



Office of Information
Technology Services

Rated Services and Billing Structure

FY 2020-2021

May 14, 2020

Overview

FY 2021 Total ITS Cost Base (\$922 million)

- **Rated Services (\$791 million)** – Billed across 5 rated service categories including labor, end user services, infrastructure, telecommunications, and platform services.
- **Non-Rated Services (\$54 million)** – Includes costs that are not billed to client agencies through a rated service. Costs include Agency-Specific Procurements and Direct Bill agreements for non-rated services.
- **Recovered Other Means (\$66 million)** – This category includes costs recovered through the Journal Voucher process, and also costs allocated through the Statewide Cost Allocation Plan (SWCAP).
- **Non-Recoverable/Future-Rated Services (\$11 million)** – Client agencies are not currently billed for these costs. Costs include technologies still under development, but not ready for an agency chargeback. This also includes costs associated with excess capacity for newer services, and are therefore not yet fully recovered by ITS.

Annual Change Overview

Annual “Look-Back”

- In FY 2020, the total ITS Cost base was estimated at roughly \$913 million. In FY 2021, the Rate model anticipates a total of \$922 million, which is a \$9 million increase (1%).
- Slight decrease in projected PS, due to attrition and agency budget targets.
- NPS increase primarily due to project funding such as IES, DMV mod, and other agency specific procurements in the LOI process. Minimal impact on Rated Services.
- Fringe drop due to drop in overall PS spending as well as significant decrease in Fringe rate.

	FY 2020 Rates	FY 2021 Rates	\$ Change	% Change
PS	\$308,938	\$303,000	(\$5,938)	-1.9%
NPS All Funds	\$398,300	\$434,476	\$36,176	9.1%
Fringe	\$193,024	\$174,861	(\$18,163)	-9.4%
Depreciation	\$13,180	\$9,750	(\$3,430)	-26%
Total	\$913,442	\$922,087	\$8,645	0.9%

Annual Increases:

- Infrastructure: Increase primarily due to investment in the storage environment and Unisys mainframe.
- End User: Primarily due to small increase in staff time associated with end user services.
- Client Specific Billings – new cloud and premium services offerings, LOI increases, and better identification of non recoverable Memo Pass-Through

Annual Decreases:

- Labor Services – Primarily due to decrease of fringe rate and small reduction in overall hours.
- Telecom – Recharacterization of Network costs to more properly allocate to other rated services.

ITS Recovery Model	FY 2020 Rates	FY 2021 Rates	\$ Change	% Change
Labor Services	\$364,490	\$348,344	(\$16,146)	-4.4%
End User	\$175,481	\$177,627	\$2,146	1.2%
Infrastructure	\$103,428	\$114,077	\$10,649	10.3%
Platform	\$47,695	\$46,260	(\$1,436)	-3.0%
Telecom	\$112,192	\$105,083	(\$7,108)	-6.3%
Rated Service Subtotal	\$803,286	\$791,391	(\$11,895)	-1.5%
Client-Specific Billings	\$26,836	\$53,633	\$26,798	99.9%
Recovered Other Means	\$58,008	\$65,815	\$7,808	13.5%
Other Subtotal	\$84,843	\$119,449	\$34,606	40.8%
Total Combined Billing	\$888,129	\$910,840	\$22,711	2.6%
Non-Rated/Non-Recoverable	\$25,312	\$11,247	(\$14,066)	-55.6%
Total Impact	\$913,442	\$922,087	\$8,645	0.9%

Rated Service Categories / Bill Types

Service Category	Description
Labor/Application Services	State and contractor staffing resources to manage and develop business applications.
End User Services	Basic hardware, software, tools, and services that allow employees to perform their day-to-day job.
Infrastructure Services	Infrastructure Services include the core infrastructure — facilities, compute, storage, and network services— required to deliver technology automation.
Platform Services	Includes the application infrastructure that enables business-facing applications and services. Includes website hosting and maintenance.
Telecom Services	Modern VoIP technology that supports employees in their daily operations. Network - Securely connects workstations and network devices to critical applications hosted in State data centers.
Non-Rated Services	Agency-specific software that is not included in a rated service.

Labor/Application Services

Labor/Application Services (\$348 million total) – State and contractor staffing resources to manage and develop business applications. ITS workforce consists of roughly 3,500 State FTEs and 850 contractors. Labor services are billed on an hourly basis.

Significant Change Drivers

- State Labor (\$300 million) – Reduction in State Labor Rate due to decrease in fringe rate, as well as a higher percentage of hours worked in the portfolio going to billed services/vs overhead.

Service (Billed per Labor Hour)	FY 2020 Forecast	FY 2021 Forecast	Change
State Labor	\$ 125.22	\$ 115.51	\$ (9.71)
Contract Labor	See Rate Card		

Infrastructure Services

Infrastructure Services (\$114 million total): IT hardware, software, tools, and services that establish the foundation for platforms and applications.

1. Servers (\$43 million): Offerings for servers include all the physical and virtual computing services that run business applications, software tools, and system services.
2. Storage (\$16 million): Storage services include various offerings for persisting information, data, files, and other object types.
3. Mainframe (\$47 million): A managed infrastructure for mainframe workloads; IBM Mainframe is the standard platform. Unisys Mainframe support is included for existing clients.
4. Print (\$8 million): This service provides high volume, centralized printing. Enhanced services such as bursting and highlighting are available.

Infrastructure Services - Servers

Servers (\$43 million total): Offerings for servers include all the physical and virtual computing services that run business applications, software tools, and system services. These compute services can be dedicated or on-demand and may be provided on-premises or through externally managed services or public cloud offerings.

Significant Change Drivers

- X86 Rates– Cost increase due to inclusion of certain middleware costs that were unrecovered in last FY. This is mostly offset in the bills by a true-up.

Service	FY 2020 Forecast	FY 2021 Forecast	Change
Unix SPARC (Server/Month)	\$ 879.82	\$ 881.49	\$ 1.67
Unix HPUX (Server/Month)	\$ 1,652.57	\$ 1,612.46	\$ (40.11)
P-Series LPAR (GB RAM/month)	\$ 70.99	\$ 71.56	\$ 0.58
x86 Virtual (GB RAM/month)	\$ 19.46	\$ 28.26	\$ 8.80
x86 Physical (GB RAM/month)	\$ 50.23	\$ 60.54	\$ 10.30

Infrastructure Services - Storage

Storage (\$16 million total): Storage services include various offerings for persisting information, data, files, and other object types. The service offerings range from supporting real-time, high-performance data retrieval to slower retrieval and long-term archive storage. The various storage offerings provide recovery point objectives to meet the business needs of an application based on a business impact assessment.

Significant Change Drivers

- Increases due to new equipment and licensing purchases.

Service (Billed at GB per month)	FY 2020 Forecast	FY 2021 Forecast	Change
Block Storage	\$ 0.18	\$ 0.18	\$ 0.00
IBM Mainframe Block	\$ 0.54	\$ 1.03	\$ 0.49
IBM Mainframe Virtual Tape	\$ 0.14	\$ 0.42	\$ 0.28
File and Object Storage	\$ 0.09	\$ 0.14	\$ 0.05

Infrastructure Services - Mainframe

Mainframe (\$47 million total): A managed infrastructure for mainframe workloads; IBM Mainframe is the standard platform. Unisys Mainframe support is continued for existing customers.

Significant Change Drivers

- IBM CPU – Projected costs are slightly down, but there is a small decrease in the projection of CPU usage resulting in a slightly increased rate.
- Unisys 2200 –License renewal driving cost increases.

Service	FY 2020	FY 2021	
	Forecast	Forecast	Change
IBM CPU (CPU/Second)	\$ 0.0318	\$ 0.0331	\$ 0.0014
IBM CMOD Support (Monthly Charge)	\$ 570.45	\$ 1,008.03	\$ 437.59
Unisys 2200 (MIP/Month)	\$ 250.76	\$ 276.19	\$ 25.43

Platform Services

Platform Services (\$46 million total): Includes the application infrastructure that enables business-facing applications and services.

1. Database Servers (\$31 million): Database as a service. ITS handles the physical database design and infrastructure support to provide managed relational database services.
2. WebNY (\$8 million): This service provides a website platform for hosting, creating, managing, and delivering digital content to employees, partners, and citizens.
3. Enterprise Content Management (ECM) Services (\$6 million): Enterprise Content Management (ECM) is a centrally-managed service that provides the ability to store and retrieve documents using Application Programming Interfaces (APIs).
4. Miscellaneous Services (\$1M): Includes Akana and eFax services.

Platform Services – Database Services

Database Servers (\$31 million total): Database as a service. ITS handles the physical database design and infrastructure support to provide managed relational database services. Database management involves not just deployment, but also complex operational aspects such as storage, backup, failure detection, disaster recovery, and upgrades. The following service offerings support the ITS enterprise database by creating instances on the Oracle, SQL, and DB2 servers.

Significant Change Drivers

- Oracle Rate – decrease due to a shift of agency specific licensing costs to NPS memo pass-through
- DB2 - no longer making certain costs un-recoverable

Service (Billed at DB Instance/Month)	FY 2020 Forecast	FY 2021 Forecast	Change
Oracle	\$ 987.89	\$ 809.74	\$ (178.15)
SQL Server	\$ 559.58	\$ 551.11	\$ (8.47)
DB2	\$ 1,263.47	\$ 1,390.21	\$ 126.73

Platform Services – WebNY, ECM, Akana, and eFax

SOA Akana (\$675k): SOAAkana is an enterprise-class platform for designing, implementing, securing, managing, monitoring, and publishing Application Programming Interfaces (APIs).

Enterprise Content Management (\$3 million): Enterprise Content Management (ECM) is a centrally-managed service that provides the ability to store and retrieve documents using Application Programming Interfaces (APIs).

eFax (\$654K): eFax is ITS' enterprise fax system that allows clients to send and receive faxes through email.

WebNY (\$8M): This service provides a website platform for hosting, creating, managing, and delivering digital content to employees, partners, and citizens. This service includes website monitoring, maintenance, and development.

Significant Change Drivers

ECM and eFax – no longer making certain costs unrecoverable

Service	FY 2020 Forecast	FY 2021 Forecast	Change
Enterprise Content Management			
ECM Small	\$ 1,962.69	\$ 3,736.56	\$ 1,773.86
ECM Medium	\$ 9,813.47	\$ 18,682.78	\$ 8,869.30
ECM Large	\$ 19,626.95	\$ 37,365.55	\$ 17,738.61
SOA Akana	\$ 0.14	\$ 0.12	\$ (0.01)
eFax	\$ 0.11	\$ 0.23	\$ 0.13
WebNY	\$ 0.0175	\$ 0.0156	\$ (0.0020)

Telecommunications Services – Voice Services

Telecommunications (\$34 million total): Provides voice services, such as modern Voice-over-Internet-Protocol (VoIP) technology including dial tone and voicemail, as a standard offering, and support for traditional lines for existing customers. Also provides dial tone for systems such as Modem, Alarms, etc. Self-Service and Online Help Guides are available for users.

Significant Change Drivers

- PBX – Cost savings from reduction in maintenance agreements

Service (Billed at line per month)	FY 2020 Forecast	FY 2021 Forecast	Change
VoIP	\$ 13.11	\$ 11.64	\$ (1.47)
PBX (at State Ofc Bldgs)	\$ 71.49	\$ 42.06	\$ (29.43)
Centrex (Verizon)	\$ 51.16	\$ 52.69	\$ 1.53
Vendor Lines Pass-Through	\$ 32.50	\$ 32.68	\$ 0.18

Telecommunications Services – Internet and Network Services

Network Services (\$71 million total): Securely connects workstations and network devices to critical applications hosted in State data centers through Local Area and Wide Area Networks (LAN and WAN).

- LAN (\$43 million): Local Area Network or LAN connects the NYS devices to the wiring inside a building. The standard offering for LAN includes maintenance of existing office site network hardware, software, and support to provide a secure, monitored and managed local network for all NY State users. This service provides connectivity for PC and VDI workstations, video conferencing, as well as network devices at office sites. New or replacement equipment as well as system enhancements are not included in this rate.
- WAN (\$23 million): Wide Area Network (WAN) is a telecommunication network that permits NYS employees access to the network by connecting data centers, office buildings, and remote work sites to the service providers. Enhancements such circuit upgrades, equipment changes, site survey design and network implementation for new office sites, additions, or changes are not included.
- Other (\$5 million): Includes network project billings and Broadband CKT Circuits

Service	FY 2020 Forecast	FY 2021 Forecast	Change
LAN (Device/Month)	\$ 34.25	\$ 30.26	\$ (3.98)
Broadband (CKT Circuits)	Various - See Pinnacle		
WAN (Various Rates - See Pinnacle)	Various - See Pinnacle		

End User Services

End User Services (\$178 million total): Basic hardware, including refresh cycles, and the software, tools, and services that allow employees to perform their day-to-day jobs.

1. End User (\$152 million): Hardware and software package that supports standard productivity including email, web browsing, personal cloud storage, and equipment replacement based on regular refresh cycles. Includes standard desktop, laptop, or thin client and accessories for on-boarding new employees. Also includes break/fix and device management.
2. Mobile (\$15 million): Managed mobile service that includes devices, carrier plans, provisioning, contract management, and billing.
3. Other End User Services (\$11 million): Includes standalone Office365 licenses and remote application and desktop access services.

End User Services

Fixed User (\$136 million total): This service includes ITS standard workstation equipment and standard software that is used by only one person. Standard equipment includes one computing device package per user (either a mobile or non-mobile compute device), required cables and/or connections, and appropriate device accessories, such as mouse, keyboard, single monitor, and docking station if applicable. Equipment refreshed at the end of its life cycle. Standard software provided includes O365 (Microsoft Outlook, Word, Excel, PowerPoint, OneDrive, SharePoint, etc.), Adobe Reader, time keeping software (LATS: Leave & Accrual Tracking System), basic printer provisioning, and Enterprise Identity Access Management.

Fixed User (no equip replacement) (\$15 million total): Equipment is not refreshed at the end of its life cycle, and new equipment will need to be purchased by the agency.

Kiosk User (no equip replacement) (\$1 million total): Microsoft Outlook with 1GB limit, Word, Excel, PowerPoint, OneDrive, SharePoint, etc.

Service	FY 2020 Forecast	FY 2021 Forecast	Change
Kiosk User (License/Month)	\$ 108.30	\$ 99.90	\$ (8.41)
Fixed User (License/Month)	\$ 125.62	\$ 127.65	\$ 2.03
Fixed User (no equip replacement)	\$ 108.30	\$ 114.36	\$ 6.06
O365 Standalone (License/Month)	\$ 16.18	\$ 21.35	\$ 5.17
Citrix XenApp (Concurrent User/Month)	\$ 73.58	\$ 46.45	\$ (27.13)

End User Services – Mobile

Mobile (\$15 million total): ITS provides a selection of cellular options and recommends one device and one plan per employee. Standard support for each device includes security, encryption, back-up, updates and patches, remote access and assistance from the ITS Service Desk.

Service (Billed at Device/Month)	FY 2020	FY 2021	
	Forecast	Forecast	Change
Cell Phone	\$ 18.49	\$ 14.65	\$ (3.84)
Smartphone	\$ 43.15	\$ 42.99	\$ (0.16)
Tablet with Data Plan	\$ -	\$ 40.30	N/A
Aircard / MiFi	\$ 39.45	\$ 40.26	\$ 0.81

Note: Mobile rates are based on actual vendor contract rates, plus additional security, accessories and add-ons, and general overhead costs.

Non-Rated, Recovered other Means, and Non-Recoverable Services

Non-Rated/Recovered other Means/Non-Recoverable (\$131 million total): Includes development costs of future services, migration costs of old technologies, and other costs not eligible for reimbursement.

1. Non-Rated Services (\$54 million): Includes Agency-Specific Procurements and NPS Direct Bill agreements not included in a rated service.
2. Recovered other Means (\$66 million): Includes SWCAP and NPS costs recovered outside of the rate model and through Journal Vouchers.
3. Non-Recoverable/Future Services (\$11 million): Future rated services Include Managed File Transfer, WebSphere, WebLogic, Client Engagement Services, and Data Reporting and Analytics. Non-Recoverable costs include excess capacity in ECM and eFax.

Forecasted Rates vs. Billing Rates

In addition to the FY 2021 Rate Development, ITS, in conjunction with Maximus Consulting Services, completed a prior year reconciliation effort to address under and over billings from prior years. The reconciliation effort is especially important for federal cost allocation purposes.

Federal regulations (2 CFR Part 225 Appendix C) require States to reconcile central cost-allocated services and make adjustments for any identified variances between actual revenue and allowable costs.

As a result of the prior year reconciliation, ITS reduced FY 2020 client agency billing by a combined \$1.8M, or less than 0.3%. This results in reduced FY 2021 rates to “reimburse” agencies for these costs.

Although the reconciliation has only a minimal net impact on agency billings, it is allocated through the rate model as an “adjustment” to the FY 2020 rate card. The reconciliation results in both rate increases and decreases; however, the net impact is less than 0.2% in total. The rate that is reflected in agency bills includes the reconciliation.

Forecasted Rates vs. Billing Rates

Service	Cost Base Rate	Billed Rate (with True-Up)	Units
Labor Services			
Contract Labor			
Business Analyst	\$88.37	\$96.68	Labor Hour/Month
Programmer	\$90.67	\$99.19	Labor Hour/Month
Software Architect	\$104.63	\$114.47	Labor Hour/Month
Specialist	\$95.28	\$104.25	Labor Hour/Month
Technical Architect	\$110.21	\$120.58	Labor Hour/Month
Tester	\$70.64	\$77.28	Labor Hour/Month
State Labor	\$115.51	\$113.89	Labor Hour/Month
Project Manager	\$113.51	\$124.18	Labor Hour/Month
Infrastructure Services			
Storage:			
Block Storage	\$0.18	\$0.18	Gigabyte/Month
IBM Mainframe Block	\$1.03	\$1.72	Gigabyte/Month
IBM Mainframe Virtual Tape	\$0.42	\$0.41	Gigabyte/Month
File/Object Storage	\$0.14	\$0.15	Gigabyte/Month
Servers:			
x86 Virtual			
Small x86 Virtual (2 - 4 GB)	\$113.05	\$64.41	Gigabyte RAM/Month
Medium x86 Virtual (4 - 8 GB)	\$226.11	\$128.82	Gigabyte RAM/Month
Large x86 Virtual (8 - 16 GB)	\$452.22	\$257.63	Gigabyte RAM/Month
X-Large x86 Virtual (16 - 32 GB)	\$904.43	\$515.26	Gigabyte RAM/Month
2X-Large x86 Virtual (32 - 64 GB)	\$1,808.86	\$1,030.53	Gigabyte RAM/Month
3X-Large x86 Virtual (64+ GB)	\$3,617.72	\$2,061.06	Gigabyte RAM/Month
x86 Physical			
Small x86 Physical (2 - 4 GB)	\$242.17	\$211.76	Gigabyte RAM/Month
Medium x86 Physical (4 - 8 GB)	\$484.34	\$423.52	Gigabyte RAM/Month
Large x86 Physical (8 - 16 GB)	\$968.69	\$847.04	Gigabyte RAM/Month
X-Large x86 Physical (16 - 32 GB)	\$1,937.38	\$1,694.08	Gigabyte RAM/Month
2X-Large x86 Physical (32 - 64 GB)	\$3,874.76	\$3,388.16	Gigabyte RAM/Month
3X-Large x86 Physical (64+ GB)	\$7,749.51	\$6,776.32	Gigabyte RAM/Month

Service	Cost Base Rate	Billed Rate (with True-Up)	Units
Infrastructure Services			
P-Series LPAR	\$71.56	\$73.77	
Small P-Series LPAR (2 - 16 GB)	\$1,144.99	\$1,180.32	Gigabyte RAM/Month
Medium P-Series LPAR (16 - 32 GB)	\$2,289.99	\$2,360.64	Gigabyte RAM/Month
Large P-Series LPAR (32 - 64 GB)	\$4,579.97	\$4,721.28	Gigabyte RAM/Month
X-Large P-Series LPAR (64+ GB)	\$9,159.94	\$9,442.56	Gigabyte RAM/Month
Co-Location	Various	Various	Various
Unix SPARC	\$881.49	\$740.10	Server/Month
Unix HPUX	\$1,612.46	\$1,023.02	Server/Month
Mainframe:			
IBM CPU	\$0.0331	\$0.0330	CPU Second/Month
IBM CMOD Support	\$1,008.03	\$1,000.54	Monthly Charge
Unisys 2200	\$276.19	\$311.77	MIP/Month
Unisys Series A	\$93,502.60	\$112,805.73	Monthly Charge
Centralized Print:			
Print	\$0.0350	\$0.0252	Image/Month
Platform Services			
Digital Presence Services:			
Website Hosting and Maintenance	\$0.0156	\$0.0134	Page View/Month
Database Services:			
Oracle	\$809.74	\$674.52	DB Instance/Month
SQL Server	\$551.11	\$609.28	DB Instance/Month
DB2 Linux/UNIX/Windows	\$1,390.21	\$2,946.03	DB Instance/Month
Enterprise Content Management Services:			
Enterprise Content Management (ECM)	\$373.66	\$579.62	
ECM Small (0-10 GB)	\$3,736.56	\$5,796.20	Content Repository/Month
ECM Medium (10-50 GB)	\$18,682.78	\$28,981.00	Content Repository/Month
ECM Large (50+ GB)	\$37,365.55	\$57,962.00	Content Repository/Month
Integration Services:			
SOA Akana	\$0.12	\$0.11	Time in Akana (1k ms)/Month
Miscellaneous Services:			
eFax	\$0.23	\$0.37	Fax/Month

Service	Cost Base Rate	Billed Rate (with True-Up)	Units
Telecom Services			
Voice Services:			
VoIP	\$11.64	\$5.74	Line/Month
PBX (at State Ofc Bldgs)	\$42.06	\$18.96	Line/Month
Centrex (Verizon)	\$52.69	\$47.92	Line/Month
Vendor Lines Pass-Through	\$32.68	\$38.59	Line/Month
Internet Services:			
Wide Area Network (WAN)	Various	Various	Various Units
Broadband (CKT Circuits)	Various	Various	Various Units
Network Services:			
Local Area Network (LAN)	\$30.13	\$30.26	Device/Month
End User Services			
End User:			
Kiosk User	\$99.90	\$91.35	License/Month
Fixed User	\$127.65	\$126.18	License/Month
Fixed User (no equip replacement)	\$114.36	\$146.50	License/Month
O365 (Standalone)	\$21.35	\$24.83	License/Month
Citrix XenApp	\$46.45	\$37.50	Concurrent User/Month
Mobile:			
Cell Phone	\$14.65	\$19.06	Device/Month
Smartphone	\$42.99	\$45.60	Device/Month
Tablet with Data Plan	\$40.30	\$40.30	Device/Month
Aircard / MiFi	\$40.26	\$43.53	Device/Month
Machine to Machine	Vendor Charge	Vendor Charge	Vendor Charge/Month

Sample Agency Billing Summary – Direct Bill

FY 2021 Service Billing Summary

All Client Agencies

Bill #: All Services-ALL-FY2021-Q1

Based on Actuals through Q1 (April 1, 2020 - June 30, 2020)

Issue Date: 7/31/2020



Office of Information
Technology Services

ITS Attests That Expenses Have Been Incurred by ITS on this Agency's Behalf in Support of Services Provided

Direct Billed Services	Q1 (4/1/20 - 6/30/20)	Q2 (7/1/20 - 9/30/20)	Q3 (10/1/20 - 12/31/20)	Q4 (1/1/21 - 3/31/21)	TOTAL
Rated Services					
End User Services	\$ -	\$ -	\$ -	\$ -	\$ -
Infrastructure Services	\$ -	\$ -	\$ -	\$ -	\$ -
Labor Services	\$ -	\$ -	\$ -	\$ -	\$ -
Platform Services	\$ -	\$ -	\$ -	\$ -	\$ -
Telecom Services	\$ -	\$ -	\$ -	\$ -	\$ -
Non-Rated Services					
Agency Specific Procurements	\$ -	\$ -	\$ -	\$ -	\$ -
Cloud Services	\$ -	\$ -	\$ -	\$ -	\$ -
eLicensing	\$ -	\$ -	\$ -	\$ -	\$ -
Premium Software	\$ -	\$ -	\$ -	\$ -	\$ -
Revenue Contracts	\$ -	\$ -	\$ -	\$ -	\$ -
Total Direct Billings:	\$ -	\$ -	\$ -	\$ -	\$ -

PAYMENT REQUIRED



Office of Information
Technology Services

Sample Agency Billing Summary – Memo Bill

FY 2021 Service Billing Summary

All Client Agencies

Bill #: All Services-ALL-FY2021-Q1

Based on Actuals through Q1 (April 1, 2020 - June 30, 2020)

Issue Date: 7/31/2020



Office of Information
Technology Services

ITS Attests That Expenses Have Been Incurred by ITS on this Agency's Behalf in Support of Services Provided

Memo Billed Services	Q1 (4/1/20 - 6/30/20)	Q2 (7/1/20 - 9/30/20)	Q3 (10/1/20 - 12/31/20)	Q4 (1/1/21 - 3/31/21)	TOTAL
Rated Services					
End User Services	\$ -	\$ -	\$ -	\$ -	\$ -
Infrastructure Services	\$ -	\$ -	\$ -	\$ -	\$ -
Labor Services	\$ -	\$ -	\$ -	\$ -	\$ -
Platform Services	\$ -	\$ -	\$ -	\$ -	\$ -
Telecom Services	\$ -	\$ -	\$ -	\$ -	\$ -
Non-Rated Services					
Agency Specific Procurements	\$ -	\$ -	\$ -	\$ -	\$ -
Cloud Services	\$ -	\$ -	\$ -	\$ -	\$ -
eLicensing	\$ -	\$ -	\$ -	\$ -	\$ -
Premium Software	\$ -	\$ -	\$ -	\$ -	\$ -
Revenue Contracts	\$ -	\$ -	\$ -	\$ -	\$ -
Total Memo Billings:	\$ -	\$ -	\$ -	\$ -	\$ -

NO PAYMENT REQUIRED

Office of Information
Technology Services

Contact Information and Rate Card

Additional Questions? Contact ITS Finance at:

Director of Rate Setting

Joe Schultz – joe.schultz@its.ny.gov

ITS Billing Team – ITSBilling@its.ny.gov

Rate Card:

The FY 2021 rate card will be available at the following link prior to bill release: <https://its.ny.gov/service-rates>

May 14, 2020