

**STATE OF NEW YORK
OFFICE OF INFORMATION TECHNOLOGY SERVICES
FY 2024-25 RATE CARD**

Service	Description	FY 23-24 Rate	FY 24-25 Rate	Utilization Units
End User Services	Description	FY 23-24 Rate	FY 24-25 Rate	Utilization Units
Client Computing Services	The following services include support of the ITS Service Desk.			
Kiosk User	This service includes ITS standard workstation equipment and standard software that is used by multiple people. 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 with 1GB limit, Word, Excel, PowerPoint, OneDrive, SharePoint, etc.), Adobe Reader, time keeping software (LATS: Leave & Accrual Tracking System), basic printer provisioning, and Enterprise Identity Access Management.	\$119.95	\$128.18	License/Month
Fixed User	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.	\$197.61	\$167.31	License/Month
Fixed User (no equip replacement)	This service includes standard workstation support and standard software support that is used by only one person.	\$139.33	\$120.94	License/Month
O365 (Standalone)	Office productivity services that include word/document processing, spreadsheet, presentation, notes, email/calendar, print page design, and database as part of the standard service offering for all user desktops. This software enables team collaboration on a web-based platform that allows the sharing and editing of documents and deliverables across distributed users. No equipment is included.	\$40.11	\$31.90	License/Month
Citrix XenApp	For existing clients only.	\$67.51	\$75.11	Concurrent User/Month

Service	Description	FY 23-24 Rate	FY 24-25 Rate	Utilization Units
Mobile Device Services	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.			
Cell Phone	This service offering includes telephone with access to a cellular radio system so it can be used over a wide area, without a physical connection to a network. A cell phone requires and includes only a voice plan, which allows users to place and receive phone calls and text messages.	\$24.38	\$24.96	Device/Month
Smartphone	A mobile phone that performs many of the functions of a computer, typically having a touchscreen interface, internet access, and an operating system capable of running downloaded applications. The smartphone requires both a voice and data plan.	\$46.95	\$51.23	Device/Month
Tablet with Data Plan	A tablet is a wireless touch screen personal computer (PC) that is smaller than a notebook/laptop but larger than a smartphone. Modern tablets are built with wireless internet or local area network (LAN) connectivity and a variety of software applications, including business applications and web browsers. This service offering includes the data plan only.	\$40.61	\$36.31	Device/Month
Aircard / MiFi	The AirCard or MiFi device is a wireless router that acts as a mobile Wi-Fi hotspot. An AirCard can be connected to a cellular network and provide internet access for a single device. A MiFi device can be connected to a cellular network and provide internet access for up to ten devices. The use of an AirCard/MiFi requires a data plan.	\$43.02	\$46.93	Device/Month
Transportation-related connectivity device (Machine to Machine)	This service offering includes modem-like devices that provide a wireless direct communication path where Wi-Fi and wired networks are unavailable. These devices are often used in automobiles and DOT road signs.	Vendor charge	Vendor charge	Vendor Charge/Month
Infrastructure Services	Infrastructure Services include the core infrastructure — facilities, compute, storage, and network services— that are required to deliver any technology automation.	FY 23-24 Rate	FY 24-25 Rate	Utilization Units
Storage	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.			
Block Storage	Block Storage is low latency shared storage delivered over a high-speed, dedicated, redundant, and secure fiber channel network. The service uses self-encrypting solid state drives, media retention, and multi-tenant provisioning for secure and responsive storage to support business applications. Storage is allocated to servers to address secure multi-tenant access to shared resources. The service includes regularly scheduled backups with data retention and electronic vaulting to an alternate location.	\$0.083	\$0.126	Gigabyte/Month
IBM Mainframe Block	IBM Mainframe Block Storage provides centrally managed Direct-Access Storage Device (DASD) storage services for the IBM mainframe and includes data mirroring for disaster recovery purposes.	\$0.489	\$0.169	Gigabyte/Month

Service	Description	FY 23-24 Rate	FY 24-25 Rate	Utilization Units
IBM Mainframe Virtual Tape	This service provides centrally managed Virtual Tape System storage services for the IBM mainframe, which includes data volume replication for disaster recovery purposes.	\$0.170	\$0.250	Gigabyte/Month
File/Object Storage	File Storage includes network storage shares for home directories and shared content for collaboration and application needs. This service is used for content that must reside on-premise due to compliance requirements. It is securely delivered as a network drive and segregated for each agency; integrated with the State's Active Directory for user access control; protected with anti-malware for virus protection; and provisioned with local and remote backups. Object Storage is directly managed by supported applications that use a web interface (such as an Application Programming Interface or API) to store and retrieve data. Object Storage can scale to support trillions of objects and is immutable. It is delivered with built-in disaster recovery capabilities such as geographically-dispersed data.	\$0.007	\$0.074	Gigabyte/Month
Servers	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. These services also include middleware, which are production-ready web and application servers for hosting and building applications supported by NY State ITS.			
P-Series LPAR	Available in small to extra-large sizes, P-Series LPAR servers support the extra large, high-availability Oracle databases used by ITS platforms and client agencies. They also support application server software like WebSphere, Web Services, Oracle, and DB2 AIX databases. This offering includes regular security patching, fault alerting, and premium 24/7 support with necessary additional capacity to do maintenance without downtime.			
Small P-Series LPAR (2 - 16 GB)		\$371.27	\$650.89	Gigabyte RAM/Month
Medium P-Series LPAR (16 - 32 GB)		\$742.55	\$1,301.78	Gigabyte RAM/Month
Large P-Series LPAR (32 - 64 GB)		\$1,485.09	\$2,603.55	Gigabyte RAM/Month
X-Large P-Series LPAR (64+ GB)		\$2,970.19	\$5,207.11	Gigabyte RAM/Month
x86 Physical	This service is a variety of compute configurations comprised of physical servers. Typically, these are distributed compute services based on the Windows, Linux, or UNIX operating systems for predefined configurations of memory, CPU, and storage. Standard operational support includes support of the virtual server environment, security hardening, backup, updates, patches, and centralized monitoring. These physical servers are only used for special use cases, such as support for certain applications and custom configurations.			
Small x86 Physical (2 - 4 GB)		\$415.14	\$494.92	Gigabyte RAM/Month
Medium x86 Physical (4 - 8 GB)		\$830.28	\$989.83	Gigabyte RAM/Month
Large x86 Physical (8 - 16 GB)		\$1,660.56	\$1,979.66	Gigabyte RAM/Month
X-Large x86 Physical (16 - 32 GB)		\$3,321.12	\$3,959.32	Gigabyte RAM/Month

Service	Description	FY 23-24 Rate	FY 24-25 Rate	Utilization Units
2X-Large x86 Physical (32 - 64 GB)		\$6,642.24	\$7,918.65	Gigabyte RAM/Month
3X-Large x86 Physical (64+ GB)		\$13,284.47	\$15,837.29	Gigabyte RAM/Month
x86 Virtual	These are reserved virtual server instances based on commodity x86 architecture. These systems provide shared compute resources at lower cost and allow applications to scale easily as performance demand grows. ITS support of this virtual server includes managed network services, platform services, web hosting, and hardware and software support.			
Small x86 Virtual (2 - 4 GB)		\$110.55	\$100.27	Gigabyte RAM/Month
Medium x86 Virtual (4 - 8 GB)		\$221.10	\$200.54	Gigabyte RAM/Month
Large x86 Virtual (8 - 16 GB)		\$442.19	\$401.07	Gigabyte RAM/Month
X-Large x86 Virtual (16 - 32 GB)		\$884.38	\$802.14	Gigabyte RAM/Month
2X-Large x86 Virtual (32 - 64 GB)		\$1,768.77	\$1,604.29	Gigabyte RAM/Month
3X-Large x86 Virtual (64+ GB)		\$3,537.53	\$3,208.57	Gigabyte RAM/Month
Unix SPARC	Server for existing clients and special use cases only.	\$1,413.32	\$1,821.50	Server/Month
Unix HPUX	Server for existing clients and special use cases only.	\$5,741.79	\$8,102.16	Server/Month
Co-Location	Co-Location Services provide Data Center floor space, which includes racks, cooling and power to client entities outside of NY State government (e.g. local governments, independent agencies, etc.). A memorandum of understanding is required between the client entity and ITS to access this service.	N/A	N/A	Various Units
Mainframe				
IBM CPU	This offering provides transactional and batch-oriented mainframe compute services. The service provides a managed infrastructure for IBM mainframe workloads and provides support for all IBM mainframe system software and hardware.	\$0.0203	\$0.0705	CPU Second/Month
IBM CMOD Support	This offering provides transactional and batch-oriented mainframe compute services. The service provides a managed service for Content Manager OnDemand for z/OS (CMOD) on the IBM mainframe. CMOD is a high-performance solution for managing electronic report capture and distribution, and presentation.	\$22,117.46	\$6,380.25	Monthly Charge
Unisys 2200	Mainframe for existing clients only.	\$283.50	\$298.86	MIP/Month
Unisys Series A	Mainframe for existing clients only.	\$151,240.72	\$198,446.98	Monthly Charge
zVM LPAR for DFS	Mainframe for existing clients only.		\$0.0705	IBM CPU Rate
Centralized Print				
Print	ITS Central Print Services provides high volume laser printing, packaging, mailing, and delivery of documents for mass distribution with 24/7 support. For existing clients only.	\$0.0324	\$0.0503	Image/Month
Labor Services				
Contract Labor				
Business Analyst	A Business Analyst analyzes an organization or business entity and its data, processes, or systems to provide insights or recommend improvements. A Business Analyst also creates and delivers requirements, use cases, and user stories.	\$112.95	\$101.89	Labor Hour/Month

Service	Description	FY 23-24 Rate	FY 24-25 Rate	Utilization Units
Programmer	A Programmer creates computer software or web applications by coding. They are well-versed in computer languages such as Assembly, COBOL, C, C++, C#, JavaScript, Lisp, Python.	\$106.39	\$104.36	Labor Hour/Month
Software Architect	A Software Architect is a software developer expert who makes high-level design choices and tries to enforce technical standards, including software coding standards, tools, and platforms.	\$118.09	\$107.24	Labor Hour/Month
Specialist	A Specialist has expertise in a particular topic, technology, or specialized set of tools.	\$124.24	\$127.68	Labor Hour/Month
Technical Architect	A Technical Architect is responsible for defining the overall structure or technology stack of a program, application, or system. This person designs technology solutions and leads the development teams.	\$125.12	\$89.30	Labor Hour/Month
Tester	A Tester ensures that technology solutions and applications built by the development teams function as they were intended to without errors or bugs.	\$105.22	\$62.42	Labor Hour/Month
Vendor-Specific Contract Labor	Specialty rates for vendor-specific consultants.	See bill for rate	See bill for rate	Labor Hour/Month
State Labor	State Labor accounts for the time of ITS staff spent on specific client agency projects.	\$131.78	\$132.39	Labor Hour/Month
Project Manager	The Project Manager is the person responsible for ensuring that project objectives are achieved. The Project Manager will remain involved throughout the entire duration of the project, from project initiation through project closeout, and is ultimately relied upon to secure the project's completion. The Project Manager ensures the project objectives are met within the constraints of the budget, schedule, and scope.	\$125.08	\$137.49	Labor Hour/Month
Platform Services	Description	FY 23-24 Rate	FY 24-25 Rate	Utilization Units
Database Services	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.			
Oracle	See description of Database Services. Databases will be implemented using Single instance, Active/Passive, or Active/Active technologies depending on business requirements for high availability.	\$1,004.95	\$1,320.96	DB Instance/Month
SQL Server	See description of Database Services. Three different options are available for this service offering in order of resiliency: 1) Standalone (billed per instance) 2) HA or Active Stand-by (billed at 2x / instance) , and 3) HA+DR (billed at 3x / instance and requires CTO approval).	\$513.88	\$788.69	DB Instance/Month
DB2 Linux/UNIX/Windows	See description of Database Services. Also known as DB2LUW, this database service offers Standalone instances only.	\$1,039.95	\$2,457.55	DB Instance/Month
Digital Presence Services				
Website Hosting and Maintenance - Turnkey	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. This Service is a shared code base with a content management system, prebuilt functionality, and templates.	\$0.0097	\$0.0131	Page View/Month

Service	Description	FY 23-24 Rate	FY 24-25 Rate	Utilization Units
Website Hosting and Maintenance - Custom	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. This Service is standard code base with a content management system, prebuilt functionality, and templates, but allows for custom design and functionality.	\$0.0035	\$0.0154	Page View/Month
Website Hosting and Maintenance - Legacy	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. This Service is a custom code base that is updated and changed by developers. This platform requires the use of ITS servers and agencies will be billed for these servers at the ITS server rates.	\$0.1445	\$0.0095	Page View/Month
Enterprise Content Management (ECM)	Enterprise Content Management (ECM) is a centrally-managed service that provides the ability to store and retrieve documents using Application Programming Interfaces (APIs). This service enables a business unit to use their existing capture solution to convert paper files into electronic format, store the electronic documents into a secure enterprise content repository, and retrieve the documents efficiently and immediately for viewing. This allows documents to be highly available and protected across geographic locations.			
ECM Small (0-10 GB)		\$1,882.71	\$2,772.88	Content Repository/Month
ECM Medium (10-50 GB)		\$9,413.57	\$13,864.38	Content Repository/Month
ECM Large (50-100 GB)		\$18,827.14	\$27,728.77	Content Repository/Month
ECM X-Large (100+ GB)		\$37,654.29	\$55,457.53	Content Repository/Month
Managed File Transfer				
Fixed Point Managed File Transfer	Fixed Point Managed File Transfer provides highly secure and efficient file transfer services between NYS and its business partners for business data sharing. Data transmitted and stored on the MFT server is encrypted and all file transfers less than 10G are scanned with an anti-virus scanner.	\$53.50	\$58.99	Gigabyte/Month
Integration Services				
SOA Akana	SOA Akana is an enterprise-class platform for designing, implementing, securing, managing, monitoring, and publishing Application Programming Interfaces (APIs). The platform automates access and control of the connections and traffic between the APIs exposed on your network and the applications that use them. API Management securely delivers APIs across multiple channels (i.e. mobile, cloud, on premise, and Internet of Things), enabling data sharing, connecting and integrating applications from development to production.	\$0.3106	\$0.0547	Time in Akana (1k ms)/Month

Service	Description	FY 23-24 Rate	FY 24-25 Rate	Utilization Units
Miscellaneous				
eFax	eFax is ITS' enterprise fax system that allows clients to send and receive faxes through email. These faxes are sent and received using Outlook and can be sent to both shared mailboxes and individual mailboxes. ITS support for eFax includes troubleshooting and compliance with security requirements.	\$0.24	\$0.46	Fax/Month
Telcom Services				
Voice Services				
VoIP	This service utilizes a secure IP telephone and modern Voice-over-Internet-Protocol (VoIP) technology including dial tone, voicemail, and options for conference phone devices. Break/fixes and support setting up dial tone for systems such as Modem, Alarms, etc. as well as self-service and online help guides are available. Equipment as well as system enhancements are not included in this rate.	\$12.74	\$17.09	Line/Month
PBX (at State Office Buildings)	Clients are recommended to move to VoIP.	\$100.56	\$11.76	Line/Month
Centrex (Verizon)	Clients are recommended to move to VoIP.	\$64.96	\$41.28	Line/Month
Vendor Lines Pass-Through	This voice service includes telephone services only without internet. Provided only where VoIP is not available.	\$16.81	\$26.38	Line/Month
Video Conferencing	This service provides modern and standards-based Video Conferencing technologies that allow for video conferencing endpoints to communicate. Video conferencing endpoint support is included with this service for standard endpoints that have not reached End of Life. New or replacement equipment is not included in this rate. Advanced meeting room design and equipment services (e.g. amplifiers, overhead speakers, televisions, multiplexers, etc.) are also not included in this rate.	\$212.09	\$336.64	Device/Month
Internet Services				
Wide Area Network (WAN)	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.	Various Rates within PINNACLE	Various Rates within PINNACLE	Various Units
Broadband (CKT Circuits)	See description for Wide Area Network (WAN) services above. Frequently used for remote sites.	Various Rates within PINNACLE	Various Rates within PINNACLE	Various Units
Network Services				
Local Area Network (LAN)	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.	\$27.95	\$38.97	Device/Month

Service	Description	FY 23-24 Rate	FY 24-25 Rate	Utilization Units
Non-Rated Services	Description	FY 23-24 Rate		Utilization Units
Agency Specific Procurements				
Cloud Services	Costs from third-party cloud providers that have been approved by CTO and circuit usage associated with the cloud are passed-through to the client agencies.			
eLicensing	The Enterprise E-Licensing system will provide a single gateway for businesses and individuals to apply for and ultimately manage their business, professional, recreational and occupational licenses.			
Premium Equipment				
Premium Software	Premium software includes all non-standard software including but not limited to Adobe Captivate, Adobe Acrobat Pro, Microsoft Visio, and Microsoft Project.			
eDiscovery	Document review platform that helps the agencies review any data to support their litigations, labor relations investigations, any case-based review work.			
Revenue Contracts	ITS signs agreements to provide or procure services on behalf of non-State executive entities (e.g. ESRI, GIS, MSS)			