# Arizona Department of Administration
## Information Services Division
### FY 09 Service Rates

02/24/2009

| | Billing Unit | FY09 |
|---|---|---|
| **37140  Project Management Office (PMO)** | | |
| 1411    Project Management Support | Hour | $95.00 |
| **37320  Mainframe Processing** | | |
| *24/7:* | | |
| 3201    Customer Info Control System (CICS) Processing | CPU Hour | $108.00 |
| 3203    Customer Info Control System (CICS) Transaction | Transaction | $0.00132 |
| 3207    Time Sharing Option (TSO) | CPU Hour | $108.00 |
| *Prime:* | | |
| 3211    Batch | CPU Hour | $108.00 |
| 3212    Information Management System (IMS) | CPU Hour | $108.00 |
| 3214    Datacom | CPU Hour | $108.00 |
| 3215    Datacom Multi User Facility (MUF) Query | CPU Hour | $108.00 |
| 3216    ADABAS | CPU Hour | $108.00 |
| 3217    Open Database Connectivity (ODBC) | CPU Hour | $108.00 |
| 3218    DB/2 | CPU Hour | $108.00 |
| *Non-Prime:* | | |
| 3221    Batch | CPU Hour | $54.00 |
| 3222    Information Management System (IMS) | CPU Hour | $54.00 |
| 3224    Datacom | CPU Hour | $54.00 |
| 3225    Datacom Multi User Facility (MUF) Query | CPU Hour | $54.00 |
| 3226    ADABAS | CPU Hour | $54.00 |
| 3227    Open Database Connectivity (ODBC) | CPU Hour | $54.00 |
| 3228    DB/2 | CPU Hour | $54.00 |
| **37330  Technical Support** | | |
| 3311    Technician Services | Hour | $95.00 |
| **37340  Disk Storage** | | |
| *Mainframe:* | | |
| 3411    Tier 1 - Standard | Track/Month | $0.00140 |
| 3415    Tier 1 - Private (Reserved) Volumes | Track/Month | $0.00140 |
| 3421    Tier 2 Standard | Track/Month | $0.00070 |
| 3425    Tier 2 - Private (Reserved) Volumes | Track/Month | $0.00070 |
| *Open Systems:* | | |
| 3431    Tier 1 - Standard | gb/Month | $0.70400 |
| 3441    Tier 2 - Standard | gb/Month | $0.20200 |
| **37350  Tape Storage** | | |
| *Mainframe:* | | |
| 3511    Data Stored | mb/Month | $0.00060 |
| 3521    Physical Tape Surcharge | Tape/Month | $1.00 |
| 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 | $0.00030 |
| *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  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 |
| 5243    Encryption License | Device/Month | $33.00 |
| **37540  Application Development (SDLC)** | | |
| 5411    Programming Services | Hour | $95.00 |
| 5413    Analysis 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 | $15.00 |
| 5524    Enterprise (Exchange) (Additional Space over 1gb) | gb/Month | $3.00 |
| 5525    Message Transfer Agent (E-mail Relay per Application) | Application/Month | $12.00 |

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

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| **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 |
| 5539    MS SQL 2005 Database - Shared Environment (100MB) | MB DB/Month | $30.00 |
| ***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 |
| ***Domain Name Services (DNS):*** | | |
| 5551    Domain Name Registration for .gov domain | Website/Year | $125.00 |
| 5553    Domain Name Service parking | Website/Year | $20.00 |
| ***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 |
| ***Clarity User Account (single user):*** | | |
| 5571    Viewer License User Account | Account/Month | $30.00 |
| 5573    Participant License User Account | Account/Month | $145.00 |
| 5575    Creator User Account | Account/Month | $195.00 |
| ***Other:*** | | |
| 5591    Payment Portal Processing Fee | Transaction | $0.18 |
| 5593    Blackberry Enterprise Server (BES) | User/Month | $15.00 |
| 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 |
| 5597    Profense (Web site and application security) | Site/App/Month | $12.00 |
| **37570  Server Support** | | |
| ***Server Support:*** | | |
| 5711    Basic Support | Device/Month | $255.00 |
| 5713    Standard Support | Device/Month | $435.00 |
| 5717    Directory User Administration | User/Month | $14.00 |
| 5721    Server Technician | Hour | $95.00 |
| ***Hosting (Facilities Support):*** | | |
| 5731    Hosting - Shared Rack Space | 1U/Month | $36.25 |
| 5733    Hosting - per rack    1 - 5 Rack(s) | Rack/Month | $1,522.50 |
| 5734    Hosting - per rack    6 - 18 Racks | Rack/Month | $1,125.00 |
| 5735    Hosting - per rack   19+ Racks | Rack/Month | $750.00 |
| 5737    Shared File Server | Per Acct/Month | $15.00 |
| 5739    Floor Space Rental (Non-Electric Consuming Equipment) | Sq Ft/Month | $30.00 |
| ***Network Connectivity:*** | | |
| 5742    SAN Connection | Port/Month | $7.50 |
| ***Virtual Machine Guest:*** | | |
| 5751    Virtual CPU | CPU/Month | $83.00 |
| 5753    Virtual RAM | 512Mb/Month | $41.50 |
| ***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 |
| **37640  Disaster Recovery** | | |
| 6401    Disaster Recovery Technical Support | Hour | $95.00 |
| 6411    Hosting - server/storage | 1U/Month | $25.00 |
| 6433    Hosting - per rack | Rack/Month | $500.00 |
| **37720  Support Center** | | |
| 7211    Remedy User Registration | User/Month | $140.00 |
| **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 |
| **37960  Pass-Thru Billing** | | |
| 9601    Pass-Thru Billing | One-time | Cost + 8% |

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