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## RATES AND SERVICE DESCRIPTIONS – FISCAL YEAR 2010

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## Basic SEAT Bundled Services

### Services Provided

- Customer Services
- E-Mail Services
- File Storage Services
- Local Desktop Services
- Network Services
- Printer Services (Networked)
- Server Services (450 Remote Office Servers, 1500 Data Center Servers)

### Service Description

The Basic SEAT Bundled Services include all direct labor, contracts, hardware, software and other direct costs required by IOT to provide IT service delivery for the desktop and associated centralized services (not including the cost of the actual desktop or printer). Seat does include a new standard desktop PC on a four year schedule to be defined by IOT or when the existing PC has failed and is deemed to not be worth the value of the repair.

1157 – For one-time large-scale non-networked laptop upgrades

### Service Options

Option ID	Option Description	Unit	Current Rate
1001	Seat Charge	Monthly	<b>\$79.90</b>
1136	Seat Charge – Non-Network	Monthly	<b>\$35.00</b>
1157	Seat Charge – Non-Network Plus	Monthly	<b>\$15.00</b>
1014	Email	Monthly Per Named User	<b>\$4.18</b>
1143	Email Overage	Monthly Per MB over 100 MB	<b>\$0.01551</b>
1154	Archive Email Enterprise Vault	Monthly Per GB	<b>\$6.77</b>

## Detailed Information

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### Basic SEAT Bundled Services (Networked)

The Basic SEAT Bundled Services are grouped into seven major categories: customer service support, e-mail, file storage, local desktop, network, printer and server. All IOT services comply with all [IOT Service Level Agreements](#).

**General Note:** IOT evaluates all out-of-warranty network equipment and networked printer repair issues to determine if it is more cost-effective to continue repairing the device or it is time to replace the device. If the device is repaired, the cost will be covered by IOT. If the device is deemed non-repairable, or it is determined it is no longer cost-effective to continue repairing the device (repairs are within 80% of the cost of a new device), the agency is responsible for the replacement cost of the device. Local and mobile printers are not cost-effective repair items and are not supported. Agencies purchasing non-networked printers are encouraged to purchase available warranties offered with non-networked printers.

#### I. Customer Service

- A. 24x7 IOT Customer Service support (non-agency application specific)
  - 1. Fully staffed Helpdesk during regular business hours  
6:00 a.m. – 6:00 p.m. Mon-Fri
  - 2. Very limited (emergency) support outside of regular business hours
- B. Support includes:
  - 1. Desktops, laptops, tablet PCs, servers and networked printers (local and mobile printers are excluded because they are not network printers)
  - 2. Data network devices – routers, hubs, switches, firewalls, etc
- C. E-mail and network account creation and management
- D. Some agencies run their own application helpdesk for agency specific applications – IOT does not support agency-specific applications

#### II. E-Mail Services

- A. E-mail configuration setup and access
- B. 100 MB mailbox w/managed storage
  - 1. Fee charged for each additional MB used (see Product ID #1143).
- C. 200 MB archive e-mail storage (slightly longer retrieval times)
  - 1. Fee charged for each additional MB used (see Product ID #1154).
- D. 50 MB public folder
- E. All required "resource" accounts
- F. Daily full backup of all e-mail files/documents
- G. Automatic archival of e-mail files 6 months and older
- H. E-mail recovery services (up to 60 days w/o tape, 1 year w/tape)
- I. Anti virus software on all Exchange servers
- J. Administration of all 15 Exchange servers and associated SAN storage & tape backup systems
- K. Administration of all public folders and public distribution lists
- L. Web mail sites

#### III. File Storage Services

- A. HOME & project directory configuration setup and access
- B. 500 MB of combined HOME/project managed storage
- C. Daily backup of all HOME/project data
- D. Automatic archival of unmodified files 6 months and older
- E. Data recovery services

#### IV. Local Desktop Services

- A. Hardware support (break/fix PCs and laptops)
  - 1. Hardware maintenance and repair
  - 2. Warranty tracking
  - 3. Sanitizing data off of PCs to be surplus or released from service
- B. Operating System (OS) support
  - 1. OS installation
  - 2. OS patch management
  - 3. Service packs management
- C. Application software support
  - 1. IOT "supported software" installations and updates/patch management

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includes:

- a. Adobe Reader
  - b. Microsoft Office Suite
  - c. Microsoft Office Outlook
2. Provide icons on the desktop for Business Application Software
  3. Anti-virus software provided (McAfee)
  4. Performance monitoring software provided (NetIQ)
  5. Remote control software provided to assist Customer Support with issues (Altiris)

## V. Network Services

### A. Existing Network Systems – Local Area Network(LAN)

1. Network cable (copper/fiber) reviews and repair – this does not include voice MAC requests
2. Wired connectivity to the network based on existing copper/fiber cable plant and LAN hardware capabilities
3. Replacement/Repair based on existing networking hardware maintenance contract for that hardware
4. Note - Additional/New LAN hardware, cable/fiber plant or hardware upgrades will be at the requesting agency's expense

### B. New Network Systems – Local Area Network(LAN) Design and Implementation

1. Copper/Fiber cable plant and LAN Design for new, enhanced or future network needs
2. Data network design consulting services
3. Configuration and Installation of newly defined and purchased LAN switching hardware solutions recommended by IOT
4. Note - Hardware and installation services expenses for copper/fiber cable plant additions or upgrades will be at the requesting agency's expense

### C. Network Management

1. Management of existing IP enabled/manageable networking devices
2. Replacement/Repair based on existing networking hardware maintenance contract with the vendor or manufacturer
3. Support for network circuits to remote agency offices purchased/leased by the agency via IOT
4. Note - Network monitoring and reporting (upon request and availability)

### D. Security

1. Secure access to the internal state network
  - a. Security, in this context, is limited to the capabilities of the networking hardware devices owned and utilized by the agency at that location
2. Intrusion prevention at the campus core and most distribution locations to other IGC campus facilities

### E. Network Administration Services

1. **Active Directory** management (identifies resources on a network & makes them accessible)
2. **Dynamic Host Configuration Protocol (DHCP)** management (dynamic IP addressing)

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3. **Windows Internet Naming Service (WINS)** management (name resolution)
  4. **Domain Name System (DNS)** management (Domain Name to static IP translation)

Client and Business based VPN , Client based RAS and ExtraNet services offering are not included here and can be found later in this document

**VI. Server Services – 450 Remote Office Servers, 1500 Data Center Servers**

Remote Office Servers are distributed servers that provide some “centralized services” for remote offices. They typically perform functions such as domain controllers, file servers and print servers. In some instances, the remote distributed servers perform administrative functions and push scripted tasks.

Data Center Servers are all located in the IOT Data Center. These devices provide “shared services” for IOT’s customers. Data Center environmental systems are maintained by IOT.

- A. Hardware, OS and application software setup, installation and configuration
- B. Hardware maintenance
- C. Tracking of warranty and non-warranty status
- D. Performance tuning and monitoring
- E. Network connectivity.
- F. Data and OS backups (IOT is managing 100 TB of disk storage in the Data Center)
- G. Disaster recovery
- H. Patch management
- I. Software upgrades
- J. Service pack installations

**VII. Printer Services (Networked)**

- A. Hardware (break / fix) support. All consumables (paper, ink cartridges, toner, etc.) lost during repair must be supplied by the agency
- B. Network connectivity
- C. Printer/queue setup and access if part of supported domain
- D. Print server administration if part of supported domain
- E. Warranty tracking
- F. Printer management and operations and performance monitoring where technically feasible
- G. Large scale multifunction office machines (scanners, copiers, fax and printers) are NOT maintained by IOT. IOT will assist with proper connections to the network

**Note:** Generally one networked printer for every ten employees is sufficient. But consider:

1. Distance to printer
2. Isolated employees
3. Privacy issues
4. Handicapped employees
5. Point-of-service printing
6. Heavy users (clerical, secretaries, etc.)

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## Basic Seat Bundled Services (Non-Networked)

Non-networked Basic SEAT Bundled Services includes all direct labor, contracts, hardware, software and other direct costs required by IOT to provide IT service delivery for the desktop and associated centralized services (not including the cost of the actual desktop). All IOT services comply with all [IOT Service Level Agreements](#).

### I. Customer Service

- A. 24x7 Customer Service support (non-agency application-specific).
- B. Regular business hours 6 a.m. – 6 p.m., M–F.
- C. Limited (emergency) support outside normal business hours.
- D. Support is provided for:
  - 1. Desktops
  - 2. Laptops
  - 3. Tablet PCs
  - 4. Servers

### II. Local desktop services

- A. Hardware support (break / fix of PCs and laptops)
  - 1. Hardware maintenance and repair
  - 2. Laptops
  - 3. Tablet PCs
  - 4. Servers
- B. Operating System (OS) support
  - 1. OS installation
- C. Application software support
  - 1. IOT “supported software” installations
  - 2. Provide the icons on the desktop for Business Application Software

### III. Local Printer Services

- A. Hardware (best effort) support to be limited to printer driver installs on the desktop. Break/fix support will be referred to a local vendor. At the request of the agency, local printers will be serviced on a time and material basis, and will require an approved SOF from the agency. All consumables - paper, ink cartridges, toner, etc. - lost during repair must be supplied by the agency.
- B. Warranty tracking  
**Notice:** If it is determined by IOT Management to more cost effective to replace the printer than to have it repaired, that recommendation will be made to the agency, and it will be at the agencies expense.

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## E-mail

Stand alone E-mail is for customers that do not have "Basic Network SEAT" service but still desire e-mail access.

### I. Included with this service:

- A. E-mail configuration setup and access
- B. 100 MB mailbox w/managed storage included in SEAT cost
  - 1. Monthly fee charged for each additional MB used (Product ID #1143)
- C. 200 MB archive e-mail storage included in SEAT cost (longer retrieval times)
  - 1. Monthly fee charged for each additional MB used (Product ID #1154).
- D. 50 MB public folder
- E. All required "resource" accounts
- F. Daily full backup of all e-mail files/documents
- G. Archival of e-mail files 6 months and older to less expensive, slower online storage systems
- H. E-mail recovery services (up to 60 days w/o tape, 1 year w/tape)
- I. Anti virus software on all Exchange servers
- J. Administration of all 15 Exchange servers and associated SAN storage & tape backup systems
- K. Administration of all public folders and public distribution lists
- L. Web mail sites

Employees of the State of Indiana are able to access their e-mail from outside the state campus network via remote browser-based mail client interfaces

IOT will provide secure connectivity for remote email users, over the Internet, to their respective mail servers located on the state of Indiana campus network through the use of the new "Web mail" server, located on the IOT-managed state of Indiana extranet network.

## Application Support Services (for applications not included in Seat)

Application support service is for customers that have a "Basic SEAT" charge and desire additional application software. These items are all pass-through costs. IOT Customer Service requires "proof of ownership" before loading the application on the PC. Current application software available in this service includes:

- A. Adobe Writer
- B. Microsoft Project
- C. Microsoft Project Server
- D. Microsoft Visio

## Blackberry Services

### Services Provided

- Server Connection
  - Tech Support
  - Data Backup
  - Maintenance
- \*\*Monthly usage charges are not included.

### Service Description

A Blackberry device combines phone, e-mail and data access features into one small handheld wireless device. A one-time activation fee is required to put the customers Blackberry device on the state's network. In addition, a monthly fee for service management is paid to IOT. The wireless/data plan (talk minutes, data package, etc) are the responsibility of the agency or customer and are billed via an invoice from the selected wireless carrier, not IOT.

### Service Options

Option ID			
	Option Description	Unit	Current Rate
1027	License Fee	One Time	<b>\$49.99</b>
1028	Service	Monthly	<b>\$8.94</b>
N/A	Verizon Plan separately billed to customer	Per Plan	

## Wireless and Paging Services

### Services Provided

- Local Wireless Access
- Paging
- Cellular

### Service Description

The state's local wireless access affords users wireless access on IGC campus and remote sites via a centrally-managed and secure wireless solution. Customers using a PC with specific wireless and security capabilities can take advantage of this Active Directory integrated secure wireless solution. The costs of the indoor access point, wireless controller, its management console, redundant authentication servers, support and maintenance of the centrally-located and managed equipment are included in the per access point, monthly subscription fee. The service does not include outdoor wireless solutions, site survey's or solution specific hardware.

IOT offers three types of leased pagers – alphanumeric, digital and two-way – with optional plans. Digital pages allow the pager to enter only numbers; alphanumeric pagers allow the pager to enter both numbers and letters; two-way pagers allow the pager to send text messages as long as the pager has an e-mail address. Any overage charges will appear on the agency's communication services invoice.

Unlike the Blackberry service, all monthly cellular phone charges will be billed to the agency/customer through IOT. All state-issued cellular service is provided by Verizon Wireless.

### Service Options

Option ID	Option Description	Unit	Current Rate
1140	Local Wireless Access	Monthly per Access Point	<b>\$72.65</b>
1041	Pager Processing Fee	Monthly	<b>\$0.76</b>
1042	Pagers	Monthly	<b>variable</b>
1117	Cellular Phone Service	Surcharge in addition to Monthly	<b>\$0.62</b>

## Remote Access Services

### Services Provided

- Remote Access Service – Dial-Up (RAS)
- Virtual Private Network (VPN)
- Metraframe Citrix
- File Transfer Protocol (FTP)

### Service Description

IOT offers several ways to access the state network and applications remotely.

Dialup service provides a 56KB maximum speed connection to the state private network via a dial-up modem from outside the IGC campus. IOT currently manages this Active Directory integrated RAS server in support of their customers.

Client based VPN provides a fast, single user, Active Directory integrated connection to the state's private network *via the Internet* from outside the IGC campus network. VPN users are required to provide their own Internet Service Provider.

Site-to-Site VPN provides secure, high-speed connectivity between the state's private network and its external partners and vendors for specific data traffic access via the Internet.

Citrix service provides remote connectivity to users who are authorized to use applications on the state private network. Citrix can be used with either a dialup or high speed Internet connection. IOT currently manages about 30 Citrix servers to support its customers.

FTP provides a "secure" connection to a specified address on the state private network that allows for the transfer of a file(s) from a remote "non-trusted non-state" FTP server to a local FTP server on the state private network. IOT currently manages four FTP servers in support of their customers. Firewall rules may require modifications.

### Service Options

Option ID	Option Description	Unit	Current Rate
1022	Remote Services: Dial-up	Monthly per named user	<b>\$11.41</b>
1021	Remote Services: Client VPN	Monthly per named user	<b>\$7.28</b>
1141	Site to Site VPN	Monthly per named user	<b>\$177.73</b>
1020	Citrix	Monthly per named user	<b>\$7.28</b>
1023	Extranet FTP Services	Monthly	<b>\$61.06</b>

## Telecommunications Services

### Services Provided

- Voice Services
- Long Distance
- Fax
- Directory Assistance
- Perimeter ACD
- Enterprise Interactive Voice Recognition (IVR)
- Remote Office Consulting
- IP Phone Solutions
- Instant Messaging

### Service Description

IOT provides basic voice services, including long distance and local directory assistance. The rates listed below for dial tone and voicemail are for on-campus service. In addition, IOT provides Right Fax service for those on the State network. Right Fax features include: Outlook e-mail integration, receipt notifications, fax tracking, and integrated single sign on. IOT currently manages one RightFax server in support of its customers.

IOT offers three voicemail packages – basic, standard and enhanced. A basic mailbox holds 30 messages total (played and new); has one minute for personal greeting and a three-minute message length and the retention period is five calendar days for played messages. A standard mailbox holds 50 messages total (played and new); has two minutes for personal greeting and a four-minute message length and the retention period is 30 calendar days for played messages. An enhanced mailbox holds 70 messages total (played and new); has two minutes for personal greeting and a five-minute message length and the retention period is 60 calendar days for played messages.

Enterprise IVR services are used to provide speech enabled self-service applications, on-line transactions, perform speaker verification applications and provide excellent automated customer service. These services are server-based and provide capabilities not available in the ACD systems above. The rates listed below apply to I3 technology IVR and ACD capabilities.

ACD services are used to automatically distribute, track and report incoming calls. Communication Network Technician services are for assistance in providing local telecom cabling via a TSO.

#### New for FY 2010:

[IP Phone solutions for both Campus and remote settings. Campus IP Phone for anyone that resides within the State complex and has the proper infrastructure. Off Campus IP phones are provided to remote sites that wish to move into the new technology and will require certain infrastructure upgrades.](#)

[Instant Messaging services. Provided via Windows Messenger and Office Communicator, instant messaging services allow agency staff to communicate interactively via online chat software. This service is priced per user.](#)

### Service Options

Option ID	Option Description	Unit	Current Rate
1043	Telephone - Centrex	Per Vendor Contract	<b>\$1.11</b>
1044	Telephone - Remote	Per Vendor Contract	<b>\$1.25</b>
104503	Telephone One Time Charges		<b>Pass through</b>
104506	Telephone Tariff		<b>Pass through</b>
104507	System Charges		<b>Pass through</b>
104508	Dedicated Circuits		<b>Pass through</b>
104509	Pass Through Telephone Options		<b>Pass through</b>
1046	Voice Mail	Per Account	<b>\$3.04</b>
1144	Voice Mail Auto Attendant		<b>\$41.37</b>

1037	Contracted Long Distance	Per Minute	<b>\$0.035</b>
1161	Campus IP Phone		<b>\$18.23</b>
1162	Remote IP Phone		<b>\$18.49</b>
1158	Instant Messaging		<b>\$2.71</b>
1107	Contracted Long Distance	Per Minute	<b>\$0.026</b>
1038	800 # Services	Per Minute	<b>\$0.035</b>
1039	800 # Services	Per Minute	<b>\$0.026</b>
1040	Calling Card	Per Minute	<b>\$0.033</b>
1018	Fax Services		<b>\$4.37</b>
1035	Directory Assistance	Per Call	<b>Pass through</b>
1108	Collect/Third Party Call	Per Minute	<b>Pass through</b>
1031	Monthly Enhanced Perimeter Agent	Per Subscription	<b>\$43.31</b>
1029	Monthly Aspect Agent	Per Subscription	<b>\$39.42</b>
1032	Communications Services: Enterprise IVR	Per Port	<b>\$199.93</b>
1033	Communications Services: Enterprise IVR	Per Circuit	<b>\$20.00</b>
1034	Communication Services Analyst	Per Hour	<b>\$79.40</b>

## Indiana Telecommunications Network (ITN) Services

### Services Provided

- Internet Connectivity
- Hosting

### Service Description

ITN services includes a **T1**, which stands for trunk level 1, a digital transmission link with a total signaling rate of 1.544mbps. In most cases, this is plenty of bandwidth for an agency to connect remote locations back to the Indiana Government Center. Included in your T1 connection is connectivity to the Internet. All state agencies that use this service are placed on the state's private backbone, residing behind IOT managed firewalls. Sitting behind the IOT managed firewalls and using private IP space, state data is not visible to the Internet. If you are not a state agency, but are eligible to utilize state contracts to procure services, you may still purchase a T1, with Internet connectivity included, but you would need to provide your own firewall for security.

**T1 Tail** = A T1 tail circuit is used to connect offices within a certain region to a main or host location, which can then be connected back to the Indiana Government Center. This type of connection is primarily used for sub-district offices or satellite office to connect back to a district office where the transmission of data is mainly between those offices and not the Government Center. This allows the satellite office access to the Government Center as needed, as well as access to the Internet.

**DS3** = DS3 stands for Digital Service, level 3. It is a fiber based network service offering a throughput rate of 45mbps. Because this is a fiber based service, the location may require construction to build out the fiber optics infrastructure required, as well additional conduit from the street to the inside of the building. Quotes for construction will be provided and approved before proceeding with this service. If the costs for build out are not within budget, you can cancel the order without penalty. DS3 services can be a cost effective solution, provided your facility has a long lease and the onetime charges for fiber build out and conduit are not to extensive. DS3 services are mileage based, so the monthly rate will fall in 1 of 3 categories, depending on how far the location is from an AT&T central office. DS3 services also require at minimum 4 months of lead time for installation. Installation time frames can take longer depending on construction required.

**Opt-E-Man** = Opt-E-Man stands for Optical Ethernet Metropolitan Area Network. It is a fiber based service that is currently only offered in Indianapolis and surrounding cities. Your IOT representative will let you know if this service is available at your location. Opt-E-Man is an Ethernet service that provides 100mbps at a very cost effective rate for locations that require high bandwidth usage. Because this is a fiber based service, the location may require construction to build out the fiber optics infrastructure required, as well additional conduit from the street to the inside of the building. Quotes for construction will be provided and approved before proceeding with this service. If the costs for build out are not within budget, you can cancel the order without penalty. Opt-E-Man services also require at minimum 4 months of lead time for installation. Installation time frames can take longer depending on construction required.

**GigaMan** = GigaMan stands for Gigabit Metropolitan Area Network. It is a fiber based service that is currently only offered in areas where AT&T is the local exchange carrier, so it is limited. Your IOT representative will let you know if this service is available at your location. GigaMan is an Ethernet service that provides 1000mbps at a cost effective rate for locations that require high bandwidth usage. Because this is a fiber based service, the location may require construction to build out the fiber optics infrastructure required, as well additional conduit from the street to the inside of the building. Quotes for construction will be provided and approved before proceeding with this service. If the costs for build out are not within budget, you can cancel the order without penalty. GigaMan services also require at minimum 4 months of lead time for installation. Installation time frames can take longer depending on construction required.

### Service Options

Option ID	Option Description	Unit	Current Rate
1097	DS3 0 to 25 Miles	Circuit per Month	<b>\$3,295.18</b>
	DS3 26 to 50 miles	Circuit per Month	<b>\$3,946.18</b>
	DS3 51 miles and over	Circuit per Month	<b>\$6,744.18</b>
1098	T1 – Inside LATA (Includes Tail Circuits)	Monthly Per Circuit	<b>\$515.14</b>
	T1 - Outside LATA (Includes Tail Circuits)	Monthly Per Circuit	<b>\$677.71</b>
1100	56k Frame Relay	Monthly Per Circuit	<b>\$321.17</b>

1106	Firewall	Monthly	<b>various</b>
1151	Optiman	Circuit per Month	<b>\$1,684.90</b>
1152	Gigaman	Circuit per Month	<b>\$6,951.08</b>

## Hosting Services

### Services Provided

- Shared Web Hosting
- Server
- FileNET

### Service Description

IOT offers SharePoint, Microsoft IIS, and Java Application Server web hosting services, hosted both externally on a network Demilitarized Zone (DMZ or Extranet) and on the internal State network (Intranet). Intranet web hosting sites allow only users on the state's private network to access the site's content. Extranet web hosting sites allow both external users (constituents, vendors, etc.) and internal customers to access the site's content.

Share Point shared web hosting provide agencies and/or workgroups with a workspace on a collaboration site server. The agency can use this collaborative workspace for file sharing and access to files from a specified group of accounts.

The rate listed below includes a single site (hosted on redundant servers) and a development / QA environment (hosted on redundant servers or in a virtual environment). As well, the rate includes disaster recovery services (critical classification) which means recovery in 6 hours or less.

Exclusive of the Shared Web hosting rate is a fee based upon the size of the content for the site. This fee will be measured per GB and will be charged at the 1056 product ID (SAN storage) rate.

IOT provides its customers with both physical and virtual server hosting. Virtual server hosting is similar to the physical server hosting services except that the customer application or database is hosted on a "virtual" VMware server and 48GB of storage is provided. Storage requirements above the 48GB of storage provided will be charged at the 1056 product ID (SAN storage) rate.

#### New for FY 2010:

FileNET Hosting services in a shared environment. For FY2010, the IOT shared environment is based upon the FileNET P8 software release, is priced per GB of content, and includes content services, image services, fax services and workflow process engine services. Disaster recovery is included in the per GB charge.

Agencies participating in the shared environment are required to obtain their own FileNET software licensing.

### Service Options

Option ID	Option Description	Unit	Current Rate
1025	Shared Web Hosting <b>Note:</b> Oracle Application Server	Monthly per website Monthly per application	<b>\$243.66</b> <b>\$243.66</b>
1050	Physical Server Hosting	Monthly per server	<b>\$203.80</b>
1052	Virtual Server Hosting	Monthly per server	<b>\$191.13</b>
1051	Server for Physical Server Hosting	One Time	<b>QPA</b>
1137	Disaster Recovery	Monthly per server	<b>\$150.21</b>
1160	FileNET Hosting	Monthly per GB	<b>\$5.96</b>

## Database Services

### Services Provided

- Hosting
- Management
- Crystal Enterprise

### Service Description

IOT customers may elect either dedicated database hosting or shared database hosting services. The IOT Database Hosting fee and Database Size Allocation fee are the same for both. The difference is if Dedicated is desired, the servers, operating systems, and database applications and maintenance of such items must be provided by the agency.

Types of databases that will incur these charges include, but not be limited to: Test databases, Development databases, QA databases, and Production databases. Agencies requesting the Oracle High-Availability/Load Balancing RAC technology will be charged per instance. At the time of this publication only DWD, INDOT and ISDH are using this technology.

The rate below includes all costs associated with supporting our customers databases, including but not limited to; support employees, hardware, database licensing, operating systems and annual maintenance, data backup and recovery, installation of database software, database performance monitoring and problem troubleshooting and resolution. Our fee is based on the number of databases we support for our customer. Please note that if the database schema is fairly complicated (in Oracle) multiple charges may apply.

Exclusive of the Database Hosting rate is a fee based upon the size of the database. The larger the actual database, the more services are required to support it. This fee will be measured per GB and will be charged at the "Database Size Overage" rate listed below. Databases under 1 GB will not be charged this fee.

Physical storage required for databases will be charged at the current rate for SAN storage services (product ID #1056).

Database Maintenance Services provides a DBA consultant @ the designated hourly rate.

### Service Options

Option ID	Option Description	Unit	Current Rate
1049	Database Maintenance Services	Hourly	<b>\$96.75</b>
1114	Database Hosting	Monthly per Database	<b>\$136.79</b>
1114a	Database Size Overage	Monthly per GB (> 1 GB)	<b>\$2.00</b>

## Storage Services

### Services Provided

- Shared Storage
- Archive Storage

### Service Description

Shared SAN Storage is for storage requirements above and beyond the disk storage provided with physical server hosting. Virtual server hosting may require this service depending upon overall storage needs. IOT currently manages 100 TB of shared storage and associated backup systems in support of their customers. Firewall rules may require modifications.

Archive Storage (Centera) service provides a per Gigabyte (GB) offering intended to house archival data for systems using large volumes of data. Currently DWD is the only agency using this product. The production platform is housed in the IOT data center, with plans to provide disaster recovery capabilities (via a 2nd Centera) in the future.

### Service Options

Option ID	Option Description	Unit	Current Rate
1056	Shared SAN Storage	Monthly per GB	<b>\$3.82</b>
1142	Archive Storage	Monthly per GB	<b>\$0.62</b>

## Mainframe Services

### Services Provided

- Production
- Transactions
- Storage

### Service Description

Operational rates for mainframe transactions are according to CPU seconds. T.  
 The mainframe production services are for batch job processing and Scheduling services.  
 Mainframe storage requirements measured in disk megabytes allocated per day.

### Service Options

Option ID	Option Description	Unit	Current Rate
1094	Tape Accesses	Per Mount	<b>\$0.25639</b>
1095	Tape Storage Days	Daily	<b>\$0.00081</b>
1066	Jobs Production		<b>\$0.33889</b>
5000	Mainframe Transactions	Per CPU Second	<b>\$0.01911</b>
	DB2 Transactions		
	IMS Transactions		
	CICS Transactions		
	TSO Transactions		
	IDMS Transactions		
	Batch Transactions		
1092	Disk Megabytes Allocated	Daily	<b>\$0.00025</b>