RATES AND SERVICE DESCRIPTIONS – FISCAL YEAR 2012

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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. 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 non-networked seat equipment upgrades

SEAT Bundled Services includes 200MB of storage allocation for e-mail and 1GB of storage allocation for e-mail archive per SEAT charge before overage charges are assessed.

<table>
<thead>
<tr>
<th>Option ID</th>
<th>Option Description</th>
<th>Unit</th>
<th>Current Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1001</td>
<td>Seat Charge</td>
<td>Monthly</td>
<td>$79.90</td>
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<tr>
<td>1136</td>
<td>Seat Charge – Non-Network</td>
<td>Monthly</td>
<td>$35.00</td>
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<td>1157</td>
<td>Seat Charge – Non-Network Plus</td>
<td>Monthly</td>
<td>$15.00</td>
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<td>1014</td>
<td>Email</td>
<td>Monthly Per Named User</td>
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<tr>
<td>1143</td>
<td>Email Overage</td>
<td>Monthly Per MB over 200 MB</td>
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</tr>
<tr>
<td>1154</td>
<td>Archive Email Enterprise Vault</td>
<td>Monthly Per GB over 1GB</td>
<td>$2.32</td>
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<tr>
<td>1155</td>
<td>Network Services</td>
<td>Monthly Per 24 Access Layer Ports</td>
<td>$92.67</td>
</tr>
</tbody>
</table>
Detailed Information

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. 200 MB mailbox w/managed storage
   1. Fee charged for each additional MB used (see Product ID #1143).
C. 1 GB 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 surplused 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
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 (SCCM)  

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 - Cable/fiber plant 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 & utilized by the agency at that location  
   2. Intrusion prevention at the campus core and Data Center  

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)  
   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. Management software to control printing to maximize cost effectiveness  
F. Warranty tracking  
G. Printer management and operations and performance monitoring where technically feasible  
H. 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.)
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 be 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.
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. 200 MB mailbox w/managed storage included in SEAT cost
      1. Monthly fee charged for each additional MB used (Product ID #1143)
   C. 1 GB 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

Network Services

Stand alone Network Services is for customers that do not have “Basic Network SEAT” service but still desire 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 - 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
   5. Copper/Fiber cable plant and LAN Design for new, enhanced or future
6. Data network design consulting services
7. Configuration and Installation of newly defined and purchased LAN switching hardware solutions recommended by IOT
8. 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
9. Management of existing IP enabled/manageable networking devices
10. Replacement/Repair based on existing networking hardware maintenance contract with the vendor or manufacturer
11. Support for network circuits to remote agency offices purchased/leased by the agency via IOT
12. Note - Network monitoring and reporting (upon request and availability)

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

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

<table>
<thead>
<tr>
<th>Option ID</th>
<th>Option Description</th>
<th>Unit</th>
<th>Current Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1027</td>
<td>License Fee</td>
<td>One Time</td>
<td>$49.99</td>
</tr>
<tr>
<td>1028</td>
<td>Service</td>
<td>Monthly</td>
<td>$6.71</td>
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<tr>
<td>N/A</td>
<td>Verizon Plan separately billed to customer</td>
<td>Per Plan</td>
<td></td>
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</tbody>
</table>
Wireless and Paging Services

• Local Wireless Access
• Paging
• Cellular

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.

<table>
<thead>
<tr>
<th>Option ID</th>
<th>Option Description</th>
<th>Unit</th>
<th>Current Rate</th>
</tr>
</thead>
<tbody>
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<td>1042</td>
<td>Pagers</td>
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<td>1117</td>
<td>Cellular Phone Service</td>
<td>Surcharge in addition to Monthly</td>
<td>$0.07</td>
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Remote Access Services

**Services Provided**

- Remote Access Service – Dial-Up (RAS)
- Virtual Private Network (VPN)
- Metaframe Citrix
- File Transfer Protocol (FTP)
- Instant Messaging
- SSL Enterprise Certificates

**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.

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.

SSL Enterprise Certificates are used to validate the identity of a Web site and to create an encrypted connection between servers or services.

**Service Options**

<table>
<thead>
<tr>
<th>Option ID</th>
<th>Option Description</th>
<th>Unit</th>
<th>Current Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1022</td>
<td>Remote Services: Dial-up</td>
<td>Monthly per named user</td>
<td>$5.53</td>
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<tr>
<td>1021</td>
<td>Remote Services: Client VPN</td>
<td>Monthly per named user</td>
<td>$6.91</td>
</tr>
<tr>
<td>1141</td>
<td>Site to Site VPN</td>
<td>Monthly per named user</td>
<td>$55.52</td>
</tr>
<tr>
<td>1020</td>
<td>Citrix</td>
<td>Monthly per named user</td>
<td>$6.91</td>
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<tr>
<td>1023</td>
<td>Extranet FTP Services</td>
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<td>1158</td>
<td>Instant Messaging</td>
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<tr>
<td>1164</td>
<td>SSL Enterprise Certificate</td>
<td>Annual per Certificate</td>
<td>$416.67</td>
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</table>
## Telecommunications Services

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

### 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.

Contact Center services provided via Cisco Contact Center. This service is priced per concurrent agent and assumes the use of IP phones (priced separately). The price does not include any scripting and programming necessary to establish call flows.
<table>
<thead>
<tr>
<th>Service Options</th>
<th>Option ID</th>
<th>Option Description</th>
<th>Unit</th>
<th>Current Rate</th>
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</thead>
<tbody>
<tr>
<td>Telephone - Centrex</td>
<td>1043</td>
<td>Per Vendor Contract</td>
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<tr>
<td>Telephone - Remote</td>
<td>1044</td>
<td>Per Vendor Contract</td>
<td>$1.00</td>
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<tr>
<td>Telephone One Time Charges</td>
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<td>Per Vendor Contract</td>
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<tr>
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<td>System Charges</td>
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<tr>
<td>Dedicated Circuits</td>
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<td>Per Vendor Contract</td>
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<td>Pass Through Telephone Options</td>
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<td>Voice Mail Auto Attendant</td>
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<td>Per Vendor Contract</td>
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<td>Contracted Long Distance</td>
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<td>Contact Center</td>
<td>1161</td>
<td>Monthly per phone</td>
<td>$20.52</td>
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</tr>
<tr>
<td>IP Phone</td>
<td>1162</td>
<td>Monthly per phone</td>
<td>$0.023</td>
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<tr>
<td>Contracted Long Distance</td>
<td>1107</td>
<td>Monthly per phone</td>
<td>$0.021</td>
<td></td>
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<tr>
<td>800 # Services</td>
<td>1038</td>
<td>Monthly per phone</td>
<td>$0.022</td>
<td></td>
</tr>
<tr>
<td>800 # Services – Inbound Calls</td>
<td>1039</td>
<td>Monthly per phone</td>
<td>$0.023</td>
<td></td>
</tr>
<tr>
<td>800 # Services – Outbound Calls</td>
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<td>Monthly per phone</td>
<td>$0.033</td>
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<tr>
<td>Directory Assistance</td>
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<td>Monthly per phone</td>
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<tr>
<td>Non Contracted Long Distance</td>
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<td>Monthly per phone</td>
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<tr>
<td>Monthly Enhanced Perimeter Agent</td>
<td>1031</td>
<td>Monthly per phone</td>
<td>$39.56</td>
<td></td>
</tr>
<tr>
<td>Communication Services Analyst</td>
<td>1034</td>
<td>Monthly per phone</td>
<td>$65.92</td>
<td></td>
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</tbody>
</table>
### Indiana Telecommunications Network (ITN) Services

<table>
<thead>
<tr>
<th>Services Provided</th>
<th>Service Description</th>
</tr>
</thead>
</table>
| • Internet Connectivity | **T1** = **T1** 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 Additional** = Agency demand on their data services has grown, causing bandwidth usage to grow. In some cases, moving to a broadband service, such as a DS3, Opt-E-Man or GigE, is not required to meet the requirements. Increasing the T1 service by 1, 2 or 3 T1’s at a single location will meet the requirement/demand. To meet that demand in a cost effective manner, we have established rates for 2nd, 3rd, etc. T1 services at a single location, so agencies can increase their bandwidth at a lesser rate than the 1st T1, giving you more flexibility in meeting your needs. |

<p>| | |</p>
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</thead>
<tbody>
<tr>
<td></td>
<td><strong>Opt-E-Man</strong> = 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.</td>
</tr>
</tbody>
</table>

|   | **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. |

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<table>
<thead>
<tr>
<th>Option ID</th>
<th>Option Description</th>
<th>Unit</th>
<th>Current Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1098</td>
<td>T1 - Inside LATA (Includes Tail Circuits)</td>
<td>Monthly Per Circuit</td>
<td>$477.29</td>
</tr>
<tr>
<td></td>
<td>T1 - Inside LATA Additional</td>
<td>Monthly Per Circuit</td>
<td>$314.29</td>
</tr>
<tr>
<td></td>
<td>T1 - Outside LATA (Includes Tail Circuits)</td>
<td>Monthly Per Circuit</td>
<td>$667.29</td>
</tr>
<tr>
<td></td>
<td>T1 - Outside LATA Additional</td>
<td>Monthly Per Circuit</td>
<td>$504.29</td>
</tr>
<tr>
<td>1151</td>
<td>Optiman</td>
<td>Circuit per Month</td>
<td>$1,426.83</td>
</tr>
<tr>
<td>1152</td>
<td>Gigaman</td>
<td>Circuit per Month</td>
<td>TBD As Needed</td>
</tr>
</tbody>
</table>

Indiana Office of Technology
Fiscal Year 2011 Service Descriptions and Rates
Last Updated – 2/21/2012
Hosting Services

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.

1025 - SharePoint 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.

1050 - 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 up to 100GB of storage is provided.

1052 - The virtual server hosting model has been updated to reflect the varying configurations that are requested by customers. The base configuration (1 CPU, 1GB RAM and up to 100GB disk space) is provided at a much reduced rate for FY2011, and additional CPU, RAM and disk space are provided as a fractional unit increase in addition to the base charge (described in detail below)

- Extra CPU – 0.3334 product ID 1052 units
- Extra 1GB RAM – 0.1667 product ID 1052 units
- Extra 1GB disk space – 0.018 product ID 1052 units

Examples:
- 1 CPU, 1GB RAM, and up to 100GB disk space - $107.50 (1 total unit of 1052)
- 2 CPU, 2GB RAM, and up to 100GB disk space - $161.25 (1.5 total units of 1052)
- 2 CPU, 4GB RAM, and up to 100GB disk space - $197.16 (1.834 total units of 1052)

1137 - Disaster Recovery fee applies to each individual physical or virtual server dedicated to the agency, supporting a production application environment/system hosted in IOT Data Center and designated in the IOT DR plan as either Critical (6 hours Recover Time Objective-Downtime) or Necessary (7 days Recover Time Objective-Downtime). This fee recovers those costs incurred by IOT for the space and infrastructure in Bloomington.

1160 - Oracle Content Management Hosting services in a shared environment. For FY2011, the IOT shared environment is based upon the Oracle ECM 11g software release, is priced per GB of content, and includes content services, Doc Capture, document retention capabilities and workflow process engine services. Disaster recovery is included in the per GB charge. IOT will be responsible for the Oracle software licenses (covering the components listed above) that are required to host this shared service.

<table>
<thead>
<tr>
<th>Option ID</th>
<th>Option Description</th>
<th>Unit</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1025</td>
<td>Shared Web Hosting Note: Oracle Application Server</td>
<td>Monthly per website</td>
<td>$223.77</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Monthly per application</td>
<td>$223.77</td>
</tr>
<tr>
<td>1050</td>
<td>Physical Server Hosting</td>
<td>Monthly per server</td>
<td>$192.94</td>
</tr>
<tr>
<td>1052</td>
<td>Virtual Server Hosting</td>
<td>Monthly per server</td>
<td>$107.50</td>
</tr>
<tr>
<td>1051</td>
<td>Server for Physical Server Hosting</td>
<td>One Time</td>
<td>QPA</td>
</tr>
<tr>
<td>1137</td>
<td>Disaster Recovery</td>
<td>Monthly per server</td>
<td>$143.35</td>
</tr>
<tr>
<td>1160</td>
<td>Oracle UCM</td>
<td>Monthly per GB</td>
<td>$7.07</td>
</tr>
</tbody>
</table>
Database Services

- 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 at the designated hourly rate.

<table>
<thead>
<tr>
<th>Option ID</th>
<th>Option Description</th>
<th>Unit</th>
<th>Current Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1049</td>
<td>Database Maintenance Services</td>
<td>Hourly</td>
<td>$89.60</td>
</tr>
<tr>
<td>1114</td>
<td>Database Hosting</td>
<td>Monthly per Database</td>
<td>$85.57</td>
</tr>
<tr>
<td>1114a</td>
<td>Database Size Overage</td>
<td>Monthly per GB (&gt; 1 GB)</td>
<td>$2.00</td>
</tr>
</tbody>
</table>
**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. IOT currently manages 200 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. Also included in the archive storage service is replication of the archive data down to the Disaster Recovery datacenter.

  Shared OBIEE is......

  Rational SLDC Administration is ......

- **Service Options**

<table>
<thead>
<tr>
<th>Option ID</th>
<th>Option Description</th>
<th>Unit</th>
<th>Current Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1056</td>
<td>Shared SAN Storage</td>
<td>Monthly per GB</td>
<td>$1.64</td>
</tr>
<tr>
<td>1142</td>
<td>Archive Storage</td>
<td>Monthly per GB</td>
<td>$0.52</td>
</tr>
<tr>
<td>TBD</td>
<td>Shared OBIEE</td>
<td>Per Agency Site</td>
<td>$1,774.25</td>
</tr>
<tr>
<td>TBD</td>
<td>Rational SLDC Administration</td>
<td>Per Hour</td>
<td>$73.49</td>
</tr>
</tbody>
</table>
Mainframe Services

**Service Provided**

- Production
- Transactions
- Storage

**Service Description**

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

**Service Options**

<table>
<thead>
<tr>
<th>Option ID</th>
<th>Option Description</th>
<th>Unit</th>
<th>Current Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1094</td>
<td>Tape Accesses</td>
<td>Per Mount</td>
<td>$0.2262</td>
</tr>
<tr>
<td>1066</td>
<td>Jobs Production</td>
<td></td>
<td>$0.3088</td>
</tr>
<tr>
<td>5000</td>
<td>Mainframe Transactions</td>
<td>Per CPU Second</td>
<td>$0.0171</td>
</tr>
<tr>
<td></td>
<td>DB2 Transactions</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>IMS Transactions</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>CICS Transactions</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>TSO Transactions</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>IDMS Transactions</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Batch Transactions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1092</td>
<td>Disk Megabytes Allocated</td>
<td>Daily</td>
<td>$0.0001</td>
</tr>
</tbody>
</table>
GMIS Services

GMIS Services: These services are associated with the Oracle PeopleSoft Application. PeopleSoft is comprised of 115+ modules. Various support levels are provided for a subset of these modules.

GMIS Human Resources Services: This service includes module rollouts, customer training, upgrades, issue resolution and ongoing support for the PeopleSoft HR “Core” modules, the modules that are/were sponsored by the SPD and that are in use by a majority of the state agencies. The 40% of the GMIS budget used to support these services is allocated to 80 agencies based on headcount.

Currently supported “Core” modules include:
- Benefits Administration
- Recruiting Solutions
- Workforce Administration

GMIS Financial Services: This service includes module rollouts, customer training, upgrades, issue resolution and ongoing support for ENCOMPASS PeopleSoft Financials. The “Core” modules are sponsored by the AOS, SBA, BOA, the Treasurer’s Office, and IDOA, and are mandatory for all state agencies. The 60% of the GMIS budget used to support these services is allocated to 130 BUs based on # transactions.

Currently supported “Core” modules include:
- Accounts Payable
- Asset Management
- General Ledger / Commitment Control

Training:
- Standard training classes are offered on a monthly or bi-monthly basis subject to demand. Over-the-shoulder or small-group training may be performed on a limited basis and is typically associated with new functionality roll-outs or mandatory business process changes.

Support Requests:
- All support requests are submitted via tickets. Priority of work performed is managed by IOT GMIS management, along with our sponsors from AOS and SBA.
- Currently servicing 2,455 tickets / month with 85% resolution within 24-business hours. The Service Level Agreement states 80% resolution within 24-business hours for Green.

Currently supported “Non-Core” modules include:
- Accounts Receivable
- Reports & Queries
- Time and Labor

Rollout and configuration requests significantly deviating from standard configurations for “Non-Core” modules may be subject to GMIS Consulting Services charges. Rollouts may also be subject to scheduling limitations or likewise could incur additional service fees.

Currently used “Non-Core” modules include:
- Cost Accounting
- Grants Management
- Inventory

GMIS Consulting Services: This service is provided as an option for our customers to perform PeopleSoft-related work that is outside the scope of our Standard Services. External consulting services will likely be involved. This service includes, but is not limited to:

1. Implementation of Non-Core modules
2. Non-Standard Rollouts (must have prior approval of SBA/IOT)
3. Additional or extended requests for over-the-shoulder or small-group training
4. Elevated priority requests requiring substantial resources

Project Oversight services to coordinate and review enforcement of State standards for agencies choosing to contract work with independent consultants.
<table>
<thead>
<tr>
<th>Service Options</th>
<th>Option ID</th>
<th>Option Description</th>
<th>Unit</th>
<th>Current Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1120</td>
<td>GMIS HR Services</td>
<td>Per Transaction</td>
<td>AOS Allocation</td>
</tr>
<tr>
<td></td>
<td>1121</td>
<td>GMIS Financial Services</td>
<td>Per Headcount</td>
<td>AOS Allocation</td>
</tr>
<tr>
<td></td>
<td>TBD</td>
<td>GMIS Consulting Services</td>
<td>Per Hour</td>
<td>$135+</td>
</tr>
</tbody>
</table>

The AOS Allocation for HR and Financial Services are calculated as follows, and are determined at the beginning of the fiscal year for the entire year:

**HR:**  Agency % of total cost = agency % of state employees.

**Finance:**  Agency percentage of total transactions from the following modules:

General Ledger, Accounts Payable, Purchasing, Inventory, Project Costing, Grants Management, Order Management, Billing Receivables, Assets, Travel Expense