

Service Delivery - ES			
	ITS Rate Schedules (July 1, 2010 through June 30, 2011)		
	All Rate Changes are shown in Italicized Bold Letters		
Service Name	Service Description	Rate	Rate Unit or Frequency
Microsoft Exchange eMail and Calendar Services	Microsoft Exchange software based eMail and calendar account services including 512MB of disk storage	\$5.50	per e-mail account per month
	Additional disk storage for eMail messages above 512MB	\$0.15	per e-mail account per month in 5MB increments
Blackberry Enterprise eMail Services	Blackberry based mobile access for Microsoft Exchange eMail & Calendar Service customers. (NOTE : This rate does not include the costs associated with the acquisition of the Blackberry device or any Blackberry network access charges. Incremental cost information for these items can be found at the following link: http://www.its.state.nc.us/ServiceCatalog/CellularTelephone.asp	\$7.94	per Blackberry account per month
Basic eMail and Calendar Services (Discontinued except for current customers)	IMAP eMail account services including 30MB of disk storage for eMail messages	Discontinued	07/01/2010
	Additional disk storage for eMail messages above 30MB	Discontinued	07/01/2010
	Calendar account services as an add-on to Basic eMail account services	Discontinued	07/01/2010
eMail Relay and Filtering Services (MailDMZ)	Spam/anti-virus filtering and eMail relay services for eMail accounts not provided by the NCMail service	\$62.67	per e-mail domain per month
eMail Distribution List Management Services	eMail distribution list management services via Mailman software for client eMail distribution lists	\$1.00	per e-Mail distribution list per month
eMail Archiving Service	Mimosa NearPoint Archiving	\$2.50	per named user per month
Professional Services - Application Development & Support Services	Web application/Web site development, maintenance, and support services (State employee resource)	\$80.62	per hour worked
	Web application/Web site development, maintenance, and support services (Contract resource)	\$90.69	per hour worked
	Management Advisory and Consulting Services for Senior/Executive Mgmt.	\$95.11	per hour worked
Common Payment Services	Credit card transaction processing services	\$0.28	per credit card transaction
	Automated Clearing House (ACH)/Direct deposit transaction processing services. Tiered pricing schedule based upon average monthly transaction volume over any given calendar quarter as follows :	See below	Avg. transaction volume per month over any given calendar quarter
	<=500 transactions	\$40.00	per month
	501-2,500 transactions	\$168.00	per month
	2,501-5,000 transactions	\$322.50	per month
	5,001-10,000 transactions	\$630.00	per month
	10,001-25,000 transactions	\$1,230.00	per month
	25,001-50,000 transactions	\$2,450.00	per month
	50,001-100,000 transactions	\$4,800.00	per month
	100,001-200,000 transactions	\$6,840.00	per month
	200,001-400,000 transactions	\$10,320.00	per month
	>400,000 transactions	Call for quote	per month
Electronic Content Management - Electronic Document Management (EDM) Services	EDM "consumer only" seat license - read only privileges to the EDM repository	\$50.00	one-time charge per named user
	EDM "power user" seat license - read/write privileges to the EDM repository	\$250.00	one-time charge per named user
	Web based training course for end users on the EDM Webtop user interface and application functionality (mandatory training)	\$18.00	one-time charge per named user
	EDM consulting services (State employee resource)	\$80.62	per hour worked

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	EDM disk storage (SAN) charges based upon actual storage consumption	SAN/DASD open systems storage + tape backup costs - refer to ITS Computing Services rates	Monthly per MB or GB being consumed
	EDM "PER USER" Subscription Rates and Add-ons		
	Tier 1 Service Level : 1-19 named users for any given agency or department. Document lifecycle, workflow, and repository administration functions ARE INCLUDED in subscription	\$60.00	per named user per month
	Tier 2 Service Level : 20-50 named users for any given agency or department. Document lifecycle, workflow, and repository administration functions ARE NOT INCLUDED in subscription	\$50.70	per named user per month
	Tier 2 Service Level Add-on Option : Document lifecycle and workflow functions for 20-50 named users	\$20.00	per named user per month
	Tier 3 Service Level : 51-200 named users for any given agency or department. Document lifecycle, workflow, and repository administration functions ARE NOT INCLUDED in subscription	\$36.92	per named user per month
	Tier 3 Service Level Add-on Option : Document lifecycle and workflow functions for 51-200 named users	\$20.00	per named user per month
	Tier 4 Service Level : 201-400 named users for any given agency or department. Document lifecycle, workflow, and repository administration functions ARE NOT INCLUDED in subscription	\$27.69	per named user per month
	Tier 4 Service Level Add-on Option : Document lifecycle and workflow functions for 201-400 named users	\$15.00	per named user per month
	Tier 5 Service Level : 401+ named users for any given agency or department. Document lifecycle, workflow, and repository administration functions ARE NOT INCLUDED in subscription	\$25.61	per named user per month
	Tier 5 Service Level Add-on Option : Document lifecycle and workflow functions for 401+ named users	\$15.00	per named user per month
	EDM "AGENCY" Subscription Rates (for 20+ named users only)		
	Tier 1 Service Level : 20-50 named users for any given agency or department. All EDM functionality INCLUDED in subscription	\$2,904.21	per Agency per month
	Tier 2 Service Level : 51-200 named users for any given agency or department. All EDM functionality INCLUDED in subscription	\$9,680.70	per Agency per month
	Tier 3 Service Level : 201-400 named users for any given agency or department. All EDM functionality INCLUDED in subscription	\$14,521.04	per Agency per month
	Tier 4 Service Level : 401+ named users for any given agency or department. All EDM functionality INCLUDED in subscription	\$23,596.70	per Agency per month
Electronic Content Management - Project Collaboration (PC) Services			
	Project Collaboration seat license fee	Discontinued	1/1/2011
	Project Collaboration service subscription rate (with total one-time seat license fees)	Discontinued	1/1/2011
	Project Collaboration service subscription rate (with 24 month amortization of one-time seat licensing fees)	Discontinued	1/1/2011
	Project Collaboration service subscription rate (with 12 month amortization of one-time seat licensing fees)	Discontinued	1/1/2011
	Web based training course for end users on Project Collaboration user interface and application functionality (mandatory training)	Discontinued	1/1/2011
	Project Collaboration consulting services (State employee resource)	Discontinued	1/1/2011
	Project Collaboration disk storage (SAN) charges based upon actual storage consumption for project related documents and other artifacts	Discontinued	1/1/2011
Software Quality Assurance (SQA) Services	Tier 1 Service Level : Functional testing for 10-20 applications per month; Performance testing for 1-5 applications per month using maximum number of virtual user licenses available; 2+ concurrent agency testing personnel using the service	\$8,900.00	Monthly

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	Tier 2 Service Level : Functional testing for 5-10 applications per month; Performance testing for 1-5 applications per month using maximum number of virtual user licenses available; <2 concurrent agency testing personnel using the service	\$6,300.00	Monthly
	Tier 3 Service Level : Functional testing for 1-5 applications per month; Performance testing for 1-5 applications per month using a low number of virtual user licenses; <2 concurrent agency testing personnel using the service	\$4,200.00	Monthly
	Optional T&M Services : Functional and/or performance testing services for agency applications provided by SQA service personnel or subject matter expert (SME) consulting to agencies for SQA methods, techniques, tool usage, and test plan development	\$80.62	per hour worked
IT Service Management (ITSM) Services - Service Desk Capabilities Only	Monthly subscription for named user access to the Service Desk capabilities (only) within the ITSM Service domain. These capabilities include all the functionality associated with the Incident and Problem Management functions and associated processes.	\$55.00	per named user per month