

DAS UTILITY SERVICES FY13, REVISED FY13 & NEW FY14

DAS Utility Services – Revised FY13

Note: eDAS Service numbers listed are what is currently published, subject to change in support of IT service realignments. There may be a penny difference between the narrative document, and the table of services document, and when moving from annual to monthly rates due to rounding and the number of decimal points used by eDAS.

State Accounting Enterprise (SAE)

I/3 Administration (eDAS Service 3999)

Description: Provides accounting processing, payroll and time processing, budget processing and related data storage through central linked systems for state agencies.

Metric Methodology:

- An allocation of revenues, expenses and FTE's so that each agency allocation is a unique amount based upon their components of the allocation.

Rates:

- FY13: allocation
- FY14: allocation

CORE

Risk Management (eDAS Service 3892)

Description: Provides driver insurability assessment, state vehicle collision coverage, and accident liability coverage, mediation services to minimize state liability, and recover for damages, when the state is not at fault.

Metric Methodology:

- The fee is based upon the total number of active vehicles at 6/30/2012 and all agencies share of that total number.

Rates:

- FY13: \$284.76 / vehicle / year or \$23.73 / vehicle / month
- FY14: \$265.08 / vehicle / year or \$22.09 / vehicle / month

Information Technology Enterprise (ITE)

Directory Services (eDAS Service 767)

Description: Provides a directory lookup of basic information on state employees via a "directory synchronization" process of participating State of Iowa government entities. Information such as e-mail address and telephone number can be queried using a "global address list", LDAP lookup, or email queries. Includes 24x7 access to DAS-ITE Service Desk.

Metric Methodology:

- Per FTE count (i.e. FY12 3rd quarter of a 5 quarter average).

Rates:

- FY13: \$6.75 / year or \$0.563 / month
- FY14: \$6.75 / year or \$0.563 / month

Information Security Office – ISO (eDAS Service 4171)

Description: Provides enterprise-wide Information Security services including development and oversight of enterprise standards, policies and best practices, assessment and monitoring of risks and threats and the effectiveness of measures to reduce risk, development and delivery of security awareness and other security training, information security incident response services and resources and consultation to assist departments in protecting critical resources and data. Includes 24x7 access to DAS-ITE Service Desk.

Metric Methodology:

- Per FTE count @ at point in time (i.e. FY12 3rd quarter of a 5 quarter average).

Rates:

- FY13: \$21.53 / year or \$1.79 / month
- FY14: \$25.85 / year or \$2.15 / month

Service-Oriented Architecture – SOA (eDAS Service 4452)

Description: Provides the ability to share data across multiple agencies in a secure manner. For example, the sharing of Criminal Juvenile Justice data with the Courts to support the oversight and case management of "shared" clientele. Includes 24x7 access to DAS-ITE Service Desk.

Metric Methodology:

- Per FTE count @ at a point in time (i.e. FY12 3rd quarter of a 5 quarter average).

Rates:

- FY13: \$4.27 / year or \$0.356 / month
- FY14: \$4.27 / year or \$0.356 / month

Authentication & Authorization – A&A (eDAS Service 4453)

Description: A & A is a web service that provides single sign-on user authentication and authorization for client applications utilizing Web, client/server and even mainframe platforms. Includes 24x7 access to DAS-ITE Service Desk.

Metric Methodology:

- Per FTE count @ at a point in time (i.e. FY12 3rd quarter of a 5 quarter average) plus actual number of authorizations. Two-part fee structure and the second fee is based on utilization per transaction.

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Rates:

- FY13: \$5.25 / year or \$0.438 / month + actual utilization @ \$0.02 / transaction
- FY14: \$5.25 / year or \$0.438 / month + actual utilization @ \$0.02 / transaction

E-Mail Box (eDAS Service 4465)

Description: Centralized e-mail hosting service with disaster recovery capabilities containing the following four primary components: Exchange Mailbox, Enterprise Vault, Webmail, and SPAM filtering. Together, these services represent the primary components required to provision a state government e-mail box. Enterprise Vault services provide efficient management and archiving of e-mail files. The system provides a means to index and archive all e-mail communications sent and received during a policy-determined timeframe. Access to discovery tools, backup services. Webmail service provides access to Microsoft Outlook Web Access integration with your government e-mail account from an Internet connection. SPAM filtering services significantly reduce the SPAM and viruses that come into state government email each day. Service also includes secure email encryption enterprise solution. Unified Messaging may be included as a part of this service in the near future. Includes 24x7 access to DAS-ITE Service Desk.

Extended services: SAN disk and tape backups. Customers are also responsible for costs associated with annual maintenance of Vendor Client Access Licenses (CAL) from Microsoft and Symantec.

Metric Methodology:

- Number of e-mail accounts (i.e. mailbox).

Rates:

- FY13: \$78.53 / year or \$6.54 / month
- FY14: \$78.53 / year or \$6.54 / month

Server Farm Rack (eDAS Service 4206)

Description: Server Farm Rack Space is the hosting of IT equipment in racks provided in a centrally managed data center which is a secured, environmentally-controlled facility. Included is cabinet space or a rack, KVM (keyboard, video or visual display unit) that allows a user to control multiple servers in a rack from a single keyboard, electrical power, environmental controls, physical security, monitoring, camera system, antivirus, and OS and patch management. Data centers have a Universal Power Supply (UPS) and a generator backup system to prevent damage to equipment or loss of data resulting from power surges or from a power outage. Each rack has a maximum of 36 connections. A "U", or unit, is slot in a rack hosted by the central server farm. U's can be used or reserved for servers and for other equipment that needs power and/or network access. Includes 24x7 access to DAS-ITE Service Desk.

Extended Services: Network ports (eDAS Service 4245), Open Systems storage network data port (eDAS Service 351), and SAN disk and tape backups.

Metric Methodology:

- Rack Unit ("U") usage

Rates:

- FY13: \$226.53 / U / year or \$18.88 / U / month
- FY14: \$226.53 / U / year or \$18.88 / U / month

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Virtual Server Hosting (eDAS Service 4226)

Description: Virtual Windows or Linux partition environments provide all the benefits of a server with none of the hardware, network, power, and cooling costs associated with co-location of a physical device. A partition is a virtual server that shares resources with the other partitions hosted on a physical server in the ITE server farms. Partitions can be configured to support a wide variety of web hosting and database hosting needs. Service includes OS and patch management and anti-virus. Partitions include 2 GB of memory. Includes 24x7 access to DAS-ITE Service Desk.

Extended Services: Include both SAN disk, and tape backups. For agency dedicated servers, customers are responsible for costs associated with server licenses and annual maintenance.

Metric Methodology:

- Partition or Virtual server

Rates:

- FY13: \$1,573.33 / partition / year or \$131.11 / partition / month
- FY14: \$1,573.33 / partition / year or \$131.11 / partition / month

Mainframe Processing (eDAS Services 1, 1752, 1753)

Description: Mainframe Usage Batch, Online Transactions or mainframe database services are the charges for the time the mainframe computer spends providing computational services for tasks submitted by customers. Customers initiate processing by directly submitting jobs from their workstations or by setting up automated procedures to run processes that support regularly scheduled activities. Charges cover the cost of data center infrastructure, software support staff time, operator staff time, the inventory of most software products available on the mainframe and the mainframe hardware. Mainframe user credentials are included in the Mainframe Database service. Includes 24x7 access to DAS-ITE Service Desk.

Extended Services: Mainframe disk and tape storage stored and vaulted along with client access sessions.

Metric Methodology: Mainframe usage batch (Service 0001) is CPU per hour. Mainframe online transactions, (Service 1752) are CPU per second. Mainframe database (Service 1753) is CPU per second. CPU hours or seconds measured by the actual time a Central Processing Unit in the mainframe takes to process a request/job/application. Annual rates are not applicable – usage based.

Rates:

| | 1 | 1752 | 1753 |
|------|---------------------|---------------------|---------------------|
| FY13 | \$436.47 / CPU Hour | \$0.82 / CPU Second | \$0.45 / CPU Second |
| FY14 | \$436.47 / CPU Hour | \$0.82 / CPU Second | \$0.45 / CPU Second |

Storage and Backup (eDAS Services 4142, 4143, 4427)

Description: Services included are data storage systems and data backup systems for disaster recovery and business continuity purposes. Includes 24x7 access to DAS-ITE Service Desk. Three new utility services include:

Tier 1 Disk (eDAS Service 4142):

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A high performance (FIBRE Channel) disk storage with Performance Optimization support for use by Open Systems (Windows, AIX, Linux) servers or applications, running on these servers. The server accesses this storage using service 351 (Storage Area Network Data Port). This service is intended for I/O intensive uses including databases with high requirements for speed of access to data being stored.

Tier 2 Disk (eDAS Service 4143):

A high capacity (SATA - Serial-Advanced Technology Attachment) disk storage for use by Open Systems (Windows, AIX, Linux) servers or applications, running on these servers. The server accesses this storage using service 351 (Storage Area Network Data Port). This service is intended for high volumes of storage with lower requirements for speed of access to data being stored

Data Backup (eDAS Service 4427):

Data Backup for Open Systems (Windows, AIX, Linux) servers, applications, and databases including setup and maintenance of backup schedule, tape rotation, offsite storage, and data restores. Includes everything required to begin data backups for standard servers including basic TSM software client, configuration and tape storage.

Extended Services: For Tier 1 & 2 Disk: Storage Area network data port (eDAS Service 351). For Data Backup: customers are responsible for costs of non-standard client licenses.

Metric Methodology:

- For Tier 1 & 2 Disk: Allocated Gigabyte (GB). Allocated GB is the number of Gigabytes reserved by the customer for storage. For Data Backup metric is actual gigabyte (GB) utilization.

Rates:

| | 4142 | 4143 | 4427 |
|------|---------------------|---------------------|---------------------|
| FY13 | \$0.73 / GB / month | \$0.35 / GB / month | \$0.20 / GB / month |
| FY13 | \$8.78 / GB / year | \$4.184 / GB / year | \$2.38 / GB / year |
| FY14 | \$0.73 / GB / month | \$0.35 / GB / month | \$0.20 / GB / month |
| FY14 | \$8.78 / GB / year | \$4.184 / GB / year | \$2.38 / GB / year |

Managed Desktop (eDAS Service 713)

Description: Support to manage desktops, file services, and networked office printers. Includes the functions to trouble shoot, manage, inventory, install, relocate, configure and customize workstations, laptops, and office printers. Antivirus, patching, file restores, media migrations, printer setup, configuration, and testing assistance is included. Also includes the device encryption services. A standard workstation is configured so that the user does not have administrative rights to download and install software. File services are configured to provide secure, sharable access to data from agency workstations and laptops. Printers are configured as sharable, network resources accessible from multiple customer computers. Managed print software is included to monitor print devices usage and optimize the deployment of print/copy

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machines for efficiency and savings. Antivirus and automated patching included. Includes 24x7 access to DAS-ITE Service Desk.

Extended Services: SAN disk and tape backups for file services; user LAN port, printer toner and supplies, software licenses (i.e. CALs), hardware costs (PC, Laptop, and Printer).

Metric Methodology:

- Per device (workstation, tablet, or laptop)

Rates:

- FY13: \$348.38 / device / year or \$29.03 / device / month
- FY14: \$348.38 / device / year or \$29.03 / device / month

Mobile Device Support (eDAS Service 2511)

Description: Mobile devices such as Blackberry, iPhone, and Android allow you to take your e-mail, calendar, and contacts with you wherever you go. The service includes device connectivity and software support. Includes 24x7 access to DAS-ITE Service Desk.

Extended Services: To get started, customers will need to purchase a handheld mobile device and a wireless carrier.

Metric Methodology:

- Per device

Rates:

- FY13: \$130.82 / device / year or \$10.90 / device / month
- FY14: \$130.82 / device / year or \$10.90 / device / month

ePayment (eDAS Service 1003)

Description: ePayment accepts and processes credit card and electronic fund transfer transactions from Web-based applications. Includes 24x7 access to DAS-ITE Service Desk.

Extended Services: Setup time to implement and test the connectivity will be charged separately under application development support (eDAS Service 153). Additional charges levied by the redirected payment vendor includes a monthly service fee per merchant id and a per transaction charge. The monthly fee is currently \$95.00 per month and the transaction charge of between \$0.20 and \$0.40 depending on the total volume of transactions executed by all participating State agencies. Credit card fees from vendor will continue to be billed.

Metric Methodology:

- Per transaction. Annual rates are not applicable

Rates:

- FY13: \$0.08 / transaction
- FY14: \$0.08 / transaction

Service/Help Desk (eDAS Service 4225)

Description: The Service Desk (level 1) is the primary point of contact for users when there is a service disruption, for service requests or even for some categories of request for change. The Service Desk provides a point of communication to the users and a point of coordination for several IT groups and processes. The first call method of

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resolution is the natural direction for a centralized model and the main objective is to restore the “normal service” to users as quickly as possible.

Extended Services: Advanced Support (level 2) which requires technical assistance.

Metric Methodology:

- Per request

Rates:

- FY13: DAS-ITE Indirect
- FY14: DAS-ITE Indirect

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Human Resource Enterprise (HRE)

Benefits and Pre-tax Utility Package (eDAS Service 3961)

Description: Three Deferred compensation programs are offered to state employees as methods to save for retirement. The Group Insurance Program provides for employee health, dental, basic life, supplemental life and long term disability coverage. Wellness Program provides resources to aid employees in identifying health risks and making positive lifestyle changes. Leave management governs employee leave.

Metric Methodology:

- Per FTE count (i.e., 5 quarter average which uses 1st, 2nd & 3rd quarter of prior year along with 3rd & 4th quarter of year prior to that for the FTE calculation.)

Rates:

- FY13: \$29.400 / year or \$2.45 / month
- FY14: \$29.400 / year or \$2.45 / month

Personnel Officers (eDAS Service 3970)

Description: The Personnel Officers Utility Package includes: advice and assistance on HRE programs and services, Investigations; Classification Reviews; Collective Bargaining Agreement Interpretation; Administrative Rules Interpretation; Federal Investigations; and Classification Appeal hearings.

Metric Methodology:

- Per FTE count (i.e., 5 quarter average which uses 1st, 2nd & 3rd quarter of prior year along with 3rd & 4th quarter of year prior to that for the FTE calculation.)

Rates:

- FY13: \$63.312 / year or \$5.276 / month
- FY14: Not applicable in FY14, see combined PO/LRT rate.

Labor Relations (eDAS Service 3965)

Description: Advice and consultation in all areas of labor relations including the administration and interpretation of the State's Collective Bargaining Contracts, the Iowa Code and Federal Law and DAS-HRE Administrative Rules: grievance and Arbitration processing, investigations, and negotiation of the state's Collective Bargaining agreements with AFSCME, SPOC and UIP.

Metric Methodology:

- Per FTE count (i.e., 5 quarter average which uses 1st, 2nd & 3rd quarter of prior year along with 3rd & 4th quarter of year prior to that for the FTE calculation.)

Rates:

- FY13: \$23.928 / year or \$1.994 / month
- FY14: Not applicable in FY14, see combined PO/LRT rate.

Combined PO/LRT (eDAS Service xxxx) *will request new eDAS service in FY14*

Description: Advice and assistance on HRE programs and services, Investigations; Classification Reviews; Collective Bargaining Contract administration and interpretation; Administrative Rules Interpretation; Federal Law and Investigations; and Classification Appeal hearings. Advice and consultation in all areas of labor relations the Iowa Code, grievance and arbitration processing; and investigations and negotiation of the state's Collective Bargaining agreements with AFSCME, SPOC and UIP.

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Metric Methodology:

- Per FTE count (i.e., 5 quarter average which uses 1st, 2nd & 3rd quarter of prior year along with 3rd & 4th quarter of year prior to that for the FTE calculation.)

Rates:

- FY13: Not applicable in FY13, see separate PO and LRT rates.
- FY14: \$104.19 / year and \$8.68 / month

Employment Services – Merit Only (eDAS Service 3963)

Description: Employment Services for filling Merit covered positions.

Metric Methodology:

- Per FTE count (i.e., 5 quarter average which uses 1st, 2nd & 3rd quarter of prior year along with 3rd & 4th quarter of year prior to that for the FTE calculation.)

Rates:

- FY13: \$20.508 / year or \$1.709 / month
- FY14: \$20.508 / year or \$1.709 / month

Employment Services Utility Package (eDAS Service 3964)

Description: Employment Services Utility Package will include recruitment; application intake, qualification and certification; evaluation and maintenance of the compensation/classification/selective systems, including special studies; pre-audit of pay actions; management of recall/outplacement and exclusion programs; affirmative action compliance and program management; applicant and workforce data collection and analysis; consultation with staff. Some major classification or compensation studies may require additional fees billed to the requesting agency for consultation work.

Metric Methodology:

- Per FTE count (i.e., 5 quarter average which uses 1st, 2nd & 3rd quarter of prior year along with 3rd & 4th quarter of year prior to that for the FTE calculation.)

Rates:

- FY13: \$56.508 / year or \$4.709 / month
- FY14: \$56.508 / year or \$4.709 / month

Health Insurance Surcharge (eDAS Service 3958)

Description: Provides for the oversight of the Health insurance program by assisting agency customers with any questions they may have about the health insurance program based on the applicable rules, laws, vendor contracts and collective bargaining agreements and supply adequate educational and informational materials to employees and department customers. Also provides for the competitive bidding of vendor contracts for the health insurance program administration and the monitoring of vendor's contract compliance.

Metric Methodology:

- A monthly per contract administrative charge assessed by the department on all health insurance plans administered by the department in which the contract holder has a state employer to pay the charge. The amount of the administrative charge shall be established by the general assembly. The department shall collect the administrative charge from each department utilizing the centralized

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payroll system and shall deposit the proceeds in the fund. In addition, the state board of regents, all library service areas, the state fair board, the state department of transportation, and each judicial district department of correctional services shall remit the administrative charge on a monthly basis to the department and shall submit a report to the department containing the number and type of health contracts held by each of its employees whose health is administered by the department. Billing is based upon FTE from prior months 2nd PR.

Rates:

- FY13: \$24.00 / year or \$2.00 / month
- FY14: \$24.00 / year or \$2.00 / month

Unemployment Claims Management (eDAS Service 3960)

Description: Provides for State's unemployment insurance program administration through an administrative services only vendor.

Metric Methodology:

- Per FTE count (i.e., 5 quarter average which uses 1st & 2nd quarters of prior year along with 2nd, 3rd, & 4th quarters of year prior to that for the FTE calculation.)

Rates:

- FY13: \$1.00 / year – annual billing only there are no monthly billings
- FY14: \$0.95 / year – annual billing only there are no monthly billings

Flexible Spending Program (eDAS Service 3955, 3956, 3957)

Description: Allows employees to pay for both employer-sponsored insurance and/or dependent care with pretax dollars. Program administration is through an administrative services only vendor.

Metric Methodology:

- Charge for participants signed up for Health Care, Dependent Care or both.

Rates:

- FY13: \$36.00 / year or \$3.00 / month
- FY14: \$36.00 / year or \$3.00 / month

Workers' Compensation (eDAS Service 3959)

Description: Manage financial and administrative aspects of the state employee workers compensation including acquisition and management of the State's arrangement with a third party administrator, management of financing for the program, and development of policy related to timely access of injured employees to appropriate services.

Metric Methodology:

- Actuarial analysis of claims experience by outside consultant.

Rates:

- FY13: allocation
- FY14: allocation

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Employee Assistance Plan - FTE (eDAS Service 4474)

Description: Provides counseling resources to employees who experience personal problems that impact work.

Metric Methodology:

- Per FTE count (i.e., 5 quarter average which uses 1st, 2nd & 3rd quarter of prior year along with 3rd & 4th quarter of year prior to that for the FTE calculation.)

Rates:

- FY13: \$6.00 / year or \$0.50 / month
- FY14: \$6.00 / year or \$0.50 / month

General Services Enterprise (GSE)

Capitol Complex Office Space, Association Fee (eDAS Service 3897)

Description:

Covers mechanical systems (heating, ventilation, air conditioning; except for computer rooms), Grounds (mowing, regular trimming, nursery, landscaping, snow removal), Life, Health and Safety Systems (fire alarms, sprinklers, automation), Lock Shop (key security, maintenance, internal recordkeeping, regular maintenance), Custodial Services (cleaning of restrooms, vacuuming, hard floor care, trash/recycling, general cleaning). The Space Management team coordinates and facilitates the assignment of space. The fee is based upon the number of square foot utilized (pro-ration).

Metric Methodology:

- Per square foot

Rates:

- FY13: \$3.46 / year or \$0.28833 / month
- FY14: \$3.46 / year or \$0.28833 / month

Association Fee Ankeny Lab (eDAS Service 3820)

Description:

Includes the same items identified for the Capitol Complex Association Fee plus additional expenses specific to the laboratories. The fee is based upon the number of square feet utilized (pro-ration)

Metric Methodology:

- Per square foot

Rates:

- FY13: \$5.47 / year or \$0.45583 / month
- FY14: \$5.47 / year or \$0.45583 / month

Space Planning including Moves, Add, and Changes (eDAS Service 3899)

Description:

The Space Management team coordinates and facilitates office moves either on Complex or in leased spaces.

Metric Methodology:

- The fee is based on an hourly rate for services

Rates:

- FY13: \$65.00/ hour
- FY14: \$65.00/ hour

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Purchasing Administrative Fee (eDAS Service 3905)

Description:

Facilitates the procurement of goods and services for general use for and on behalf of state agencies.

Metric Methodology:

- This is an allocation based upon percentage of usage (\$s) of Master Agreements

Rates:

- FY13: allocation
- FY14: allocation

Mail Administration Fee (eDAS Service 3835)

Description:

Local and outgoing mail pick up, delivery, and processing including metering. Also, includes Certified mail pickup and delivery.

Metric Methodology:

- The fee is an allocation based upon percentage of mail volume by each separate mail account.

Rates:

- FY13: allocation
- FY14: allocation

Blanket Bond – Employee Coverage Fee (eDAS Service 3903)

Description: Provides protection to the state against employee embezzlement.

Metric Methodology:

- Per FTE count (i.e. FY12 3rd quarter of a 5 quarter average).

Rates:

- FY13: \$0.99 / year or \$0.082 / month
- FY14: \$0.99 / year or \$0.082 / month

Fleet Management (eDAS Service 3903)

Description: Includes oversight for fuel cards and maintenance, vehicle repairs and billings, state and federal statutory compliance for alternative fuels and Corporate Average Fuel Economy requirements, timely managed information and recalls/technical advisories. Rate varies based upon the budget divided by the # of vehicles divided by 12.

Metric Methodology:

- The fee is based upon the total number of active vehicles at 6/30/2012 and an agencies share of that total number.

Rates:

- FY13: \$244.92 / vehicle / year or \$20.41 / vehicle / month
- FY14: \$244.92 / vehicle / year or \$20.41 / vehicle / month

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Vehicle Replacement and Depreciation (eDAS Service 3891)

Description: Provides funding for systematic vehicle purchases and maintenance of vehicle replacement depreciation allowances..

Metric Methodology:

- The fee varies by vehicle and is based upon the current model year vehicle cost, less previous model year sales prices, divided by the vehicle life cycle

Rates:

- FY13: varies by vehicle
- FY14: varies by vehicle

Construction Project Management (eDAS Service 4095)

Description:

Provides for payment for statewide construction project management services to applicable State agencies authorized by Code of Iowa.

Metric Methodology:

- The fee is based on an hourly rate for services

Rates:

- FY13: \$83.84 / hour
- FY14: \$83.84 / hour

Lease Administration & Management (eDAS Service 3900)

Description:

Maintain lease database and manage leases statewide. Assist agencies with forecasting and developing real estate strategies.

Metric Methodology:

- The fee is based upon the amount of square footage utilized (pro-ration).

Rates:

- FY13: \$0.12 / square foot / year or \$0.01 / square foot / month
- FY14: \$0.12 / square foot / year or \$0.01 / square foot / month

New Lease Creation & Renewal (eDAS Service 3901)

Description:

Create new or renew existing leases and amendments.

Metric Methodology:

- The fee is based upon an hourly rate for services.

Rates:

- FY13: \$80.00 / hour
- FY14: \$80.00 / hour

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State Surplus (eDAS Service 4451)

Description:

Space Management is responsible for proper disposal of state assets and equipment through GOVdeals. Space Management is reimbursed for expenses related to the sale of surplus property through GOVdeals.

Metric Methodology:

- Space Management is reimbursed for expenses related to the sale of surplus property through GOVdeals

Rates:

- FY13: n/a
- FY14: n/a

Motor Pool Vehicle Rentals Daily Trip Rates / Monthly Assigned Rates (eDAS Service 3866)

Description:

Rental of DAS-owned vehicles by customer agencies.

Metric Methodology:

- Vehicle class / daily & monthly usage

Rates:

- FY13: varies by vehicle
- FY14: varies by vehicle

Energy Management (eDAS Service 4449)

Description:

Energy management, including life-cycle costing, energy conservation, lighting and controls. Perform energy project management, coordination of energy audits, purchases natural gas, and management of electric and water services.

Metric Methodology:

- The fee is based on an hourly rate for services

Rates:

- FY13: \$65.07 / hour
- FY14: \$65.07 / hour

State Garage (eDAS Service 3870)

Description:

Provides daily vehicle repairs and upkeep to state own vehicles. This includes but not limited to, engine, tires, brakes, transmissions, exhaust systems windows, shocks, lights, and electric on components. This shop also handles vehicle prep for new and reassignments and vehicle preparation for fleet auctions.

Metric Methodology:

- The fee is based on an hourly rate for services

Rates:

- FY13: \$64.00 / hour
- FY14: \$64.00 / hour

DAS Utility Services – New in FY14

Information Technology Enterprise (ITE)

Client Access to Mainframe (eDAS Service 550)

Description: Client Access to Mainframe allows your client software (an application that runs on your workstation/laptop) to send and receive information from the mainframe. Many agencies use this service to enable staff to access HRIS, the State's payroll system. It also provides access to other mainframe applications. Includes 24x7 access to DAS-ITE Service Desk.

Metric Methodology:

- Per session (an interactive information exchange between computer and user)

Rates:

- FY13: N/A this was not a utility service in FY13
- FY14: \$65.55 / session / year or \$5.46 / session / month

Remote Access (eDAS Services 570 and 580)

Description: Remote Access VPN (Virtual Private Network) and Dialup service provides a secure way to access resources on the state network in Des Moines from a remote location. VPN is an excellent solution for remote offices, for connections to business partners, for employees who travel or for those who telecommute. It uses the Internet to carry data between the user's location and the Capital Complex network. VPN creates a tunnel between the user and the Capital Complex network and encrypts the data in transit to securely transfer data. The speed of data exchange depends on the Internet connection speed available at the user's location. Dial In service provides access to your LAN, e-mail, the mainframe, or other resources accessible through the state's network using a phone line and modem. Includes 24x7 access to DAS-ITE Service Desk.

Extended Services: Cost of the CRYPTOCARD

Metric Methodology:

- Per account (An account is a setup which allows a user, device, or process to use a specific service)

Rates:

| | 570 | 580 |
|------|--|--|
| FY13 | N/A this was not a utility service in FY13 | N/A this was not a utility service in FY13 |
| FY14 | \$17.70 / account / month | \$17.70 / account / month |
| FY14 | \$212.40 / account / year | \$212.40 / account / year |

Edge Data Port (eDAS Service 4244)

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Description: Edge Data Port is used to connect a customer network or LAN to the campus backbone network. This provides connectivity between segments of an agency network that may be located in different buildings so that they appear as a single network, between the agency network and other resources on the state network, and to services provided by the ICN such as access to the Internet and to the state wide area network. Includes 24x7 access to DAS-ITE Service Desk.

Extended Services: ICN network connectivity and LAN network components.

Metric Methodology:

- Per port (A port is a connection to a network device)

Rates:

- FY13: N/A this was not a utility service in FY13
- FY14: \$3,207.48 / port / year or \$267.29 / port / month

User Data Port (eDAS Service 4249)

Description: User Data Port is used to connect an individual workstation or printer to a local area network via a physical or wireless connection. Includes 24x7 access to DAS-ITE Service Desk.

Metric Methodology:

- Per port (A port is a connection to a network device)

Rates:

- FY13: N/A this was not a utility service in FY13
- FY14: \$104.09 / port / year or \$8.67 / port / month

Server Farm Data Port (eDAS Service 4245)

Description: Server Farm Data Port provides data networking and electrical support services within the DAS-ITE Hoover Server Farm or JFHQ Server Farm for connection of customer network devices or servers to DAS-ITE network devices. Services include secure network infrastructure. Includes 24x7 access to DAS-ITE Service Desk.

Metric Methodology:

- Per port (A port is a connection to a network device)

Rates:

- FY13: N/A this was not a utility service in FY13
- FY14: \$1,626.60 / port / year or \$135.55 / port / month