

Arizona Department of Administration

Information Services Division

FY 10 Service Rates

01/21/2010

			Prior Rate	% Change	Last Rate Sheet Change
	Billing Unit	FY10			
37140 Project Management Office (PMO)					
1411 Project Management Support	Hour	\$95.00			
37320 Mainframe Processing					
24/7:					
3207 Time Sharing Option (TSO)	CPU Hour	\$99.00	\$ 108.00	-8%	12/11/2009
Prime:					
3210 Customer Info Control System (CICS) Proc.	CPU Hour	\$99.00	\$ 108.00	-8%	12/11/2009
3211 Batch	CPU Hour	\$99.00	\$ 108.00	-8%	12/11/2009
3212 Information Management System (IMS)	CPU Hour	\$99.00	\$ 108.00	-8%	12/11/2009
3214 Datacom	CPU Hour	\$99.00	\$ 108.00	-8%	12/11/2009
3215 Datacom Multi User Facility (MUF) Query	CPU Hour	\$99.00	\$ 108.00	-8%	12/11/2009
3216 ADABAS	CPU Hour	\$99.00	\$ 108.00	-8%	12/11/2009
3217 Open Database Connectivity (ODBC)	CPU Hour	\$99.00	\$ 108.00	-8%	12/11/2009
3218 DB/2	CPU Hour	\$99.00	\$ 108.00	-8%	12/11/2009
Non-Prime:					
3220 Customer Info Control System (CICS) Proc.	CPU Hour	\$49.50	\$ 54.00	-8%	12/11/2009
3221 Batch	CPU Hour	\$49.50	\$ 54.00	-8%	12/11/2009
3222 Information Management System (IMS)	CPU Hour	\$49.50	\$ 54.00	-8%	12/11/2009
3224 Datacom	CPU Hour	\$49.50	\$ 54.00	-8%	12/11/2009
3225 Datacom Multi User Facility (MUF) Query	CPU Hour	\$49.50	\$ 54.00	-8%	12/11/2009
3226 ADABAS	CPU Hour	\$49.50	\$ 54.00	-8%	12/11/2009
3227 Open Database Connectivity (ODBC)	CPU Hour	\$49.50	\$ 54.00	-8%	12/11/2009
3228 DB/2	CPU Hour	\$49.50	\$ 54.00	-8%	12/11/2009
37330 Technical Support					
3311 Technician Services	Hour	\$95.00			
37340 Disk Storage					
Mainframe:					
3411 Tier 1 - Standard	Track/Month	\$0.00120	\$0.00140	-14%	12/11/2009
3415 Tier 1 - Private (Reserved) Volumes	Track/Month	\$0.00120	\$0.00140	-14%	12/11/2009
3421 Tier 2 Standard	Track/Month	\$0.00060	\$0.00070	-14%	12/11/2009
3425 Tier 2 - Private (Reserved) Volumes	Track/Month	\$0.00060	\$0.00070	-14%	12/11/2009
Open Systems:					
3431 Tier 1 - Standard	gb/Month	\$0.60333	\$0.70400	-14%	1/21/2010
3441 Tier 2 - Standard	gb/Month	\$0.17311	\$0.20200	-14%	1/21/2010
37350 Tape Storage					
Mainframe:					
3511 Data Stored	mb/Month	\$0.00040	\$0.00060	-33%	12/11/2009
3521 Physical Tape Surcharge	Tape/Month	\$1.00	\$ 0.50	100%	7/1/2006
3525 Physical Tape not in Tape Management System (TMS)	Tape/Month	\$1.00			
3531 Tape Mounts	Mount	\$2.00			
3541 Migrated Data	mb/Month	\$0.00833			
Open Systems:					
3561 Automated Tape Library (ATL) Storage	mb/Month	\$0.00020	\$0.00030	-33%	1/21/2010
Other:					
3591 Tape Vault Storage (1" X 4 3/8" slot)	Slot/Month	\$0.09	\$ 0.50	-82%	2/12/2009
3592 Tape Vault Handling	Instance	\$0.15			New
37360 Printing					
3611 Page	Page	\$0.10	\$ 0.05	100%	7/1/2006
3621 Impact (Line)	1,000 Lines	\$2.75	\$ 1.10	150%	7/1/2007
37520 Desktop Support					
5211 PC/Laptop Support	Device/Month	\$30.00			
5221 Printer Support	Device/Month	\$50.00			
5231 Desktop Technician	Hour	\$85.00			
5241 Encryption Setup	Instance	\$318.75			New
5243 Encryption License	Device/Month	\$33.00			New
Virtual Desk					
		Pending			New
37540 Application Development (SDLC)					
5411 Programming Services	Hour	\$95.00			
5413 Analysis Services	Hour	\$95.00			
5415 Technical Services	Hour	\$95.00			
37550 Application Support					
Programming:					
5511 Programming Services	Hour	\$95.00			
5513 Analysis Services	Hour	\$95.00			
5515 Technical Services	Hour	\$95.00			
E-Mail:					
5523 E-mail - Enterprise (Exchange)	User/Month	\$5.00	\$ 15.00	-67%	12/1/2009
5524 Enterprise (Exchange) (Additional Space over 1gb)	gb/Month	\$3.00			New
5525 Message Transfer Agent (E-mail Relay per Application)	Application/Month	\$12.00			

Note: 1024 MB equals 1 GB and 1024 GB equals 1 TB.

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			Prior Rate	% change	Last rate Sheet Change
	Billing Unit	FY10			
37550 Application Support - (Continued)					
Web Page Hosting:					
5531	Shared Basic Environment	10MB/Website/Month	\$10.00		
5533	Shared Premium Environment	Website/Month	\$425.00		
5536	Basic Virtual Dedicated Environment	Server/Month	\$466.00		
5538	MS SQL 2005 Database - Shared Environment (1GB)	GB DB/Month	\$275.00		New
5539	MS SQL 2005 Database - Shared Environment (100MB)	MB DB/Month	\$30.00		
5540	SQL 2005 Database for Web Hosting (ERMA Only)	Database Record	\$0.003		New
Secure Sockets Layer (SSL) Certificate:					
5541	Verisign	Website/Year	\$400.00		
5543	GoDaddy - New	Website/Year	\$30.00		
5545	GoDaddy - Renewal	Website/Year	\$20.00		
Domain Name Services (DNS):					
5551	Domain Name Registration for .gov domain	Website/Year	\$125.00		
5553	Domain Name Service parking	Website/Year	\$20.00		
Clarity User Account (single user):					
5571	Clarity Enterprise Visibility Option User Account	Account/Month	\$5.00	\$ 30.00	-83% 9/1/2009
5573	Clarity Team Member User Account	Account/Month	\$42.00	\$ 145.00	-71% 9/1/2009
5575	Clarity Manager User Account	Account/Month	\$175.00	\$ 195.00	-10% 9/1/2009
Imaging/Document Mgmt. Services					
Other:					
5591	Payment Portal Processing Fee	Transaction	\$0.18		
5593	Blackberry Enterprise Server (BES)	User/Month	\$15.00		New
5595	Subscription Email Service (SES) - (1-5,000 subscribers)	Account/Month	\$31.00		New
5596	Subscription Email Service (SES) - (5,000-60,000 subscribers)	Account/Month	\$112.00		New
37570 Server Support					
5715	PLATINUM Support (Includes GOLD Support)	Device/Month	\$702.00		New
5713	GOLD Support (Includes SILVER Support)	Device/Month	\$314.00	\$ 435.00	-28% 7/1/2006
5711	SILVER Support	Device/Month	\$202.00	\$ 255.00	-21% 7/1/2009
5751	BRONZE Virtual CPU (Hosting)	CPU/Month	\$45.00	\$ 83.00	-46% 7/14/2009
5753	BRONZE Virtual RAM (Hosting)	512Mb/Month	\$25.00	\$ 41.50	-40% 7/14/2009
5731	COPPER Hosting Shared Rack Space	1U/Month	\$30.00	\$ 36.25	-17% 7/1/2009
5739	Floor Space Rental (Non-Electric Consuming Equipment)	Sq Ft/Month	\$30.00		
5737	Shared File Server	Per Acct/Month	\$12.00	\$ 15.00	-20% 7/1/2009
5717	Directory User Administration	User/Month	\$13.00	\$ 14.00	-7% 7/1/2009
5742	SAN Connection	Port/Month	\$8.00	\$ 7.50	7% 7/1/2009
Server Support:					
5721	Server Technician	Hour	\$95.00	\$ 90.00	6% 7/1/2008
AS/400:					
5771	AS/400 Storage	Block 2,560	\$0.0073		
5775	AS/400 Technician	Hour	\$65.00		
Other:					
5791	Equipment Lease		ISA		
37620 Security *					
6201	ADOA Network Connection (SCIFI)	Port/Month	\$39.00		
6211	Security Technician	Hour	\$95.00		
6221	Account Setup	Transaction	\$23.75		
6231	Password Change/Reset	Transaction	\$5.00		
6241	Host based Intrusion Detection System (HIDS)	Host CPU/Month	\$50.00		
6251	Host Security Assessment (HSA)	Host CPU/Month	\$20.00		
6261	Profense (Web site and application security)	Site/App/Month	\$12.00		
37640 Disaster Recovery					
6401	Disaster Recovery Technical Support	Hour	\$95.00		
6411	Hosting - Remote server/storage	1U/Month	\$25.00		
Living Disaster Recovery Planning System (LDRPS) Agency Account (multiple users):					
5561	LDRPS Account - Small Agency (1-99 FTE)	Account/Month	\$195.00		
5563	LDRPS Account - Medium Agency (100 - 749 FTE)	Account/Month	\$295.00		
5565	LDRPS Account - Large Agency (750+ FTE)	Account/Month	\$495.00		
37720 Support Center					
7211	Remedy User Registration	User/Month	\$144.00	\$ 140.00	3% 7/1/2009
Help Desk Support					
		Activity	Pending		New
37820 Data Base Management					
8211	Server Data Base Support - Primary	Server/Month	\$1,500.00		
8215	Server Data Base Support - Secondary	Server/Month	\$500.00		
8221	Data Base Specialist	Hour	\$95.00	\$ 80.00	19% 7/1/2006
37960 Pass-Thru Billing					
9601	Pass-Thru Billing	One-time	Cost + 8%		

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