

SERVICE AGREEMENT

Between

The Maryland Department of Information Technology and
User Agency

For

Geographic Information Systems (GIS) Software 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) provides access Geographic Information Systems (GIS) online, desktop and server licenses. Spatial solutions developed with GIS licenses provide customers with the ability to capture, manage, analyze and display all forms of geographically referenced data. DoIT assists with procuring and enabling access to the GIS license products, specifically ESRI. To get the most out of your licenses, we recommend pairing your license purchase with the Geographic Information Systems (GIS) Services - Shared Services or customize your experience with Geographic Information Systems (GIS) Services - Professional Services.

These include:

- Online Software
 - Cloud-based mapping platform accessed through your web browser
 - Easy access to GIS toolsets and resources for mapping and analysis
 - Collaborate with other online users for data and map sharing
 - Quickly deploy apps to executives, field workers, and customers
 - Update maps through third party apps such as Google Sheets and Microsoft Excel integration
 - Integrated user and group based security (excludes PII or PHI)
 - Access to create GIS-based open data pages and initiatives
- Desktop Software
 - Access comprehensive toolsets to turn data into valuable information
 - Create and edit data in both 2D and 3D environments
 - Automate spatial analysis tasks and workflows
 - Expand the capabilities of your online software instance
- Server Software
 - Author and publish geospatial data services to the web
 - Manage geospatial data across your entire organization
 - Administer data through a secure GIS content management system
 - Perform server-based analysis of big data

2 Parties Responsibilities

2.1 DoIT's Responsibilities:

DoIT shall provide:

- License creation and distribution
- Credit allocation for online licenses
- Password resets
- Tier 1, 2 & 3 troubleshooting support
- Software Downloads
- Software / License Installation (See Service Catalog listing for End User Support Services)
- Software / Hardware Configuration (See Service Catalog listing for End User Support Services)

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

- Firewall connectivity to access concurrent use license manager
- Technical Consulting Services or Training
- Recovery / Restoration of deleted items for online accounts (This is a limitation of the vendor platform.)

2.3 User Agency's Responsibilities:

User Agency shall:

- An annual needs assessment and submission of licensing request
- Minimum hardware specifications for use of all software
- Self-monitor credit usage for online accounts
- Control sharing of data/maps/apps for online platform usage
- Provide three (3) customer contacts to be used as contacts for this service.

3 Service Level Agreements

- Support Hours: 8AM - 5PM Monday - Friday
- Uptime: 99.9%
- Priority 1 (P1) - response time 30 minutes, resolve time 2 hours
- Priority 2 (P2) - response time 2 hours, resolve time 1 days
- Priority 3 (P3) - response time 2 hours, resolve time 2 days
- Priority 4/5 (P4/P5) - response time 2 hours, resolve time 5 days
- Note: At times, it may be necessary to contact vendors for assistance, thereby lengthening response times.
- Capacity: N/A.

4 Maintenance Schedules

- Monthly maintenance will be performed on the third Tuesday, Wednesday, and Thursday, from 7:00PM – 11:00PM, except during State Emergency Operations Center (SEOC) activations.
- DoIT will provide notice to the User Agency at least 3 days in advance of any planned maintenance. This includes: DoIT hosted systems that provide accessibility to software licenses. This does not include: Online Software systems through third party vendors

5 Support and Service Outages

DoIT will post notices via social media (Twitter @MDiMAP) regarding intermittent service or disruption in service.

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.