2019-2021 Enterprise Technology Services

Item	Billable Unit per Month	Rate	General Service Description
IT Support Services			
X86 Server			
Appliance Hosting Services	Physical Appliance	$49.88	Appliance Hosting Services: Ongoing oversight of the operation of non-standard physical assets owned by others including coordination of subcontract for services such as specialized space, network connectivity, operator services, and Technologist services.
Server Instance	Server Instance	$196.34	Virtual appliances will be assessed CPU, RAM and Storage only.
System CPU Resource Allocation	Server Core	$15.00	The x86 server environment represents the Windows/Linux computer processing servers. The systems can be standalone or in a shared environment.
System Memory Resource Allocation	GB Server Memory	$4.27	The x86 server rates for local and remote environments and by physical and virtual servers have been blended into one server instance rate. The definition of remote is any server under ETS's responsibility that is physically not in ETS managed Data Center floor space.
Server Clustering Services	Server	$37.50	-If the host (a server running VMWare) is local, then the charges for the host's dedicated operating system go to overhead, while the customer gets billed for the virtual operating system (guest), virtual CPUs, virtual RAM and storage.
MS SQL Maintenance	Server Core,SQL	$71.92	-If the host (a server running VMWare) is remote, then the charges for the host's CPU and RAM, go to the customer, along with a charge for each virtual operating system (guest) and allocated storage.
Midrange			
Virtual Operating System Service, iSeries	iSeries Instance	$2,957.72	Midrange Systems are systems that run in the UNIX ("AIX") or IBM System i ("iSeries") environment. Rates in Midrange Systems include those for hosted computing as well as for specific services including managed database environments, web application servers, and SFTP services.
Virtual Operating System Service, UNIX/Linux	UNIX/Linux Instance	$528.89	
System CPU Resource Allocation	Server Core	$222.32	
System Memory Resource Allocation	GB Server Memory	$59.08	
DBMS Service, DB2 on UNIX	DB2 Server Core	$1,187.01	
DBMS Service, Oracle on UNIX	Oracle Server Core = 2 vCPU	$1,143.74	The Application Server Service rate includes CPU and RAM
Application Server Service	MB Transferred, Web	$0.07	
Secure File Transfer Service, UNIX	Allocated SFT GB	$0.77	
Mainframe			
Batch Processing	CPU Minute	$23.85	The Mainframe system collects computer processing data every time a user logs into the computer, executes a job, runs reports, or does queries with online files. Usage information is assigned to an agency based on where the usage information resides, application name, or user name. The unit of measure for mainframe computing is the Computer Processing Unit (CPU) minute, usage data is reported daily.
CICS Processing	CPU Minute	$31.02	
DB2 Processing	CPU Minute	$38.86	
TSO Processing	CPU Minute	$23.85	
zVM Guest Instance (Not a current service offering)	zVM Guest Instance	$749.03	
Data Storage			
Enterprise Storage	Allocated Enterprise Storage GB	$0.04	Tier 1, 2, & 3 storage has been blended into one Enterprise Storage rate due to increased usage of auto-tiering to manage the environment.
Enterprise Storage, Mainframe	Actual Mainframe Storage GB p/day	$0.04	NAS (File Server Service) will be billed at the Enterprise Storage rate.
Backup Services	Backup GB	$0.005	
Colocation			
Colocation Service	Rack	$880.36	
Enterprise Email			
Office 365 Services	User Object	$3.24	
Mail Hub Service	Email Address per User Object	$1.94	
Data Network Services			
LAN Services	12 Port Switch	$47.93	Local Area Network (LAN) charges are based on the total number of ports among all ETS managed switches assigned to the agency (ports in use and disabled). LAN services include the purchase, administration and management of the hardware and IP address management within the Local Area Network. This provides network connectivity within the office, between the point of demarcation at the agency site to desktops, printers and other computing devices. This service does not include cabling.
Wireless Services	Device	$22.47	
Special Fiberstrand (Not a current service offering)	Strand	$202.26	Wireless Services are charged based on the total number of Wireless Access Points (WAPs) assigned to an agency within a Local Area Network (LAN). Wireless Services include the purchase, administration and management of the hardware and IP address management.
Pass-Through Charges			
Charges on Pass-Through Costs (Voice passthrough services expire July 2020)		Dollar-for-dollar	**Network Pass-Through:** Network connectivity charges, includes transport costs, taxes, interlata charges, installation and domain registrations. These are charged by the telecommunications vendors and passed on to the customer. A five (5) percent charge is added on to cover managing network telecommunications service contracts, attorney general fees associated with these contracts, and personal services to provision the services. **Voice Pass-Through Charges:** This rate is passed through dollar-for-dollar by the vendor on services ordered by the agency. Expenses include long distance, TSOs, 800 numbers, repair tickets, and directory listings. **Computer Services:** dollar for dollar pass-through cost for software, hardware, and professional services. **Disaster Recovery:** Services obtained through a Vendor Managed Service Contract intended for disaster recovery and business continuity.
IT Professional Services			
Billable Hours			
IT Professional Services	Hour	$135.05	**IT Professional Services include:** 1. Consulting services specific to customer requests that are beyond the service expectations incorporated in the rate for that service 2. Modifying, enhancing or terminating a customer's existing service instance 3. Service Set-up 4. User Support, Mainframe
Assessment			
Costs			
Administrative Support Costs			Includes Administrative costs for the following programs: Asset Management, Building Maintenance, Business Relationship, Disaster Recovery, Project & Process, Service Operations, Production Control and ETS Administration.
Services			
Wireless Point to Point			Network LAN
Consumer Wireless			Network WAN
State Network Access			Network WAN
System Monitoring - Internal Resource Facing Only			Service provided by Production Control