

SERVICE LEVEL AGREEMENT

Between

The Department of Information Technology and

Subscribing Entity

for

Subscriber Radio Services

This Service Level Agreement forms a part of the Memorandum of Understanding between the New Mexico Department of Information Technology (“DoIT”) and user agency (“Customer”).

1 Services Overview

The Department of Information Technology (DoIT) maintains and operates the State’s Public Safety Radio Communication network. The primary purpose of this network is to provide interoperable radio communications for state and participating local, tribal, and federal agencies. This system provides contemporary features and enhanced coverage to subscribers via a suite of systems and services including our newest platform, the New Mexico Digital Trunked Radio System (DTRS). DoIT provides Radio Communications Services in accordance with the DoIT Act (Chapter 9, Article 27 NMSA 1978).

1.1 Specific Services

DoIT shall provide all aspects of radio communication service for the subscriber agency

- All equipment required, which normally includes portable or mobile radio, radio accessories and antennas.
 - Equipment may vary based on subscriber needs.
 - DoIT shall work with the Customer to determine and recommend appropriate equipment.
- Installation
- Programming
- Repair and preventative maintenance
- Replacement of obsolete equipment; equipment is considered obsolete when it can no longer be repaired or maintained due to end of support from the equipment

- Subscriber assistance and technical support
- End-user training
- Optional dispatch services provided by the DoIT Dispatch Center. Such services normally include unit tracking, event logging and access to National Crime Information Center data. Services may be customized for subscriber agency.

2 Parties Responsibilities

2.1 DoIT's Responsibilities:

DoIT shall provide:

- Consultation and assistance in preparation for service deployment
- Service provisioning and implementation
- All hardware and equipment required for provisioning
- Programming, support, and maintenance of DoIT provided equipment as required
- Monthly agency billing

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

- Damage to equipment due to misuse, physical abuse, loss, or theft
- Accessories and devices purchased by the subscriber agency or end user.

2.3 User Agency Responsibilities

User agency shall:

- Notify DoIT immediately upon loss or theft of DoIT provided equipment by contacting DoIT help desk at 505-827-2121 or Enterprisesupportdesk@doit.nm.gov and completing an incident form
 - State IT Asset Incident Form is available on the DoIT Website [HERE](#)
- Reimburse DoIT for the cost of lost or stolen equipment at the actual replacement cost at the time of loss
- Not allow unauthorized or non-agency personnel to operate DoIT provided equipment
- Only utilize DoIT provided equipment for official state agency business
- Notify DoIT upon failure or malfunction of DoIT provided equipment.
 - Contact the DoIT Dispatch Center at 505-827-9377 to report the issue and schedule service.

- Make equipment available for the purpose of maintenance or repair as requested by DoIT
- Not remove or relocate any DoIT provided and installed equipment from any vehicle or facility without written permission from DoIT
- Not dispose of any DoIT provided equipment.
- Disposal of any DoIT provided equipment by subscriber agency constitutes a loss and is subject to cost reimbursement to DoIT.

User agency shall not be responsible for:

- Repair of equipment due to failure resulting from normal use or operation

3 Service Level Agreements

Service call requests: 24 hours, 7 days / week, 365 days per year

Physical Support Hours: 7:00 AM – 4:00 PM Monday - Friday unless otherwise scheduled in advance

Physical Support Locations:

Santa Fe: 4491 Cerillos Road

Albuquerque: 7400 E Pan American Freeway

Roswell: 205 East Country Club Road

Las Vegas: 28 Bibb Industrial Drive

Las Cruces: 750-B N. Solano Drive

Response time and resolution targets:

- Creation of incident report: immediately upon contacting telephone support
- Technician first contact callback:
 - Within two (2) hours Monday – Friday between 7:00 AM – 4:00 PM
 - Next business day before 10:00 AM if issue is reported outside of regular hours
- Problem resolution:
 - Within two (2) days unless otherwise scheduled between end user and technician
- Service Changes:

User agency may contact DoIT to schedule removal, installation, or relocation of DoIT provided equipment. These services will be scheduled at the first available opportunity that suits both DoIT and the user agency.

4 Maintenance Schedules

DoIT shall notify the user agency or equipment end user when DoIT determines equipment maintenance is required. Generally, maintenance is necessary once per year or as recommended by the equipment manufacturer. DoIT utilizes an automated monitoring system in some cases to determine the operational state of devices. In these cases, devices are recalled for maintenance only when required.

- DoIT shall provide at least five business days' notice for maintenance appointments and will work with the subscriber agency to accommodate the end user's schedule whenever possible.

5 Support and Service Outages

User agencies and end users shall call the DoIT Dispatch Center (505-827-9377) to open a ticket and request service. Users may call 505-827-8377 during or outside business hours.

6 Costs for Services

The user agency shall pay a monthly fee for DoIT provided equipment in accordance with the current service rate schedule [FY21-FY24 Service Catalog and Rates Guide](#).

- Fees are assessed monthly in accordance with the rate schedule.

7 Termination of Services

- User agency shall contact DoIT to terminate service and provide a written request. DoIT requires a minimum 30-day notice for service cancellation. Termination requests may be sent to the Public Safety Network Operations Center at psnoc@doit.nm.gov
- All DoIT provided hardware must be returned prior to termination of service.
- DoIT shall remove any DoIT provided equipment from vehicles or facilities upon termination of service.