

# ISD Services Catalog

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SERVING ALL OF YOUR INFORMATION TECHNOLOGY NEEDS

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## ISD Office of Systems Administration

### Hosted Web Services:

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

#### Pricing:

	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) \$50.00
Option MS SQL Database Support: 100 MB Database	
200 MB Database	\$100.00

#### Service

- 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



## Server Hosting and Management Services

### Agency Provides Server and ISD Manages:

**Example:** An agency contracts with ISD to maintain their agency’s server in the ISD Data Center and wants ISD to manage the server.

#### Pricing:

Rack Server	\$109.00
Tower Server*	\$163.50

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

#### Service

- 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*

### ISD Provides and Manages a Dedicated, Virtual Server

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

#### Pricing:

	Charge Per Month
Standard Server – 2GB RAM, 1 Processor, 1 Core	\$150.00
Storage	
10GB of VMFS Storage*	\$.40 per GB
Tier 1 SAN Storage **	\$.30 per GB
Processors	




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Additional Processors	\$50.00 per Processor
Additional Cores	\$25.00 per Core
RAM	
Additional RAM	\$15.00 per GB

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

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

Service

- 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*



### *ISD Provides and Manages a Dedicated, Physical Server*

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

#### 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.

#### Service

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 ISD to consolidate their agency's servers onto ISD 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)

### Service

- 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\*

**\* NOTE** See SAN Storage section for pricing

## 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 ISD Helpdesk at 242-2222.*

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



Pricing:

<i>SAN Storage</i>	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 ISD to provide disk backup and recovery service for a server.

Pricing:

Disk Backup	\$.20 per GB*
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\* *NOTE: Initial minimum purchase of 100 GB of backup required.*

**SharePoint Sites:**

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

Pricing

Site Collection*	Charges Per Month
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.

Service

- 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 provided by ISD for State Agencies

Pricing

	Charges Per Month
250MB Mailbox	\$7.00
500 MB Mailbox	\$13.00
1500 MB (1.5GB) Mailbox	\$30.00
<b>Enterprise Vault</b>	<b>\$TBD</b>

Service

- 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 - TBD**

**Spam Filtering and Antivirus Scanning of Email**

(For Agencies not currently using ACE)

**Example:** This charge is only for Agencies that use their own email system (not on ACE) and utilize ISD'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



## Managed Enterprise Desktop Antivirus

**Example:** ISD 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:

\$2.18 per user per month

## Handheld Devices

**Example:** ISD 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 \$16.35 per month per device

## List Server Service

Pricing:

\$16.35 per list per month with unlimited members

## Website Analysis Service

Pricing:

\$10.85 per website per month

## Secure Web Certificate (SSL)

Pricing:

\$10.00 per website (URL) per month

## End User Support or Consulting Services

Pricing:

\$105.00 per hour



## Network Operations

### SERVICES AND PRICING

#### STATE CAPITOL NETWORK ACCESS

##### Service

This service provides desktop access to any building in the capitol complex. Included in this service is:

- Internet Access
- Access to all relevant network Resources defined by customer
- Access to the State Mainframe
- 24 x 7 availability
- Bulk Encryption if Requested
- Hardware, software, and staff required to ensure the health and security of the network
- Change Management

This service provides desktop access to any building in the capitol complex.

##### Pricing

<i>100 MBPS Outlet</i>	\$12.05 Monthly
Gigabit Connection	Price Available Upon Request
Installation, not including materials	\$105.00 per hour
<i>Camp US Fiber*</i>	
Per Pair	\$770.00 Monthly
Installation, not including materials	\$550.00

*\*Note: This offering is fiber only, and is handled on a case by case basis*

#### Network Access Statewide or Non-CAMPUS

##### Service

This service provides services from a remote site to any building in the capitol complex. Included in this service is:

- Internet Access
- Management of Monthly Invoices
- Cisco Router service at every location
- Access to all relevant network resources
- Defined by customer
- Access to the State Mainframe
- 24 x7 Availability
- Bulk Encryption if Requested



Hardware, software, and staff required to ensure the health and security of the network  
Change Management

*Pricing*

*Metro Ethernet (In Montgomery LATA)*

10 MBPS *	\$880.00 Monthly
100 MBPS *	\$1,430.00 Monthly
Installation	\$550.00

**\*NOTE:** Dependent on AT&T /ME Coverage Area

**MPLS**

T-1 (Statewide)	\$687.50 Monthly
Installation	\$550.00 Monthly

*Court House Network*

Primary Port	\$275.00 Monthly
Secondary Port	\$55.00
Installation	\$385.00

**WAN Optimization**

T-1 Wan Optimization installation	\$352.00 per month plus installation
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**Remotely Managed Switches**

**Service**

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**

	Charge	Install 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



## Remote Access Services

### Dial Up Access

#### Service

This Service provides access to users utilizing the dial up feature of their modem or computer and is considered "best effort." Included in this service is:

- Internet Access
- Mainframe Access
- Access to other resources required by the user as required

#### Pricing

##### *Users*

1-24 Users	\$22.00 Monthly
25-49 Users	\$16.50 Monthly
50 plus Users	\$11.00 Monthly
800 ISD Access (Dial Up Users)	\$0.050 per minute

##### *Account Activation*

1 — 5 Accounts	\$11.00
6-24 Users	\$22.00
25-49 Users	\$27.50
50 plus Users	\$33.00

##### *Remote Access – SSL VPN Service*

	Charges Per Month
1 – 9 users	\$27.50
10 – 49 users	\$22.00
50 – 99 users	\$16.50
100 + users	\$13.20

##### *LAN to LAN VPN*

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



## Extranet Network Access

### Service

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

## Technical Support

### Service

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

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

### Pricing

	Hourly Charge
Data Technician	\$105.00 per hour
Engineer	\$105.00 per hour
Router Specialist	\$105.00 per hour
Out-of-town travel expense/mile	\$0.533
Expedite fee	\$300.00
Scheduled overtime M-F	\$157.00/per man hour
Scheduled overtime weekend/holiday	\$210.00/per man hour



## DSL/Internet Rates – State

### Pricing

#### Speed Options

3MBPS/384 KBPS

6MBPS/512 KBPS

1.5 MBPS/256KBPS

256KBPS/128KBPS

#### Monthly Charge

\$106.00

\$115.50

\$93.50

\$58.30

#### Equipment Required

Modem

\$110.00 per PC (one time charge, supplied by AT&T)

Router – Has 4 port Ethernet switch and includes modem

\$165.00 -(one time charge, supplied by AT&T)

#### Installation Options

Professional installation of DSL service by AT&T technician: Self-install using kit supplied with modem or router (included with equipment)

\$220.00 (Covers connection to two computers if a router is purchased)

#### Service Activation

\$55.00 (Charged by AT&T)

## Telephone Line

### Service

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

1FB telephone line

#### Monthly Charge

\$46.20

Installation

\$11.00\*

**\*NOTE:** *Does not include installation of wiring*



## DSL/MPLS Rates – State

### Pricing

Speed Options	Monthly Charge*
1.5Mbps/256Kbps	\$357.50
3Mbps/384Kbps	\$412.50

**\*NOTE:** Monthly charges include the cost of the telephone line which carries the data service.

Equipment Required	Monthly Charge
Cisco router, provided and installed by ISD Installation	\$550.00

## Access to MPLS & Class of Service

### Pricing

	Monthly Charge
T1 Frame Relay Access to MPLS Premium COS	\$687.50
3 MBPS Load Distribution Service Access Premium COS	\$1375.00

## Ethernet Access to MPLS with Class of Service

Monthly MPLS Access\*

### Pricing

	Monthly Charge
2 MBPS Ethernet Access to MPLS Premium COS	\$936.91
4 MBPS Ethernet Access to MPLS Premium COS	\$1,385.00
8 MBPS Ethernet Access to MPLS Premium COS	\$2,186.12
10 MBPS Ethernet Access to MPLS Premium COS	\$2,498.30
20 MBPS Ethernet Access to MPLS Premium COS	\$5,269.53
50 MBPS Ethernet Access to MPLS	\$8,789.77



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Premium COS	
100 MBPS Ethernet Access to MPLS	\$11,814.43
Premium COS	
250 MBPS Ethernet Access to MPLS	\$30,174.74
Premium COS	

**\*NOTE:** State wide pricing where available within AT&T territory. Each location must be qualified by AT&T. This does not cover independent territories.

**\*\*NOTE:** Notice reduction in T1 Frame Relay Access No COS

## Wireless Access

### Pricing

First block of 15 users	\$165.00 per month
Each additional block of 15 users	\$110.00 per month
Each individual access point	\$12.65 monthly
State House Data Center Space	\$36.30 per square foot annually



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## Applications Development and Support Group Services and Pricing

### 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

\$105.00 per hour



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## Office of Web Services

### Service

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.

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

ISD 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	\$105.00 per hour
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## Service Delivery Services and Pricing

### 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 ISD 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

	Charges
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	\$20.00 per desktop per month
PC Installation	\$60.00 per hour
Installation of software on desktop PC	\$60.00 per hour
Installation of associated equipment	\$60.00 per hour
Desktop configuration of Email	\$60.00 per hour
Repair of PC and software	\$60.00 per hour
Installation of software on laptop	\$60.00 per hour



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## 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



## Voice Services (Campus Only)

### Pricing

	Charges
<i>Dial Tone</i>	\$20.00 per line per month
<i>Phantom Dial Tone</i>	\$11.45 per line per month
<i>Meridian Voice Mail</i>	\$5.45 per mailbox per month
<i>Set Rental:</i>	
Single Line (M8009)	\$1.42 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
<i>Technician</i>	\$105.00 per hour

## Voice Services Statewide (includes Campus)

### Pricing

	Charges
<i>Long Distance</i>	
Dedicated (Intra and Interstate)	\$0.043 per minute
Switched (Intra and Interstate)	\$0.060 per minute
<i>Toll-Free (800) Service</i>	\$0.049 per minute
<i>Calling Card</i>	
Intra/Interstate	\$0.147 per minute
International	\$1.36 per minute
<i>Directory Assistance</i>	\$1.36 per call
<i>1FB – Regular Business Line</i>	
Basic (includes hunting CWT,CFD, 3WC, CLID)	\$45.78 per line per month
Voice Mail (on 1FB)	\$6.98 per mail box per month
Installation	\$10.90 per line



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<i>DID (Direct-Inward-Dial)</i>	
Analog	\$52.32 per line per month
DSO (carried on T1)	\$43.60 per line/channel per month
Installation	\$10.90 per line
<i>DOD (Out-dials) and Combos</i>	
Analog	\$41.42 per line per month
DSO (carried on T1)	\$32.70 per line/channel per month
Installation	\$10.90 per line
<i>CENTREX/ESSX</i>	
Station/Extension	\$15.49 per station per month
NARS	\$14.17 per trunk pr month
Installation	\$10.90 per station/NARS
<i>Local Facilities</i>	
T1	\$147.15 per T1 pipe per month
DS3	\$1,237.15 per DS3 pipe per month
PRI (23B)	\$588.60 per PRI pipe per month
PRI (47B)	\$1,166.30 per PRI pipe per month
Installation	\$54.50 per T1, DS3 or PRI
<i>OPS (Off Premise Station)</i>	
Metro Analog (includes dial tone)	\$64.13 per line
Statewide Analog (includes dial tone)	\$223.45 per line
Statewide T1	\$555.90 +\$10.90/station per T1 pipe
Installation	\$54.50 per line/pipe
<i>Tie Line</i>	
Metro Analog (includes dial tone)	\$49.05 per line
Metro T1	\$272.50 +\$10.90 /station per T1 pipe
Statewide Analog (includes dial tone)	\$223.45 per line
Statewide T1	\$555.90 +\$10.90/station per T1 pipe
Installation	\$54.50 per line/pipe
<i>Unified Messaging</i>	
Call Pilot (Voice mail in your email Inbox)	\$10.36 per mailbox per month
<i>Voice Menu options</i>	
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



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Installation	\$27.25
<i>Wireless Services</i>	
Blackberry Enterprise Service (Server)	\$15.00/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)	\$35.00 per line per mo.
Additional Faxes (each additional 1500)	\$35.00 per line per mo.

*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



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## Office of Project Management Services and Pricing

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 (ISD) resources.

### Services

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

- Coordinate project activities with ISD 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

\$105.00 per hour



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## Training Services - Information Technology (IT)

### Computer Training

To address the needs of State agencies and reduce costs, ISD 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 Techna-Center. Other course offerings include Microsoft, Oracle, Cisco and any other requested training to meet State agencies hardware and software training requirements.

Visit the ISD Training Services website at [www.isdtraining.alabama.gov](http://www.isdtraining.alabama.gov) 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](#).

### ISD Products and Services Training

ISD offers ISD customers free training to provide the technical knowledge they need to successfully use the following ISD Products and Services. Instructor-led training can be delivered on-site or in the SD Folsom Administrative Computer Lab. Demos on the Alabama Centralized Email System can be scheduled for audiences of up to 200 people in the State Capitol Auditorium.

### 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



## Copy Center

### Services

The Copy Center, located in the Gordon Persons Building, provides quick turn around on print jobs, including composition, prepress, and binding. Printing can be on paper ranging from 8 ½ x 11 up to 12 x 18 in size and on various weights and colors.

- Conveniently located next to the Gordon Persons' loading dock
- Customer parking available
- Two-shift services (6:00 a.m. till 11:00 p.m. Monday – Friday)
- Quick turn around on all jobs
- Black and white as well as color printing
- Offer free pick-up and delivery (via in-house pick-up and delivery or UPS)
- Composition and are services available (including PDF for web posting)
- Accept camera ready copies and electronic files (discs or CD's)
- Bindery service offered:
  - Stapling
  - Collating
  - Folding
  - Numbering
  - Cutting
  - 3-hole punch
  - Coil binding
  - Tape binding
  - Perforating
  - Scoring
  - Padding

Printing services offered:

- Carbonless forms
- Black and white business cards
- Variable data printing
- Postcards
- Newsletters
- Flyers and forms

Competitive pricing (20lb white 8 ½ x 11 paper is included)  
We now offer On-line Order and Pricing for many of your printing needs

Please contact us at: [ISDCopyCenter@isd.alabama.gov](mailto:ISDCopyCenter@isd.alabama.gov)



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## FRMS Administration

### Services

The FRMS Administration office includes Financial Systems Administration, Personnel/Payroll Systems Administration, Procurement and Applications Operations.

### Prices

GFS	\$0.24 per record
LGFS	
Stand Alone	\$0.08 per document
Generic	\$0.39 per document
GHRIS	\$1.32 per pay warrant
SNAP	\$12.38 per PO/RC



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## Resource Management

### Services

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

### *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 ISD Space Management

### *Project Management Office*

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

### *Contract Management*

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



## Office of Mainframe Software Support

### Services

The Office of Mainframe Software Support includes but is not limited to customers support services for legacy IBM mainframe applications and systems.

### *Benefits and Features:*

- Highly skilled mainframe professionals available to perform needed mainframe consulting and technical services
- Augment your own technical support staff efficiently and effectively
- State-of-the-art IBM z/800 hardware platform
- Customers realize significant savings by sharing IBM mainframe resources instead of running their own IBM mainframe
- Support and service delivery best practices and processes are followed to promote excellent customer satisfaction

### *Mainframe Software Support Services*

Mainframe Software Support Services offers customers the opportunity to supplement their internal technical units with additional consulting, training, and problem resolution for mainframe processing and software. Some of the system software supported on the mainframe is listed below:

**CICS** - (Customer Information Control System) an IBM online transaction processing program

**IMS** - (Information Management System) an IBM database and transaction management system

**IMS Listener** - allows applications to forward transactions from servers to IMS

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

**Data Facility Storage Management Subsystems (DFSMS)<sup>TM</sup>** - is an IBM software suite that automatically manages data from creation to expiration

**DFSMS (Data Facility Storage Management System)** is an IBM Data management, backup and HSM software from IBM for MVS and OS390 mainframes

**DFSMSHsm - (Hierarchical Storage Manager)** is an optional feature providing backup, recovery, migration, and space management functions.

**RACF - (Resource Access Control Facility)** protects your vital system resources and controls what users can do on the operating system.

**ROSCOE** - a mainframe Text Editor



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

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

**TCP/IP - (Transmission Control Protocol/Internet Protocol)** the basic communication language or protocol of the Internet. It can also be used as a communications protocol in a private network (either an intranet or an extranet)

**Connect Direct** - provides the capability for moving mission-critical data to and from a variety of platforms supporting multiple communication protocols.

**VTAM (Virtual Telecommunications Access Method)** - an IBM application for MVS, With VTAM/SWITCH users can 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)

**CA-Spool Print Management** - provides an independent spooling and print management system for all 3270-type, AFP-type, PCL-type, and PostScript-type SNA, TCP/IP and FSS-connected printers

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

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

EasyTrieve Plus is a report generator

**CA-7** - Unicenter CA-7 Job Management can fully manage workloads by establishing job dependencies, setting even triggers and managing workloads base on resource requirements. CA-7 Job Management can automate, schedule and control your production workload.

**CA-11** -Unicenter CA-11 Restart and Tracking is the market leading mainframe rerun management and tracking solution, with the ability to automate the rerun process

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

**Novation** - is Mainframe web access middleware (GT Software)

**VISUALCONNECT** - is Screen Scraping software

**VISUALCONNECT EMULATOR** - is TN3270 Emulator software

**TCACCESS** - provides SQL access to mainframe files

**IVORY SML/SOAP** - Access to mainframe

**JSUB** - submits JCL from CICS

**AbEnd-AID/CICS** - provides both system and application programmers with in-depth ABEND diagnostics for CICS applications, transitions, and regions.

**EOS** - Print Output Management



Prices

*CPU Services*

	Charges per CPU Second
Batch-prime	\$0.0881
Batch-off prime	\$0.0771
CICS	\$0.1651
IMS	\$0.1386
ROSCOE	\$0.5150
TSO	\$0.1321
DB2	\$0.4044

*Storage Services*

	Charges
DASD STORAGE (SMS)	\$0.000033 per 100 bytes per month
DADS STORAGE (TRIPLE)	\$95.92/vol/month
DASD I/O	\$0.0143 per 1,000 EXCP's
TAPE I/O	\$0.2257 per 1,000 EXCP's
TAPE STORAGE	\$1.43 per cartridge per month
LINE PRINT	\$3.55 per 1,000 pages
LASER PRINT	\$0.065 per page



## GEOGRAPHIC AND LOCATION BASED SERVICES

Geographic Information Systems (GIS) is a collection of data, systems, and services that communicate information about location. GIS can be used to spatially enable datasets. Location information such as a county, zip code, place, or coordinates can be visualized on a maps, provide spatial search or reference, and improve data accessibility. All GIS Services include access to shared reference data. We have aggregated many national datasets which are available over the enterprise network.

### Geographic Information Systems (GIS) – Enterprise Software

GIS software is used for desktop mapping and analysis. The GIS Cost Share Program is intended to reduce the overall cost of GIS software to participating agencies. Rates will be adjusted annually to support usage and program expenses, not to exceed the actual value of the license.

The ISD Geospatial Office will provide software support for installation and user connections.

Each software instance must be assigned to a specific user or machine. Please provide user information to the ISD Help Desk (Help.Desk@isd.alabama.gov).

#### *Pricing:*

#### Monthly Billing Rates Per License

Type Product	Desktop		Extensions**				
	ArcInfo	ArcView	Spatial	3D	Network	GeoStat	Publisher
Primary*	\$225.00	\$52.50	\$37.50	\$37.50	\$37.50	\$37.50	\$37.50
Secondary*	\$90.00	\$37.50	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00

\* Primary use rates are applied to the first of ten for each software product provided.

\*\* Requires use of desktop software.

### Enterprise GIS Storage – ArcGIS SDE

Spatial database storage on the enterprise network can provide enterprise access across multiple desktops or applications. SDE storage is required for web map services.

#### *Pricing:*

\$170 per month plus storage costs

#### *Service (includes)*

- ArcGIS SDE Instance
- 1 GB Storage
- Microsoft SQL Database



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Editor/Viewer User Accounts  
Enterprise Network Accessibility  
Automated data replication / synchronization  
Backups are included – see backup section for constraints  
Access to shared GIS and reference data

### **Enterprise Web Map Services**

ArcGIS Server Services – online map services and API used for visualization and applications. Web Map services may also be used to provide uniform datasets across multiple platforms and may be accessed by desktop GIS software.

### **Standard Web Map Service**

*Pricing:*

\$200 per month plus storage/networking costs

*Service (includes)*

1GB SDE Storage (see above)  
Backups are included – see backup section for constraints  
Public Service Accessibility / Network Only  
Access to shared GIS and reference data  
Layer optimization  
Supported Interfaces: REST, SOAP, WMS  
Supported API: FLEX, Silverlight, Java Script, SharePoint  
Cached Tile Service

### **Advanced / Mobile / Web Editing Service**

*Pricing:*

\$330 per month plus storage/networking costs

*Service (includes)*

1GB SDE Storage (see above)  
Backups are included – see backup section for constraints  
Public Service Accessibility / Network Only  
Access to shared GIS and reference data  
Layer optimization  
Supported Interfaces: REST, SOAP, WMS  
Supported API: FLEX, Silverlight, Java Script, SharePoint  
ArcGIS Mobile  
Web Editing  
Geo-processing



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## Spatially Enabling Data

ISD – Geospatial Office assists in spatially enabling your data or database by evaluating the available data, geocoding accurate records to address, county, place, zip, or other predefined geography. Incomplete location information will be massaged and normalized for best results. We will also provide consultation and recommendations on ongoing maintenance and sustainability of the data.

Rates may vary depending on the task. See End User Support or Consulting Services pricing for ISD's standard per hour support rate.



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