

Wisconsin Enterprise Services Platform Rate Sheet



FY 17-07 v2 Revised May, 2016

Infrastructure Services	FY17 Rate	Change	Billing System
Server Management			
See the Virtual First Policy, all physical server requests must go through a Technical Architecture Review.		See Virtual First Policy	
Managed Application Services (AMAS)			
Managed Application Services (AMAS)			
Virtual Server – Base/Enhanced - per month			
Each vCPU - Base/Enhanced - per month	\$69.10/\$82.92	0%	EBS / GSB
Each 512MB of memory - Base/Enhanced - per month	\$10.33/\$12.40	0%	EBS / GSB
Virtual Appliance – Base/Enhanced - per month			
Each vCPU - Base/Enhanced - per month	\$31.30/\$37.56	0%	EBS / GSB
Each 512MB of memory - Base/Enhanced - per month	\$4.68/\$5.62	0%	EBS / GSB
Physical Appliance			
Shared Enclosure - per RLU/per month	\$40	0%	EBS / GSB
Dedicated Virtual Host Services (DVHS)			
Dedicated Virtual Host (Data Center) - Minimum of two hosts required for service - per Host per month - <i>closed to new subscriptions.</i>	\$2,379	0%	EBS / GSB
Dedicated Virtual Host (Remote) - <i>closed to new subscriptions.</i>	\$485	0%	EBS / GSB
VM Guest to the Virtual Host - Base/Enhanced - per month (Multi-Guest to Host rate)	\$196.35/\$235.62	0%	EBS / GSB
Plus Application Layer Support (Does Not Include Application Licensing)			
Agency Managed Physical Services (AMPS/ Co-location)			
<i>Use to be determined by DET BIS and facilities staff.</i>			
Initial one-time cost for setting up the enclosure, switch and router	\$900	0%	EBS / GSB
Standard Enclosure - per month	\$1,500	0%	EBS / GSB
Partial Enclosure (1/3 of a standard enclosure) - per month	\$750	0%	EBS / GSB
Shared Enclosure - per RLU/per month	\$40	0%	EBS / GSB
<i>Note: Partial U's used will be rounded up.</i>			
Un-Racked SAN - per square foot/per month	\$132	0%	EBS / GSB
Storage Management			
Mainframe Storage			
Primary (non-archived) storage/GB per month	\$12.882	0%	IT Billing/GSB
Recalls/GB	\$1.696	0%	IT Billing/GSB
Distributed Storage			
Primary and Mirrored Storage/GB per month (Tiered storage at a single rate) (Mirrored Storage Upon Request)	\$0.32	0%	EBS / GSB
Digital Content Management System (Document Imaging)			
Data storage, MB/day	\$0.00006058	0%	IT Billing/GSB
Document storage/day	\$0.00000043	0%	IT Billing/GSB
User license fee	Pass through cost	0%	IT Billing/GSB
Backup Services			
Mainframe Service			
Archived storage/GB per month	\$3.173	0%	IT Billing/GSB
Tape storage/GB per month	\$0.353	0%	IT Billing/GSB
Distributed Service			
Backup Storage/GB per month per copy	\$0.20	-12%	EBS / GSB

Network Management			
GigaMadMAN			
GigaMadMAN only for State Agency Headquarter sites per month			
10 Mbps	\$1,200	0%	EBS / GSB
100 Mbps	\$2,250	0%	EBS / GSB
1000 Mbps	\$3,300	0%	EBS / GSB
10 GB point to point	request quote		EBS / GSB
Internet Service Providers (ISP)			
BadgerNet Converged Network - Internet Service Provider (ISP) rate for authorized user per month	See BadgerNet ISP		Vendor
Managed Router Service			
Managed Router Service only for State Agencies per month			
Small - up to 35M	\$146.61	0%	EBS / GSB
Medium - up to 45M	\$154.44	0%	EBS / GSB
Large - up to 100M	\$235.40	0%	EBS / GSB
Uninterruptible Power Supply (UPS) Services			
Small to Medium UPS 1000-1500 Volt Ampere (VA) Output Capacity per month	\$45	0%	ITBM/GSB
Large UPS 1501-3000 Volt Ampere (VA) Output Capacity per month	\$55	0%	ITBM/GSB
BadgerNet Converged Network (BCN) Services			
Two hour on site response per site per month (critical)	\$25	0%	Vendor
Fusion on telco equipment - two or more services on separate VLAN on a single trunked port per site per month	\$50	0%	Vendor
Additional port on telco equipment - per site per month	\$20	0%	Vendor
Special Construction Charges - one time if fiber installation cost > \$35,000	One time	N/A	Vendor
WAN or HPLL Service for State Agencies or WAN, HPLL or Internet Transport Service for Authorized Users per month			
256 Kbps	\$326	0%	Vendor
384 Kbps and 512Kbps	\$376	0%	Vendor
768 Kbps	\$452	0%	Vendor
1.5 Mbps	\$502	0%	Vendor
3 Mbps	\$904	0%	Vendor
5 Mbps	\$1,206	0%	Vendor
10 Mbps	\$1,746	0%	Vendor
15 Mbps	\$1,998	0%	Vendor
20 Mbps	\$2,262	0%	Vendor
30 Mbps	\$2,328	0%	Vendor
40 Mbps	\$2,430	0%	Vendor
50 Mbps	\$2,532	0%	Vendor
60 Mbps	\$2,566	0%	Vendor
70 Mbps	\$2,601	0%	Vendor
80 Mbps	\$2,636	0%	Vendor
90 Mbps	\$2,671	0%	Vendor
100 Mbps	\$2,706	0%	Vendor
200 Mbps	\$3,732	0%	Vendor
300 Mbps	\$4,812	0%	Vendor
400 Mbps	\$5,772	0%	Vendor
500 Mbps	\$6,732	0%	Vendor
1000 Mbps	\$11,652	0%	Vendor
1000 Mbps (ONLY in Madison Area)	\$5,760	0%	Vendor
Multi-Tenant WAN or HPLL Service for State Agencies Only per month			
256 Kbps	\$272	0%	Vendor
384 Kbps and 512Kbps	\$314	0%	Vendor
768 Kbps	\$377	0%	Vendor
1.5 Mbps	\$419	0%	Vendor
3 Mbps	\$754	0%	Vendor
5 Mbps	\$1,005	0%	Vendor
10 Mbps	\$1,455	0%	Vendor
15 Mbps	\$1,665	0%	Vendor

20 Mbps	\$1,885	0%	Vendor
30 Mbps	\$1,940	0%	Vendor
40 Mbps	\$2,025	0%	Vendor
50 Mbps	\$2,110	0%	Vendor
60 Mbps	\$2,139	0%	Vendor
70 Mbps	\$2,168	0%	Vendor
80 Mbps	\$2,197	0%	Vendor
90 Mbps	\$2,226	0%	Vendor
100 Mbps	\$2,255	0%	Vendor
200 Mbps	\$3,110	0%	Vendor
300 Mbps	\$4,010	0%	Vendor
400 Mbps	\$4,810	0%	Vendor
500 Mbps	\$5,610	0%	Vendor
1000 Mbps	\$9,710	0%	Vendor

Agency Local Area Network (LAN) Services			
Per Active Port cost per month	\$7.80	-8%	EBS / GSB
Network Access Control	\$1.75	NEW	EBS / GSB
<i>- per port per month based on active port counts</i>			

Wireless Services			
Wireless Access Point cost per month	\$42	0%	EBS / GSB
Wireless Bridge End Point cost per month	\$56	0%	EBS / GSB

Virtual Private Network (VPN) Services			
Each Remote Appliance per month	\$24	0%	EBS / GSB
One-time installation charges for each remote appliance. Hourly at the current professional technical services rate.	One time		EBS / GSB
Each Client cost per fiscal year.	\$10.80	0%	EBS / GSB

Data Center Local Area Network (LAN) Services			
Per Active Port cost per month	\$8.74	0%	EBS / GSB
One time design and plan. Hourly at the current technical services rate.	One Time		EBS / GSB
Optional Firewall Service Module one-time cost	\$750	0%	EBS / GSB

Web Security Service			
Per user charge per month	\$1.30	0%	EBS / GSB

Vendor Managed Video for State Agencies or Authorized Users per month			
Standard Definition Managed Video	\$786	0%	Vendor
High Definition Managed Video	\$786	0%	Vendor
HPLL VPN Video Bridging per month	\$30	0%	Vendor

Directory\Security services			
Directory Services			
Internal Directory - Per user charge based on users in the Internal Directory - per month	Per user based on users in the Internal Directory		EBS / GSB
External Directory - Internal Allocation (not billed directly to agencies)	Allocated overhead		N/A
Active Directory Federation Services (ADFS) Trust configuration with External entities – one-time setup fee per application	\$1,560	0%	EBS / GSB
Security Service			
Per user charge based on payroll numbers for all users on the state network - per month	Per User based on Payroll or reported Payroll		EBS / GSB

Platform Services	FY17 Rate	Change	Billing System
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Distributed Database Management			
Distributed Database Hosting Service			
Oracle Instance – Base/Enhanced per month	\$1,357.40/\$1,628.88	0%	EBS / GSB
Oracle Physical Server – Base/Enhanced per month	\$2,923/\$3,508	0%	EBS / GSB
SQL VM Server – Base/Enhanced per month			

Each vCPU - Base/Enhanced - per month	\$100.02/\$120.02	0%	EBS / GSB
Each 512MB of memory - Base/Enhanced - per month	\$15.76/\$18.91	0%	EBS / GSB
SQL Support - Base/Enhanced - per vCPU per month Capped at 2 vCPU	\$204.16/\$245.00	0%	EBS / GSB
SQL Licensing - per vCPU per month	\$49.50	0%	EBS / GSB

IIS, JAVA Management			
Internet Information Server (IIS)			
Managed Application Services (AMAS) with IIS Support			
Virtual Server – Base/Enhanced - per month (Minimum 1vCPU, 2GB)			
Each vCPU - Base/Enhanced - per month	\$69.10/\$82.92	0%	EBS / GSB
Each 512MB of memory - Base/Enhanced - per month	\$10.33/\$12.40	0%	EBS / GSB
IIS Support - Base/Enhanced - per vCPU per month Capped at 2 vCPU	\$172.92/\$207.50	0%	EBS / GSB
Websphere			
Managed Application Services (AMAS) with Websphere Support			
Virtual Server – Base/Enhanced - per month			
Each vCPU - Base/Enhanced - per month	\$69.10/\$82.92	0%	EBS / GSB
Each 512MB of memory - Base/Enhanced - per month	\$10.33/\$12.40	0%	EBS / GSB
Websphere License - per vCPU per month	\$53	0%	EBS / GSB
zLinux Server – Base/Enhanced - per month			
Each vCPU - Base/Enhanced - per month	\$192.72/\$231.26	-10%	EBS / GSB
Each 256MB of memory - Base/Enhanced - per month	\$15.19/\$18.19	-10%	EBS / GSB
Websphere License - per vCPU per month	\$28	0%	EBS / GSB
Websphere Support - Base/Enhanced - per vCPU per month Capped at 2 vCPU	\$345.70/\$414.84	0%	EBS / GSB
Team Foundation Service			
Per user per month	\$45	0%	EBS / GSB
<i>Note: MSDN Licensing NOT included. Each user subscription must be licensed for MSDN.</i>			
Web Site Hosting Service			
Web Site Hosting Service - <i>per site per month</i>	\$65	0%	EBS / GSB

File and Print Services			
Remote Print Appliances Services			
Remote Print Appliances - per month	\$130	0%	EBS / GSB
<i>- closed to new subscriptions.</i>			
File/Print			
Managed Application Services (AMAS) with File/Print Support			
<i>Replaced with File Hosting Service for VM's located within the Femrite and DR datacenters</i>			
Virtual Server – Base/Enhanced - per month			
Each vCPU - Base/Enhanced - per month	\$69.10/\$82.92	0%	EBS / GSB
Each 512MB of memory - Base/Enhanced - per month	\$10.33/\$12.40	0%	EBS / GSB
File and Print Support - per server - Base/Enhanced - per month	\$80/\$96	0%	EBS / GSB
File Hosting Service			
Network Share Storage Per GB utilized per month	\$0.090	0%	EBS / GSB
<i>Service replaces File server offering for VM's located within the Femrite and DR datacenters</i>			
<i>No file server required, no backup storage fees, user directed restore capability</i>			
<i>3 daily snapshots for version restores, up to 30 days</i>			
<i>Daily off-site backup with single-day versioning, up to 30 days</i>			
File Transfer Protocol (Distributed) Services			
FTP per user cost per month	\$13.82	0%	EBS / GSB

Sharepoint Management			
Enterprise SharePoint Services			
Service charge back to customers is in two parts. The first part is a charge per SharePoint site. The second part is a usage charge and			
Charge per SharePoint Site per month (rate reviewed quarterly)	\$19.20	0%	EBS / GSB
Monthly charge per page hit maximum. (This rate is calculated monthly depending upon the amount of overall Enterprise SharePoint traffic but will not exceed \$0.046 per page hit.)	\$0.046	0%	EBS / GSB

Business Intelligence			
Tableau Business Intelligence Platform			
Platform Access	\$25.00	0%	EBS / GSB
Rate is per user, per site, per month (includes 50GB per site of storage in Tableau environment)			

Application Services	FY17 Rate	Change	Billing System
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Mainframe Online Database and Batch Services			
Mainframe Service			
Online System Rate - per second (CICS, DB2, IMS, TSO)	0.03248	-10%	IT Billing/GSB
Batch Prime Rate (Including DB2 Quasi-Batch) - per second (7:00 AM to 5:00 PM Monday through Friday)	0.02446	-10%	IT Billing/GSB
Batch Non-Prime Rate (Including DB2 Quasi-Batch) - per second (All other times)	0.01462	-20%	IT Billing/GSB
Batch Weekend (Including DB2 Quasi-Batch) - per second (Midnight Friday to midnight Sunday and Holiday Rate)	0.01159	-20%	IT Billing/GSB
Premium Rate "on demand" (Including DB2 Quasi-Batch) <i>Note: The current CPU factor is 40.34 for all LPARs (effective 12/14/2012)</i>	0.02851	-10%	IT Billing/GSB
Online Report Distribution (Conrol-D)			
Report Creation fee/1,000 lines of report content	\$0.084	0%	IT Billing/GSB
Citrix Hosting			
<i>Citrix Service is available only to DOA, DOA-attached agencies, and SASI agencies.</i>			
Citrix per user cost per month	\$23.09	0%	EBS / GSB
Enterprise Distributed Batch Scheduling (EDBS)			
Per job fee per month	\$5.00	0%	EBS / GSB
<i>*Agency dedicated execution servers are billed seperately (AMAS VM rates)</i>			
Geographic Information Systems (GIS)			
GIS Shared Environment per share per month PROD/UAT/DEV	\$240/\$240/\$120	0%	EBS / GSB
GIS Geocoding - based on recorded transaction	\$0.0019	0%	EBS / GSB
Secure Sockets Layer (SSL) Certificates			
SSL Certificate - annual cost	Pass through cost	N/A	EBS / GSB

Multimedia Services			
Digital Video Services (Limited to SASI, DOA and attached organizations)			
Base Charges			
\$86.00 per hour per technician	\$86 per hour	0%	EBS / GSB
Mediasite Service - closed to new subscriptions			
Mediasite service cost per month	\$550	0%	EBS / GSB
Mediasite storage cost per GB per month	\$3.50	0%	EBS / GSB

Communications Services	FY17 Rate	Change	Billing System
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E-Mail			
Anti-Spam/Anti-Virus (IronPort for non-enterprise E-mail subscribers)			
IronPort per SMTP email address cost billed annually (effective 09/01/2009)	\$0.51/ per seat per month	0%	EBS / GSB
Exchange 2013 E-Mail			
Mailbox size			
100 MB	\$2.71	0%	EBS / GSB
500 MB	\$3.80	0%	EBS / GSB

2 GB	\$11.85	0%	EBS / GSB
5 GB	\$26.99	0%	EBS / GSB
10 GB	\$32.21	0%	EBS / GSB
25 GB	\$80.21	0%	EBS / GSB
<i>Note: DOT E-Mail is invoiced through IT Billing</i>			
E-Mail box restoration - minimum 2 hours of technical services time	Pass through cost		EBS / GSB
E-Mail Encryption - per user per year (<i>billed annually FYQTR1</i>)	\$7.00	0%	EBS / GSB
List Manager Hosting			
Lyris per membership cost per month	\$0.0133	0%	EBS / GSB

Enterprise Instant Messaging & Collaboration (IMC)			
Instant Messaging and Collaboration (non-VOIP) Per user per month	\$3.48	NEW	EBS / GSB

Local Telephone Service			
Centrex line/month, AT&T	\$10.26	0%	Vendor
Centrex line/month, CenturyLink (Up to \$26 in various cities)	\$10.55	0%	Vendor
Voice mail/box/month, AT&T	\$5.48	0%	Vendor
Voice mail/box/month, CenturyLink	\$5.00	0%	Vendor
<i>Note: Other variable fees may be added for special applications. Setup fees are additional.</i>			

Long Distance Telephone Service			
Long Distance Telephone Service, CenturyLink	Dedicated ~\$.021 per minute; Switched ~\$.03 per minute	N/A	Vendor

Automatic Call Distribution (ACD)			
<i>Note: Agent Centrex and other telephone lines are additional.</i>			
Interaction license/month	\$90	0%	IT Billing/GSB
PRI channel, approx.	\$18	0%	IT Billing/GSB
ACD long distance charges per minute <i>- will transition to Genesys product</i>	\$0.03	0%	IT Billing/GSB

Mobile Device Management			
License cost plus Enterprise participation per device/mo	\$6.96	0%	EBS / GSB
<i>Note: Other variable fees may be added for special applications. Setup fees are additional.</i>			

Wireless Services and Devices			
<i>Note: Service is available from mandatory statewide contracts. Rates are subject to change. Charges are billed directly from the vendor. (Roaming charges and regulatory fees are not included).</i>			
Services			
Cellular Airtime	http://www.doa.state.wi.us/divisions/enterprise-technology/service-portfolio/telecommunication-administration		
Cellular/Smartphone/Blackberry Equipment			
Smartphone/Blackberry Limited and Unlimited Data Airtime			
Data Only Airtime and Equipment (aircards for laptops, etc.)			

Publishing and Distribution Services	FY17 Rate	Change	Billing System
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Publishing			
<i>An upcharge will be applied to any Network Publishing job with a completion date within 48 hours, two business days, of submission.</i>			
Mainframe printing/page			
Impact, 1-13 pages	\$6.50/report	30%	Great Plains / GSB
Impact, 14+ pages	\$0.50/page	0%	Great Plains / GSB
Laser, 1-65 pages	\$3.25/report	44%	Great Plains / GSB
Laser, 66+ pages	\$0.05/page	0%	Great Plains / GSB
Laser MICR, 1-65 pages	\$3.96/report	NEW	Great Plains / GSB
Laser MICR, 66+ pages	\$0.06/page	NEW	Great Plains / GSB
Network publishing			

Impression simplex	\$0.035/impression	0%	Great Plains / GSB
Impression side 2	\$0.033/impression	0%	Great Plains / GSB
Impression, 11 x 17 simplex	\$0.052/impression	0%	Great Plains / GSB
Impression, 11 x 17 side 2	\$0.049/impression	0%	Great Plains / GSB
<i>Note: Impression charge does not include paper, which is billed separately based on current market costs + 13% handling charge.</i>			
Digital Color printing			
1-500 copies	\$0.5100/copy + paper	0%	Great Plains / GSB
501-1000 copies	\$0.459/copy + paper	2%	Great Plains / GSB
1,001-1,500	\$0.408/copy + paper	2%	Great Plains / GSB
1,501 and up	\$0.357/copy + paper	19%	Great Plains / GSB
Banner Sheet size 13" X Length Greater than 19"	\$1.00/impression	NEW	Great Plains / GSB
Monochrome on Ricoh 7110x	\$0.08/impression	0%	Great Plains / GSB
<i>Note: Rates recognize savings for longer print runs.</i>			
<i>Note: Material handling charge for purchase of paper goods: 13%</i>			
Large format color printing			
Wide Format Ink-Jet - on Photo Satin Paper*	\$7.50/per sq. foot	0%	Great Plains / GSB
Laminate	\$2.50 per square foot + \$7.00 set-up	0%	Great Plains / GSB
Mounting	\$2.50 per square foot + \$7.00 set-up	0%	Great Plains / GSB
<i>Note: * Additional media available billed at cost +13%</i>			
Graphic Design & Application Development			
Development, design and pre-press	\$90.00/hour	0%	Great Plains / GSB
Variable data merge	\$36.00 each	0%	Great Plains / GSB
Auto-scan pages to file	\$2.00 per hundred	0%	Great Plains / GSB
Ink jet labeling			
Basic printer setup	\$20.00/job	33%	Great Plains / GSB
Ink jet custom variable text onto letter size pieces, flats or envelopes, preparing for post office, if required.	\$3.00/100 labels	11%	Great Plains / GSB
Tabbing			
Basic setup	\$15.00	36%	Great Plains / GSB
White and opaque tabs, either one or two per mail piece	\$1.50/100 tabs	50%	Great Plains / GSB
Other Services			
Write to CD (Removable Media per Request)	\$4.00/CD	0%	Great Plains / GSB
Time charge: Hand-marry inserts, job make-ready and nonstandard equipment setups (minimum 6 min. \$7.00)	\$70.00/hour	8%	Great Plains / GSB
Bindery			
Bindery setup	\$7.00 each	0%	Great Plains / GSB
Stitching in-line	No charge	-100%	Great Plains / GSB
Stitching off-line	\$0.85/per 100 + setup	0%	Great Plains / GSB
Saddle-stitch booklets	\$0.15/book + setup	0%	Great Plains / GSB
Fold (for each pass)	\$0.70/100 sheets + setup	0%	Great Plains / GSB
Cut	\$0.45/100 sheets + setup	0%	Great Plains / GSB
Drill	\$0.45/100 sheets + setup	0%	Great Plains / GSB
Perforate/score	\$1.00/100 sheets + setup	NEW	Great Plains / GSB
Padding	\$0.60 each	0%	Great Plains / GSB
Tape bind, 15 mon. - 325 maximum sheets	\$1.00/book + setup	11%	Great Plains / GSB

Perfect bind & three-side trim	\$1.50/book + setup	0%	Great Plains / GSB
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Distribution Services			
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Distribution Services			
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Metering	\$0.155	0%	Great Plains / GSB
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Presorting			
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First class letter mail	\$0.044/piece	0%	Great Plains / GSB
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Standard class letter mail (includes vendor fee)	\$0.044/piece	0%	Great Plains / GSB
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Hand-sorted flats rate	\$0.067/piece	0%	Great Plains / GSB
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Auto-sorted flats rate	\$0.274/piece	3%	Great Plains / GSB
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Note: Rates are adjusted based on increases to vendor contract which may be adjusted because of USPS postage increases.

Inserting			
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Basic setup for cut sheet feed. Includes primary mailing envelope station setup.	\$30.00/job	0%	Great Plains / GSB
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Additional insert station setup. Preparing first and additional insert stations. Rate is for each additional station setup.	\$20.00 flat rate	0%	Great Plains / GSB
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Standard service (e.g., folding & inserting single or multiple page plain cut sheet or read-marked docs up to 8 1/2" x 14" into std envelope). Includes coupon insertion, additional inserts and continuous forms + 1- and 2-oz. metering as needed.	\$31.00/1,000 envelopes (minimum 1,000)	-3%	Great Plains / GSB
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Additional inserts	\$1.00/1000 ea.	-50%	Great Plains / GSB
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Enterprise standard envelopes with inserting services – ZY101 & ZY107 (Return Service Requested endorsement) Note: 5% material handling fee	DET cost + 5%	No Min. Order 0%	Great Plains / GSB
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Bulk purchasing of Enterprise standard envelopes	DET cost + 13%	Case sizes may vary 0%	Great Plains / GSB
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Custom double window 4" x 9" double-window check envelopes with inserting services— ZY102 & ZY105 (Return Service Requested endorsement) Note: 5% material handling fee	DET cost + 5%	NEW	Great Plains / GSB
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Bulk purchasing of custom double-window check envelope	DET cost + 13%	NEW	Great Plains / GSB
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Notes:			
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- Envelopes for inserting at DET are pass-through rates + 5%
- Material handling charge for bulk purchase of paper goods: 13%
- Custom processing of inserting output is charged at handwork rate.

Address file processing			
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File processed against National Address Database to identify all deliverable addresses & assign bar codes. Sorts address file for presort arrangement according to USPS reqs, obtaining best postage discounts possible per piece. Create & export custom data file.	\$10.00/1,000 records (minimum of 5,000)	0%	Great Plains / GSB
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File processed against NCOALink® to meet USPS move update requirements and provide updated address information to mail list owner.	Included in File Processing	0%	Great Plains / GSB
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Handwork			
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Sorting, inserting, wrapping, etc. Includes messenger service and overtime. Worked with normal priority.	\$7.00/0.1 hour (minimum \$7.00)	8%	Great Plains / GSB
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Support Services	FY17 Rate	Change	Billing System
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Support Services			
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Professional Technical Services			
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Agreed upon Technical Services per hour	\$86	0%	EBS / GSB
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Desktop Support (Service limited to SASI only)			
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Per Device per Month (to be charged monthly beginning FY13)	\$93.34	0%	EBS / GSB
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DOA Mobile Device Support (Service limited to DOA/SASI only)			
<i>This rate is charged to DOA and SASI agencies and includes DOA support for mobile devices as well as</i>			
Per Device - Monthly cost	\$13.96	0%	EBS / GSB
Initial Incident Triage			
Per incident - Monthly costs fluctuate based on number of incidents	\$8.00	0%	EBS / GSB
IT Service Management (ITSM - Cherwell)			
Note: Prices based on annual agency usage according to modules used.			Manual
<i>- Agency Bill = (DET Cherwell Expenses x Agency Usage (percent)) +/- Adjustments</i>			
<i>- Agency Usage (percent) is based on a count of how many users are logged into Cherwell each hour for each agency.</i>			
Wisconsin Help Desk			
Per incident - Monthly costs fluctuate based on number of incidents	\$6.54	0%	EBS / GSB

Changes in this version -

1. Removed Exchange Extended Deleted Items retention rate
2. Removed link to previous rate sheet.
3. reduced backup storage rate
4. reduced LAN port rate
5. Added NAC rate
7. Reduced zLinux Vcpu and Vram rates
8. added per month language to web site hosting charge
9. Set print appliance rate as closed to new subscriptions
10. Updated Mainframe rates and reorganized on rate sheet.
11. Updated SharePoint rate to remove storage charges.
12. Updated print, publishing and bindery rates and services.