

SERVICE AGREEMENT

Between

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

For

Financial Management Information System (FMIS)

(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

Maryland Department of Information Technology (DoIT) offers the Financial Management Information System (FMIS) as the official finance system for the State of Maryland. FMIS is comprised of accounting, purchasing and inventory and reporting applications. These services include but are not limited to:

1.1 Relational Standard Accounting and Reporting System (R*STARS)

- Controls appropriations, disbursements and receipts of state funds and provides a full range of business processing, accounting and reporting capabilities, including:
 - Budgeting
 - Fixed Asset Accounting
 - Cost Allocation
 - Document Tracking
 - General Ledger Accounting
 - Revenue Expenditure Accounting
 - Project and Grant Accounting
 - 1099 Processing
 - Federal and State Liability Offset
 - Payment Processing

1.2 Advanced Purchasing Inventory Control System (ADPICS)

- Automates activities related to procurement, receiving, payables and inventory functions
- Provides a comprehensive set of reports and online inquiries
- Reports include procurement, payable and inventory reports
- Provides additional features including:
 - Requisitions
 - Purchase Orders
 - Invoicing/Vouchering

- Interagency payments
- Receiving
- Inventory functions
- Online inquiries

1.3 FOCUS/ADHOC

- Provides end user access to ADPICS and R*STARS data from a single mainframe repository site
- Enhances the end user's capabilities by adding another level of information retrieval to standard reports
- View the data from R*STARS and ADPICS systems in one FOCUS session
- ADHOC reporting offers comprehensive selection of standardized, menu drive reports to choose from

1.4 ANSWERS

- Web-based reporting application that provides ADPICS reports including:
- Minority Business Enterprise (MBE)
- Small Business Reserve (SBR)
- Year End Closing (YEC)
- Blanket Purchase Orders (BPOs)

2 Parties Responsibilities

2.1 DoIT's Responsibilities:

DoIT shall provide:

- Statewide application support
- Nightly R*STARS batch processing support/maintenance
- Agency interface process support
- FMIS printing support
- Existing custom ADHoc reports that can be easily modified to address agency's needs
- Statewide cyclical training provided at the DoIT training facility in Crownsville, MD
- Application modifications as approved by GAD or control agency (DGS, DBM, GOMA)

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

- Individual agency on-site training
- Individual agency programming or agency procurement or fiscal responsibility
- Application customization specific to an agency
- WEBFocus Support

2.3 User Agency's Responsibilities:

User Agency shall provide:

- Provide, or use DoIT-provided, Mainframe 3270 emulator software that is capable of accessing the Annapolis Data Center
- Require agency users to provide FMIS document number and if applicable, a screenshot, to the DoIT Service Desk in the event of an issue.
- Obtain ACF2 login ID for user access to the Annapolis Data Center Mainframe
- Use the online FMIS Security Form to request access to specific FMIS applications (i.e. R*STARS, ADPICS, FOCUS, etc.), agency must approve form prior to submission as noted in FMIS Security Form instructions.

3 Service Level Agreements

- Uptime: 99.9%
- Response time and resolution targets:
 - Priority 1 (P1) response time 30 minutes, resolve time 2 hours
 - Priority 2 – 5 (P2 – P5) response time 2 hours, resolve time 2 days
 - Note: At times, it may be necessary to contact a vendor for assistance, thereby lengthening response times.

4 Maintenance Schedules

The Annapolis Data Center will perform maintenance on Sundays. DoIT will provide notice to the User Agency at least 5 days in advance of any planned maintenance.

5 Support and Service Outages

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

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.