

# Attachment A: 2020-21 ISD Rate Sheet

ISD Services	Service Description	2020-21 Rate	Charge Measurement
<b>Computer Operations</b>			
Blu-Ray Services	Production of Blu-Ray discs including replication, data retrieval, etc., including disc labeling.	\$20.54	Per disc
CD/DVD Services	Production of CD and DVD discs including replication, data retrieval, etc., including disc labeling.	\$8.08	Per disc
Database CD Services	Production of database discs including replication, data retrieval, etc., including disc labeling.	\$79.72	Per disc
Desktop Support Services	Deployment, technical support, troubleshooting, and monitoring for desktops, laptops, and computer applications.	\$133.65	Per desktop or laptop/month
End-User Hourly Support Services	Hourly labor services for computer and other peripheral support services for customers that do not receive desktop support services from ISD.	\$47.89	Per hour
Enterprise Printing	Printing of enterprise server data, includes EMACS reports, notices, letters, billing statements, tax bills, mailing labels, etc.	\$0.21	Per print impression
Payroll System Services (EMACS)	Maintenance, support, and enhancements of the EMACS system and infrastructure.	\$6.80	Per payroll warrant
Scanning Services	Scanning of documents, including indexing, sorting, and document preparation.	\$0.88	Per image
Wireless Device Access	Access, support, and management of wireless devices including, but not limited to, synchronization of County email, contacts, calendar, tasks, and notes.	\$17.59	Per user/month
<i>241 Central Services:</i>			
CPU Usage	Access to applications, data, and processing on the enterprise server.	\$117.71	Per CPU hour
Enterprise Content Management	Document management and imaging services, including data backup and recovery.	\$11.82	Per GB/month
IT Infrastructure	Management, operations, and support of computer systems and server management services for physical and virtual servers, email, wide area network (WAN), internet access, IT security, virus protection, help desk, and data center environment.	\$111.18	Per email address/month
Storage Tier 1	Premium high-speed enterprise data storage services, including data backup and recovery.	\$37.75	Per 100 GB/month
Storage Tier 2	Standard-speed enterprise data storage services, including data backup and recovery.	\$27.94	Per 100 GB/month
Storage Tier 3	File sharing related services, including data backup and recovery.	\$96.03	Per 512 GB/month
<b>Telecommunication Services</b>			
<i>Network Services:</i>			
Network Labor Services	Hourly labor services for Local Area Network and Wi-Fi services.	\$127.40	Per hour
Virtual Private Network (VPN)	Access for a single user to remotely connect to the wide area network.	\$6.60	Per VPN/month
VPN Reassignment	One-time charge to reassign VPN access from one employee to another.	\$63.70	Per reassignment (one-time)
VPN Setup	One-time charge for initial setup for VPN access, includes license cost.	\$138.90	Per setup/install (one-time)
VPN Site-to-Site Setup	One-time charge to connect a location to the Wide Area Network via the Internet.	\$382.19	Per setup/install (one-time)
<i>Telephone Services:</i>			
Dial Tone	Single line telephone services. Includes voicemail, local, long distance, Telephone Service Specialist consulting services, and telephone programming changes.	\$28.34	Per phone/month
Telecommunication Labor Services – Normal Hours	Hourly labor services for telephone, data, cabling, repair, and other specialized services – Normal Hours (Monday through Friday, 7:00 am – 5:00 pm, excluding weekends and holidays).	\$86.95	Per hour
Telecommunication Labor Services – After Hours	Hourly labor services for telephone, data, cabling, repair, and other specialized services – After Hours (Monday through Friday, 5:00 pm – 7:00 am, and all weekends and holidays).	\$100.52	Per hour
<b>Business Solutions Development</b>			
Business Solutions Labor Services	Hourly labor programming services for the development, enhancement and maintenance of business solutions on a variety of hardware and software platforms.	\$119.35	Per hour
<b>All Funds</b>			
Parts and Materials	Parts and materials provided per customer request.	Actual cost plus 15% processing and handling	Per order