

**Arizona Department of Administration**  
**Information Services Division**  
**FY 10 Service Rates**

03/02/2010

	Billing Unit	FY10
<b>37140 Project Management Office (PMO)</b>		
1411 Project Management Support	Hour	\$95.00
<b>37320 Mainframe Processing</b>		
<b>24/7:</b>		
3207 Time Sharing Option (TSO)	CPU Hour	\$99.00
<b>Prime:</b>		
3210 Customer Info Control System (CICS) Proc.	CPU Hour	\$99.00
3211 Batch	CPU Hour	\$99.00
3212 Information Management System (IMS)	CPU Hour	\$99.00
3214 Datacom	CPU Hour	\$99.00
3215 Datacom Multi User Facility (MUF) Query	CPU Hour	\$99.00
3216 ADABAS	CPU Hour	\$99.00
3217 Open Database Connectivity (ODBC)	CPU Hour	\$99.00
3218 DB/2	CPU Hour	\$99.00
<b>Non-Prime:</b>		
3220 Customer Info Control System (CICS) Proc.	CPU Hour	\$49.50
3221 Batch	CPU Hour	\$49.50
3222 Information Management System (IMS)	CPU Hour	\$49.50
3224 Datacom	CPU Hour	\$49.50
3225 Datacom Multi User Facility (MUF) Query	CPU Hour	\$49.50
3226 ADABAS	CPU Hour	\$49.50
3227 Open Database Connectivity (ODBC)	CPU Hour	\$49.50
3228 DB/2	CPU Hour	\$49.50
<b>37330 Technical Support</b>		
3311 Technician Services	Hour	\$95.00
<b>37340 Disk Storage</b>		
<b>Mainframe:</b>		
3411 Tier 1 - Standard	Track/Month	\$0.00120
3415 Tier 1 - Private (Reserved) Volumes	Track/Month	\$0.00120
3421 Tier 2 Standard	Track/Month	\$0.00060
3425 Tier 2 - Private (Reserved) Volumes	Track/Month	\$0.00060
<b>Open Systems:</b>		
3431 Tier 1 - Standard	gb/Month	\$0.60333
3441 Tier 2 - Standard	gb/Month	\$0.17311
<b>37350 Tape Storage</b>		
<b>Mainframe:</b>		
3511 Data Stored	mb/Month	\$0.00040
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
<b>Open Systems:</b>		
3561 Automated Tape Library (ATL) Storage	mb/Month	\$0.00020
<b>Other:</b>		
3591 Tape Vault Storage (1" X 4 3/8" slot)	Slot/Month	\$0.09
3592 Tape Vault Handling	Instance	\$0.15
<b>37360 Printing</b>		
3611 Page	Page	\$0.10
3621 Impact (Line)	1,000 Lines	\$2.75
<b>37520 Desktop Support</b>		
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
<b>Virtual Desk</b>		Pending
<b>37540 Application Development (SDLC)</b>		
5411 Programming Services	Hour	\$95.00
5413 Analysis Services	Hour	\$95.00
5415 Technical Services	Hour	\$95.00
<b>37550 Application Support</b>		
<b>Programming:</b>		
5511 Programming Services	Hour	\$95.00
5513 Analysis Services	Hour	\$95.00
5515 Technical Services	Hour	\$95.00
<b>E-Mail:</b>		
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
<b>Web Page Hosting:</b>		
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

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

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<b>37550 Application Support - (Continued)</b>		
<b>Secure Sockets Layer (SSL) Certificate:</b>		
5541 Verisign	Website/Year	\$400.00
5543 GoDaddy - New	Website/Year	\$30.00
5545 GoDaddy - Renewal	Website/Year	\$20.00
<b>Domain Name Services (DNS):</b>		
5551 Domain Name Registration for .gov domain	Website/Year	\$125.00
5553 Domain Name Service parking	Website/Year	\$20.00
<b>Clarity User Account (single user):</b>		
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
<b>Imaging/Document Mgmt. Services</b>		
<b>Other:</b>		
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
<b>37570 Server Support</b>		
5715 PLATINUM Support (Includes GOLD Support)	Device/Month	\$702.00
5713 GOLD Support (Includes SILVER Support)	Device/Month	\$314.00
5711 SILVER Support	Device/Month	\$202.00
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	\$13.00
5742 SAN Connection	Port/Month	\$8.00
<b>Server Support:</b>		
5721 Server Technician	Hour	\$95.00
<b>AS/400:</b>		
5771 AS/400 Storage	Block 2,560	\$0.0073
5775 AS/400 Technician	Hour	\$65.00
<b>Other:</b>		
5791 Equipment Lease		ISA
<b>37620 Security *</b>		
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
<b>37640 Disaster Recovery</b>		
6401 Disaster Recovery Technical Support	Hour	\$95.00
6411 Hosting - Remote server/storage	1U/Month	\$25.00
<b>Living Disaster Recovery Planning System (LDRPS) Agency Account (multiple users):</b>		
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
<b>37720 Support Center</b>		
7211 Remedy User Registration	User/Month	\$144.00
<b>Help Desk Support</b>		
<b>37820 Data Base Management</b>		
<b>Technical Support:</b>		
8221 Data Base Specialist	Hour	\$95.00
<b>Mainframe Database Support:</b>		
8231 Mainframe Database Support		ISA
<b>Dedicated Database Hosting:</b>		
8240 SQL Server Primary	APP/DB Server/Mo	\$1,000.00
8241 SQL Server Secondary	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
<b>Shared Database Hosting:</b>		
8250 Shared - Entry - 1 GB, 1 DB, 1 User	APP/Unit/Mo	\$23.95
8251 Additional User	DB/User/Mo	\$4.99
8252 Shared - Intermediate - 5 GB, 3 DB, 4 Users	APP/Unit/Mo	\$119.75
8253 Additional User	DB/User/Mo	\$7.99
8254 Shared - Advanced - 10 GB, 5 DB, 10 Users	APP/Unit/Mo	\$287.40
8255 Additional User	DB/User/Mo	\$14.99
8256 Dedicated		ISA
<b>Other Services:</b>		
8298 SQL 2005 Database For Web Hosting (ERMA Only)	DB Record	\$0.0030
<b>37960 Pass-Thru Billing</b>		
9601 Pass-Thru Billing	One-time	Cost + 8%

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