

FY20 DTS Rates

Service Description	FY20 Rate	Unit
Application Services		
Tier 1	\$67.80	Hour
Tier 2	\$85.13	Hour
Tier 3	\$95.28	Hour
Tier 4	\$107.23	Hour
Master Engineer/Consultant/Other	SBA	
Communication Services		
Telephone Technician Labor	\$78.06	Hour
Universal Telecom Rate	\$32.86	Line/Month
Long Distance	\$0.06	Minute
1-800 Usage	\$0.041	Minute
Jabber	\$4.99	User/Month
Other Voice Services	Cost + 10%	
International Long Distance	Cost + 10%	
IP Contact Center	\$18.90	Core License/Month
Call Management System	SBA	
Desktop Services		
Desktop Support	\$69.21	Device/Month
Mobile Support	SBA	
On-Call Support	Actual Cost	
Google Enterprise (Includes Email)	\$10.61	Acct/Month
Software Resale	Cost + 6%	
Virtual Applications	SBA	
Hosting Services		
Oracle Database Hosting Core Model	\$1,226.06	Core/Month
Oracle Database Hosting Shared Model	\$21.37	GB/Month
SQL Database Hosting Core Model	\$542.23	Core/Month
SQL Database Hosting Shared Model	\$10.74	GB/Month
Database Consulting	\$85.13	Hour
System Administration	\$314.56	OS/Month (or Cloud instance****)
Processing (CPU)	\$32.94	CPU/Month
Memory	\$4.93	GB/Month
Storage	\$0.069	GB/Month
Back-up & Archive Storage	\$0.1167	GB/Month
File-Share	\$0.069	GB/Month
Network Attached Storage	N/A	GB/Month
Object Storage	\$0.0198	GB/Month
Shared Application Hosting	N/A	Instance/Hour
Shared Application Hosting on Prem	\$51.92	Instance/Month
Shared App Hosting Cloud Sys Admin	\$24.79	Instance/Month
Cloud Hosting	Cost + 19%	
Other Hosting Services	SBA	
Data Center Rack Space - Full Rack	\$500.00	Rack/Month
Data Center Rack Space - Rack U	\$16.67	Rack U/Month

Service Description	FY20 Rate	Unit
Mainframe Computing		
Mainframe Disk	\$0.0059	MB/Month
Mainframe Tape	\$0.0008	MB/Month
Mainframe Consulting	\$85.13	Hour
Mainframe Computing	SBA	
Network Services		
Network Services	\$50.89	Device/Month
Network IoT (FY20 NEW)	\$9.82	Connection/Month
Network Services - 10 GB	\$203.56	Connection/Month
Network Services - Other State Agencies	\$55.60	Device/Month
Other Network Services	Cost + 10%	
Misc. Data Circuits	Cost + 10%	
Security	\$24.25	Device/Month
Other Security Services	SBA	
Security Assessment & Remediation	See Table	See Table
Print Services		
High Speed Laser Print	\$0.0459	Image
Other Print Services	Cost + 10%	
Miscellaneous		
DTS Consulting Charge	\$85.13	Hour
SaaS/Cloud Hourly (New FY20 & FY21)	\$96.78	Hour
Consultant Services (New FY20 & FY21)	Cost +3%	Hour
AGRC Services		
GPS Subscriptions	\$600.00	Subscription/Year
AGRC Plots (AGRC)	\$6.00	Linear Foot
GIT Professional Labor	See Application Services Table	

FY20 APPLICATION MAINTENANCE TIERS	
Rate by Tier	
Tier 1	\$67.80
Tier 2	\$85.13
Tier 3	\$95.28
Tier 4	\$107.23
Tier Definitions	
BUSINESS ANALYST	Tier 1
INFORMATION ANALYST I	Tier 1
INFORMATION ANALYST II	Tier 1
IT ANALYST I	Tier 1
SENIOR BUSINESS ANALYST	Tier 1
TECHNICAL SUPPORT SPEC I	Tier 1
INFORMATION TECHNOLOGY PROJECT MANAGER	Tier 2
IT ANALYST II	Tier 2
TECHNICAL SUPPORT SPEC II	Tier 2
TECHNICAL SUPPORT SPECIALIST III	Tier 2
BUSINESS ANALYST SUPERVISOR	Tier 3
INFORMATION ANALYST SUPERVISOR	Tier 3
INFORMATION TECHNOLOGY MANAGER I	Tier 3
INFORMATION TECHNOLOGY SENIOR PROJECT MANAGER	Tier 3
IT ANALYST III	Tier 3
IT MANAGER I	Tier 3
INFORMATION TECHNOLOGY MANAGER II	Tier 4
IT ARCHITECT	Tier 4
IT DIRECTOR I	Tier 4
Application Maintenance Non-Tiered Rate Titles	
Master Engineer/Consultant/Specialized Skillset	SBA

FY20 Security Assessment and Cyber Insurance Rates		
Group	Servers	Annual Cost
Limited Agencies	0 - 4	\$12,500.00
Small Agencies	5-34	\$25,000.00
Medium Agencies	35-84	\$50,000.00
Large Agencies	85+	\$100,000.00