Arizona Department of Administration
Arizona Strategic Enterprise Technology (ASET) Office
State Data Center & Enterprise Capabilities & Delivery
FY 12 Service Rates

09/01/2011

		Billing Unit	FY12
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
Prime:			
3210	Customer Info Control System (CICS) Proc.	CPU Hour	$89.00
3211	Batch	CPU Hour	$89.00
3212	Information Management System (IMS)	CPU Hour	$89.00
3214	Datacom	CPU Hour	$89.00
3215	Datacom Multi User Facility (MUF) Query	CPU Hour	$89.00
3216	ADABAS	CPU Hour	$89.00
3217	Open Database Connectivity (ODBC)	CPU Hour	$89.00
3218	DB/2	CPU Hour	$89.00
Non-Prime:			
3220	Customer Info Control System (CICS) Proc.	CPU Hour	$44.50
3221	Batch	CPU Hour	$44.50
3222	Information Management System (IMS)	CPU Hour	$44.50
3224	Datacom	CPU Hour	$44.50
3225	Datacom Multi User Facility (MUF) Query	CPU Hour	$44.50
3226	ADABAS	CPU Hour	$44.50
3227	Open Database Connectivity (ODBC)	CPU Hour	$44.50
3228	DB/2	CPU Hour	$44.50
37330 Technical Support			
3311	Technician Services	Hour	$95.00
37340 Disk Storage			
Mainframe:			
3411	Tier 1 - Standard	Track/Month	$0.00108
3415	Tier 1 - Private (Reserved) Volumes	Track/Month	$0.00108
3421	Tier 2 Standard	Track/Month	$0.00054
3425	Tier 2 - Private (Reserved) Volumes	Track/Month	$0.00054
Open Systems:			
3431	Tier 1 - Standard	GB/Month	$0.54300
3441	Tier 2 - Standard	GB/Month	$0.15580
37350 Tape Storage			
Mainframe:			
3511	Data Stored	MB/Month	$0.00036
3531	Tape Mounts	Mount	$2.00
3541	Migrated Data	MB/Month	$0.00750
Open Systems:			
3561	Automated Tape Library (ATL) Storage	MB/Month	$0.00018
Other:			
3591	Tape Vault Storage (1" X 4 3/8" slot)	Slot/Month	$0.09
3592	Tape Vault Handling	Instance	$0.15
37360 Printing			
3611	Page	Page	$0.10
3621	Impact (Line)	1,000 Lines	$2.75
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
5243	Encryption License	Device/Month	$33.00
	Virtual Desk		Pending
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
5524	Enterprise (Exchange) (Additional Space over 1GB)	GB/Month	$3.00
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
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 Pac	Website/Month	$99.00
5534	Web Hosting Windows SharePoint Services (WSS) Silver Pack	Website/Month	$329.00
5535	Web Hosting Windows SharePoint Services (WSS) Gold Packa	Website/Month	$495.00
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	ISA
5545	GoDaddy - Renewal	Website/Year	ISA

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

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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
5573 Clarity Team Member User Account	Account/Month	$42.00
5575 Clarity Manager User Account	Account/Month	$175.00
Imaging/Document Mgnt. Services		
5581 Base System	Collection/Mo	$125.00
5583 User Access	User/Mo	$15.00
5585 Storage (User Account)	GB/Mo	$1.05
Other:		
5591 Payment Portal Processing Fee	Transaction	$0.18
5593 Blackberry Enterprise Server (BES)	User/Month	$8.00
5595 Subscription Email Service (SES) - (1-5,000 subscribers)	Account/Month	$31.00
5596 Subscription Email Service (SES) - (5,000-60,000 subscribers)	Account/Month	$112.00
37570 Server Support		
5715 PLATINUM Support (Includes GOLD Support)	Device/Month	$695.00
5713 GOLD Support (Includes SILVER Support)	Device/Month	$295.00
5711 SILVER Support	Device/Month	$195.00
5751 BRONZE Virtual CPU (Hosting)	CPU/Month	$45.00
5753 BRONZE Virtual RAM (Hosting)	512MB/Month	$25.00
5731 COPPER Hosting Shared Rack Space	1U/Month	$30.00
5739 Floor Space Rental (Non-Electric Consuming Equipment)	Sq Ft/Month	$30.00
5737 Shared File Server	Per Acct/Month	$12.00
5717 Directory User Administration	User/Month	$6.00
5742 SAN Connection	Port/Month	$8.00
Server Support:		
5721 Server Technician	Hour	$95.00
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 Web Application Firewall / Reverse Proxy ServiceProfense	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
37720 Support Center		
7211 Remedy User Registration	User/Month	$144.00
Help Desk Support	Activity	Pending
37820 Data Base Management		
Technical Support:		
8221 Data Base Specialist	Hour	$95.00
Mainframe Database Support:		
8231 Mainframe Database Support		ISA
Dedicated Database Hosting:		
8240 SQL Server Primary (Gold)	APP/DB Server/Mo	$1,000.00
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
8245 Domino Server Secondary	APP/DB Server/Mo	$500.00
8248 SQL Server Primary (Silver)	APP/DB Server/Mo	$500.00
8249 SQL Server Secondary (Silver)	APP/DB Server/Mo	$250.00
Shared Database Hosting:		
8250 Shared - Entry - 1 GB, 1 DB, 1 User	Client/Unit/Mo	$23.95
8251 Additional User	DB/User/Mo	$4.99
8252 Shared - Intermediate - 5 GB, 3 DB, 4 Users	Client/Unit/Mo	$119.75
8253 Additional User	DB/User/Mo	$7.99
8254 Shared - Advanced - 10 GB, 5 DB, 10 Users	Client/Mo	$287.40
8255 Additional User	DB/User/Mo	$14.99
8256 Dedicated		ISA
Other Services:		
8298 SQL 2005 Database For Web Hosting (ERMA Only)	DB Record	$0.0030
37960 Pass-Thru Billing		
9601 Pass-Thru Billing	One-time	Cost + 8%

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