

## SERVICE AGREEMENT

Between

The Maryland Department of Information Technology and

The Customer

For

Long Haul Circuits/Wide Area Network (networkMaryland)

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

### I. Service Description

networkMaryland is the State’s private high-speed network that supports public sector data transport and common service delivery. Built using a combination of State owned fiber optic cable assets and leased assets provided by commercial service providers, networkMaryland provides a cost effective solution for wide area and Internet connectivity. Additionally, networkMaryland provides the Statewide Government Intranet (SwGI) allowing agencies to host and share common applications across a trusted network. All Maryland state agencies are required by law to procure long haul circuits through networkMaryland.

#### A. Standard Service:

The following components are included with the standard service:

1. Internet. networkMaryland provides transport services to the Internet.
2. VPRN networkMaryland Virtual Private Routed Network (VPRN) services provides a private routed network allowing subscribers to provide services to multiple offices.
3. SwGI networkMaryland provides private network connectivity among Government entities and partners using the Statewide Government Intranet (SwGI). SwGI is a private, trusted network that provides a centralized resource for State entities to create and share resources such as the State financial system, WebFleet Master, Domain Name System (DNS), Motor Vehicle Administration applications and Criminal Justice Information Systems to other governmental partners.

4. Private Line services are dedicated connections across the network backbone for customers that desire dedicated bandwidth with location to location connectivity.
5. Software-Defined Wide Area Network (SD-WAN) is a virtual network architecture that enables enterprises to leverage multiple transport services—including MPLS, broadband internet, LEO (low-earth orbit), LTE/5G, and other connection types—to securely connect users to applications across distributed locations. SD-WAN uses centralized control to intelligently route traffic across the WAN based on real-time network conditions, application requirements, and business policies.

**B. Service Exclusions:**

The following elements are excluded from the standard service offering:

1. Local area network (LAN) services (please see LAN/WAN Services for this coverage)
2. Perimeter defense (please see Security Services Offerings)

**C. Optional Services**

Auxiliary services may be available upon request from the customer for 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. Consulting or Installation of Services via Agency Funded Work Orders (AWFO)

**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:

<b>DoIT Services:</b>	<ul style="list-style-type: none"> <li>● Customer to provide the appropriate connectivity from the customer LAN to the WAN service components</li> </ul>
<b>Technical:</b>	<ul style="list-style-type: none"> <li>● Coordinate access for service installation for service provider(s)</li> <li>● Provide 24 x 7 x 365 points of contact (3) and access for</li> </ul>

	coordinating outages, emergency maintenance/restoration and change management
<b>Non-Technical:</b>	<ul style="list-style-type: none"> <li>• Provide 24 x 7 x 365 points of contact (3) for coordinating outages, emergency maintenance/restoration, and change management</li> </ul>

### 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

DoIT shall be responsible for the following activities in coordination with the customer receiving DoIT enterprise managed services:

1. Incident management of network outages
2. Install all new long haul network equipment
3. Network equipment software upgrades and patching
4. Device configuration changes
5. Monitoring of network Maryland equipment

#### B. Customer Responsibilities

The customer shall be responsible for the following activities:

1. Designate a 24 x 7 x 365 point of contact for coordinating planned or emergency maintenance
2. Provide 24 hour access to facilities (after hours access will be coordinated by DoIT as required)
3. Installation, replacement or repair of structured cabling or wiring
4. Submit a Wide Area Network (WAN) network service request (NSR) through the web application or through the WAN request form via email

### IV. Service Level Agreements (SLA's)

#### A. Availability

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

Capacity	Up to 10GB* Varies by customer's location and equipment, *requests beyond 1Gbps will require special coordination and engineering
Service Hours	24 x 7 x 365
Maintenance Schedules	<ul style="list-style-type: none"> <li>Planned maintenance notices are sent 72 hours prior</li> <li>Tuesday, Thursday &amp; Sunday 12:00am – 6:00am (excluding holidays)</li> <li>Quarterly maintenance schedule</li> </ul>
Exceptions	SD-WAN service is provided on a <b>best effort basis</b> . While the solution includes intelligent path selection and failover capabilities to optimize performance across available transport connections, the service does not guarantee specific performance metrics such as speed, uptime, latency, jitter, or packet loss. Network performance is dependent on the underlying transport services (internet, broadband, cellular) which operate without performance guarantees.

## B. Maintenance

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 deliver the requested services to the customer in a timely manner according to the following standards.

Category	Measure
Service Hours	24 x 7 x 365
Availability	99.5 uptime
Outage Response Time	Less than 15 minutes following customer notification to DoIT Network Operations Center

## V. Support and Service Management

### A. Support

#### Managed Agencies

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.

#### Unmanaged Agencies

1. The NetworkMaryland Network Operations Center is available twenty-four (24) hours a day, seven (7) days a week.

### B. Incident Management

Incidents reported to the NetworkMaryland NOC will be triaged and managed based on priority as follows\*:

Priority (P)	Description	Response Time	Target Resolution
P1	Major portions of the network are inaccessible. A significant number of users are unable to work, or to perform some significant portion of their job. Critical services are affected by	Less than 15 minutes	Within 4 hours of the initial event.

	security incidents.		
P2	Portions of the network are inaccessible. Some users are unable to work, or to perform some significant portion of their job.	Less than 15 minutes	Within 4 hours after first report.
P3	Specific non-critical features are not operating as specified. Systems or users are unable to perform a small portion of their job, but are able to complete most tasks	Less than 15 minutes	Within 4 hours after the first report. If the outage is not resolved a resolution plan must be in place.
P4	Lower priority features that can be done manually are not operating as specified. Often a request for service with ample lead time.	Less than 15 minutes	Within 24 hours after the first report. If the outage is not resolved a resolution plan must be in place.
*Note: At times, it may be necessary to contact a vendor for assistance, thereby lengthening response times.			

C. Request Management

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 Network Service Request (NSR) webform <https://doitmaryland.service-now.com/networkMarylandpublic/public.do>
  - o 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 request via Network Service Request (NSR) webform <https://doitmaryland.service-now.com/networkMarylandpublic/public.do>
  - o DoIT will log the request and assign it to the appropriate team for fulfillment.

- 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. Outages

DoIT will notify the customer via email of any outages or service degradation resulting from maintenance, fault isolation, or other disruptions.

E. Support and Service Management Exclusions:

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
4. Project management

## 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 is a single line item charge covering all service and bandwidth consumed by the requesting agency. Details of these charges are provided during the annual agency review process.
  2. Reference the current fiscal year Rate Sheet for additional information for FY26 and earlier
  3. Beginning in FY27 networkMaryland rates will restructure and be broken out by delivery method. Circuits will be classified and on-net (riding state owned infrastructure and fiber), leased Enterprise, and SD-WAN and priced per megabyte. Due to the unique nature of LEO SD-WAN circuits, there will be an additional charge per site to fund bandwidth usage caps put in place by the provider.
- 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. Customer will submit a Network Service Request (NSR) via webform  
<https://doitmaryland.service-now.com/networkMarylandpublic/public.do>

## VIII. Warranty, Limitations, and Exclusions

- A. DoIT NetworkMaryland can only offer services to government agencies within the State of Maryland.