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AGENCY CONTACT MEMORANDUM #2014-0301

TO: Agency IT Leadership, Technical Contacts

FROM: James M. Fowler
Chief Information Officer

DATE: March 20, 2014

SUBJECT: Rated Services FY15/FY16

New service rates for FY15/FY16 are now available from Commonwealth Office of Technology. You can view them here.

Year over year changes are itemized below:

CS10 Application Development
The hourly rate for application development services is increased from $75 to $85. This represents a blended rate and will be the rate charged for both COT developers and contracted developers.

UX10 UNIX Virtual Server
The monthly rate for a UNIX server is reduced from $750 to $625. Additionally, this rate now includes all hardware, software and support services.

WN40 Domain Controllers
The monthly rate for Domain Controllers is increased from $175 to $250 to reflect the increased support costs and the reduced demand for these controllers as a result of the I.3 consolidation program.

WN50 Windows Virtual Server
The monthly rate for Windows servers is reduced from $150 to $125. This reflects the economies of scale being recognized as a result of the I.3 consolidation program.

ST80 Open Systems Storage
The monthly per GB rate for storage is reduced from $0.30 to $0.20 again reflective of the economies attributable to the I.3 consolidation program.

ST90 Open Systems Backup
The monthly per GB rate for storage back-ups is increased from $0.15 to $0.25 to reflect actual costs associated with this service. This rate is computed after data compression and de-duplication have occurred.

ME10 Enhanced Mailbox
The monthly rate for an enhanced mailbox is reduced from $7 to $6 to account for efficiencies gained in this area.

DT20 Laptop Support
The standard laptop bundle monthly rate is reduced from $75 to $70. This reflects a reduction in actual costs.

DT30 VDI (Virtual Desktop)
A new service for virtual desktop is introduced. The initial rate for this new service is established at $55 per month.

VC20 Calling Card
The per minute rate for use of calling cards is reduced from $0.42 to $0.30. This reflects some improvements in our actual costs.

VC30 Directory Assistance
The per-call rate for directory assistance calls is increased from $5 to $13. This more closely reflects the actual costs incurred by the Commonwealth for use of the 411 function.

DC10 Data Communications – Low Speed (< 10Mb Circuit)
The monthly support rate for low speed network connectivity is increased from $100 to $117. This reflects the increased cost to support these telecommunication circuits.

DW10 Wireless Access Points
The monthly rate for each wireless access point is increased from $23 to $27 to reflect the actual costs associated with providing this service.

FW10 Firewall – Standard Support
The monthly rate for standard support (4 changes per month) firewalls is increased from $200 to $1100. This reconstituted service now includes fully redundant hardware and software as well as the support services. The previous model required the agencies to separately purchase the hardware and software and did not include a redundant environment.

FW20 Firewall – Premium Support
The monthly rate for premium support (unlimited changes) firewalls is increased from $825 to $1,350. This reconstituted service now includes fully redundant hardware and software as well as the support services. The previous model required the agencies to separately purchase the hardware and software and did not include a redundant environment.

LN10 LAN Switch Support
A monthly rate for a new service is established for LAN Switches (24 Port) at $43.

These rates are based on the assumption that there are no unexpected changes to the COT budget by the 2014 Session of the General Assembly.

If your agency has questions regarding the new rates, please contact your COT Business Relationship Manager.