Maryland
DEPARTMENT OF
INFORMATION TECHNOLOGY

Larry Hogan | Governor
Boyd K. Rutherford | Lt. Governor
Michael G. Leahy | Secretary
Lance Schine | Deputy Secretary

SERVICE AGREEMENT

Between
The Maryland Department of Information Technology and
User Agency
For
Local Network/Wide Area Network (LAN/WAN) 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 Department of Information Technology (DoIT) Enterprise Local Area Network (LAN) service provides a managed LAN infrastructure within a state agency building or campus environment.

Services offered but not limited to:

- Equipment installation, monitoring, upgrades, administration, and support of network infrastructure in an agency
- Bandwidth analysis
- IP address management
- Monitoring and support of customer premise networking equipment
- Configuration, local network segmentation (VLANs) and routing
- Site assessments and surveys of Network Infrastructure
- IOS of updates, releases, patches and fixes.
- Network Service Request (NSR) consulting and support
- networkMaryland™ circuit turn up
- Network planning, design and audit support
- End of life (EOL) equipment refresh
- NOTE: Customer-specific deviations from these commitments and responsibilities will be specified by a separate SOW.

2   Parties Responsibilities

2.1   DoIT's Responsibilities:
DoIT shall provide:

- Planning and design. NOTE: If a substantial engineering effort is required, the requesting agency may be required to fund all or portion of the engineered solution.
- Gigabit LAN
- Network Segmentation (VLAN)

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- Power over Ethernet (PoE+)
- Power protection - surge protection included, however, UPS backup batteries additional
- 24/7 device monitoring
- Advanced traffic analysis
- Configuration management and backup
- Audit support
- Firmware updates and patches
- Wireless Access Points deployment and configuration.

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

- Fiber repair and fiber splicing
- Fiber location services
- Structured cabling installation
- Firewalls
- Wireless Bridge / Microwave Connectivity
- Unmanaged Network Devices (hubs / splitters / media converters)
- UPS Battery Backup
- Cellular hotspots/MiFi devices

2.3   User Agency's Responsibilities:

User Agency shall:

- Subscribe to networkMaryland™
- Be SWGI IP Address Compliant or LAN Equipment.
- Migrate all data from the agency's existing monitoring tool into DoIT's network monitoring and performance tool
- Document baseline of network configurations, performance and capacity requirements and validate existing configurations
- Identify and validate all in-scope network components able to be properly monitored and managed by DoIT LAN Services.
- Provide network documentation and diagram(s) of IT infrastructure
- Coordinate physical access to agency site(s) for service installations
- Provide 24x7x365 points of contact (POCs) and physical access for coordinating outages, emergency response, maintenance, restoration and change management
- Have minimal existing Cat5 cabling
- Have standard power outlets and sufficient rack or cabinet space
- Identify end of life / end of support LAN equipment and develop a remediation plan. Equipment upgrades for more than 1/5 (20%) of the LAN equipment in any single fiscal year, will be the subscribing agency responsibility. DoIT will share results of the initial discovery after assessment is performed.

- Designate points of contact and hours of availability for coordinating outages, emergency response, maintenance, restoration and change management
- Be responsible for all costs associated with the replacement, repair, or installation of structured cabling or wiring
- Be responsible for equipment upgrades necessary for more than 1/5 of the LAN equipment, the subscribing agency will be responsible for the difference in any single fiscal year.
- Review and abide by instructions for ordering services. This information can be found at: https://doit.maryland.gov/support/Pages/networkMaryland.aspx
- Review and abide by instructions for ordering consulting services. This information can be found at: https://doit.maryland.gov/support/Pages/networkMaryland.aspx
- Fund any additional equipment requests over and above the 1/5 (20%) replacement of end of life hardware for new requirements.

3   Service Level Agreements

- Support Hours: 7AM - 9PM Monday - Friday
- Uptime: 99.9%
  - Uptime does not include change management, 3rd party outages, and maintenance
- Response time:
  - Priority 1 (P1) - response time 4 hours
  - Priority 2 (P2) - response time 1 day
  - Priority 3 - 5 (P3-P5) - If a remote site, staffed part-time and/or degradation of service - best effort response
  - Note: At times, it may be necessary to contact a vendor for assistance, thereby lengthening response times. Infrastructure that supports critical State business processes, and that is directly operated and maintained by the Networks Division, will experience no substantial disruptions during regular business hours with the exception of scheduled maintenance, change management and 3rd party outages
- LAN Services Target Delivery:
  - Equipment installation and moves when new cabling is not required: 5 to 10 Days
  - Bandwidth analysis if engineering or Netflow is NOT required: 3 to 9 Days
  - IP Address management if engineering is NOT required: 3 to 6 Days
  - Configuration/VLAN changes if engineering is NOT required: 3 to 14 Days
  - Site assessments and surveys if engineering is NOT required: 5 to 15 Days
  - Network Service Requests Consulting and support if engineering is NOT required: 5 to 10 Days
  - Customer circuit turn up if engineering is NOT required: 5 to 12 Days
  - NOTE: Due to many variables and complexities in the process, ALL time frames should be viewed as averages and targets, not commitment dates. Cabling installation performed by others. If engineering, procurement (PORFP and/or TORFP) or change control is required, additional time may be needed to delivery service. Service delivery targets begin, once all prerequisites for service have been met

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4   Maintenance Schedules

DoIT will provide notice to the User Agency at least 5 days in advance of any planned maintenance. DoIT and 3rd party maintenance windows and service specific changes may be coordinated with customers at non-standard times.   Our maintenance window normally is Wednesday and Friday from 6:00 pm to 11:59 pm.

5   Support and Service Outages

Normal hours of operation for DoIT technical support staff are 7AM – 5PM Monday - Friday (excluding holidays).

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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