

SERVICE AGREEMENT

Between

The Department of Information Technology and

User Agency

For

E-Signature

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

1 Services Covered

DoIT provides *DocuSign* E-Signature services to User Agencies. The service is an enterprise solution for routing documents to obtain digital signatures. There are two tracks for service:

1. Agency Managed Service

User Agencies with in-house information technology staff capable of administering a web-based solution. After receiving training from DoIT, User Agencies should support themselves within E-Signature such as adding users, resolving basic issues, configuring basic billing reports, and managing their accounts with minimal involvement from DoIT.

2. DoIT Managed Service

User Agencies without in-house information technology staff will receive support from DoIT, to include first and second-tier support and billing administration and training on the use of E-Signature.

	DoIT Managed Service	Agency Managed Service
First-Tier Helpdesk Support	x	-
Administrator, SME Support	x	-
Final Escalation Support	x	x

2 Parties Responsibilities

2.1 DoIT's Responsibilities:

DoIT shall:

- Deploy E-Signature to User Agency
- Provide E-Signature QuickStart Training
- Provide E-Signature administrator training for non-DoIT supported agencies
- Provide Customer Support: First-tier for DoIT supported agencies, and as final escalation for non-DoIT supported agencies

2.2 DoIT E-Signature Service team shall not be responsible for the following under this Service Agreement:

- Network connectivity and performance
- Device performance

2.3 User Agency's Responsibilities:

User Agency responsibilities and requirements in support of this Agreement include:

- Submitting a EasyVista Help Desk ticket to Enterprisesupportdesk@doit.nm.gov for E-Signature (*DocuSign*) service.
 - Naming an agency point of contact and their backup. Both individuals should have reasonable availability when working with DoIT to resolve a service-related incident or request.
- Monthly payment for E-Signature envelope consumption, as agreed
- Non-DoIT supported User Agencies will work with DoIT billing to ensure a monthly report from their environment is scheduled for monthly delivery to DoIT.

3 Service Level Agreements

In support of services outlined in this Agreement, DoIT will respond to service-related incidents and requests submitted by the User Agency within the following time frames:

- 0-8 hours (during business hours) for issues classified as **High** priority
- Within 48 hours for issues classified as **Medium** priority
- Within five working days for issues classified as **Low** priority
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4 Maintenance Schedules

There are no expected or recurring maintenance schedules or windows for this service.

5 Support and Service Outages

Service is available to User Agencies 24 x 7 x 365. Coverage parameters specific to the service covered in this Agreement are as follows:

- Telephone support: 9:00 A.M. to 5:00 P.M. Monday – Friday
- Email support: Monitored 9:00 A.M. to 5:00 P.M. Monday – Friday

Contact the Enterprise Support Desk at (505) 827-2121 or email EnterpriseSupportDesk@doit.nm.gov

6 Costs for Services

The charge is \$3.00 per envelope and billed monthly.

Charges for the E-Signature service will be rolled into your regular monthly billing. The rate per envelope is determined through the DoIT Rate Development process and may change yearly. The email address of the sender will determine charges to agencies. The Billing Code assigned to the sender is the billing code charged for that envelope.

E-Signature charges by envelope **SENT**, regardless of whether the envelope is voided, or documents remain unsigned. These charges will be billed to the User Agency.

7 Termination of Services

Termination Notice: User Agencies must provide a 30-day notice of cancellation in writing through an EasyVista ticket through Enterprisesupportdesk@doit.nm.gov

CUSTOMER AGREEMENT ACCEPTANCE

I agree and enter the "Service Level Agreement" as outlined above for the E-Signature service and hereby confirm my agency is a (please check appropriately):

Agency Managed Service

Agency Name:

DoIT Managed Service

Agency Point of Contact (POC):

Agency POC Backup:

Admin (if Agency Managed)

Backup Admin (if Agency Managed)

Customer agrees and understands a 30-day notice of cancellation must be received in writing through an EasyVista ticket per user agency.

The customer agrees and understands rates are subject to change, pending rate committee approval. Customer understands it will receive a monthly invoice to pay for the E-Signature service every month during the fiscal year.

By: _____

Date: _____

Agency Head or Designee

Approved for legal sufficiency:

By: _____

Date: _____

General Counsel

Approved for financial sufficiency:

By: _____

Date: _____

Chief Financial Officer