

DTMB FY 2020 SERVICE RATES

DTMB Service Category	Unit of Issue	FY2022	FY2023	FY2023 Change	Cause for Change
Office of Support Services					
Delivery Services					
On Demand Freight Service					
Labor	per hour	\$104.00	\$101.00	-\$3.00	
Vehicle - per hour	per hour	\$19.00	\$21.00	\$2.00	
Vehicle - per mile	per mile	\$0.9244	\$0.9458	\$0.02	
Minimum Charge: 1 hour (consists of Labor + Vehicle + 20 miles)		\$141.00	\$141.00	\$0.00	Rate components changed but overall minimum charge unchanged
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	\$0.0450	\$0.0500	\$0.005	Temporary rate decrease effective 6/15/20. Rate will remain at \$.045 per image through FY22 and gradually increase to previous rate of \$.059 per image.
Other digital Images	per image	\$0.0450	\$0.0500	\$0.005	Temporary rate decrease effective 6/15/20. Rate will remain at \$.045 per image through FY22 and gradually increase to previous rate of \$.059 per image.
Imaging Services					
Imaging Services	service fee	Actual + 12%	Actual + 12%	No Change	
Digital Signature	per transaction	\$1.50	\$1.50	\$0.00	
Warehouse Services					
Inventoried Materials Management & Storage	per square foot per year	\$30.00	\$30.00	\$0.00	
Secured Storage Management	per square foot per year	\$35.00	\$35.00	\$0.00	
Inventoried Materials Handling Fee	per ship to address	\$7.00	\$7.00	\$0.00	
State Surplus					
Vehicle and Equipment Auction Fee	of sale price	15%+	15%+	No Change	
Vehicle & Travel Services					
Midsize Fixed Fee	per month	\$227.00	\$237.50	\$10.50	Higher vehicle acquisition costs
Midsize Per Mile Rate	per mile	\$0.2480	\$0.2480	\$0.0000	
Large Fixed Fee	per month	\$281.00	\$291.50	\$10.50	Higher vehicle acquisition costs

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Large Fixed Per Mile Rate	per mile	\$0.2636	\$0.2636	\$0.0000	
Risk					
Type A Vehicle Insurance	per vehicle per year	\$258.00	\$384.00	\$126.00	Increased claims costs
Type C Vehicle Insurance	per vehicle per year	\$18.00	\$30.00	\$12.00	Increased claims costs
Type M Motorcycle Insurance	per vehicle per year	\$129.00	\$192.00	\$63.00	Increased claims costs
Other Insurance	administrative fee	Actual + 14%	Actual + 14%	No Change	

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Telecommunication Services					
Voice Services					
Long Distance	per minute (domestic)	\$0.0600	\$0.0600	\$0.00	
Local	per call	\$0.145	\$0.145	\$0.00	
Extension Mobility hotel phone line for Mobile Remote Access (MRA)	Per phone line per month	\$5.000	\$5.000	\$0.00	
Tier 1 - Common Area Phones	Per device per month	\$0.000	\$10.000	\$10.00	New Rate - Moved to tiered rate in FY 23
Tier 2A - Deskphone Only	Per device per month	\$0.000	\$18.500	\$18.50	New Rate - Moved to tiered rate in FY 23
Tier 2B - Jabber Only	Per softphone per month	\$0.000	\$21.000	\$21.00	New Rate - Moved to tiered rate in FY 23
Tier 2C - Both	Per device per month	\$0.000	\$26.000	\$26.00	New Rate - Moved to tiered rate in FY 23
Tier 3A - Deskphone Only	Per device per month	\$0.000	\$22.500	\$22.50	New Rate - Moved to tiered rate in FY 23
Tier 3B - Jabber Only	Per softphone per month	\$0.000	\$25.000	\$25.00	New Rate - Moved to tiered rate in FY 23
Tier 3C - Both	Per device per month	\$0.000	\$30.000	\$30.00	New Rate - Moved to tiered rate in FY 23
Dept 1	Per device per month	\$0.000	\$35.000	\$35.00	New Rate - Moved to tiered rate in FY 23
Dept 2	Per device per month	\$0.000	\$90.000	\$90.00	New Rate - Moved to tiered rate in FY 23
Repair and Install	per ¼ hr. (minimum 1 hr.)	\$25.50	\$25.50	\$0.00	
Cisco Enterprise IPT Rate	per month	\$16.25	\$0.00	(\$16.25)	Removed Service - moved to tiered rate in FY23
Voice Mail	per mailbox	\$2.75	\$0.00	(\$2.75)	Removed Service - moved to tiered rate in FY23
Voice Mail Expanded (1hr)	per mailbox per month	\$5.25	\$5.25	\$0.00	
Voice Mail Expanded (3hr)	per mailbox per month	\$9.87	\$9.87	\$0.00	
Voice Mail Expanded (5hr)	per mailbox per month	\$14.49	\$14.49	\$0.00	
Extension Mobility	per device per month	\$5.00	\$5.00	\$0.00	
Telephone Instruments	See Telecom Detailed Listing				
Operator & Information Assistance		Direct Charge	Direct Charge		
NICE Call Recording (MiECC)	per month	\$95.00	\$95.00	\$0.00	
Cloud Contact Center Services (MiECC)	ICB	ICB	ICB		
Cisco Contact Center- E-ACD	per Agent User ID per month	\$43.00	\$0.00	(\$43.00)	Removed Service - moved to tiered rate in FY23
Cisco Contact Center- PCCE	per Agent User ID per month	\$150.00	\$0.00	(\$150.00)	Removed Service - moved to tiered rate in FY23
Tier A Agents	Per Agent User ID per month	\$0.00	\$50.00	\$50.00	New Rate - Moved to tiered rate in FY 23
Tier A Supervisors	Per Supervisor User ID per month	\$0.00	\$250.00	\$250.00	New Rate - Moved to tiered rate in FY 23
Tier B Agents	Per Agent User ID per month	\$0.00	\$100.00	\$100.00	New Rate - Moved to tiered rate in FY 23
Tier B Supervisors	Per Supervisor User ID per month	\$0.00	\$250.00	\$250.00	New Rate - Moved to tiered rate in FY 23
Tier C Agents	Per Agent User ID per month	\$0.00	\$150.00	\$150.00	New Rate - Moved to tiered rate in FY 23

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Tier C Supervisors	Per Supervisor User ID per month	\$0.00	\$250.00	\$250.00	New Rate - Moved to tiered rate in FY 23
Cisco Contact Center-Design, Engineering & Installation	ICB	ICB	ICB		
Room Bar	per room kit per month	\$0.00	\$71.59	\$71.59	New Rate in FY 23
Room Kit Mini	per room kit per month	\$0.00	\$62.45	\$62.45	New Rate in FY 23
Room Kit Standard	per room kit per month	\$0.00	\$107.72	\$107.72	New Rate in FY 23
Room Kit Plus	per room kit per month	\$0.00	\$256.69	\$256.69	New Rate in FY 23
Data Services					
Connectionless Broadband Data Service (CBDS)					
IP-VPN	per month incl. backbone*	\$799.00	\$799.00	\$0.00	
10.0 MB Switched Ethernet **	per month incl. backbone*	\$1,800.00	\$1,800.00	\$0.00	
20.0 MB Switched Ethernet **		\$1,800.00	\$1,800.00	\$0.00	
50.0 MB Switched Ethernet **	per month incl. backbone*	\$3,000.00	\$3,000.00	\$0.00	
100.0 MB Switched Ethernet **	per month incl. backbone*	\$5,000.00	\$5,000.00	\$0.00	
250.0 MB Switched Ethernet **	per month incl. backbone*	\$7,500.00	\$7,500.00	\$0.00	
500.0 MB Switched Ethernet **	per month incl. backbone*	\$10,000.00	\$10,000.00	\$0.00	
1.0 GB Switched Ethernet **	per month incl. backbone*	\$15,000.00	\$15,000.00	\$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	\$14.75	\$14.75	\$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	
Fiber Riser per strand	per month	\$5.00	\$5.00	\$0.00	
100 Mbps Fiber Transceiver	per month	\$32.00	\$32.00	\$0.00	
Fiber Feeder Units per strand/per hop	per month	\$100.00	\$100.00	\$0.00	

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Gateway Vendor VPN	per month	\$129.00	\$129.00	\$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	\$2,825.00	\$2,825.00	\$0.00	
Tape Opens	per opens per month	\$5.40	\$5.40	\$0.00	
Disk (Dedicated Disk Packs)	per packs per month	\$125.00	\$125.00	\$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					
File Transfer	per file	\$0.32000	\$0.32000	\$0.00	
*Transfer rate reflects one way charge (inbound or 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 - NetBackup	per gigabyte	\$0.29	\$0.29	\$0.00	
Backup & Recovery - Legacy Avamar	per gigabyte	\$0.07	\$0.07	\$0.00	
Hosting Services					
Server Monitoring	per server per month	\$125.00	\$125.00	\$0.00	
Server Housing	per U per month	\$55.00	\$125.00	\$70.00	Shrinking Physical footprint
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	

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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	
Virtual Desktop Infrastructure (VDI)	per user per month	\$65.00	\$65.00	\$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	\$36.30	\$36.66	\$0.36	Staffing Economics
Level 6-8	per hour	\$62.23	\$62.85	\$0.62	Staffing Economics
Level 9-11	per hour	\$85.42	\$86.27	\$0.85	Staffing Economics
Level 12	per hour	\$94.47	\$95.41	\$0.94	Staffing Economics
Level 13-14	per hour	\$111.71	\$112.83	\$1.12	Staffing Economics
Level 15-17	per hour	\$129.30	\$130.59	\$1.29	Staffing Economics
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 <i>(includes staffing economics) **Pending final economics from State Budget Office</i>	per user per month	\$26.92	\$27.19	\$0.27	Staffing Economics
Device Rate (INW) <i>(includes staffing economics & Alternate Browsers) **Pending final economics from State Budget Office</i>	per device per month	\$57.57	\$58.15	\$0.58	Staffing Economics
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	
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		
Direct Agency Charges		Direct Charge	Direct Charge		
Software Asset Management (SAMO) Rate	% of prior year IT Spend	0.58%	0.58%		
Enterprise Container Service	Per Unit	\$175.00	\$175.00		
Next Generation Digital Infrastructure (NGDI)					
Oracle VM Tech Support GLD	per VM server per month	\$390.00	\$390.00	\$0.00	
Oracle VM Tech Support SLVR	per VM server per month	\$270.00	\$270.00	\$0.00	
Oracle VM Base	per VM server per month	\$220.00	\$220.00	\$0.00	
Oracle VM Reserved CPU	per CPU per month	\$170.00	\$170.00	\$0.00	
Oracle VM Reserved RAM	per Gigabyte per month	\$13.00	\$13.00	\$0.00	
X86 VM Tech Support Unix GLD	per VM server per month	\$390.00	\$390.00	\$0.00	

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X86 VM Tech Support Windows GLD	per VM server per month	\$324.00	\$324.00	\$0.00	
X86 VM Tech Support Unix SLVR	per VM server per month	\$270.00	\$270.00	\$0.00	
X86 VM Tech Support Windows SLVR	per VM server per month	\$224.00	\$224.00	\$0.00	
X86 VM Base	per VM server per month	\$170.00	\$170.00	\$0.00	
X86 VM Reserved CPU	per CPU per month	\$110.00	\$110.00	\$0.00	
X86 VM Virtual CPU	per CPU per month	\$55.00	\$55.00	\$0.00	
X86 VM Reserved RAM	per Gigabyte per month	\$9.00	\$9.00	\$0.00	
X86 VM Virtual RAM	per Gigabyte per month	\$4.50	\$4.50	\$0.00	
Tape Backup Per Mount	per tape per month	\$94.50	\$94.50	\$0.00	
Tape Library Administration	per tape per month	\$8.90	\$8.90	\$0.00	
Data Restoration	per gigabyte per month	\$0.07	\$0.07	\$0.00	
Data Replication	per gigabyte per month	\$0.07	\$0.07	\$0.00	
Data Protection GLD (Standard - 7 days/wk)	per gigabyte per month	\$0.05	\$0.05	\$0.00	
NGDIStor	per gigabyte per month	\$0.90	\$0.90	\$0.00	
NGDIStor+	per gigabyte per month	\$1.35	\$1.35	\$0.00	
NGDI Private Cloud Storage	per gigabyte per month	\$0.10	\$0.10	\$0.00	
NGDI File	per gigabyte per month	\$0.30	\$0.30	\$0.00	
IP Address	per IP address per month	\$20.00	\$20.00	\$0.00	
Enterprise Blade Service	per Blade per month	\$2,430.00	\$2,430.00	\$0.00	