



FY13 Information Technology Service Center Rates as of July 13, 2012

Operations POC:

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Project Controls POC:

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Rate Description: Information Management Fixed Unit Rates (FUR) include the labor, material, equipment maintenance, license & license maintenance fees, and other costs required to provide and maintain the requested services. The services are provided by LMSI through a subcontract with the MSA. The rate for each provided service is determined annually with the subcontractor and documented in the contract. The services are billed on a basis of units ordered/consumed and charged to the requesting customer monthly. FUR services provide are as follows:

Service Center Rate Distributions							
Resource Category	Resource Subcategory	FUR CODE	Rate Title	Service Description	Unit of Measure	Rate (\$0.00)	
Network Sevices							
2D	NT1	UA	User Services	Technical support services; help desk, desk-side support, HLAN & Email Administration	Monthly	\$39.37	
2D	PCS	PC	Network Services - Full Client	Network & standard desktop services accessed from workstation or laptop	Monthly	\$160.77	
2D	PCT	PCT	Network Services - Thin Client	Network & standard desktop service hosted in the cloud and accessed from thin client	Monthly	\$133.57	
2D	PCH	PCL	Hosted Desktop Services	Subcontractor owned Thin Client desktop device, associate recurring software license and device maintenance support. Requires a "Network Services – Thin Client (PCT)" service be purchased.	Monthly	\$21.33	
2D	RAS	RAS	REMOTE ACCESS SERVICE	Computer access to HLAN from remote location using a secure token	Monthly	\$19.21	
2D	CHG	MC	Adds, Moves and Changes	One time charge for adding, moving or changing equipment per location	Each	\$102.69	
2D	NST	6H1A, 6H2A, 7H1A, 7H2A	EOC/MAIN NON STANDARD LBR	Per hour charge for non-standard support	Hour	\$101.34	

* \$0.00 rates are direct charges from vendor

Service Center Rate Distributions							
Resource Category	Resource Subcategory	FUR CODE	Rate Title	Service Description	Unit of Measure	Rate (\$0.00)	
Network Sevices							
2D	NST	6H2C & 7H2C	MAIN/END USER NON STAND PRTS	Items not part of the standard package (e.g., headsets, web cams, speakers)	Each	ICB	
19	191 & 192	LCO[X] & HCO[X]	LCO1-2 or HCO1-2 Desktop LCO3-5 or HCO3-5 Notebook LCO5-8 or HCO6-8 Monitor LCO9- or HCO9- Other	Standard and non-standard equipment purchased. Individual Case Bases (ICB)	Each	ICB	
Cellular and Mobile Access Services							
2D	WEM	WEM	Wireless Email	Email access from mobile device using Good Technology or Blackberry Exchange server	Monthly	\$42.52	
2D	WEM	WEMB	Airwatch/Active Sync Recurring	Email access from mobile using Microsoft ActiveSync & Airwatch Management tool	Monthly	\$19.55	
2D	WEM	[TBD]	Airwatch/ActiveSync	Applied to first 6-months of recurring rate	Monthly	\$44.21	
2D	NST	AIRW	CHPRC/WRPS Airwatch/ActiveSync Setup Fee	Set up fee per device for email access from mobile device (smartphone or tablet)	Each	\$150.00	
2D	PHN	CELF	Cell Phone Act Fee Rate	One time charge to activate cell phone service	Monthly	\$35.00	
2D	PHN	CELS	Cell Phone Service Rate	Charge to change account, plan or upgrades to a cellular service plan	Each	\$15.00	
2D	PHN	CELL	Cell Phone Monthly Charge	Monthly recurring cost based on cellular service plan selected	Each	ICB	
2D	PHN	CELN	Cell Phone Non-Recurring	Cellular charges not included in service plan (e.g., exceed minutes, text messages, etc.)	Each	ICB	
2D	PHN	MAT	Cell Phone Material Charge	Individual one time charges for cellular phone equipment and accessories	Each	ICB	

* ICB = individual case basis

Service Center Rate Distributions						
Resource Category	Resource Subcategory	FUR CODE	Rate Title	Service Description	Unit of Measure	Rate (\$0.00)
Telecommunications & Radio Services						
2D	PHN	ANLG	Analog Line	Standard telephone service (Analog) or Voice over Internet Protocol (VoIP) phone service	Monthly	\$18.88
2D	PHN	STE	VoIP Telephone Line	Secure Terminal Equipment used in sensitive security area	Monthly	\$25.00
2D	PHN	STE	STE Phone (Secured)			
2D	PGR	PAGE	Pagers	Pocket pager service	Monthly	\$15.41
2D	PHN	TRNK	Special Circuits Trunk	Provides system to system interface for high capacity voice and data circuits	Monthly	\$1,248.00
2D	PHN	SPEC	Special Circuits	Point A of a point-to-point or multi-point circuits (e.g., telemetry, alarm, ring down, etc.)	Monthly	\$100.43
2D	PHN	POS	Point of Service (Specials)	Charge for each additional point beyond Point A of a special circuit (SPEC)	Monthly	\$25.00
2D	PHN	MACS	Service Request-MAC	Charge to process move, add or change request, or make an account change	Each	\$15.22
2D	CHG	MC	Adds, Moves and Changes	One time charge for adding, moving or changing equipment per location	Each	\$102.69
2D	PHN	RAD1	Radio Services 1 Year	1-year service commitment for commercial radio service	Monthly	\$30.88
2D	PHN	RAD2	Radio Services 2 Year	2-year service commitment for commercial radio service	Monthly	\$29.62
2D	PHN	RAD3	Radio Services 3 Year	3-year service commitment for commercial radio service	Monthly	\$26.48
2D	PHN	RADA	Radio Accessories	Charges for radio accessories requested	Each	ICB
2D	PHN	RADM	Radio Materials	Charges for radio materials requested or needed to execute a service request	Each	ICB

* ICB = individual case basis