



OFFICE OF
**INFORMATION
TECHNOLOGY**
STATE OF ALABAMA



OIT SERVICE CATALOG

334.242.2222

oit.alabama.gov

July 16, 2018

2018 OIT Service Catalog Updates

Release Date	Updates
July 1, 2018	Included 2016 ISD Service Catalog Items Updated pricing from FY 2018 Agency Budget Guidelines
July 16, 2018	Added Unified Communications and Collaboration System pricing Updated AT&T pricing: Directory Assistance Call price to \$2.49 per call, was \$1.43 ESSX Station Extension to \$13.00/month, was \$17.06/month Off Premise Station (OPS) to \$54.50/month, was \$854.00 Removed Calling Cards Added BAND 2 heading above CenturyLink pricing Moved PRI Long Distance and PRI Installation under CenturyLink pricing Corrected Project Management price to \$110.00 per hour, was \$105.00 per hour

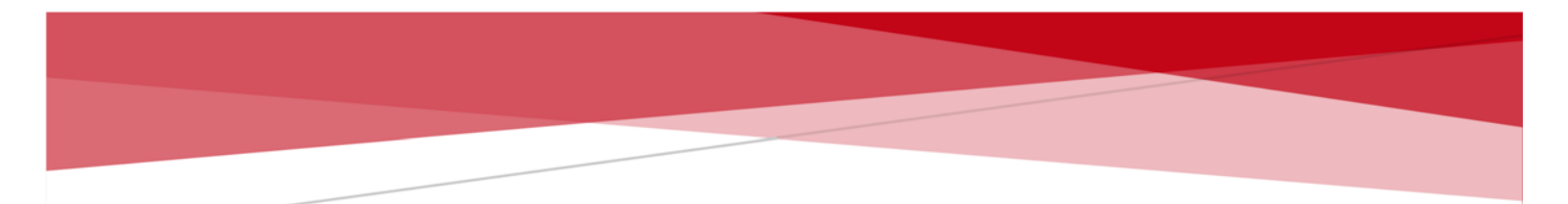
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Data Center Hosting

State House Data Center

Pricing

Floor Space Rental \$36.30 per square foot annually

RSA Data Center

Rack Space (plus power and connection charges)

Pricing

Full Rack \$850.00 per month

Shared Rack

1 - 5 Us \$50.00 per U per month

6 -10 Us \$45.00 per U per month

11-15 Us \$40.00 per U per month

16-20 Us \$35.00 per U per month

21-30 Us \$30.00 per U per month

Power \$0.09 KWh per month
(Pricing subject to change with current
Alabama Power Company rates.)

Fiber Connection \$55.00 per connection per month

Copper Connection \$25.00 per connection per month

RSA Access Control System

Access to the common building areas are included as a standard component and parking is optional. For compartmentalized segregated tenant access and private portal, including system design, equipment and infrastructure:

Pricing

Access Cards with No Parking \$10 per card per month

Access Cards Including Parking \$19 per card per month

Hosting and Management Services

Hosted Web Services

Pricing

Example: An agency contracts with OIT to provide a web site on an OIT owned web server.

	Charge per Month
20 MB	\$27.25
100 MB	\$43.60
500 MB	\$70.85
1000 MB	\$98.10
Initial Setup	\$95.00 (onetime charge)

MS SQL Database options*

***NOTE:** For MS SQL Database options see *SQL Server Database Hosting and Support Charges in the Applications Development and Support Group Services and Pricing Section.*

Services:

- Microsoft Server 2008 License
- Operating system support via Microsoft Premier Support
- Index Server
- Symantec Virus Protection
- Detailed web traffic analysis (optional ...See Web Analysis section for pricing)
- Support for Multiple Domain Names
- Stringent Security Policies
- Server Maintenance
- Security Patch management
- User Account Management
- Address hardware and software issues
- Backup and Recovery with off-site storage
- High-Availability Web Server Hardware
- Raised Floor Datacenter
- Redundant Connection to the Internet
- Shared 1GB Network Connection
- 24x7 Security Monitoring
- 24x7 Network Monitoring
- Controlled HVAC environments
- Halon Fire Suppression
- UPS & Diesel generator power backup.

Agency Provides Server and OIT Manages

Example: An agency contracts with OIT to maintain their agency's server in the OIT Data Center and wants OIT to manage the server.

Pricing

Agency Server Hosting	\$144.82 (Avg.)
Contact OIT (242-2222) for a consultation	

***NOTE:** *This is for existing tower servers only. No new towers will be allowed into the OIT Data Center. All new agency servers must be rack mountable.*

Services:

NOTE: *The Services listed below are included only where applicable.*

- Support for Multiple Domain Names
- Security Patch management
- Manage User Accounts
- Address hardware and Operating System issues (Contact OSA for more details)
- Raised Floor Datacenter
- Redundant Connection to the Internet
- 24x7 Security Monitoring
- 24x7 Network Monitoring
- Controlled HVAC Environment
- Halon Fire Suppression
- UPS & Diesel Generator Power Backup
- 100Mbps Network Connection
- Optional SAN connectivity available*
- Optional Backup and Recovery with offsite storage available**

***NOTE:** *See SAN Storage section for pricing.*

****NOTE:** *See Backup Services section for pricing.*

OIT Provides and Manages a Dedicated, Virtual Server

Example: An agency contracts with /SD to provide a dedicated, Virtual Server, in the OIT datacenter, to be used exclusively by that agency. This server will be managed by OIT.

Pricing

Standard Server – 2GB RAM, 1 Processor/Core, 40GB system drive	Charge Per Month
Additional Storage	\$150.00
10GB of VMFS Storage *	\$.40 per GB
RAW Data Storage **	\$.30 per GB
Processors	
Additional Processors/Cores	\$40.00 per Processor/Core
RAM	
Additional RAM	\$15.00 per GB

Enterprise Virtual Server Pricing

	Silver (1-10)	Gold (11-20)	Platinum (21 or more)
Standard Server	\$150.00	\$125.00	\$100.00
Add 1GB RAM	\$15.00	\$12.50	\$10.00
Add Processor/Core	\$40.00	\$30.00	\$20.00
Add storage Per GB	\$0.40	\$0.40	\$0.40
Backups Per GB	\$0.09	\$0.09	\$0.09

Total monthly charge will be based on standard price plus additional options for storage, processors/cores and RAM.

***NOTE:** *There is a 10GB minimum with each additional allocation in 10GB increments. This type of storage is protected by storage clustering and off-site replication.*

****NOTE:** *RAW data mapping (not protected by DRS clustering or replication). For more information please contact OSA.*

Services:

- Microsoft Server 2008 License
- Operating system support via Microsoft Premier Support
- Symantec Virus Protection
- Server Maintenance
- Security Patch Management
- User Account Management
- Address hardware and Operating System issues (Contact OSA for more details)

All data stored securely on SAN
Raised Floor Datacenter
Redundant Connection to the Internet
Shared 1GB Network Connection
24x7 Security Monitoring
24x7 Network Monitoring
Controlled HVAC environments
Halon Fire Suppression
UPS & Diesel generator power backup
Optional Backup and Recovery with off-site storage available*

**NOTE: See Backup Services section for pricing*

OIT Provides and Manages a Dedicated, Physical Server

Example: Agency contracts with OIT to provide a physical server located in the OIT datacenter to be used exclusively by that agency. This server will be managed by OIT.

Pricing

Monthly cost would be based on the purchase price of server (plus required hardware, etc.) plus 4% administrative fee and the \$109 per month for server management.

Services:

Operating system support via Microsoft Premier Support
Server Maintenance
Security Patch Management
Manage User Accounts
Address hardware and Operating System issues (Contact OSA for more details)
Raised Floor Datacenter
Redundant Connection to the Internet
Shared 1GB Network Connection
24x7 Security Monitoring
24x7 Network Monitoring
Controlled HVAC environment
Halon Fire Suppression
UPS & Diesel generator power backup
Optional Backup and Recovery with off-site storage available* ***NOTE:**

See Backup Services section for pricing.

Server Consolidation and Management

Example: An agency contracts with OIT to consolidate their agency's servers onto OIT owned and managed servers and to host user accounts, data storage and printer sharing.

Pricing

\$1.64 per user per month not to exceed 75 users*

***NOTE:** *More than 75 users requires an agency owned domain (See “Server Hosting and Management Services” section.)*

Services:

- Microsoft Server 2008 License
- Operating system support via Microsoft Premier Support
- Symantec Virus Protection
- Stringent Security Policies
- Security Patch Management
- User Account Management
- Address hardware and software issues
- Backup and Recovery with off-site storage
- All data stored securely on SAN
- Raised Floor Datacenter
- Redundant Connection to the Internet
- Shared 1GB Network Connection
- 24x7 Security Monitoring
- 24x7 Network Monitoring
- Controlled HVAC environments
- Halon Fire Suppression
- UPS & Diesel generator power backup
- 50GB of storage space on Fileserver
- Additional storage available*

SAN Storage Services

NOTE: *The services shown and the associated prices are for STORAGE ONLY. There will be additional onetime costs associated with installing the necessary infrastructure at your location (HBA's, etc.). An estimate of the total costs can be provided by ISD by calling the OIT Helpdesk at 242-2222.*

Example: An agency contracts with OIT to purchase storage on OIT's Enterprise Storage Area Network for data storage.

Pricing

SAN Storage	\$.51 per GB	Charge Per Month
Disaster Recovery (DR) Copy to Department of Transportation DR Site	\$.20 per GB	
Hitachi Content Platform (HCP) Storage**	\$.14 per GB	

*HBA's not included in the pricing.

** Hitachi Content Platform (HCP) is specialized for object based content storage supporting mixed workloads for structured and unstructured data with metadata and search capabilities. Reduces risk of improper data access by securely segregating data and limiting access in a multitenant environment. Tamper-proof data with write-once, read-many (WORM) technology. Meets compliance demands with data retention, access controls, logging, auditing and discovery. Ability to create policies that automatically move content to appropriate tier on premise or cloud. Typical uses are for data to be stored once and accessed many times in use with archival or content management systems.

NOTE: See Backup Services for pricing on backup services.

SAN Storage Services

NOTE: The services shown and the associated prices are for STORAGE ONLY. There will be additional onetime costs associated with installing the necessary infrastructure at your location (HBA's, etc.). An estimate of the total costs can be provided by ISD by calling the OIT Helpdesk at 242-2222.

Example: An agency contracts with OIT to purchase storage on OIT's Enterprise Storage Area Network for data storage.

Pricing

SAN Storage	Charge Per Month
Tier 1*	\$.30 per GB
Tier 2*	\$.20 per GB
SUN 9990/6140*	\$.50 per GB
Disaster Recovery (DR) Copy to Department of Transportation DR Site	\$.20 per GB

*HBA's not included in the pricing.

NOTE: See Backup Services for pricing on backup services.

Backup Services

Example: An agency contracts with OIT to provide disk backup and recovery service for a server.

Pricing

	Charges Per Month
Disk Backup	\$.09 per GB*

***NOTE:** Initial minimum purchase of 100 GB of backup required.

SharePoint Sites

Example: Agency contracts with OIT to provide and host a SharePoint site.

Pricing

	Charges Per Month
Site Collection*	
Enterprise	\$200.00
Project Server *	\$100.00
Blob **	\$50.00
Blob Storage	
Built- In	\$.50 per GB
With Metalogix or other third party product for file share access	\$.30 per GB

Site Collection setup fee \$150 (one time charge)

Management and development fee \$125 an hour –upon request or rates based on Statement of Work

**Client Access Licenses (CALs) are the responsibility of the Agency to purchase and maintain.*

***Blob service based on use of Metalogix or other third party product.*

NOTE: *Any additional cost will be passed on to the customer.*

Services:

SharePoint 2010 Standard and Enterprise solutions

Granted rights as Site Collection Administrator

Microsoft Premier Support available

Full Site Collection backups

***backup of Blob storage via Metologix or other third part product are not included*

***Restores charged at \$125.00 per hour*

WORD, Excel and PowerPoint Services included

Other services available but subject to additional charges

Alabama Consolidated Email (ACE)

Example: Regular E-Mail services provided by OIT for State Agencies.

Pricing

	Charges Per Month
250MB Mailbox	\$7.25
500MB Mailbox	\$13.00
1500 MB (1.5GB) Mailbox	\$30.00
Enterprise Vault*	\$2.00 per mailbox

***NOTE:** *Enterprise Vault services include an initial allocation of 25GB of storage for all agency mail boxes. Any additional storage above the 25GB is charged back to the agency based on SAN Storage pricing. (See SAN Storage section for pricing.) For a more detailed explanation or additional information about Enterprise Vault pricing and storage, please contact OSA.*

Services:

Deleted email retained for 30 days

Email systems backed up for 30 days (system recovery)

Public Folder access

Customized Address List

Spam Filtering

Virus Scanning of Email

Services for Enterprise Vault

Spam Filtering and Antivirus Scanning of Email

NOTE: For Agencies not currently using ACE.

Example: This charge is only for Agencies that use their own email system (not on ACE) and utilize OIT's enterprise anti-SPAM and anti-virus appliances to filter and scan the Agency's incoming email. For Agencies that are using ACE for their email, the cost of this service is already included in your mailbox subscription.

Pricing

\$2.18 per user per month

Exchange On-Line (EOP) Plans

OIT is migrating client mailboxes to Exchange On-Line in the Microsoft Government Cloud. As agency mailboxes are migrated, the cost per mailbox will be adjusted from the current ACE pricing to EOP Plan 2 (P2) pricing.

Plan P2 \$15.56 per month per mailbox

Plan G3 \$25.02 per month per mailbox

Managed Enterprise Desktop Antivirus

Example: OIT will provide the license, software maintenance, and server infrastructure for Symantec Endpoint protection. Agencies will pay the monthly charge and have access to the latest version on the software and all updates. This will alleviate the need for agencies to constantly renew their licenses and maintenance; it will eliminate the need for purchasing and maintaining and administering an antivirus update server.

Pricing

\$4.00 per user per month

Handheld Devices

Example: OIT can provide the synchronization services between your ACE accounts (email, tasks, calendar, contacts, etc.) and several handheld devices such as Blackberry, Android, iPhone, Windows, and various other "Smartphone's". The prices shown below are in addition to your handheld purchase price and monthly subscription to the wireless carrier.

Pricing

Blackberry \$25.00 per month per device

List Server Service

Pricing

\$17.99 per list per month with unlimited members

Secure FTP Hosting

Example: An agency contracts with OIT to provide a dedicated secure FTP server site on OIT's FTP server where agencies can send and receive files securely via the internet.

Pricing

\$110 per hosted site per month

Website Analysis Service

Pricing

\$11.55 per website per month

Secure Web Certificate (SSL)

Pricing

\$16.14 per website (URL) per month

End User Support or Consulting Services

Pricing

\$105.00 per hour

Mainframe System Software Support (MSSS)

Services:

The Office of Mainframe System Software Support (MSSS) offers customer support services for IBM mainframe applications and other mainframe software subsystem products.

Benefits and Features

Highly skilled mainframe professionals provide mainframe consulting and technical services which:

- Augment your own technical support staff efficiently and effectively
 - Provides a State-of-the-art IBM System z hardware platform that delivers significant savings when customers share our IBM mainframe resources instead of supporting their own IBM mainframe
- Provides support service delivery best practices and procedures that promote excellent customer satisfaction.

Mainframe System Software Support Services

MSSS services offer customers the opportunity to supplement their internal technical staff with consultation, training, and problem resolution for mainframe processing and software. Listed below are the mainframe subsystem software products maintained and support by the MSSS staff:

Abend-AID/CICS - provides both system's and application's programmers with indepth diagnostics for CICS applications, transactions, and region abends

ASG-ZACK – an automated system used to manage system events, messaging, and console activities with calendar and time based scheduling capabilities

CA-7 – a job management subsystem that automates schedules and controls your production workload. This product provides a solution that manages job workloads by establishing job dependencies, setting event triggers and managing workloads by resource requirements

CA-11 – a software adjunct to CA-7 that automates the job restart/rerun process

CA-Spool Print Management – performs print output distribution to 3270-type, AFPTYPE, PCL-type, and PostScript-type SNA, TCP/IP and FSS-connected printers

CICS (Customer Information Control System) - IBM's online transaction processing program

COBOL (Common Business Oriented Language) - a second-generation programming language

Connect Direct - provides the capability to securely transmit mission-critical data to and from a variety of platforms supporting multiple communications' protocols

DASD and Virtual Tape Replication – provides automatic replication of mainframe DASD and virtual tape data to OIT's disaster recover site

DB2 - is an IBM family of relational database management system products

DFSMS (Data Facility Storage Management Subsystem) - is a suite of IBM data and storage management products for the z/OS mainframe which automate and centralize the management of mainframe storage resources

DFSMSHsm (Hierarchical Storage Manager) – one of the DFSMS suite options that provides backup, recovery, migration, recall, and DASD space management functions

Easytrieve Plus - is an information retrieval and data management system with a report generator facility and data manipulation capabilities which facilitate standard, ad hoc, custom, simple and complex reports

File-Aide – a cross-platform file and data management solution used to: create and manipulate files and data elements; compare data files or objects, reformat files and simplify test results and validation

IVORY XML/SOAP - developer's software suite that utilizes web services to build and maintain GUI web based mainframe screen applications that interface with CICS and IMS transactions, COMMAREA, CHANNEL applications and application data

JES Report Broker (JRB) – a mainframe report distribution control software package that provides designated administrators with a quick and secure means of distributing and controlling end user access to JES spooled reports via a web browser, or email distribution (imbedded or as an attachment) in addition to report archiving capabilities

JSUB - submits JCL from CICS

Librarian - provides general-purpose library management services for mainframe OS/390 and z/OS, VSE and VM environments

NETVIEW - is IBM's network management system. A text message-based system that monitors, manages and controls SNA networks

Passport – Internet browser accessible TN3270 emulator software

RACF (Resource Access Control Facility) – IBM's security software which protects your vital system resources by controlling resource accessibility

ROSCOE - a mainframe resident Text Editor

STROBE - an application performance monitoring and analysis tool that the mainframe software developer employs to locate, identify and correct application program inefficiencies and reduce or minimize customer mainframe utilization cost

SYNCSORT - a high performance sort/merge/copy utility available on the mainframe system

TCP/IP (Transmission Control Protocol/Internet Protocol) - the language of the Internet also used as a communications protocol in a private network (either an intranet or an extranet)

TS7720 Virtual Tape System – provides the convenience of tape with the performance of disk storage

TSO/ISF - is an IBM text editor and programming facility

VTAM (Virtual Telecommunications Access Method) - an IBM application program interface (API) for communicating with telecommunication devices and their users.

VTAM/SWITCH - is software that allows users to switch between multiple VTAM sessions (CICS, T50, ICCF, IMS, TESTCICS, etc.) by either pressing a PF/PA key or by entering a special two position character string in conjunction with a PF key (even one reserved by an application)

Xpediter CICS & Batch – Mainframe CICS and batch application debugging, analysis and source code coverage tool that enables developers to interactively test and debug application program code

XMITIP – a mainframe based batch job application used to send electronic mail to any valid Intranet or Internet address. The software also provides the capability to send mainframe files of different formats as email attachments

Pricing

CPU Services

Charges per CPU Second

Batch-prime	\$0.0917
Batch-off prime	\$0.0802
CICS	\$0.1718
ROSCOE	\$0.5358
TSO	\$0.1374
DB2	\$0.4208

Storage Services

	Charges per month/billing cycle
DASD STORAGE (SMS)	\$0.000035 per 1,000 bytes
DASD I/O	\$0.0149 per 1,000 EXCP's
TAPE I/O	\$0.2348 per 1,000 EXCP's
LASER PRINT	\$0.0670 per page

Network and Operations

SERVICES AND PRICING

STATE CAPITOL NETWORK ACCESS

Services:

This service provides access to State network resources from any building in the Capitol complex. Included in this service is: Internet Access*

- Management of Monthly Invoices
- Router Service at every location
- Access to all relevant network resources
- Access to the State Mainframe
- 24x7 availability
- Bulk encryption (if requested)
- Hardware, software, and staff required to ensure the health and security of the network
- Change Management
- Other needs as defined by customer

*This is a shared resource across the entire network. Throughput is considered 'best effort' and is not intended or assumed to be dedicated Internet bandwidth.

Pricing:

- Port Charge** -- \$20.79 Monthly
- Installation -- \$60.00 per hour (not including materials)
- There is a time/material CHARGE for additional wiring.

Note: Effective October 1, 2015, there will be a \$60 per hour rate for adds, moves, disconnects, etc. for campus data and voice jacks. This does not include material.

Campus Fiber

- Per Pair -- \$808.50 Monthly
- Installation -- \$550.00 (not including materials)
- This offering is fiber only, and is handled on a case by case basis.

NETWORK ACCESS STATEWIDE OR NON-CAMPUS

Services:

This service provides access to State network resources from a remote site to any building in the Capitol complex. Included in this service is: Internet Access*

- Management of Monthly Invoices

- Router Service at every location
- Access to all relevant network resources
- Access to the State Mainframe
- 24x7 availability
- Bulk encryption (if requested)
- Hardware, software, and staff required to ensure the health and security of the network
- Change Management
- Other needs as defined by customer

*This is a shared resource across the entire network. Throughput is considered ‘best effort’ and is not intended or assumed to be dedicated Internet bandwidth.

Pricing

The circuit pricing for the new network contract is effective March 1, 2015. This pricing does not affect pricing under the old network contract. Clients’ current pricing will not change. Pricing will only change when a new circuit is ordered on the new network contract.

Pricing:

Layer 2 ASE/ Ethernet w/QOS		Band 1	Band 2	Band 3
ASE 10 Mbps – AT&T		\$849.00	\$1011.00	
10 Mbps – ITS		N/A	\$811.30	\$811.30
20 Mbps – AT&T			\$1,113.45	
ASE 50 Mbps – AT&T		\$959.00	\$1,244.09	
50 Mbps – ITS		N/A	\$1,110.00	\$1,110.00
ASE 100 Mbps – AT&T		\$1,059.00	\$2,300.25	
100 Mbps – ITS		N/A	\$1,325.00	\$1,325.00
ASE 250 Mbps – AT&T		\$1,299.00	\$3050.63	
250 Mbps – ITS		N/A	\$1,685.00	\$1,685.00

OIT Installation -- \$550.00

AT&T or ITS Installation or Special Construction cost may apply

Currently, the Montgomery LATA only

Band 1 – AT&T Territory

Band 2 – CenturyLink Territory

Band 3 – Independent Telco Territory

Ethernet Access to AVPN		Band 1	Band 2	Band 3
MPLS 2 Mbps		\$856.58		
MPLS 4 Mbps		\$1,118.58	\$1,895.28	\$3,450.00
MPLS 8 Mbps		\$1376.79		
MPLS 10 Mbps		\$1,580.16	\$3,149.25	\$11,994.50
MPLS 20 Mbps		\$2109.41	\$3,262.78	\$12,201.50
MPLS 30 Mbps		\$2,234.25	\$3,577.75	\$12,282.00
MPLS 50 Mbps		\$2,804.18	\$4,498.65	\$29,589.50
MPLS 100 Mbps		\$4,624.12	\$6,614.43	\$30,325.50

OIT Installation -- \$550.00

AT&T Installation or Special Construction cost may apply

Band 1 – AT&T Territory

Band 2 – CenturyLink Territory

Band 3 – Independent Telco Territory

T1 AVPN		Band 1	Band 2	Band 3
Single T1		\$725.00	\$870.81	\$1,277.98
3 Mbps - 2 Bonded T1s		\$1,152.00	\$1,458.27	\$2,224.00
4.6 Mbps - 3 Bonded T1s		\$1,503.14	\$1,904.57	\$3,281.63
6.1 Mbps - 4 Bonded T1s		\$1,922.99	\$2,466.62	\$4,305.50

OIT Installation -- \$550.00

AT&T Installation or Special Construction cost may apply

Band 1 – AT&T Territory

Band 2 – CenturyLink Territory

Band 3 – Independent Telco Territory -----

DSL Access to MPLS		
DSL/MPLS 1.5 MBPS/256K		\$452.05
DSL/MPLS 3.0 MBPS/384K		\$527.05

Router provided and installed by OIT

Installation -- \$550.00

Monthly charges include the cost of the telephone line which carries the data service.

AT&T DSL	
Low Speed (1.5M download 256K upload) AT&T	\$98.55
Mid-Range (3M download 384K upload) AT&T	\$89.65
High Speed (6M download 512k upload) AT&T	\$95.55
DSL Modem (one-time charge)	\$75.00
Installation Charge	\$14.95

ITS DSL	
Low Speed (1.5M download 256K upload) ITS	\$89.55
Mid-Range (3M download 384K upload) ITS	\$93.65
DSL Modem (monthly charge)	\$6.00
Installation Charge	\$50.00
High Speed (6M download 512k upload) ITS	\$94.55
DSL Modem (monthly charge)	\$5.00
Installation Charge	\$50.00

Telephone Line

Services:

1FB service is required for installation of the DSL service; a line may be shared with fax or voice service. An existing 1FB line can be used if available.

Pricing:

	Monthly Charge
1FB telephone line	\$50.51
Installation	\$11.00*

*NOTE: Does not include installation of wiring



Court House Network

Primary Port -- \$275.00 Monthly

Secondary Port -- \$55.00 Monthly

Installation -- \$385.00

Remotely Managed Switches

Services:

This service is offered for agencies that don't have the staff or don't want to own data switches located around the state. Included in this service is:

- All code upgrades
- Configuration
- All maintenance issues

Pricing:

Switch	Charge	Install Charge	Misc. Charge
3750E-48 – 10/100/1000	\$324.50	\$330.00	Fiber Jumpers, etc. varies
3560E-48 - 10/100/1000	\$264.00	\$330.00	Fiber Jumpers, etc. varies
2960-24PC-L - 10/100	\$44.00	\$330.00	Fiber Jumpers, etc. varies
2940-8 - 10/100	\$22.00	\$330.00	Fiber Jumpers, etc. varies

Technical Support

Services:

This service provides support to users utilizing agency owned networks and agencies requesting additions, moves, or changes to OIT managed networks. Included in this service is:

- Install additional data jacks
- Relocating OIT equipment
- Special requests requested by the user as required
- Providing support for services outside the scope of this catalog

Pricing:

	Charge
Data Technician	\$60.00 (per person, per hour, with a minimum charge of one hour)
Engineer	\$105.00 (per person, per hour, with a minimum charge of one hour)
Router Specialist	\$105.00 (per person, per hour, with a minimum charge of one hour)
Out-of-town travel expense/mile	\$0.533
Expedite fee	\$300.00

Scheduled overtime M-F	\$157.00 (per person, per hour, with a minimum charge of two hour)
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Scheduled overtime weekend/holiday	\$210.00 (per person, per hour, with a minimum charge of two hour)
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Wireless Access

This service allows Wi-Fi (802.11a,g,n,ac) capable devices to connect to the state network. Site Surveys are conducted free of charge and prior to any wireless installation. A service quote will be provided detailing all charges before work begins. All necessary equipment costs are included as a one-time installation charge. For additional information, review the [State of Alabama Wireless Network](#) document.

Wireless Access Point (WAP) Pricing

WAN (Non-CAMPUS)

\$450.00 per WAP without POE Injector

\$531.60 per WAP with POE Injector

CAMPUS -- No Charge

Monthly Wireless Rates

User Pricing

Each User -- \$40.00 per user per month

Block Pricing

First block of 15 concurrent connections -- \$165.00 per month

Each additional block of 15 connections -- \$110.00 per month

Event Wi-Fi Pricing (Conference or classroom)

Initial Setup -- \$95.00 (one-time fee)

Weekly Event Rate -- \$50.00

***Note: An event is defined as 1 to 7 consecutive calendar days from the service date.**

Remote Access Services

SSL VPN Service

Pricing:

Users	Monthly Charge
1 – 9	\$27.50
10 – 49	\$22.00
50 – 99	\$16.50
100 +	\$13.20

No Installation Charge

LAN to LAN VPN Pricing:

- Price per megabit -- \$64.35
- Installation -- \$275.00
- Hourly rate -- \$105.00

Extranet Network Access

Services:

This is a connection between a third party and the State of Alabama’s network resources for the purpose of transacting business whether the connection is provided via a leased circuit or Internet.

Pricing:

	Monthly Charge
56K	\$137.50
56K – 256K	\$159.50
256K – 768K	\$176.00
T1	\$203.50
Installation	\$385.00

Extranet (Internet Access)

Pricing:

	Monthly Charge
56K	\$330.00
T-1	\$770.00
10MBPS	\$1,100.00

Physical Security

Services:

Card Key Access and Photo Identification Cards Pricing:

Card Key (Per month) -- \$11.41

Card key (Replacement) -- \$10.00

Photo Identification Card -- \$15.00

Applications / Web Site Development and Support

Services:

The Applications Development and Support Group (ADSG) provide application analysis, design, programming, and testing for Alabama State agencies, boards, and commissions. Related services such as user training, data conversion, and process re-engineering are also available.

ADSG offers full life cycle software development services to include:

Software development project time and cost estimation

Requirements definition studies and documentation

Preparation of software design specifications

The development, maintenance and enhancement of custom applications

User documentation/training

ADSG offers Client Server and Mainframe Software Solutions for a wide range of governmental agencies including executive, licensing and agriculture, service, and regulatory. Our staff has extensive application and system development experience that includes Application Development on Windows and IBM Mainframe platforms.

Client Server

Visual Basic NET

MS-Access

SQL Server

Mainframe

EasyTrieve Plus

COBOL

JCL

RPF

RACF

ROSCOE

CICS

VSAM

DB2

A combination of technical knowledge, experience, and effective systems analysis/design using standardized methodologies allows the ADSG to design, develop, and implement integrated information systems to satisfy a variety of user requirements.



Pricing –
\$110.00 per hour

SQL Server Database Hosting and Support Charges

In continuously trying to improve and add services to offer to our client agencies, OIT has added full-time SQL Server Database Administrator (DBA) staff. Over the last two years, the SQL Servers have been upgraded, security has increased, and software has been acquired that allows the DBA staff to monitor database operations and quickly resolve problems. Over 20 database servers and over 300 databases are managed.

OIT SQL Server hosting and support has resulted in a cost savings for agencies by reducing failures, the need for additional agency staffing, and savings with licensing costs. With SQL Server Database Administrators (DBA) and monitoring software, OIT is now offering the hosting and support service for a nominal monthly charge.

To determine the cost incurred, the fiscal year's charges will be based on the assessment charges of the previous year as determined every September 30th. Those charges will remain the same from October 1st through September 30th.

The charges will be assessed as follows:

Any database less than or equal to 20 GB will be \$50/month. Any database greater than 20 GB will be assessed an additional \$10 for every 10 GB over 20 GB.

Custom SQL Server Database Administrator support: \$100.00 per hour.

Example:

Database less than or equal to 20 GB: \$50/month

Database greater than 20 GB but less than or equal to 30 GB: \$60/month

Database greater than 30 GB but less than or equal to 40 GB: \$70/month etc.

OIT SQL Server hosting and support includes a wide range of support services. Following are the SQL Server services offered:

1. Installation of SQL Server (includes service pack deployments).
2. Installation and Database Deployment (design of pre-made scripts to update and install databases).
3. Creation of Backup Plans (creation of backup plans; identifying and mitigating vulnerabilities).
4. Testing of Disaster Recovery Scenarios (testing the integrity of backups; performing drills to test backup plan).
5. Management of Security (determining how much access an application will need to the database).
6. Sizing of Server Hardware (determining what type machine is/will be needed for deployment).

7. Assistance of DB Developers with DBA Implementation (working with OIT DB developers on implementation of products/applications).
8. Performance Tuning (tuning file structure and organization, scheduling index rebuilds, execution of SQL Performance Analyzer, rewriting poorly running queries, evaluating execution plans to develop indexes for performance improvement).
9. Creation of DTS packages (creation of processes to load and scrub data).
10. Creation of Installation Scripts (controlling database builds, including base installation scripts to create tables, indexes, stored procedures and initial data).
11. Managing Utilities (determining which DBMS utilities best fulfill needs for modifying and maintaining databases and files or tables).
12. Capacity Planning (monitoring and analyzing database and file or table capacity and forecasts amount of disk space and future increases).
13. DBMS Development (assists OIT analysts and developers with program debugging, file and table definition and operational issues; assists application developers in creating SQL stored procedures as required).
14. DBMS Support (responding to DBMS and system emergencies on a 24 hour basis to rebuild files, tables and databases following hardware or software issues).
15. Upgrade DBMS (testing functions and new features of software upgrades).
16. Configuration Management (coordinating software and operational changes).
17. Maintenance Utilities (design and develop multipurpose programs to aid in maintaining the DBMS).
18. Account Management (set up and maintenance of user accounts for access to databases).
19. Troubleshooting (analyze situations and technical errors to locate and correct DBMS, operational and application problems).
20. DBMS Implementation (perform technical work in the capture, storage, manipulation, documentation, distribution and display of database information).
21. Report Management (publish report definitions, folders and resource; execute managed reports; organize reports and data sources; schedule report execution and delivery and track reporting history).
22. Report Delivery (ensure both on-demand and event-based delivery of reports).
23. Report Security (implementation of a flexible, role-based security model to protect reports and reporting resources).
24. Server Clustering (set up and manage active/active and active/passive server clusters for failover protection).
25. Server Clustering (configure server nodes in which transactions are concurrently written to the local storage system and the geographically separated remote storage system).

Web Site Development

Services:

We offer professional, affordable website design and development services for State agencies, boards, and commissions along with friendly customer service at great rates. We can design (or redesign) every aspect of your site, from graphical design to online business applications.

Equipped with creative staff members and the latest technology, we take great pride in our diverse and exciting designs. From simple text and graphics to more intricate designs, we provide you with amazing services at very affordable prices. No matter what your budget is, we will give you the absolute best solution to accomplish your goals.

You only get one chance to make a first impression. We believe professional design and intuitive navigation are critical to a site's success. Let us help you on your next web design project. You can browse a few of our projects in our portfolio section.

If you choose WordPress, one WordPress User ID/Login is included for free with each WordPress site. Each and any additional user login(s) will be billed a recurring monthly fee of \$105 per customer Editor. Using a browser, Editors can add, edit, delete, and manage certain content. The WordPress User ID fee covers OIT Web Services site administration and maintenance and up to one hour of customer support per month per User ID. Additional time would require an OIT Help Desk ticket.

Back by popular demand: State Seals! Looking for a web-ready version of the State Seal to incorporate in your web design? [Click here for free downloads](#). If your state agency needs custom seals and graphics, feel free to contact us.

Specific Services for Specific Needs

OIT Web Services diverse service offering ensures that we can fill any need you may have.

- Consulting

- Strategy

- Web Site Design

- Implementation

- Application Development

- Search Engine Optimization

- Usability/Visitor Behavior

- Visitor Statistics and Metrics

Pricing

Includes graphic design, photography, Flash, HTML coding, web applications and maintenance.

\$110.00 per hour

Office Productivity Suite

Microsoft browser-based Office Web Apps suite, integrating Microsoft's Office 365 cloud-based services with real-time communication services integrating Microsoft's Office 365 cloud-based services with real-time communication services such as instant messaging (chat), presence information, video conferencing, desktop sharing, data sharing (including web connected electronic interactive whiteboards).

Components and Pricing:

- P2 Plan
 - Business class email, calendar, and contacts
 - Outlook Web access
 - Mobile Phone Access
 - In-place archive
 - In-place hold
 - Data Loss Prevention
 - Price.....\$15.56

- G3 Plan
 - All the features of P2 Plan
 - Office 2016
 - Office on tablets and phones
 - OneDrive
 - Skype
 - SharePoint Online
 - Yammer
 - eDiscovery Center
 - Price.....\$25.02

Enterprise Content Management (ECM) - Laserfiche Full User Subscription License

Enterprise Content Management: Laserfiche provides agencies with the licenses and options to have a document management system, including business process automation features that enable an agency to fully automate business processes and deliver paperless document solutions. Minimum requirement is one Full User subscription licenses that provides full access to the document repository and suite of Laserfiche application, client, and productivity software.

- Features: Laserfiche Subscription Bundled Functionality
 - Unlimited Laserfiche Servers
 - Windows, Web, Mobile Clients
 - Web Administration Console
 - Workflow
 - Snapshot
 - Advance Audit Trail with Watermark Feature
 - Microsoft Office Integration
 - SharePoint Integration
 - Records Management
 - Forms
 - Connector
 - Unlimited installs
 - Quick Fields Complete
 - Quick Fields Agent
 - Import Agent
 - Digital Signatures

- Options:
 - Community Users
 - Public Portal
 - Forms Portal
 - Scan Connect
 - SDK
 - VIP Professional Services Packages
 - Consulting Services
 - Installation & Implementation Services
 - Customization/Integration/Database Conversion
 - Training Services
 - Image/Data Storage

- Benefits:
 - Licensing Benefit = volume discount and reduced administration cost, shared premium features (Public Portal/ Forms Portal)
 - Customization = custom business process development and automation
 - Price:.....\$20.25/per user/ per month
 - VIP Professional Service Package (24 hours) - \$3,600.00
 - VIP Professional Service Package (40 hours) - 6,000.00
 - VIP Professional Service Package (80 hours) - \$12,000.00
 -\$500 per Hosted Repository per month
 - Image/Data Storage - \$.10 per GB per month (\$10.00 per 100 GB increment)
 - OIT Laserfiche Development Services.....\$120.00 per hour
 - Contact OIT (242-2222) to arrange a consultation

Enterprise Mobility Management (EMM) – IBM MaaS360

Enterprise Mobility Management (EMM) is the service of linking mobile devices to the enterprise infrastructure to provide a managed and secure environment. EMM policies and device enrollments are provisioned per device and distinguished user. The IBM MaaS360 solution is an integrated platform that synchronizes with our enterprise to provide seamless authentication and multi-tenant use.

Subscriptions are provisioned per device for enterprise deployment of managed updates, security profiles, and device policy for devices both fully managed, agency-owned and containerized, personal devices. Supporting both agency-owned and Bring Your Own Device (BYOD) uses.

Agencies will benefit from advanced auditing, tracking and reporting features to manage inventories, settings and usage to verify compliance with enterprise policies and managed assets. Dashboard visualization, reporting, and email notification options keep administrators informed. Managed devices can be remotely wiped. Devices under the BYOD device policies have select wipe options for the encrypted container.

Data protection features help keep data contained and secure. The platform is FIPS 140-2 compliant and has been certified by the FedRAMP program which supports State designated NIST standards. State business data is encrypted at rest and in transit. The EMM device policies mitigate data loss, data transfer, access rights, applications, and remote access.

In the event that a device is lost or compromised agencies will be able to take actions to protect State data, the device, and/or user.

Agencies may request subscriptions and tenant portals by contacting the Help Desk: help.desk@oit.alabama.gov. The following items must be provided per subscription:

- Device Type (Agency-owned, personal)
- EMM Subscription Type
- Device user agreement

Agencies that require administration rights have the option to administer a portal tenant, and tenant administrators. Please contact the OIT Help Desk or see the built-in support documents and services for support.

Please see the product website for more information:

<https://www.ibm.com/marketplace/cloud/mobile-device-management/details/us/>

EMM Device Subscription Options – per device and distinguished user

Secure Productivity Suite – containerization and productivity suite for BYOD.

Suite/Bundle of products including MaaS360 Secure Mobile Mail, MaaS360 Mobile Application Management, MaaS360 Mobile Application Security, MaaS360 Mobile Content Management, and MaaS360 Secure Mobile Browser. (SKU: MPSBD)

Advanced Mobility Management Bundle – full MDM functionality.

The core mobility device management (MDM) features includes device enrollment, configuration, security policy management and device actions, such as send message, locate, lock, and wipe. The Advanced MDM features include automated compliance rules, bring your own device (BYOD) privacy settings, and Mobility Intelligence dashboards and reporting. (SKU: MMSZD) **Mobile Threat Management (MTM)** – Option per device for BYOD and MDM MaaS360 Mobile Threat Management provides enhanced mobile security with mobile malware detection and advanced jailbreak/root detection. With MaaS360 Mobile Threat Management, Client will be able to set and manage compliance policies around detected malware and other security vulnerabilities. (SKU: MMTMD)

Subscriptions may be combined for additional management and security requirements

Example: Agencies will need to determine the scope of users and their access rights. A personal device is typically enrolled as a BYOD device. This subscription enrolls the device with an application that sets up an encrypted container and deploys minimal enterprise policies and device management features, separating business and personal data. Agency-owned devices are typically enrolled with full control as an MDM device and applications are managed by the agency. Enrollment deploys enterprise policies and device management

features for the full device. Users that need to access applications outside of the BYOD container need to be enrolled into the Advanced Mobility Management Bundle (MDM) option. Additional options may be deployed on the same device.

Pricing

A non-refundable enrollment fee will be assessed upon completion of the request that is equal to one month of the subscription services applied. Subscriptions are billed monthly and may be canceled at any time by request sent to the OIT Help Desk.

Options per device and distinguished user	Charge Per Month	Secure Productivity
Suite (BYOD):	\$5.00	
Advanced Mobility Management Bundle (MDM):		\$5.00
Mobile Threat Management (MTM):		\$2.00

Services*

- IBM MaaS360 software as a service – platform and support
- Mobile Device Management (MDM)
- Mobile Application Management (MAM)
- Enterprise policy baseline configuration
- Device enrollment
- Active Directory synchronization
- Auditing and reporting options
- Tenant portal and group administration

* Note: External resources and configurations are billed separately based on use and limitations. Any additional network connectivity, storage, or service cost is the responsibility of the client. Tenant portal access may be restricted based on the count of devices enrolled. Additional labor and service charges may apply.

OIT's ServiceNow Solutions

ServiceNow is a cloud-based solution that provides a single platform for enterprise service management to automate service relationships in IT and across the enterprise. ServiceNow can optimize a service model and evolve it to transform all enterprise service disciplines into highly proficient service providers.

IT Directors and Managers can rely on a broad set of integrated cloud solutions for IT Service Management, It Operations Management (ITOM) Technology Business Management (TBM), Service Integration and Management (SIAM), IT governance, and application development. ServiceNow solutions include one user interface, one code base, and one data model to create a single system of record. This means that IT, shared services, and lines-of-business can all leverage one system to define, offer, and manage enterprises services.

OIT is offering a variety of ServiceNow software suites that will deliver a high impact service experience to all users.

A description of ServiceNow services follow:

Feature	Description
Change Management	Change management is an important part of a well-managed IT environment. Effective ITIL-based change management reduces service outages and results in a higher quality implementation of changes. Users can create, monitor and approve changes both in the office and on the move. Collision detection and inbuilt change calendars help users to schedule changes at the right time. Quantitative risk assessments provide accurate calculation of risk – and feed into an approval engine to determine and seek appropriate approvals. Built in reporting capabilities allow measurement and continuous improvement of service quality
Incident Management	When something goes wrong, the goal of incident management is to restore service to normal as quickly as possible while minimizing impact to the business and maintaining quality. On the other hand, problem management is all about identifying, documenting, and remediating root causes and known errors. It is practiced both reactively in response to an incident and proactively when looking for risks that could have an adverse impact on the business. ServiceNow provides the flexibility, power, and extendibility to achieve the goals of incident and problem management in a single solution. End-users are free to choose their most

	<p>comfortable support interface. Technicians have all the information they need at their fingertips to diagnose and repair issues rapidly. Management has access to extensive metrics and survey feedback to gauge performance and make any necessary adjustments. Administrators can configure the system to meet any unique business need without jeopardizing future upgrades. Documented integrations with nearly 100 third party products, including event and endpoint management, ensure you'll be equipped to handle anything.</p>
Problem Management	<p>ServiceNow Problem Management helps organizations minimize the business impact of service disruptions, and prevent future disruptions. Problem Management helps IT investigate the root cause of an incident through structured problem analysis, then document solutions and workarounds in the knowledge base. Trend analysis and periodic service configuration reviews also help to prevent future disruptions, and IT can right-click from within any record in Problem Management to proactively schedule changes that remediate any issues.</p>
Release Management	<p>With ServiceNow Change and Release Management, IT can:</p> <ol style="list-style-type: none"> 1) Integrate Change Process Across IT <ol style="list-style-type: none"> a) Provide a single, auditable repository of all planned changes and releases b) Reduce duplication of effort with right-click-integration to other ServiceNow delivery processes c) Access accurate asset and service information, straight from the ServiceNow Configuration Management Database (CMDB) 2) Reduce Costs <ol style="list-style-type: none"> a) Lower the expense of business-critical service downtime b) Curtail IT costs of change-related incidents and problems c) Minimize financial impacts by backing out unsuccessful changes or by quickly deploying change fixes 3) Improve Service Relationships with the Business <ol style="list-style-type: none"> a) Help users understand the complexity and risks associated with changes b) Better manage expectations about change timeframes c) Increase user satisfaction with predictable and well-executed change and release cycles 4) Gain Insight Into Changes and Releases

	<ul style="list-style-type: none"> a) Offer increased visibility into the change schedule with an intuitive change calendar b) Protect business operations and ensure that the right risk and impact factors are being considered with dynamic calculations in the change risk calculator c) Understand change conflicts with other changes or blackouts by using embedded ITIL change management collision detection d) Improve configuration management and asset management data quality through closed-loop change management <p>5) Control Change Across Functions</p> <ul style="list-style-type: none"> a) Provide insight into the potential business risks associated with an IT change b) Create, monitor, approve and execute changes anywhere, anytime, on any device c) Support functional and geographic differences via chat and ServiceNow Live Feed collaboration d) Leverage virtual chat rooms for emergency change approvals or on-the-fly change advisory board meetings
Asset Management	<p>Unauthorized software ... painful compliance audits ... long fulfillment times ... limited visibility ... unaccountability ... if these issues sound familiar, you are not alone. These are real challenges faced by many organizations - with serious consequences if not properly addressed. ServiceNow helps by providing greater control and visibility of your environment.</p> <p>ServiceNow IT Asset Management (ITAM) provides a repository for you to track the financial, contractual, and inventory details of hardware, software, virtual, and non-IT assets that is stored separately from the configuration management database (CMDB) for maximum flexibility. Any ServiceNow application, including ones that you build, can use this repository. Since all your assets and configuration items are in one system of record, you can easily link them together to keep records synchronized.</p>
Request Management	<p>Offer all your defined business and technical services and harness the power of employee self-service and automation through a flexible storefront of service offerings with the</p>

	<p>Request Management Application. Using configurable ServiceNow workflow, you can provide a friendly, personalized user experience to capture data, collect approvals, automate requests, and leverage the benefits of operating in one platform to deliver value to the business.</p> <p>Empower your business and technical users to interact and order the services they need to do their job, provide transparency into the approval process, and allow users to track the progress of their own requests. Through the service catalog, your organization can deliver standardized services, capture data for an array of department services, coordinate transfer pricing between departments, and improve internal controls with full audit capabilities.</p>
<p>IT Cost Management</p>	<p>IT Cost Management leverages the single data model within ServiceNow so that all IT cost data related to assets and people are in a single system of record. As a result, organizations can use this application to manage IT service costs and gain control of IT finances.</p> <p>IT Cost Management takes advantage of the ServiceNow Configuration Management Database (CMDB) and a relationship hierarchy to aggregate related expenses to each service. The service configuration items then drive the key categorizations, both for capturing costs and allocating consumption.</p> <p>The application can take the total cost of a service and allocate a percentage back to cost centers, based on consumption. And, because IT Cost Management is built on the ServiceNow Service Automation Platform, customers can leverage built-in reporting to make more informed decisions leading to further efficiencies and cost reductions.</p>

Pricing

CUSTOMER PRICING			
Must have 49 licenses to set up an instance			
Capability/Module	Suite licensed under in Eureka	Fulfiller Licenses*	Approver Licenses**
Change Management	IT Service Automation Suite	\$78/user/month	\$19.50/user/month
Incident Management			
Problem Management			
Release Management			
Asset Management			
Request Management			
IT Cost Management			
Software Development Lifecycle (SDLC)	Project Portfolio Suite	\$58.50/user/month	
Project Portfolio Management			
Resource (Demand) Management			
IT Governance, Risk and Compliance	IT Business Management Suite	\$97.50/user/month	
Vendor Performance Management			
IT Finance (Fuji Release)			
CreateNow (Custom applications)	CreateNow Development Suite	\$27.50/user/month	
Service Catalog	Service Automation Platform	Included in all suites	
Configuration Management (CMDB)			
Content Management System (CMS)			
Knowledge Management			
Service Level Management			

***Fulfiller Licenses** – This license will be needed for those who will update work orders/tickets.

****Approver Licenses** – These licenses will be needed for those whose approval is needed for the workflow to progress. If an individual has a Fulfiller Licenses he/she does not also need an Approver License

Customer and Telephone Services

Services:

The Service Delivery section of OSD provides desktop, voice, data, wireless, and video conferencing services for all state agencies. Service Delivery staff process requests for these services, as well as handle problems passed on from the OIT Help Desk. In addition, they will help you analyze available technologies, tell you which ones are on state contract and set up meetings with contract vendors. Service Delivery’s goal is to deliver services in a fast and professional manner, and to be your advocate for implementing technology in your agency.

Desktop Services

Pricing

\$61.50 per desktop per month or \$105.00 per hour.

- Support of personal computers, laptops, table PC’s, and monitors to include:
 - Microsoft Windows
 - Microsoft Office
 - Software drivers
 - Printer drivers
- Installation of new hardware and software
- Repair of personal computers including parts
- Recommendation for replacement PCs if needed
- Networking connectivity issues
 - PC Installation
 - Installation of software on desktop PC
 - Installation of associated equipment
 - Desktop configuration of Email
 - Repair of PC and software
 - Installation of software on laptop

Alabama Web Connect

Services:

Alabama Web Connect is an integrated web, audio and video conferencing system that will save you time and money by:

- Reducing Travel

Ability to schedule your own meetings/conferences without the middle person
Easily integrates with existing applications
Allows for business continuity and disaster recovery planning

The features offered by this product are:

Application Sharing
Shared whiteboard
Public and Private chats
Virtual Training,
Web Casts,
Web Seminars
Microsoft outlook plug-in for easy scheduling of meetings
On-the-fly polling and surveys
Speaker identification
Meetings can be recorded and edited for later use

Pricing

Option 1 – License resides on the State Server

Monthly Cost - \$45.00

Includes 1 license for 1 moderator

Unlimited Web up to 300 Participants

Audio Costs -- \$.06 or 6 cents per minute per participant

VoIP Calling – FREE

Option 2 – Usage Based (No Monthly Fee)

Web Cost (Optional): \$.21

Per minute web charge up to 300 participants

Audio Cost (if participants use phone to call in): \$.08 or 8 cents per minute

VoIP for Participant call-in -- FREE

Option 3 – Operated Assisted Call

AT&T Operator will moderate the call

Introduce the speaker

Handle Q&A

Give instructions to participants

Costs:

\$.49 per minute per participant

List of participants after completion of call

Unified Communication and Collaboration System (UCCS)

The Office of Information Technology is excited to begin the rollout process of bringing unified communications and collaboration services to state agencies. This new, and improved, telephone service provides great options that many of you have asked for. You will have the opportunity to choose from four different phone models, each coming with different features, and different price points. We will help guide you in making the best phone selections for your agency and staff. For OIT telephone support or to set up a consultation, contact the OIT Help Desk at 242-2222 or help.desk@oit.alabama.gov.

Features and Pricing:

- Knowledge Worker Standard - Phone 7841 - IP 2-4 button set
 - Knowledge Worker Phone Services
 - Long Distance Minutes \$.03 per minute
 - Price per phone: \$43.45
- Administrative - Bluetooth Phone 8861 - IP 5-10 button set
 - Knowledge Worker Phone Services
 - Long Distance Minutes \$.03 per minute
 - Price per phone: \$46.80
- WebEx Integrated - Phone 8865 - IP 2-4 button set (Special Order)
 - Phone 8865 with Camera and WebEx Integrated
 - Knowledge Worker Phone Services
 - Long Distance Minutes \$.03 per minute
 - Price per phone: \$48.20
- Public Access - Phone 7811 - IP 5-10 button set
 - Basic Voice Services – Dial Tone Only
 - May not be employee assigned
 - Price per phone: \$28.45
- Analog gateway
 - Analog line
 - Basic Voice Services – Dial Tone Only
 - May not be employee assigned
 - Price per analog line: \$41.25
- Conference Room Phone – Phone 8831
 - Basic Voice Services – Dial Tone Only
 - May not be employee assigned
 - Price per phone: \$41.00
- Knowledge Worker Standard – Voice Service Only
 - Knowledge Worker Phone Service
 - Requires OIT legacy agreement

- Price per phone: \$39.95
- Basic Voice Service – Voice Service Only
 - Basic Voice Services – Dial Tone Only
 - May not be employee assigned
 - Requires OIT legacy agreement
 - Price per phone: \$26.50
- Options:
 - A la carte Service and Upgrades
 - ZOOM: Call Recording Services \$ 2.95
 - CAC-Attendant Console \$19.95
 - VEP-Video End Point \$22.50
 - Expanded Conference Calling from Handset \$ 1.95
 - Handsets, Expansions, and Unified Communications Equipment
 - Side Car for 8861 series Phones \$ 4.75
 - 7811 Wall Mount Kit (one-time charge) \$35.00
 - 8861 Wall Mount Kit (one-time charge) \$35.00

Voice Services (Campus Only)

Pricing

	Charges
<i>Dial Tone</i>	\$22.05 per line per month
<i>Phantom Dial Tone</i>	\$12.60 per line per month
<i>Meridian Voice Mail</i>	\$6.04 per mailbox per month
<i>Set Rental:</i>	
Single Line (M8009)	\$1.41 per set per month
Multi-line	
8 button	\$5.56 per set per month
8 button hands free	\$7.06 per set per month
8 button/display	\$8.27 per set per month
8 button HF/display	\$9.45 per set per month
16 button	\$10.52 per set per month
16 button/display	\$12.21 per set per month

20 button add on module \$2.83 per add-on per month
M3904 \$13.08 Per set per month

Note: Effective October 1, 2017, there will be a \$90.00 per hour rate for adds, moves, disconnects, etc. for campus voice and data jacks. This does not include material.

Voice Services Statewide (includes Campus)

Pricing

Pricing

Long Distance

Dedicated (Intra and Interstate) \$0.048 per minute
Switched (Intra and Interstate) \$0.066 per minute

Toll-Free (800) Service \$0.054 per minute

Directory Assistance \$1.36 per call

AT&T Pricing	Pricing	
Long Distance Dedicated (Intra and Interstate)	\$0.048	per minute
Switched (Intra and Interstate)	\$0.066	per minute
Toll – Free (800) Service	\$0.054	per minute
Directory Assistance	\$2.49	per call
IFB – Regular Business Line (AT&T) Basic (includes hunting, CWT, CFB, CFD, 3WC, CLID)	\$54.00	per line per month

Installation	\$15.00	per line
Voice Mail (on 1FB)	\$8.00	per mail box per month
Installation	\$7.00	per line
DID (Direct – Inward Dial)	\$131.00	per line per month
Installation	\$15.00	per line
DOD (Out - Dials)	\$68.00	per line per month
Installation	\$15.00	per line
Combination Trunks	\$72.00	per line per month
Installation	\$15.00	per line
CENTREX/ESSX		
Station/Extension	\$13.00	per station per month
Installation	\$15.00	per station
NARS	\$27.00	per trunk per month
Installation	\$15.00	per station/NAR
Local Facilities		
PRI (23B)	\$707.00	per PRI pipe per month
PRI (48B)	\$1,414.00	per PRI pipe per month
Installation	\$100.00	per PRI pipe per month
Off Premise Station (OPS)	\$54.50	per circuit per month
Installation	\$675.00	per circuit
BAND 2		

Century Link Pricing	Pricing	
PRI Long Distance	\$633.00	per PRI pipe per month
Installation	\$100.00	per PRI pipe per month
1FB – Regular Business Line	\$78.00	per line per month
Basic (includes hunting CWT, CFB, CFD, 3WC,CLID		
Installation	\$100.00	per line
Voice Mail (on 1FB)	\$12.00	per mailbox per month

Installation \$12.00 per line mailbox

DID (Direct – Inward Dial) \$126.00 per line per month
Installation \$100.00 per line

DOD (Out - Dials) \$126.00 per line per month
Installation \$100.00 per line

Combination Trunks \$126.00 per line per month
Installation \$100.00 per line

Local Facilities

PRI (23B) \$713.00 per PRI pipe per month
Installation \$525.00 per PRI pipe

PRI (48B) \$1,601.00 per PRI pipe per month

Installation \$1,050.00 per PRI pipe

CENTREX/ESSX

Station/Extension \$19.00 per station per month

Installation \$15.00 per station/NAR

NARS \$39.00 per trunk per month

Installation \$15.00 per station/NAR

Unified Messaging

Call Pilot (Voice mail
in your email Inbox) \$11.45 per mailbox per month

Voice Menu options

Small menu - 6 options \$54.50 per month

Level 1 menu 9 options \$87.20 per month

Level 2 menu - 6 to 9 options

plus

additional sub level menu \$109.00 per month

Single announcement \$10.90 per month

Time of day service \$10.90 per month

Installation \$27.25 per month

Wireless Services

Blackberry Enterprise Service
(Server) \$25.00 /month

Other PDA Service (Server) \$15.00 /month

Cell Phones, Air Cards, etc. Various Cost

Southern Link radios, and
phones (Access Fee)
(Plus Cost of device and
voice and data plan

\$16.35 month/device

FAX Services

Basic Service (1-500
sent/received faxes)

Additional Faxes (each
additional 1500)

\$38.59 per line per month

\$38.59 per line per month

Customer Training

Free

Authorization Codes

	Charges Per Month	Installation Charge
100 Code	\$45.78	\$56.68
200 Codes	\$91.56	\$113.36
300 Codes	\$137.34	\$170.04
400 Codes	\$183.12	\$226.72
500 Code	\$228.90	\$283.40
600 Codes	\$274.68	\$340.08
700 Codes	\$320.46	\$396.76
800 Codes	\$366.24	\$453.44
900 Codes	\$412.02	\$510.12
1000 Codes	\$457.80	\$566.80

AT&T Connect Professional Services

	Charges Per Day
Project Manager	\$2180.00
Senior Consultant	\$1962.00
Junior Consultant/Trainer	\$1635.00

Project Management

The office of Project Management provides oversight of Information Technology (IT) related projects both internal to the Finance Department and to State agencies utilizing Information Services Division (OIT) resources.

Services:

The services that are provided by the Office of Project Management will include but are not limited to:

Coordinate project activities with OIT operation units to insure the delivery of IT services in an appropriate and timely manner while providing a measure of quality control over the project.

Provide project services and assistance to include oversight, tracking, planning, resource allocation, analysis and reporting. These services come in the form of:

Develop Business Needs Assessments

Develop System Requirements Definitions

Conduct Risk Assessment Studies

Assist in the development of IT specification on invitations to Bid (ITB)

Assist in the development of IT specification on Requests for Proposal (RFP) Assist in the review of vendor proposals generated by an IT related RFP

Pricing

\$110.00 per hour

Training Services - Information Technology (IT)

Computer Training

To address the needs of State agencies and reduce costs, OIT provides computer training through the Auburn University at Montgomery, Advanced Training Group (ATG). Certified instructors teach introductory, advanced desktop and engineering-level courses at the Alabama TechnaCenter. Other course offerings include Microsoft, Oracle, Cisco and any other requested training to meet State agencies hardware and software training requirements.

Visit the OIT Training Services website at <http://oit.alabama.gov/oit-training/> and click on the “Computer Training” menu to access training calendars, course descriptions, and registration instructions. Click here for a price list: Excel or PDF.

Wireless/Voice Services Training

Telephone Sets

Voice Mail

Conference Calling – AT&T Connect

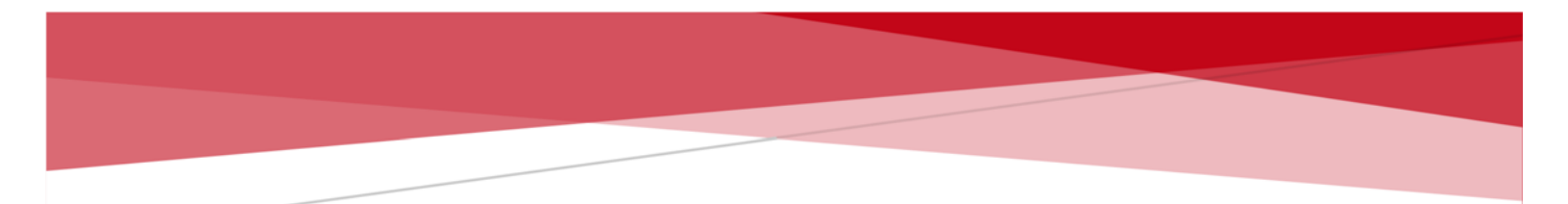
Web Conferencing – new service offering Conferencing

Audio Conferencing

Cell phones and PDA devices

Automatic Call Distribution

Alabama Centralized Email (ACE) and Webmail



Outlook for ACE Users
Call Pilot – Unified Messaging
Fax Server
VPN
List Server
Resource Access Control Facility (RACF)
Mainframe
GIS – Geographic Information Systems
Security and Awareness

Resource Management

Services:

The Resource Management Office is charged with overseeing the accounting, budgeting, project management, and contract management functions of OIT.

Financial Administration

The Financial Administration office performs a myriad of financial functions which includes:
Processing bills from the State telecommunications vendors
Procurement and payables

Asset Management

The Asset Management Office includes Software Licenses and Payroll, Hardware Inventory, and OIT Space Management

Project Management Office

The Project Management Office is responsible for initiating, planning, executing, controlling and closing projects of OIT and customer agencies.

Contract Management

The Contract Management Office is new to OIT and includes Data and Voice Services Contracts, Hardware and Software Contracts, and ITBs, RFPs, and Professional Service Contracts.



NOTES