

# SERVICE AGREEMENT

Between

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

For

**End User Hardware Service (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) End User Hardware Service provides standard computing hardware equipment leveraging DoIT discount pricing. Customers subscribing to this service must also be customers of DoIT's End User Support Services. The prices for our hardware service are priced based on a 5 year refresh of all endpoints of End User Hardware Service customers. Actual hardware decisions will be made by DoIT based on the demonstrated business needs of the users.

## 2 Parties Responsibilities

### 2.1 DoIT's Responsibilities:

DoIT shall provide:

- Assistance with computer, monitor and peripheral purchases and set-up.
- Standardization of hardware to meet unique customer business requirements.
- New hardware configured to include the following software/applications when shipped. Annual licensing cost apply to items identified with an asterisk (\*). This list of standard applications are subject to change.
  - *Windows 10 Operating System With Software Assurance (SA) (\*)*
  - *Office 365 and SP3 Software Suite With SA (\*) (customer may elect to have software uninstalled during setup)*
  - *McAfee Security Suite (\*)*
  - *Tanium Endpoint Systems Management (\*)*
  - *Google Chrome*
  - *Adobe Reader*
- Hardware refreshed on a five year life cycle. Timing of hardware refresh will be at DoIT's discretion.

- Best effort support for printers to include replacing ink, troubleshooting connectivity, printing issues, and management. Agencies should ensure that a contract for maintenance is in place with a third party vendor for issues that need escalation.

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

- Scanners, cameras, credit card readers, faxes and other non-standard peripheral devices.
- Computers with requirements for non-supported operating systems, software, or configurations.
- Computers for non-state (personal) use.
- Any printer related mechanical issues not able to be resolved by DoIT staff (fusers, broken parts, etc.).

## 2.3 User Agency's Responsibilities:

User Agency shall:

- Be an enterprise customer
- Adhere to current DoIT hardware and software standards.
- Provide three points of contact (e.g. CIO, Deputy CIO, IT Director, etc.) for the agency
- Provide adequate communication of agency's requirements for hardware.
- Give at least a two week notice to ensure the timely delivery of equipment to new employees.
- Provide reasonable access for DoIT support staff to aid in installation and configuration of equipment.
- Be responsible for the leasing and/or maintenance contracts for print devices using the State-wide contract.
- Allow DoIT to review any printer quotes prior to purchase to verify they are of reasonable quality.
- Be responsible for the cost to replace any lost, stolen, or damaged equipment.

## 3 Service Level Agreements

- SLA response time and resolution details are described in the Service Catalog under End User Computing. [https://doit.maryland.gov/support/Pages/sc\\_index.aspx](https://doit.maryland.gov/support/Pages/sc_index.aspx)
- Response time and resolution targets:
  - Priority 1 (P1) response time 30 minutes, resolve time 4 hours
  - Priority 2 (P2) response time 1 hours, resolve time 2 days
  - Priority 3 (P3) response time 4 hours, resolve time 4 days
  - Priority 4 & 5 (P4/P5) response time 10 hours, resolve time 7 days
  - Service Requests response time within 1 business day, resolve time 7 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). Availability prior to 8AM and after 5PM must be coordinated and scheduled with Agency's lead technician.

## 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.