

Wisconsin Enterprise Services Platform Rate Sheet



FY 15-07 v3 Revised July 10, 2014

All DET and Publishing and Distribution rates have been consolidated into this single rate sheet. Rate changes are included for comparison purposes. As new services are added, rates are communicated and added to this list. Transitional or sunset technologies may increase the monthly rate. For more information please contact the Wisconsin Enterprise Service Desk (ESD) at 608-264-9383.

Infrastructure Services	FY15 Rate	Change	Billing System
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Server Management

See the Virtual First Policy, all physical server requests must go through a Technical Architecture Review.

[See Virtual First Policy](#)

Note: Add a 5% service charge if the dedicated server is remote.

Managed Application Services (AMAS)

Managed Application Services (AMAS)

Virtual Server – Base/Enhanced - per month

Each vCPU - Base/Enhanced - per month

\$98.71/\$118.45

-12%

EBS / GSB

Each 512MB of memory - Base/Enhanced - per month

\$14.75/\$17.70

-12%

EBS / GSB

Dedicated Virtual Host Services (DVHS)

Dedicated Virtual Host (Data Center) - Minimum of two hosts required for service - per Host per month

\$2,379

5%

EBS / GSB

Dedicated Virtual Host (Remote)

\$646

-15%

EBS / GSB

VM Guest to the Virtual Host - Base/Enhanced - per month (Multi-Guest to Host rate)

\$196.35/\$235.62

5%

EBS / GSB

Plus Application Layer Support (Does Not Include Application Licensing)

Storage Management

Mainframe Storage

Primary (non-archived) storage/GB per month

\$17.176

0%

IT Billing

Recalls/GB

\$2.261

0%

IT Billing

Distributed Storage

Primary and Mirrored Storage/GB per month

\$0.49

-15%

EBS / GSB

(Tiered storage at a single rate) (Mirrored Storage Upon Request)

Digital Content Management System (Document Imaging)

Data storage, MB/day

\$0.00008077

0%

IT Billing

Document storage/day

\$0.00000043

0%

IT Billing

User license fee

Pass through cost

0%

IT Billing

Backup Services

Mainframe Service

Archived storage/GB per month

\$4.231

0%

IT Billing

Tape storage/GB per month

\$0.471

0%

IT Billing

Distributed Service

Backup Storage/GB per month per copy

\$0.23

0%

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 <i>Note: Not for State Agencies</i>	See BadgerNet ISP		Vendor
Managed Router Service			
Managed Router Service only for State Agencies per month			
Small - up to 35 Mbps	\$146.61	-56%	EBS / GSB
Medium - up to 45 Mbps	\$154.44	-56%	EBS / GSB
Large - up to 100 Mbps	\$235.40	-56%	EBS / GSB
Uninterruptible Power Supply (UPS) Services			
Small to Medium UPS 1000-1500 Volt Ampere (VA) Output Capacity per month	\$45	0%	EBS / GSB
Large UPS 1501-3000 Volt Ampere (VA) Output Capacity per month	\$55	0%	EBS / GSB
One-time installation charges for ea. UPS. Hourly at current consulting rate.	One time	N/A	EBS / GSB
BadgerNet Converged Network (BCN) Services			
Encryption per site per month	\$42	0%	EBS / GSB
QoS per site per month	\$42	0%	EBS / GSB
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	\$8.50	0%	EBS / GSB
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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 consulting rate.	One time		EBS / GSB
Each Client cost per fiscal year.	\$10.80	20%	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 consulting 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
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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

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
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External Directory

Internal Allocation (not billed directly to agencies)	Allocated overhead	N/A
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Security Service

Per user charge based on payroll numbers for all users on the state	Per User based on Payroll or	EBS / GSB
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Platform Services	FY15 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	10%	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	\$142.89/\$171.47	-12%	EBS / GSB
Each 512MB of memory - Base/Enhanced - per month	\$22.52/\$27.02	-12%	EBS / GSB

SQL Support - Base/Enhanced - per vCPU per month	\$204.16/\$245.00	20%	EBS / GSB
SQL Licensing - per vCPU per month	\$49.50	10%	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	\$98.71/\$118.45	-12%	EBS / GSB
Each 512MB of memory - Base/Enhanced - per month	\$14.75/\$17.70	-12%	EBS / GSB
IIS Support - Base/Enhanced - per vCPU per month	\$172.92/\$207.50	20%	EBS / GSB

Websphere

Managed Application Services (AMAS) with Websphere Support			
Virtual Server – Base/Enhanced - per month			
Each vCPU - Base/Enhanced - per month	\$98.71/\$118.45	-12%	EBS / GSB
Each 512MB of memory - Base/Enhanced - per month	\$14.75/\$17.70	-12%	EBS / GSB
Websphere License - per vCPU per month	\$53	0%	EBS / GSB
zLinux Server – Base/Enhanced - per month			
Each vCPU - Base/Enhanced - per month	\$237.92/\$285.50	-10%	IT Billing
Each 256MB of memory - Base/Enhanced - per month	\$18.75/\$19.70	-10%	IT Billing
Websphere License - per vCPU per month	\$28	0%	IT Billing
Websphere Support - Base/Enhanced - per vCPU per month	\$345.70/\$414.84	20%	IT Billing

Team Foundation Service

Per user per month	\$45	NEW	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 - varies based on size	\$65	0%	EBS / GSB
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File and Print Services

Remote Print Appliances Services

Remote Print Appliances - per month	\$130	0%	EBS / GSB
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File/Print

Managed Application Services (AMAS) with File/Print Support			
Virtual Server – Base/Enhanced - per month			
Each vCPU - Base/Enhanced - per month	\$112.17/\$134.60	0%	EBS / GSB
Each 512MB of memory - Base/Enhanced - per month	\$16.76/\$20.11	0%	EBS / GSB
File and Print Support - per server per month	\$80	0%	EBS / GSB

File Hosting Service

Network Share Storage Per GB utilized per month	\$0.250	NEW	EBS / GSB
<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	-5%	EBS / GSB
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Sharepoint Management

Enterprise SharePoint Services

Service charge back to customers is in three parts. The first part is a charge per SharePoint site. The second part is a usage charge			
Charge per SharePoint Site per month (rate reviewed quarterly)	\$19.20	New	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	New	EBS / GSB

Mainframe Database Management (DB2)

Mainframe Database Hosting Service

Online system/sec.	0.0401	-10%	IT Billing
DB2 Distributed Data Facility (Quasi-Batch) Prime Rate - per second	0.0302	-10%	IT Billing

(7:00 AM to 5:00 PM Monday through Friday)			
(All other times)	0.0203	-10%	IT Billing
DB2 Distributed Data Facility (Quasi-Batch) Weekend - per second (Midnight Friday to midnight Sunday and Holiday Rate)	0.0161	-10%	IT Billing

Application Services	FY15 Rate	Change	Billing System
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Application Hosting			
Mainframe Service			
Online System Rate - per second (CICS, DB2, IMS, IDMS, TSO & File Handler)	0.0401	-10%	IT Billing
Batch Prime Rate - per second (7:00 AM to 5:00 PM Monday through Friday)	0.0302	-10%	IT Billing
Batch Non-Prime Rate - per second (All other times)	0.0203	-10%	IT Billing
Batch Weekend - per second (Midnight Friday to midnight Sunday and Holiday Rate)	0.0161	-10%	IT Billing
Premium Rate (on demand)	0.0352	-10%	IT Billing
<i>Note: The current CPU factor is 40.34 for all LPARs (effective 12/14/2012)</i>			
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	-5%	EBS / GSB
Application installation – one-time setup fee	\$140	0%	EBS / GSB
Enterprise Distributed Batch Scheduling (EDBS)			
Batch jobs run on dedicated agency batch servers - per job per month	\$13.30	-30%	EBS / GSB
Consolidated agency - batch jobs run on DET Enterprise Batch Server - per job per month. Add on charge to the dedicated agency batch server job rate above.	\$1.88	-30%	EBS / GSB
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	IT Billing

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%	IT Billing
Exchange 2013 E-Mail			
<i>** These rates are for Exchange 2013, for Exchange 2007 please see previous rate sheet:</i>			
http://enterpriseit.wi.gov/docview.asp?docid=13308&locid=101			
Mailbox size			
100 MB	\$2.71	-36%	EBS / GSB
100 MB Extended Deleted Items Retention	\$3.62	NEW	EBS / GSB
500 MB	\$3.80	-72%	EBS / GSB
500 MB Extended Deleted Items Retention	\$5.01	NEW	EBS / GSB
2 GB	\$11.85	-42%	EBS / GSB
2 GB Extended Deleted Items Retention	\$20.21	NEW	EBS / GSB
5 GB	\$26.99	-5%	EBS / GSB
5 GB Extended Deleted Items Retention	\$31.21	NEW	EBS / GSB
10 GB	\$32.21	-57%	EBS / GSB
10 GB Extended Deleted Items Retention	\$41.87	NEW	EBS / GSB
25 GB	\$80.21	-14%	EBS / GSB
25 GB Extended Deleted Items Retention	\$104.27	NEW	EBS / GSB
<i>Note: DOT E-Mail is invoiced through IT Billing</i>			

E-Mail box restoration - minimum 2 hours of consulting time	Pass through cost		IT Billing
E-Mail Encryption - per user per year (billed annually)	\$7.00	0%	EBS / GSB
List Manager Hosting			
Lyris per membership cost per month	\$0.0133	0%	EBS / GSB

Multimedia Services			
Digital Video Services (Limited to SASI, DOA and attached organizations)			
Base Charges			
\$78.00 per hour per technician	\$78 per hour	0%	IT Billing
Mediasite Service			
Mediasite service cost per month	\$550	0%	EBS / GSB
Mediasite storage cost per GB per month	\$3.50	0%	EBS / GSB

Publishing and Distribution Services	FY15 Rate	Change	Billing System
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Publishing			
Mainframe printing/page			
Impact, 1–13 pages	\$4.00/report	0%	Great Plains / GSB
Impact, 14+ pages	\$0.30/page	0%	Great Plains / GSB
Laser, 1–65 pages	\$2.08/report	0%	Great Plains / GSB
Laser, 66+ pages	\$0.032/page	0%	Great Plains / GSB
Network publishing			
Impression simplex	\$0.035/impression	14%	Great Plains / GSB
Impression side 2	\$0.033/impression	14%	Great Plains / GSB
Impression, 11 x 17 simplex	\$0.052/impression	14%	Great Plains / GSB
Impression, 11 x 17 side 2	\$0.049/impression	14%	Great Plains / GSB
<i>Note: Impression charge does not include paper, which is billed separately based on current market costs + 13% handling charge.</i>			
<i>Note: Paper charges will be a separate billable item. Please reference the following link for current paper rates.</i>			
	See Paper Rates		Great Plains / GSB
Digital Color printing			
1–500 copies	\$0.5100/copy + paper	0%	Great Plains / GSB
501–1,000 copies	\$0.4590/copy + paper	0%	Great Plains / GSB
1,001–1,500	\$0.4080/copy + paper	0%	Great Plains / GSB
1,501 and up	\$0.3570/copy + paper	0%	Great Plains / GSB
Large Format Ink-Jet	\$7.0380/per sq. foot	0%	Great Plains / GSB
Monochrome on 700DCP	\$0.1020/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	\$7.50/per sq. foot	7%	Great Plains / GSB
Laminate	\$2.50 per square foot + \$7.00 set-up	25%	Great Plains / GSB
Mounting	\$2.50 per square foot + \$7.00 set-up	25%	Great Plains / GSB
Graphic Design & Application Development			
Development, design and pre-press	\$90.00/hour	6%	Great Plains / GSB
Variable data merge	\$36.00 each	3%	Great Plains / GSB
Scan photos and graphic images	\$3.50 each	14%	Great Plains / GSB
Auto-scan pages to file	\$2.00 per hundred	96%	Great Plains / GSB
Ink jet labeling			
Basic printer setup	\$15.00/job	0%	Great Plains / GSB
Ink jet labels onto #10 envelopes	\$2.25/100 labels	8%	Great Plains / GSB

Ink jet labels onto letter size pieces, flat size publications or envelopes, preparing for post office, if required. <i>Note: Custom mail preparation billed at handwork rates.</i>	\$2.75/100 labels	7%	Great Plains / GSB
Tabbing			
Basic setup	\$11.00	0%	Great Plains / GSB
White and opaque tabs, either one or two per mail piece	\$1.00/100 tabs	25%	Great Plains / GSB
Other Services			
Pocket Laminate	\$2.00 per 8.5"x11"	0%	Great Plains / GSB
Tab inserts	DET cost + 13%	0%	Great Plains / GSB
Write to CD: CDs are published on demand from electronic files.	\$4.00/CD	14%	Great Plains / GSB
Write to DVD			
Single-layer DVD (approximately 4GB capacity)	\$5.75/DVD	9%	Great Plains / GSB
Dual-layer DVD (approximately 8GB capacity)	\$9.75/DVD	5%	Great Plains / GSB
Bindery			
Time charge (including nonstandard setups)	\$65.00/hour	3%	Great Plains / GSB
Bindery setup	\$7.00 each	4%	Great Plains / GSB
Burst	\$0.95/100 forms + setup	16%	Great Plains / GSB
Decollate	\$2.00/100 forms + setup	23%	Great Plains / GSB
Stitching in-line	\$0.010/per stitch + setup	4%	Great Plains / GSB
Stitching off-line	\$0.85/per 100 + setup	9%	Great Plains / GSB
Saddle-stitch booklets	\$0.15/book + setup	36%	Great Plains / GSB
Fold (for each pass)	\$0.70/100 sheets + setup	4%	Great Plains / GSB
Cut	\$0.45/100 sheets + setup	7%	Great Plains / GSB
Drill	\$0.45/100 sheets + setup	7%	Great Plains / GSB
Perforate/score	\$1.00/100 sheets + setup	23%	Great Plains / GSB
Padding	\$0.60 each	4%	Great Plains / GSB
Tape bind, 15–125 sheets	\$0.80/book + setup	19%	Great Plains / GSB
Tape bind, 126–325 sheets	\$0.90/book + setup	10%	Great Plains / GSB
Perfect bind & three-side trim	\$1.50/book + setup	15%	Great Plains / GSB
Shrink wrap	\$1.25 each	19%	Great Plains / GSB

Distribution Services			
Online Report Distribution			
Report Creation fee/1,000 lines of report content	\$0.084	0%	IT Billing
Distribution Services			
Metering	\$0.155	0%	Great Plains / GSB
Presorting			
First class letter mail	\$0.044/piece	0%	Great Plains / GSB
Standard class letter mail (includes vendor fee)	\$0.044/piece	0%	Great Plains / GSB
Hand-sorted flats rate	\$0.067/piece	0%	Great Plains / GSB
Auto-sorted flats rate	\$0.264/piece	0%	Great Plains / GSB
<i>Note: Rates are adjusted based on increases to vendor contract which may be adjusted because of USPS postage increases.</i>			
Inserting			
Basic setup for cut sheet feed. Includes setup of one envelope station.	\$30.00/job	0%	Great Plains / GSB
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

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 and additional inserts + 1- and 2-oz. metering as needed.	\$32.00/1,000 envelopes (minimum 1,000)	3%	Great Plains / GSB
Additional inserts	\$2.00/1000 ea.	100%	Great Plains / GSB
Enterprise standard envelopes with inserting services – <ul style="list-style-type: none"> • ZY101 double window #10 • ZY107 double window #10 – (Return Service Requested endorsement) • ZY115 double window #10 – (Important – Open Right Away) • ZY102 double window #10 check envelope • ZY105 double window #10 check envelope (Return Service Requested endorsement) • ZY116 double window 6" x 9 1/2" • Other miscellaneous Enterprise envelopes 	DET cost + 5% per 1,000 envelopes	No Min. Order 0%	Great Plains / GSB
Bulk purchasing of Enterprise standard envelopes – <ul style="list-style-type: none"> • ZY101 double window #10 • ZY107 double window #10 – (Return Service Requested endorsement) • ZY115 double window #10 – (Important – Open Right Away) • ZY102 double window #10 check envelope • ZY105 double window #10 check envelope (Return Service Requested endorsement) • ZY116 double window 6" x 9 1/2" • Other miscellaneous Enterprise envelopes 	DET cost + 13% per 1,000 envelopes	Case sizes may vary 0%	Great Plains / GSB
Notes: <ul style="list-style-type: none"> • 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 rates. 			
Address file processing			
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
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
Handwork			
Sorting, inserting, wrapping, etc. Includes messenger service and overtime. Worked with normal priority.	\$6.50/0.1 hour (minimum \$6.50)	8%	Great Plains / GSB

Telecommunications Services	FY15 Rate	Change	Billing System
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Local Telephone Service			
Centrex line/month, AT&T	\$10.26	-3%	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	-4%	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	\$100	0%	IT Billing
PRI channel, approx.	\$20	0%	IT Billing

ACD long distance charges per minute	\$0.03	0%	IT Billing
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Mobile Device Management			
<i>This rate is charged to non-DOA, non-SASI agencies and includes licensing and participation in the Enterprise MDM Solution</i>			
License cost plus Enterprise participation per device\mo	\$6.96	13%	EBS / GSB
License cost only per device\mo (For agencies not on DOA Enterprise E-mail system)	\$3.58	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.)			
BlackBerry Email Service (for BlackBerrys on DET's BlackBerry Enterprise Server)			
E-mail charge	\$15/mo	0%	IT Billing
Service will be discontinued effective 12/31/2014, please make appropriate arrangements.			

Support Services	FY15 Rate	Change	Billing System
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Support Services			
Consulting Services			
Agreed upon consulting per hour	\$78	0%	IT Billing
Annual FTE	\$156,000	0%	IT Billing
Desktop Support (Service limited to SASI only)			
Per Device per Month (to be charged monthly beginning FY13)	\$93.34	0%	EBS / GSB
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 charges for licensing and participation in the Enterprise MDM Solution.</i>			
Per Device - Monthly cost	\$13.96	NEW	IT Billing
Initial Incident Triage			
Per incident - Monthly costs fluctuate based on number of incidents	\$8.00	0%	IT Billing
IT Service Management (ITSM)			
<i>Note: Prices based on annual agency usage according to modules used.</i>			Manual
Wisconsin Help Desk			
Per incident - Monthly costs fluctuate based on number of incidents	\$6.54	0%	IT Billing

Changes in this version -

1. updated distributed and mainframe service rates to projected July 1 rate
2. Update Email rates with reference to 2007 mailbox rates
3. Reorganized some BCN associated rates
4. Updated MDM billing\rate description for DOA\SASI