

NYS Office of Information Technology Services
Service Offerings
FY 2014-15

| Service Offerings | Invoiced | Description | Rate | |
|-------------------------------------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|------------------------------|
| Workplace Services | Monthly | Office-Based and Mobile Employee package includes management and replacement of device, management of operating system, standard software package including Office 365 (O365), collaboration software such as SharePoint, internet browser, network printer access, security and patch management, and account management | | |
| | | Service Offerings | | Monthly Rate |
| | | End User Computing – Office-Based Employee Package | | \$45.10 per Package |
| | | End User Computing – Office-Based Employee Package (no equipment replacement) | | \$43.70 per Package |
| | | Office 365 Stand-Alone for agencies not hosted by ITS | | \$13.18 per Account |
| | | Mobile Phone Direct Charge | Direct Charge for service plan plus 10.4% administrative fee | |
| Enterprise Communication | Monthly | Installation, support, and break-fix of VoIP compatible desktop telephone, messaging, conferencing, and voicemail; internal NYS, local, local-toll and long distance calling | | |
| | | Service Offerings | | Monthly Rate |
| | | Voice Communications (VoIP, CapNet, and other legacy phone systems) | | \$29.54 per Line |
| | | e-Fax | | \$2.00 per Line |
| | | Note: Traditional Telephone Support is available in locations not on VoIP. Support will continue for current circuits purchased from ITS using national carriers. The support level includes voice services delivered over traditional dedicated facilities (e.g., phone, voicemail), fax, modem, alarm, analog wall phone, utility phone (e.g., elevator phone). | | |
| DNS NYeNet (WAN) | Monthly | The NYeNet Service is the "digital backbone" of high-capacity fiber optic cables with network access points (NAP) across New York State. | | |
| | | Service Offering | | Monthly Rate |
| | | Shared high speed Intranet allows agencies to communicate to field locations, other agencies, and the State Data Centers. | | Varies by speed and location |
| Data Network (LAN) - Old CNS | Monthly | Managed Internet service. This service permits NYS Agencies to provide employee access to the Internet. ITS managed Local Area Network (LAN) includes all closet switches and firewall protection (Ethernet ports, security, Wireless Access Points, and IP addressing). | | |
| | | Service Offerings | | Monthly Rate |
| | | Secure network connections | | \$20.33 per Device |
| | | Internet Access | | |
| | | Wireless access point | | |
| IP address management. | | | | |

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| Infrastructure | Monthly | The enterprise distributed virtual server platforms service provides a centralized and secure hosting environment for applications and data. Includes management of virtual host server hardware and software, virtual server OS instance (OSI), operating systems, including basic operating system testing and installation of service packs and patches, and centralized and secure data center facilities. | | |
| | | Service Offerings - Compute | | Monthly Rate |
| | | x86 Standard - Microsoft Windows Server or Red Hat Enterprise Linux | | \$674.27 flat rate per OSI |
| | | IBM Power Standard - IBM AIX Unix for IBM POWER servers or Red Hat Enterprise Linux for IBM POWER Servers | | \$1,218.64 flat rate per OSI |
| | | The Enterprise Storage service supports, IBM Power / AIX Unix, IBM Power / Linux, x86/Linux and x86/Windows Server platforms. The enterprise storage service consists of three offerings. | | |
| | | Service Offerings - Storage | | Monthly Rate |
| | | Standard Block Storage | | \$1.44 per GB of allocated storage |
| | | Block Storage for Offsite Recovery | | Double Standard Block Storage rate |
| | | File and Object Storage | | \$1.71 per GB of allocated storage |
| | | Application Services | Monthly | This service represents maintenance and development of agency business applications. Examples include application and interface monitoring, troubleshooting and resolution of application functionality and performance issues, modification of applications in response to infrastructure changes, ongoing provision of patches, service packs, and bug fixes. |
| Service Offerings | | | | Hourly Rate |
| Labor charge | | | | \$84.93 |
| Charge is inclusive of fringe and indirect | | | | |
| Consulting services are available for the following categories: Business Analyst Database Administrator Programmer Project Manager Software Architect Specialist System Administrator Technical Architect | | | | See OGS HBITS contract pricing. |

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| Departmental Direct Services | Monthly | Costs represent ITS staff managing agency-specific IT on behalf of Transferor Agencies (Agencies fully supported by ITS) for whom the ownership of IT funding has not yet transitioned to ITS. | |
| | | Service Offerings | Hourly Rate |
| | | Labor charge Charge is inclusive of fringe and indirect | \$80.49 |
| NPS Transfer | One-Time | ITS is processing one-time invoices associated with the transfer/centralization of contracts to ITS. Amounts are based on agreements with agency and DOB. | N/A |