Department of Technology Management And Budget (DTMB)
Service Rates
Fiscal Year 2019

Service Category	Unit of Service	FY 2018	FY 2019	FY2019 Change	Cause for Increase
Telecommunication Services					
Voice Services					
Long Distance	per minute (domestic)	$0.0600	$0.0600	$0.00	
Local	per call	$0.15	$0.15	$0.00	
Repair and Install	per ¼ hr. (minimum 1 hr.)	$25.50	$25.50	$0.00	
Enterprise Line Rate (includes on-net calling)	per line per month	$20.25	$20.25	$0.00	
Cisco Enterprise IPT Rate	per month	$16.25	$16.25	$0.00	
Cisco IPT Installation Rate	Non-Recurring Rate	$225.00	$225.00	$0.00	
Voice Mail	per mailbox	$2.75	$2.75	$0.00	
CMS – ACD Agent Log-In ID	per month	$3.75	$3.75	$0.00	
Avaya Desktop Wallboard	per month	$8.75	$8.75	$0.00	
CMS – Test Development PBX	per month	$2.00	$2.00	$0.00	
CentreVu	per month	$105.00	$105.00	$0.00	
Software (Maximum charge - $98.00)	per button	$16.00	$16.00	$0.00	
Channelized Voice T1 Termination 1 Ended	per month	$354.00	$354.00	$0.00	
Channelized Voice T1 Termination 2 Ended	per month	$652.00	$652.00	$0.00	
Telephone Instruments	See Telecom Detailed Listing				
Operator & Information Assistance		Direct Charge	Direct Charge		
Data Services					
Connectionless Broadband Data Service (CBDS)					
DS3	per month incl. backbone*	$8,224.00	$8,224.00	$0.00	
Opt-E-MAN	per month incl. backbone*	Variable per Configuration	Variable per Configuration		
6.0M	per month incl. backbone*	$2,991.00	$2,991.00	$0.00	
4.5M	per month incl. backbone*	$2,551.00	$2,551.00	$0.00	
3.0M	per month incl. backbone*	$2,108.20	$2,108.20	$0.00	
High Band Width **	per month incl. backbone*	$1,495.25	$1,495.25	$0.00	
Medium Band Width **	per month incl. backbone*	$1,495.25	$1,495.25	$0.00	
Basic Band Width **	per month incl. backbone*	$798.00	$798.00	$0.00	
IP-VPN	per month incl. backbone*	$647.22	$647.22	$0.00	
5.0 MB Switched Ethernet **	per month incl. backbone*	$1,763.44	$1,763.44	$0.00	

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10.0 MB Switched Ethernet **	per month incl. backbone*	$1,763.44	$1,763.44	$0.00	
20.0 MB Switched Ethernet **		$2,225.40	$2,225.40	$0.00	
50.0 MB Switched Ethernet **	per month incl. backbone*	$4,179.84	$4,179.84	$0.00	
100.0 MB Switched Ethernet **	per month incl. backbone*	$6,698.45	$6,698.45	$0.00	
250.0 MB Switched Ethernet **	per month incl. backbone*	$13,482.02	$13,482.02	$0.00	
1.0 GB Switched Ethernet **	per month incl. backbone*	$33,568.53	$33,568.53	$0.00	
*Contact Telecom for installation & configuration options information - Final cost dependent on configuration options					
**Rate subject to contract changes					
Managed Data Lines	per line per month	$11.05	$11.05	$0.00	
Lansing Metropolitan Area Network (LMAN)	per network directory entry per month	$9.25	$9.25	$0.00	
ROAM	per month	$3.10	$3.10	$0.00	
VPN (includes mobile VPN)	per month	$3.10	$3.10	$0.00	
Secure ID	per token per month	$3.10	$3.10	$0.00	
Switch Room Co-Location	per U per month	$9.60	$9.60	$0.00	
Dedicated/Custom Firewall	per month	$240.00	$240.00	$0.00	
High Availability Network Port Connectivity					
100/1000 MB Network Port Copper (Hosting Center) Basis Change	per IP address per month	$20.00	$20.00	$0.00	
Data Center Services					
Unisys Platform					
Production CPU Usage*	per hour	$1,900.00	$1,900.00	$0.00	
Development CPU Usage*	per hour	$8,000.00	$8,000.00	$0.00	
Tape Opens	per opens per month	$5.40	$5.40	$0.00	
Disk (Dedicated Disk Packs)	per packs per month	$70.00	$70.00	$0.00	
Disk (Shared Sectors)	per sectors per month	$0.0020	$0.0020	$0.00	
*Rate subject to adjustment for processor speed changes					
Data Warehouse (RDBC)					
Production CPU Usage*	per hour	$24.20	$24.20	$0.00	
Development CPU Usage*	per hour	$24.20	$24.20	$0.00	
Production Storage	per gigabyte per month	$4.40	$4.40	$0.00	
Development Storage	per gigabyte per month	$4.40	$4.40	$0.00	
*Rate subject to adjustment for processor speed changes					
Data Exchange Gateway					
Data Transfer*	per kilobyte per month	$0.00019	$0.00019	$0.00	

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*Transfer rate reflects one way charge (inbound <u>or</u> outbound)					
Open Systems Storage					
SAN Connected Storage*	per gigabyte per month	$1.20	$1.20	$0.00	
BCV	per gigabyte per month	$0.60	$0.60	$0.00	
SRDF	per gigabyte per month	$1.20	$1.20	$0.00	
File Based Storage (NAS, CAS)	per gigabyte per month	$0.80	$0.80	$0.00	
Backup & Recovery	per gigabyte	$0.29	$0.29	$0.00	
Hosting Services					
Server Monitoring	per server per month	$115.00	$115.00	$0.00	
Server Housing	per U per month	$55.00	$55.00	$0.00	
Server Support Technical Services					
Windows Operating System	per server per month	$575.00	$575.00	$0.00	
Windows Operating System Remote	per server per month	$690.00	$690.00	$0.00	
Enterprise VM Server Support - Windows	per server per month	$324.00	$324.00	$0.00	
Enterprise VM Server Support - Unix	per server per month	$480.70	$480.70	$0.00	
Enterprise VM Infrastructure - Tier 1	per VM server per month	$212.00	$212.00	$0.00	
Enterprise VM Infrastructure - Tier 2	per VM server per month	$255.00	$255.00	$0.00	
Enterprise VM Infrastructure - Tier 3	per VM server per month	$305.00	$305.00	$0.00	
Enterprise VM Infrastructure - Custom*	per VM server per month	Variable per Configuration	Variable per Configuration		
*Final cost dependent on configuration					
Citrix (Legacy)	per server per month	Direct Charge	Direct Charge		
Enterprise Citrix	per user per month	$28.00	$28.00	$0.00	Increased operational costs; decrease usage
Unix Operating System	per server per month	$600.60	$600.60	$0.00	
Unix Operating System Remote	per server per month	$721.60	$721.60	$0.00	
Solaris Operating System	per server per month	$600.60	$600.60	$0.00	
Log Management (TSEIM) (non-server)	per event service per month	$19.41	$19.41	$0.00	
Log Management (TSEIM) (access above 200 MB)	per GB per month	$1.20	$1.20	$0.00	
Log Management (TSEIM) Backup and Recovery	per GB per month	$0.29	$0.29	$0.00	
IT Monthly Invoice Service Categories					
Agency Services, Center for Shared Solutions & Michigan.gov Web Development (includes staffing economics)					
IT Student Assistant	per hour	$30.55	$35.00	$4.45	Rate Basis Change.
Level 6-8	per hour	$84.55	$60.00	($24.55)	Rate Basis Change.
Level 9-11	per hour	$84.55	$83.00	($1.55)	Rate Basis Change.
Level 12	per hour	$84.55	$92.00	$7.45	Rate Basis Change.
Level 13-14	per hour	$98.80	$109.00	$10.20	Rate Basis Change.
Level 15-17	per hour	$114.05	$126.00	$11.95	Rate Basis Change.

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Staff Augmentation	per hour	$7.00	$7.00	$0.00	
Data Center Scheduling & Data Entry Services		Direct Charge	Direct Charge		
Security Services		Direct Charge	Direct Charge		
Cloud Storage	per gigabyte	$0.35	$0.35	$0.00	
User Rate *(includes staffing economics)* **Pending final economics from State Budget Office*	per user per month	$29.00	$29.00	$0.00	
Device Rate (INW) *(includes staffing economics & Alternate Browsers)* **Pending final economics from State Budget Office*	per device per month	$55.00	$55.00	$0.00	
Out of Warranty (OOW) Premium	per work station per month	$5.00	$5.00	$0.00	
Smart Device Management Service Fee	per device per month	$20.00	$20.00	$0.00	
Wireless Device Support Fee (Blackberry)	per device per month	Direct Charge	Direct Charge		
DTMB 900 Fee	½% of prior yr. IT spend	Direct Charge	Direct Charge		
Department Administration	1.60% of prior yr. IT spend	Direct Charge	Direct Charge		
Michigan.gov	Allocated based on blended percentage 75% content & 25% page views	Direct Charge	Direct Charge		
Michigan Business One Stop		Direct Charge	Direct Charge		
Direct Agency Charges		Direct Charge	Direct Charge		
Office of Support Services					
Delivery Services					
On Demand Freight Service					
Labor	per hour	$111.00	$112.00	$1.00	Increased Salary & Fringe Costs
Vehicle - per hour	per hour	$12.00	$11.00	-$1.00	Decreased Vehicle Costs
Vehicle - per mile	per mile	$0.88	$0.90	$0.02	Increased Fuel Costs
Minimum Charge: 1 hour (consists of Labor + Vehicle + 20 miles		$141.00	$141.00	$0.00	Minimum Charge Remains the Same
Mailing Services					
Presort - blended (Tier 2 through FY2015)	per piece	$0.0320	$0.0320	$0.000	
Metered Mail	per piece	$0.0424	$0.0424	$0.000	
Printing Services					
Warrant Images	per image	$0.0620	$0.0620	$0.000	
Mainframe/Network digital Images	per image	$0.0590	$0.0590	$0.000	
Other digital Images	per image	$0.0590	$0.0590	$0.000	
Imaging Services					
Imaging Services (a)	service fee	Actual + 15%	Actual + 15%	No Change	
Digital Signature - Envelope	per envelope	$1.65	$1.65		
Digital Signature - Form	per form	$175.00	$175.00		
Warehouse Services					

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Warehouse Space - Sunset Street	per square foot per year	n/a	n/a	n/a	
Inventoried Materials Management & Storage	per square foot per year	$30.00	$30.00	$0.00	
Secured Storage Management	per square foot per year	$30.00	$35.00	$5.00	
Inventoried Materials Handling Fee	per ship to address	$7.00	$7.00	$0.00	
State Surplus					
Vehicle and Equipment Auction Fee (b)	of sale price	15%+	15%+	No Change	
Vehicle & Travel Services					
Midsize Fixed Fee	per month	$184.00	$184.00	$0.00	
Midsize Per Mile Rate	per mile	$0.1609	$0.1609	$0.0000	
Large Fixed Fee	per month	$232.00	$232.00	$0.00	
Large Fixed Per Mile Rate	per mile	$0.1687	$0.1687	$0.0000	
Travel Services Reservation Fee	per reservation	n/a	n/a	n/a	
Risk					
Type A Vehicle Insurance	per vehicle per year	$258.00	$258.00	$0.00	
Type C Vehicle Insurance	per vehicle per year	$18.00	$18.00	$0.00	
Type M Motorcycle Insurance	per vehicle per year	$129.00	$129.00	$0.00	
Other Insurance	administrative fee	Actual + 14%	Actual + 14%	No Change	