

Summary of Rates for IT Shared Services

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

Category	Cost Unit	FY13-14
Customer Care Center		
Security Support Tickets	Per Incident	\$15.20
Desktop Software Support	Per Incident	\$23.91
Application/Hosted Application Support Tickets	Per Incident	\$26.37
Hardware Support/Dispatch Tickets	Per Incident	\$30.07
NYS Directory Services		
Authorization for Web Applications	No Charge	\$0.00
Delegated Administration	No Charge	\$0.00
Self-Care	No Charge	\$0.00
Enterprise Data Center Operations and Services		
Mainframe - Unisys 2200	Per Standard Processing Unit (SUP)	\$0.000405
Mainframe - IBM	Per CPU Second	\$0.0472
On-Demand Processing Support	Monthly Administration/Maintenance Charge	\$2,180.00
Print	Per Image (One printed side of page)	\$0.03129
Manual Tape	Per Tape Mount	\$39.0900
Robotic Tape & On-Demand Tape Mounts	Per Tape Mount	\$0.5200
Tape Ejection	Per Tape	\$6.35
Data Storage - Tier 1 & On-Demand DASD	Per Gigabyte (GB)	\$0.91
Data Storage - Tier 3C	Per Gigabyte (GB)	\$1.15
Data Storage - Tier 3i	Per Gigabyte (GB)	\$0.78
Data Storage -EMC	Per Gigabyte (GB)	\$1.94
Enterprise Shared SQL	Per Server	\$241.00
Open Systems (Servers)	Per Billable CPU	\$37.29
Open Systems Physical Server	Per Physical Server	\$375.68
Logical Support - Silver	Per Server	\$76.33
Logical Support - Gold	Per Server	\$166.58
Logical Support - Platinum	Per Server	\$215.09
Open Systems Field Servers	Per Server	\$127.00
Open Systems Backup (TSM Backup)	Per Gigabyte (GB)	\$0.92
Reverse Proxy	Per URL	\$27.65
Legacy Shared Server Hosting	Per Server	\$1,213.00
Rack Install	Per Rack	\$5,250.00
Shared SQL Server	Each	\$241.00
ITCAM for WAS	Per JVM (JAVA Virtual Machine)	\$207.00
ITCAM for Transactions	Per Collector	\$185.00
Server Install	Per Server	\$350.00
CD Writers	Per CD	\$16.03
AIX Turnkey	Each	\$1,188.73
Turnkey Silver	Per Server	\$103.00
Turnkey Gold	Per Server	\$152.00
Turnkey Platinum	Per Server	\$211.00
Turnkey vCPU	Each	\$14.00
Turnkey 512 vRAM (Additional vRAM)	Each	\$7.00

Summary of Rates for IT Shared Services

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

Category	Cost Unit	FY13-14
NYSeMail Services		
NYSeMail Mailbox	Per User	\$5.33
Additional Storage	Per Additional 100MB	\$0.57
NYSeMail Blackberry	Per Device	\$0.00
Customer Managed Network Solutions		
Network Operating System (NOS) Authentication	Per User	\$2.21
NOS File and Print Central	Per Gigabyte	\$2.60
NOS File and Print Remote	Per Device	\$360.44
Internet Access	Per User	\$1.38
Workstation Support	Per Device	\$7.62
Layer 2 Device Support	Per Device	\$125.54
Layer 3 Device: Small/Medium	Per Device	\$266.18
Layer 3 Device: Large	Per Device	\$3,498.52
Secure Individual Remote Access (SIRA)	Per Device	\$2.79
SharePoint Collaboration Tool Hosting	Per Gigabyte	\$24.08
24 x 7 Support		Actual Costs
NYeNet Services		
ePort		
Low Speed - Frame Relay	<i>Per Circuit. See http://www.cio.ny.gov/nyenet</i>	Varies
Low Speed - Point-to-Point T1		Varies
High Speed - Ethernet		Varies
iPort		
Internet Access via Ethernet		Varies
Domain Name Services (DNS)	No Charge for ny.gov addresses	\$0.00
Network Operations Center (NOC)	No Charge - Included with NYeNet Connection	\$0.00
ITS Training Services		
eLearnNY	No Charge - Customer Care Center charges do apply for password reset calls received.	\$0.00
Computer Classrooms Usage	No Charge	\$0.00
Telecommunications Services		
Labor - Avaya Dedicated Technician	Per Hour	\$127.50
Labor - AVAYA Switch Tech	Per Hour	\$132.88
Labor - Fronrunner Tech	Per Hour	\$91.67
Labor - RONCO Technician	<i>Labor rates per hour vary by location. For individual rates visit: www.cio.ny.gov/telecom/rates.cfm</i>	
Labor AVAYA Overtime Switch Tech	Per Hour	\$199.24
Labor AVAYA Overtime Dedicated Tech	Per Hour	\$184.48
Buffalo Call Center ACD Agent Login Number	\$81 per Number	\$4.00*
CAPNET Call Center ACD Agent Login Number	\$15.00 per Number	\$4.00*
Call Center ACD Announcement	\$50 per Announcement	\$25.00*
Call Center ACD Skill	\$200 per Skill	\$50.00*
Call Center ACD Vector	\$50 per Vector	\$0.00
Change to Add, Modify or Delete		\$0.00
Call Center CENTRE VU Supervisor License	\$300 per License	\$30.00
T1 Full AT&T	\$338.22 per T1	\$264.67

Summary of Rates for IT Shared Services

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

Category	Cost Unit	FY13-14
Telecommunications Services		
T1 Full CAPNET-Multiple Uses-Line Side Transport	\$250.00 per T1	\$125.00
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
Line Charge Extension, Physical Port Not Required	Per Device - All Locations	\$2.00
Line Charge Extension, Physical Port Required	Per device - All PBX Locations Except CAPNET	\$15.00
Line Charge Extension, Physical Port Required	Per Device - METRONET	\$17.00
Line Charge Extension, Physical Port Require	Per Device - CAPNET	\$13.00
Line Charge Extension, VoIP	Per Device – VoIP	\$11.00
Voice Mail - VoIP	\$25.00 per mailbox	\$2.00
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
Voice Mail 15 Minute Mailbox	\$37.26 OCC Per User for Binghamton \$35.00 OCC Per User for all other locations	\$3.25
Voice Mail 20 MIN COS 5	\$ 25.00 OCC Per User – All Locations	\$3.82
Voice Mail 30 Minute Mailbox	\$37.26 OCC Per User – Binghamton \$35.00 OCC Per User for all other locations	\$4.00
Voice Mail 33 MIN COS 4	\$25.00 OCC Per User - CAPNET	\$5.85
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
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 asterisk.

[Visit www.cio.ny.gov/telecom/rates.cfm for additional information. Rates are updated annually.](http://www.cio.ny.gov/telecom/rates.cfm)