

# Arizona Department of Administration

## Information Services Division

### Distributed Systems Group

**Copper Hosting**  
5731  
\$ 60.00 per device  
per month\*

**Bronze Hosting**  
5751/5753  
\$ 70.00 per instance  
per month\*\*

**Silver**  
5711  
\$ 195.00 Plus Hosting

**Gold**  
5713  
\$ 295.00 Plus Hosting

**Platinum**  
5715  
\$ 695.00 Plus Hosting

Copper Hosting which includes:		Bronze Hosting which includes:		Copper Hosting which includes:		Bronze Hosting which includes:		Copper Hosting which includes:		Bronze Hosting which includes:	
2 U Shared Rack Space *	1 - Virtual CPU	2 U Shared Rack Space *	1 - Virtual CPU	2 U Shared Rack Space *	1 - Virtual CPU	2 U Shared Rack Space *	1 - Virtual CPU	2 U Shared Rack Space *	1 - Virtual CPU	2 U Shared Rack Space *	1 - Virtual CPU
Necessary Electrical to Power Equipment	1 - 512 KB block of RAM	Necessary Electrical to Power Equipment	1 - 512 KB block of RAM	Necessary Electrical to Power Equipment	1 - 512 KB block of RAM	Necessary Electrical to Power Equipment	1 - 512 KB block of RAM	Necessary Electrical to Power Equipment	1 - 512 KB block of RAM	Necessary Electrical to Power Equipment	1 - 512 KB block of RAM
Generator Backup	Highly available physical hosts	Generator Backup	Highly available physical hosts	Generator Backup	Highly available physical hosts	Generator Backup	Highly available physical hosts	Generator Backup	Highly available physical hosts	Generator Backup	Highly available physical hosts
Fire Suppression System	Convenience, Reliability, and Availability	Fire Suppression System	Convenience, Reliability, and Availability	Fire Suppression System	Convenience, Reliability, and Availability	Fire Suppression System	Convenience, Reliability, and Availability	Fire Suppression System	Convenience, Reliability, and Availability	Fire Suppression System	Convenience, Reliability, and Availability
Raised Flooring	Virtual System Scalability	Raised Flooring	Virtual System Scalability	Raised Flooring	Virtual System Scalability	Raised Flooring	Virtual System Scalability	Raised Flooring	Virtual System Scalability	Raised Flooring	Virtual System Scalability
Regulated Cooling and Humidity	Regulated Cooling and Humidity	Regulated Cooling and Humidity	Regulated Cooling and Humidity	Regulated Cooling and Humidity	Regulated Cooling and Humidity	Regulated Cooling and Humidity	Regulated Cooling and Humidity	Regulated Cooling and Humidity	Regulated Cooling and Humidity	Regulated Cooling and Humidity	Regulated Cooling and Humidity
24x7 Data Center Monitored Cameras	24X7 Data Center Monitored Cameras	24x7 Data Center Monitored Cameras	24X7 Data Center Monitored Cameras	24x7 Data Center Monitored Cameras	24X7 Data Center Monitored Cameras	24x7 Data Center Monitored Cameras	24X7 Data Center Monitored Cameras	24x7 Data Center Monitored Cameras	24X7 Data Center Monitored Cameras	24x7 Data Center Monitored Cameras	24X7 Data Center Monitored Cameras
Multilayered Badge Access	Multilayered Badge Access	Multilayered Badge Access	Multilayered Badge Access	Multilayered Badge Access	Multilayered Badge Access	Multilayered Badge Access	Multilayered Badge Access	Multilayered Badge Access	Multilayered Badge Access	Multilayered Badge Access	Multilayered Badge Access
Facilities Support	Facilities Support	Facilities Support	Facilities Support	Facilities Support	Facilities Support	Facilities Support	Facilities Support	Facilities Support	Facilities Support	Facilities Support	Facilities Support
<b>Platinum Support which includes:</b>		<b>Gold Support which includes:</b>		<b>Gold Support which includes:</b>		<b>Gold Support which includes:</b>		<b>Gold Support which includes:</b>		<b>Gold Support which includes:</b>	
Application Related Support (2+ apps)		Web Site Monitoring									
Customer Backup Tools Config. & Mgmt.		Application Monitoring									
Config. of Audit & Control Tools (Tripwire)		UNIX / LINUX OS Patching									
Operating System Upgrades		Basic App Related Support (1 app)									
Hardware & OS Capacity Planning		Storage Management (RAID 5, 10+1, SAN)									
Capacity Planning Recommendations		Advanced Hardware Upgrades									
		Performance Tuning - Proactive									
		<b>Silver Support which includes:</b>									
		<b>Support Time: 8 AM - 5 PM, Monday - Friday</b>		<b>Support Time: 8 AM - 5 PM, Monday - Friday</b>		<b>Support Time: 8 AM - 5 PM, Monday - Friday</b>		<b>Support Time: 8 AM - 5 PM, Monday - Friday</b>		<b>Support Time: 8 AM - 5 PM, Monday - Friday</b>	
		Up/Down Monitoring									
		Hardware & OS Monitoring									
		Windows OS Patching									
		McAfee VirusScan & Virus Definition Updates									
		Scheduled Maintenance Setup									
		Printer Setup									
		Hardware & OS Trouble Shooting									
		FDR Backup Client Install & Configuration									
		Basic Storage Management (Raid 0,1)									
		Basic Hardware Upgrades									
		Performance Monitoring & Reporting									
		Performance Tuning - Reactive									

Copper Hosting (Facilities Support)      Bronze Hosting (5751, 5753)      Silver Support (5711) plus one Hosting option (Bronze or Copper)      Gold Support (5713) plus one Hosting option (Bronze or Copper)      Platinum Support (5715) plus one Hosting option (Bronze or Copper)

\* Average server estimated to be 2 U. Bronze Rate will vary based on size of server.  
\*\* Bronze includes one instance of Virtual CPU and Ram. Actual size will vary based upon needs of customer.