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AGENCY CONTACT MEMORANDUM #2016-0801

To: Agency IT Leadership, Technical Contacts
From: Jim Barnhart *JB*
Acting Chief Information Officer
Date: August 15, 2016
Subject: FY17-18 Rate and Service Description Changes

New service rates for FY17-18 are now in effect from the Commonwealth Office of Technology and are included with this memorandum. Rates and service descriptions can be viewed by visiting the COT website technology.ky.gov. COT has worked with the Office of the State Budget Director to incorporate the rate changes within your agency budgets. In the near future, COT leadership will be scheduling individual meetings with Executive Branch cabinets to discuss changes to rates and services.

In an effort to provide our customers with greater flexibility, a new tiered business model related to desktop/client support has been created. Specifically, computer monitors are now unbundled from the desktop offerings and available under a separate rated service.

This new tiered approach is applicable to all devices newly deployed or refreshed in FY17 and beyond. Computers and monitors currently in service will continue to be billed under their previous categories and rates (*DT10, DT20 and DT30*) until the device is retired or redeployed. New and/or refreshed devices will incur the applicable tiered Client Computing (CC) and Client Monitor (CM) rates as described in the [Client Computing Support](#) section on the COT website.

Each Client Computing tier offers predetermined configurations deemed to be business-appropriate. As a result, the need for custom configurations and the associated quoting process is eliminated. COT Field Services staff and Business Relationship Managers will be available to assist with selecting the most appropriate tier for agency business needs.

Virtual desktop infrastructure (VDI) devices, currently billed at the DT30 rate, will be migrated to a new VD10 activity code and rate. Monitor rates are also applicable to VDI customers, and additional RAM and CPU remain available under the VD20 and VD30 rates respectively.

The traditional Enterprise Assessment (EA) has been modified to segregate charges specifically related to enterprise security activities. As such, two distinct assessments will be billed in FY17&18. Both will be assessed using the same mailbox-count methodology employed previously. The total of the two assessments is less than the former EA total.

Additional information on all of our service rates and offerings can be found at: <http://technology.ky.gov/services/Pages/Rates.aspx>. Please direct any questions to your agency [Business Relationship Managers](#).

Activity Code	Activity Name	Type	Unit of Measure (Per)	FY15 Rate	Disposition	FY17-18 Rate
CP10	Print - Hard Copy	Rated	100 pages	\$6		\$6
CS10	Application Development (Hourly)	Rated	Hour	\$85		\$85
CS20	Project Management (Hourly)	Rated	Hour	\$75		\$75
CS30	Infrastructure Consulting (Hourly)	Rated	Hour	\$75	Increase	\$77
CS40	Infrastructure Installation (Hourly)	Rated	Hour	\$45		\$45
CS50	Security Consulting	Rated	Hour	\$75		\$75
DC10	Data Comm Management - Low Utilization	Rated	Wan circuit	\$117	Increase	\$240
DC30	Data Comm Management - High Utilization	Rated	Attached network	\$500	Increase	\$785
DC40	Data Comm Management - DSL	Rated	DSL line	\$100	Increase	\$350
DW10	Data Wireless - Expanded Coverage	Rated	Access point	\$27	Increase	\$48
DT10	Desktop Device & Support	Rated	No new Offerings for FY17-18	\$55	Phase out	\$55
DT20	Laptop Device & Support	Rated	No new Offerings for FY17-18	\$70	Phase out	\$70
CC10	Client Computing - Tier I	Rated	Device/Mo	N/A	New - at refresh	\$57
CC20	Client Computing - Tier II	Rated	Device/Mo	N/A	New - at refresh	\$62
CC30	Client Computing - Tier III	Rated	Device/Mo	N/A	New - at refresh	\$67
CC40	Client Computing - Tier IV	Rated	Device/Mo	N/A	New - at refresh	\$77
CC50	Dell Venue	Rated	No new Offerings for FY17/18	\$85	Phase out	\$85
CC60	Dell Venue Bundle	Rated	No new Offerings for FY17/18	\$95	Phase out	\$95
CC70	Client Computing - Tier V	Rated	Device/Mo	\$90	New - at refresh	\$90
CC80	Client Computing - Tier VI	Rated	Device/Mo	\$99	New - at refresh	\$99
CM10	Monitor - Tier I (20" prof. series flat panel)	Rated	Device/Mo	N/A	New	\$3
CM20	Monitor - Tier II (24" prof. series flat panel)	Rated	Device/Mo	N/A	New	\$4.50
FW20	Application & Server Firewall Service	Rated	Firewall	\$1,350	Increase	\$7,500
LN10	LAN switches	Rated	Switch	\$43	Increase	\$73
MB10	Messaging Service - Basic	Rated	Mailbox	\$4	Increase	\$6
MN10	Mainframe (z/OS) Server Support -1st Shift	Rated	CPU hour	\$1,550		\$1,550
MN20	Mainframe (z/OS) Online transactions	Rated	CPU minute	\$35	Increase	\$50
MN30	Mainframe (z/OS) Server Support - 2nd Shift	Rated	CPU hour	\$1,550		\$1,550
MN40	Mainframe (z/OS) CICS Online transactions	Rated	CPU minute	\$75	Increase	\$105
MW10	Messaging Service - Wireless	Rated	Blackberry	\$15	Phase out	\$15
OR10	Virtual Machine (Oracle) Standard	Rated	Virtual machine	\$248		\$248
OR20	Virtual Machine (Oracle) Addl CPU	Rated	Additional CPU	\$98		\$98
OR30	Virtual Machine (Oracle) 2GB	Rated	Additional 2GB	\$15		\$15
SQ10	Virtual Machine (SQL) Standard	Rated	Virtual machine	\$208	Increase	\$230
SQ20	Virtual Machine (SQL) Addl CPU	Rated	Additional CPU	\$58		\$58
SQ30	Virtual Machine (SQL) 2GB	Rated	Additional 2GB	\$10		\$10
ST10	Storage - Mainframe (z/OS) DASD	Rated	Megabyte (MB)	\$0.005		\$0.005
ST30	Storage - Mainframe (z/OS) Tape Services	Rated	10K Tape I/O's	\$1	Decrease	\$0.75
ST40	Storage - Mainframe (z/OS) Report Storage	Rated	100 Pages	\$0.55		\$0.55
ST60	Ultra-High Availability Storage (FLASH)	Rated	Gigabyte (GB)	N/A		\$0.60
ST80	Storage - Open Systems	Rated	GB allocated	\$0.20		\$0.20
ST90	Storage - Open Systems Backups	Rated	GB protected	\$0.25	Decrease	\$0.20
UX10	UNIX Server Support	Rated	Server	\$625	Increase	\$635
UX30	Additional 2GB RAM on Unix LPAR	Rated	2GB RAM	\$10		\$10
UX40	Additional 1 virtual CPU on Unix LPAR	Rated	1 Virtual CPU	\$20		\$20
VC10	Voice Communications - Local Service	Rated	Centrex circuit	\$30		\$30
VC40	Voice Communications - Equipment Maint	Rated	Hour	\$75		\$75
VC50	Voice Communications - Long Distance	Rated	Minute	\$0.03		\$0.03
VC60	Voice Communications - VoIP Connection	Rated	Handset	\$10	Increase	\$15
VD10	Virtual Desktop	Rated	Unit	sold as DT30	Replace DT30	\$55
VD20	Virtual device - addtl CPU	Rated	Additional CPU	N/A	New	\$5
VD30	Virtual device - addtl 2GB RAM	Rated	Additional 2GB	N/A	New	\$3
VP10	Virtual Private Networking Connection	Rated	VPN account	\$5		\$5
WN10	Wintel Server Support - App/DB	Rated	Server	\$350	Decrease	\$300
WN40	Wintel Server Support - Domain Contoller	Rated	Controller	\$250		\$250
WN50	Wintel Server Support - Virtual	Rated	Virtual machine	\$125	Decrease	\$115
WN60	Additional 2GB RAM on Windows/Linux VM	Rated	2GB RAM	\$5		\$5
WN70	Additional 1 virtual CPU on Windows/Linux VM	Rated	1 Virtual CPU	\$5		\$5