

Summary of Rates for IT Shared Services

(Current rates are available at <http://www.its.ny.gov/sla.htm>)

Category	Cost Unit	FY11-12	FY12-13	Change
Customer Care Center				
Security Support Tickets	Per Incident	\$15.29	\$15.20	-0.59%
Desktop Software Support	Per Incident	\$23.91	\$23.91	0.00%
Application Support Tickets	Per Incident	\$26.37	\$26.37	0.00%
Hardware Support/Dispatch Tickets	Per Incident	\$30.07	\$30.07	0.00%
NYS Directory Services				
Authorization for Web Applications	No Charge	\$0.00	\$0.00	0.00%
Delegated Administration	No Charge	\$0.00	\$0.00	0.00%
Self-Care	No Charge	\$0.00	\$0.00	0.00%
Enterprise Web 2.0 Services				
Website Design and Content Management	Per hour	29.86	29.86	0.00%
Website Hosting	Per size of site	Varies	Varies	
Enterprise Data Center Operations and Services				
Mainframe - Unisys 2200	Per Standard Processing Unit (SUP)	\$0.000498	\$0.000410	-17.67%
Mainframe - IBM	Per CPU Second	\$0.051500	\$0.0476	-7.57%
on - demand	Monthly Administration/Maintenance Charge	\$2,217.95	\$2,233.66	0.71%
Print	Per Image (One printed side of page)	\$0.03590	\$0.0321	-10.58%
Manual Tape	Per Tape Mount	\$14.13490	\$30.0012	112.25%
Robotic Tape	Per Tape Mount	\$0.5957	\$0.5527	-7.22%
Tape Ejection	Per Tape	\$5.3000	\$5.3720	1.36%
Data Storage - Tier 1	Per Gigabyte (GB)	\$1.2432	\$0.9488	-23.68%
Data Storage - Tier 3C	Per Gigabyte (GB)	\$1.1143	\$0.6181	-44.53%
Data Storage - Tier 3i	Per Gigabyte (GB)	\$0.7455	\$0.5454	-26.84%
Data Storage -EMC	Per Gigabyte (GB)	\$3.6940	\$2.3610	-36.09%
Enterprise Shared SQL	Per Server	\$239.8878	\$242.14	0.94%
Open Systems (Servers)	Per Billable CPU	43.84	\$37.47	-14.53%
Open Systems Physical Server	Per Physical Server	410.73	\$373.60	-9.04%
Logical Support Silver	Per Server	109.58	\$94.15	-14.08%
Logical Support - Gold	Per Server	227.71	\$196.14	-13.86%
Logical Support- Platinum	Per Server	302.80	\$260.61	-13.93%
Open Systems Field Servers	Per Server	\$147.5527	\$146.74	-0.55%
Open Systems Backup	Per Gigabyte (GB)	\$0.7916	\$0.7000	-11.57%
Reverse Proxy	Per URL	\$194.2458	\$196.07	0.94%
Avamar Backup for Field servers	Per GB of Protected Data	\$2.2954	\$1.89	-17.66%
Legacy Shared Server Hosting	Per Server	\$1,230.6514	\$1,242.21	0.94%
Rack Install	Per Rack	\$5,167.00	\$5,250.00	1.61%
Enterprise Data Center Operations and Services				
ITCAM for WAS	Per JVM (JAVA Virtual Machine)	\$200.0932	\$207.09	3.50%
ITCAM for Transactions	Per Collector	\$186.1497	\$184.64	-0.81%
Server Install	Per Server	\$350.00	\$350.00	0.00%
CD Writers	Per CD	\$17.1276	\$18.49	7.95%
Turnkey Silver	Per Server	\$155.1050	\$140.59	-9.36%
Turnkey Gold	Per Server	\$267.5238	\$253.16	-5.37%
Turnkey Platinum	Per Server	\$354.0792	\$328.30	-7.28%
Turnkey vCPU	Each	N/A	\$14.00	-
Turnkey 512 vRAM	Each	N/A	\$7.00	-

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NYSeMail Services				
NYSeMail Mailbox	Per User	\$6.02	\$5.79	-3.82%
Additional Storage	Per Additional 100MB	\$0.59	\$0.56	-5.08%
NYSeMail Blackberry	Per Device	\$4.63	\$5.79	25.05%
Customer Managed Network Solutions				
Network Operating System (NOS) Authentication	Per User	\$3.28	\$2.21	-32.62%
NOS File and Print Central	Per Gigabyte	\$2.70	\$1.36	-49.63%
NOS File and Print Remote	Per Device	\$373.39	\$360.44	-3.47%
Internet Access	Per User	\$1.71	\$1.38	-19.30%
Workstation	Per Device	\$9.09	\$7.62	-16.17%
Layer 2 Devices per 24-ports	Per Device	\$89.23	\$90.13	1.01%
Small/Medium Layer 3 Devices	Per Device	\$282.26	\$252.18	-10.66%
Large Layer 3 Devices	Per Device	\$3,507.37	\$4,371.24	24.63%
Secure Individual Remote Access (SIRA)	Per Device	\$3.50	\$1.45	-58.57%
SharePoint Collaboration Tool Hosting	Per Gigabyte	\$14.16	\$11.14	-21.33%
TTSS		\$37,849.68	\$46,444.26	22.71%
Data Center AV		\$6,139.12	\$6,675.76	8.74%
24 x 7 Support		N/A	N/A	-
Attachmate		\$38,045.92	N/A	-
NYeNet Services				
ePort				
Low Speed - Frame Relay	Per Circuit. See http://www.cio.ny.gov/nyenet	Varies	Varies	
Low Speed - Point-to-Point T1		Varies	Varies	
High Speed - Ethernet		Varies	Varies	
iPort				
Internet Access via Ethernet		Varies	Varies	
Domain Name Services (DNS)	No Charge for ny.gov addresses	\$0.00	\$0.00	0.00%
Network Operations Center (NOC)	No Charge - Included with NYeNet Connection	\$0.00	\$0.00	0.00%
ITS Training Services				
eLearnNY	No Charge - Customer Care Center charges do apply for password reset calls received.	\$0.00	\$0.00	0.00%
Computer Classrooms Usage	No Charge	\$0.00	\$0.00	0.00%
Telecommunications Services				
Labor - Avaya Dedicated Technician	Per Hour	\$127.50	\$127.50	0.00%
Labor - AVAYA Switch Tech	Per Hour	\$132.88	\$132.88	0.00%
Labor - Fronrunner Tech	Per Hour	\$91.67	\$91.67	0.00%
Labor - RONCO Technician	Labor rates per hour vary by location. For individual rates visit: www.cio.ny.gov/telecom/rates.cfm			
Labor AVAYA Overtime Switch Tech	Per Hour	\$199.24	\$199.24	0.00%
Labor AVAYA Overtime Dedicated Tech	Per Hour	\$184.48	\$184.48	0.00%
Buffalo Call Center ACD Agent Login Number	\$81 per Number	\$4.00*	\$4.00*	0.00%
CAPNET Call Center ACD Agent Login Number	\$15.00 per Number	\$4.00*	\$4.00*	0.00%
Call Center ACD Announcement	\$50 per Announcement	\$25.00*	\$25.00*	0.00%
Call Center ACD Skill	\$200 per Skill	\$50.00*	\$50.00*	0.00%
Call Center ACD Vector Change to Add, Modify or Delete	\$50 per Vector	\$0.00	\$0.00	0.00%
Call Center CENTRE VU Supervisor License	\$300 per License	\$30.00	\$30.00	0.00%
T1 Full AT&T	\$338.22 per T1	\$264.67	\$264.67	0.00%

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Telecommunications Services				
T1 Full CAPNET-Multiple Uses-Line Side Transport	\$250.00 per T1	\$125.00	\$125.00	0.00%
Cable TV Service	\$15.25 to 29.90 per user based on service. (Analog, HDTV, Digital, DVR, etc) See www.cio.ny.gov/telecom/rates.cfm	Varies	Varies	
Line Charge Extension, Physical Port Not Required	Per Device - All Locations	\$2.00	\$2.00	0.00%
Line Charge Extension, Physical Port Required	Per device - All PBX Locations Except CAPNET	\$15.00	\$15.00	0.00%
Line Charge Extension, Physical Port Required	Per Device - METRONET	\$17.00	\$17.00	0.00%
Line Charge Extension, Physical Port Require	Per Device - CAPNET	\$13.00	\$13.00	0.00%
Line Charge Extension, VoIP	Per Device – VoIP	\$11.00	\$11.00	0.00%
Voice Mail - VoIP	\$25.00 per mailbox	\$2.00	\$2.00	0.00%
Voice Mail 5 MIN - MAC Labor or as Vendor Invoiced	<i>Or more per user, based on service selected and location. For OCC Per User visit: www.cio.ny.gov/telecom/rates.cfm</i>	\$2.75	\$2.75	0.00%
Voice Mail 15 Minute Mailbox	\$37.26 OCC Per User for Binghamton \$35.00 OCC Per User for all other locations	\$3.25	\$3.25	0.00%
Voice Mail 20 MIN COS 5	\$ 25.00 OCC Per User – All Locations	\$3.82	\$3.82	0.00%
Voice Mail 30 Minute Mailbox	\$37.26 OCC Per User – Binghamton \$35.00 OCC Per User for all other locations	\$4.00	\$4.00	0.00%
Voice Mail 33 MIN COS 4	\$25.00 OCC Per User - CAPNET	\$5.85	\$5.85	0.00%
Voice Mail – All Additional Offerings	<i>For monthly recurring and OCC charges per user, visit www.cio.ny.gov/telecom/rates.cfm</i>			
Video Teleconferencing	Per Hour, Per Site	\$50.00	\$50.00	0.00%
Station and other telephone equipment	<i>For monthly recurring and OCC charges per user, visit www.cio.ny.gov/telecom/rates.cfm</i>			
Note: * Additional one-time charges or credits may be applicable where indicated with an asterik. Visit www.cio.ny.gov/telecom/rates.cfm for additional information. Rates are updated annually.				

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