SERVICE AGREEMENT

Between
The Maryland Department of Information Technology and
User Agency
For
Geographic Information Systems (GIS) Shared Services (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) offers the enterprise Geographic Information Systems (GIS) program, MD iMAP. MD iMAP is a cost-effective, reliable GIS services and support program whether you are just starting out or looking to get more out of your current GIS implementation. Customers are provided access to GIS data and web services, GIS training and GIS hosting and staff with decades of dedicated knowledge and experience in the field of GIS.

These include:

- Access to a secure server environment with the latest version installations of the GIS software
- Geospatial mapping application hosting on secure servers
- Access to test, staging and developer server environments for GIS application development
- Access to search and download from a central repository of geospatial data
- Access to explore, consume and download current and archival 6 inch resolution statewide imagery
- Access to explore, consume and download current statewide Light Detection and Ranging (LiDAR)
- Automated environment deployment for mapping applications
- Geospatial data services monitoring to ensure high availability
- Access to the latest GIS server software capabilities and functionality
- Online, self-paced and virtual, instructor-led training courses on a variety of GIS topics
- Access to online GIS training from industry vendors
- Statewide address look-up, for desktop and web app integration, using local, authoritative sources
- Marketing and promotion of production GIS applications

2   Parties Responsibilities

2.1   DoIT's Responsibilities:
DoIT shall provide:

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Page **1** of **3**

- Platform Administration
- 24/7/365 monitoring of enterprise platform
- Tier 1, 2 and 3 support via dedicated DoIT technical staff
- Publishing, download of and connectivity to GIS data and web services

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

- License creation and distribution (see Service Catalog - GIS Services - License Services for details)
- Data clean-up, preparation or maintenance
- Support of data and web service users through Computer Aided Design and Drafting (CADD) and Google products
- Custom development
- Non-standard plug-ins and add-ons
- Configuration and support of customer desktops
- Ad-hoc training
- Onsite training at customer location
- Customer support outside of SLA support hour

2.3   User Agency's Responsibilities:

User Agency shall provide:

- Source data clean-up, preparation and maintenance
- Source data maintenance and updates at established update frequencies
- Complete data attribution and metadata
- Data store and data spend management
- Registration for training courses
- Notify DoIT of any requirements to store sensitive, Personally Identifiable Information (PII), HIPAA compliance, section 508, and agree to and adhere to DoIT's IT security policies
- Report any request for service to the DoIT Service Desk
- 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%
- Response time and resolution targets:
  - Priority 1 (P1) response time 30 minutes, resolve time 2 hours
  - Priority 2 (P2) response time 2 hours, resolve time 1 day
  - Priority 3 (P3) response time 2 hours, resolve time 2 days
  - Priority 4/5 (P4/P5) response time 2 hours, resolve time 5 days

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Page **2** of **3**

o   Note: At times, it may be necessary to contact a vendor for assistance, thereby lengthening response times.

4   Maintenance Schedules

Monthly maintenance is 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 5 days in advance of any planned maintenance

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.

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Page **3** of **3**