT will attempt to notify the Customer of any unplanned maintenance activities no less than two (2) hours prior to commencement. Note: Emergency activities requiring immediate remediation may not allow ample time for notification.

b) Within twenty-four (24) hours after the completion of unplanned maintenance activity, the Customer will be notified.

C. Service Delivery
    DoIT will help agency partners determine the services and features needed based on business needs.DoIT will deliver the requested services to the customer in a timely manner according to the following standards.

Category	Measure
Initial Ticket Response and Customer Contact	1 to 3 Business days for new service requests

V.   Support and Service Management

A. Support
    DoIT will provide support via telephone, email, or in-person according to the SLA's outlined above.

1. The DoIT Service Desk is available twenty-four (24) hours a day, seven (7) days a week, to provide Tier 1 telephone support.
2. Tier 2 support will be provided during regular business hours (8 am - 5 pm) Monday thru Friday, excluding state holidays and state closings.
3. Tier 3 support will be provided as needed to address further escalations
4. DoIT will serve as the primary support provider of the service outlined herein except when third-party vendors are employed.

B. Incident Management
    Incidents reported to the DoIT Service Desk will be triaged and managed based on priority as follows*:

Priority (P)	Description	Response Time	Resolution
P1-Critical	Interruption that makes a critical functionality inaccessible or a complete interruption that causes a severe impact on services availability. There is no possible alternative or redundancy.	2 hours	24] hours
P2	An incident that results in a partial cessation or	4 hours	2 business days

	disruption of service, administrative access issues, or loss of other essential business functions.		
P3	Disruption of service for of non-essential functionality, service questions, and administrative requests such as account creation, deletion, and changes	2 business days	5 business days
P4	Noncritical function or procedure, unusable or hard to use having an operational impact, but with no direct impact on services availability. An application or personal procedure is unusable.	1 Business Day	5 Business Days
*Note: At times, it may be necessary to contact a vendor for assistance, thereby lengthening response times.			

C. <u>Request Management</u>
Requests to move, add, or change service shall be handled as follows:

1. New Service(s)
Entities seeking to utilize the service or deploy optional services outlined herein must:
   a) Submit a request via email to doit.intake@maryland.gov explaining the business needs or challenges.
      ○ DoIT will evaluate the request to ensure that the service meets the entity's business needs.

2. Service Modifications
To increase, decrease, or alter existing service, the Customer must:
   a) Submit a ServiceNow Request to the DoIT Service Desk.
   b) DoIT will log the request and assign it to the appropriate team for fulfillment.
   c) Requests that involve increases to costs will result in billing changes to the agencies which will require a Statement of Work and fund certification to make the change.

D. <u>Outages</u>
DoIT will notify the Customer via email of any outages or service degradation resulting from maintenance, fault isolation, or other disruptions.

E. <u>Support and Service Management Exclusions:</u>
While DoIT strives to tailor support and maintenance activities to match the customer's mission, there may be limitations that hinder our ability to satisfy changing business needs. As such, support and service management activities do not include:

1. Development or management of customer applications
2. Repairs or services for the customer's third-party technologies.
3. Spearheading Customer initiatives

VI.   Costs for Service

DoIT provides this service via a shared service model, which allows the state to recognize reduced pricing based on economies of scale.

A. The Customer charges budgeted for the current fiscal year are outlined in the DoIT Shared Services Annual Invoice.
   1. The unit of measure for which charges are derived for this service derived by user, by device, and by device or application functionality. Reference the current fiscal year Rate Sheet for additional information
B. All services delivered by DoIT under this agreement are done so on a 100% reimbursable model and therefore costs will be evaluated and adjusted annually

to account for fluctuations in the number of shared services used and the underlying costs to deliver that service.

VII.   Termination of Service

This service will automatically be renewed unless the customer and DoIT mutually agree in writing to adjust or discontinue.
   A. The customer must provide ninety (90) days advance written notice to terminate services. Due to the nature of the state financial system budgeting for IT services, terminations will only be effective at the end of the fiscal year following the conclusion of the ninety (90) day notice period.

VIII.   Warranty, Limitations, and Exclusions

   A. Service beyond the scope of products and management services included in the Above description must be negotiated separately.
   B. Agencies that do not comply fully with the DoIT Enterprise Standards:
      1. Voice Services provide the fundamental ability to speak with colleagues and stakeholders through highly proven and reliable technologies. These services vary in level of complexity to meet a breadth of different needs, from basic voice telephony to robust Contact Center technologies for handling high call volumes
      2. Statewide contracts exist for agencies that require:
         a) Analog Services offer an analog Basic Line designed for that specialized monitoring, faxing or equipment support purposes.
         b) Long Distance Calling and Toll Free Services
         c) Omni-Channel Contact Center Services and IVR