

Arizona Department of Administration
Information Services Division
FY 11 Service Rates

05/20/2011

	Billing Unit	FY11	Prior Rate	% Change	Last Rate Sheet Change
37140 Project Management Office (PMO)					
1411 Project Management Support	Hour	\$95.00			
37320 Mainframe Processing					
24/7:					
3207 Time Sharing Option (TSO)	CPU Hour	\$89.00	\$ 99.00	-10%	7/21/2010
Prime:					
3210 Customer Info Control System (CICS) Proc.	CPU Hour	\$89.00	\$ 99.00	-10%	7/21/2010
3211 Batch	CPU Hour	\$89.00	\$ 99.00	-10%	7/21/2010
3212 Information Management System (IMS)	CPU Hour	\$89.00	\$ 99.00	-10%	7/21/2010
3214 Datacom	CPU Hour	\$89.00	\$ 99.00	-10%	7/21/2010
3215 Datacom Multi User Facility (MUF) Query	CPU Hour	\$89.00	\$ 99.00	-10%	7/21/2010
3216 ADABAS	CPU Hour	\$89.00	\$ 99.00	-10%	7/21/2010
3217 Open Database Connectivity (ODBC)	CPU Hour	\$89.00	\$ 99.00	-10%	7/21/2010
3218 DB/2	CPU Hour	\$89.00	\$ 99.00	-10%	7/21/2010
Non-Prime:					
3220 Customer Info Control System (CICS) Proc.	CPU Hour	\$44.50	\$ 49.50	-10%	7/21/2010
3221 Batch	CPU Hour	\$44.50	\$ 49.50	-10%	7/21/2010
3222 Information Management System (IMS)	CPU Hour	\$44.50	\$ 49.50	-10%	7/21/2010
3224 Datacom	CPU Hour	\$44.50	\$ 49.50	-10%	7/21/2010
3225 Datacom Multi User Facility (MUF) Query	CPU Hour	\$44.50	\$ 49.50	-10%	7/21/2010
3226 ADABAS	CPU Hour	\$44.50	\$ 49.50	-10%	7/21/2010
3227 Open Database Connectivity (ODBC)	CPU Hour	\$44.50	\$ 49.50	-10%	7/21/2010
3228 DB/2	CPU Hour	\$44.50	\$ 49.50	-10%	7/21/2010
37330 Technical Support					
3311 Technician Services	Hour	\$95.00			
37340 Disk Storage					
Mainframe:					
3411 Tier 1 - Standard	Track/Month	\$0.00108	\$ 0.00120	-10%	7/21/2010
3415 Tier 1 - Private (Reserved) Volumes	Track/Month	\$0.00108	\$ 0.00120	-10%	7/21/2010
3421 Tier 2 Standard	Track/Month	\$0.00054	\$ 0.00060	-10%	7/21/2010
3425 Tier 2 - Private (Reserved) Volumes	Track/Month	\$0.00054	\$ 0.00060	-10%	7/21/2010
Open Systems:					
3431 Tier 1 - Standard	GB/Month	\$0.54300	\$ 0.60333	-10%	7/21/2010
3441 Tier 2 - Standard	GB/Month	\$0.15580	\$ 0.17311	-10%	7/21/2010
37350 Tape Storage					
Mainframe:					
3511 Data Stored	MB/Month	\$0.00036	\$ 0.00040	-10%	7/21/2010
3531 Tape Mounts	Mount	\$2.00			
3541 Migrated Data	MB/Month	\$0.00750	\$ 0.00833	-10%	7/21/2010
Open Systems:					
3561 Automated Tape Library (ATL) Storage	MB/Month	\$0.00018	\$ 0.00020	-10%	7/21/2010
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 End User 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:					
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			
5526 Message Transfer Agent (E-mail Relay per Mailbox)	Mailbox/Month	\$2.00			New
Web Page Hosting:					
5531 Web Hosting Shared Environment - Basic	10MB/Website/Month	\$10.00			
5532 Web Hosting Shared Environment - Premium	Website/Month	\$425.00			
5533 Web Hosting Windows SharePoint Services (WSS) Bronze Pack	Website/Month	\$99.00			New
5534 Web Hosting Windows SharePoint Services (WSS) Silver Pack	Website/Month	\$329.00	\$330.08	0%	9/9/2010
5535 Web Hosting Windows SharePoint Services (WSS) Gold Pack	Website/Month	\$495.00	\$497.73	-1%	9/9/2010
5536 Basic Virtual Dedicated Environment	Server/Month	\$466.00			
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			

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

* Security services are included in published rates - these rates apply to additional services required by the customer.

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					Last rate Sheet
	Billing Unit	FY11	Prior Rate	% change	Change
37550 Application Support - (Continued)					
Domain Name Services (DNS):					
5551 Domain Name Registration for .gov domain	Website/Year	\$125.00			
5553 Domain Name Service (DNS) - .gov sites	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					
5581 Base System	Collection/Mo	\$125.00			New
5583 User Access	User/Mo	\$15.00			New
5585 Storage (User Account)	GB/Mo	\$1.05			New
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	\$695.00	\$ 702.00	-1%	7/16/2010
5713 GOLD Support (Includes SILVER Support)	Device/Month	\$295.00	\$ 314.00	-6%	7/16/2010
5711 SILVER Support	Device/Month	\$195.00	\$ 202.00	-3%	7/16/2010
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	\$6.00	\$ 13.00	-54%	7/1/2010
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			
5797 Data Center Move-In Fee	Instance	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					
Technical Support:					
8221 Data Base Specialist	Hour	\$95.00	\$ 80.00	19%	7/1/2006
Mainframe Database Support:					
8231 Mainframe Database Support		ISA			
Dedicated Database Hosting:					
8240 SQL Server Primary (Gold)	APP/DB Server/Mo	\$1,000.00	\$1,500.00	-33%	3/2/2010
8241 SQL Server Secondary (Gold)	APP/DB Server/Mo	\$500.00			
8242 Oracle Server Primary	APP/DB Server/Mo	\$1,500.00			
8243 Oracle Server Secondary	APP/DB Server/Mo	\$500.00			
8244 Domino Server Primary	APP/DB Server/Mo	\$1,000.00	\$1,500.00	-33%	3/2/2010
8245 Domino Server Secondary	APP/DB Server/Mo	\$500.00			
8248 SQL Server Primary (Silver)	APP/DB Server/Mo	\$500.00			New
8249 SQL Server Secondary (Silver)	APP/DB Server/Mo	\$250.00			New
Shared Database Hosting:					
8250 Shared - Entry - 1 GB, 1 DB, 1 User	Client/Unit/Mo	\$23.95			New
8251 Additional User	DB/User/Mo	\$4.99			New
8252 Shared - Intermediate - 5 GB, 3 DB, 4 Users	Client/Unit/Mo	\$119.75			New
8253 Additional User	DB/User/Mo	\$7.99			New
8254 Shared - Advanced - 10 GB, 5 DB, 10 Users	Client/Mo	\$287.40			New
8255 Additional User	DB/User/Mo	\$14.99			New
8256 Dedicated		ISA			New
Other Services:					
8298 SQL 2005 Database For Web Hosting (ERMA Only)	DB Record	\$0.0030			New
37960 Pass-Thru Billing					
9601 Pass-Thru Billing	One-time	Cost + 8%			

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