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April 2, 2024

Honorable Scott Wiener, Chair
Joint Legislative Budget Committee
1020 N Street, Room 553
Sacramento, CA 95814

Honorable Sharon Quirk-Silva, Chair
Subcommittee No. 5
Assembly Budget Committee
1021 O Street, Suite 8230
Sacramento, CA 95814

Honorable Stephen Padilla, Chair
Subcommittee No. 4
Senate Budget and Fiscal Review Committee
1020 N Street, Room 502
Sacramento, CA 95814

SUBJECT: ANNUAL STATE DATA CENTER SERVICES RATE METHODOLOGY REASSESSMENT

Dear Senator Wiener:

The California Department of Technology (CDT) established state-owned data centers in accordance with Government Code (GC) 11542.

In this evolving digital age, CDT provides world-class technology services to California, the fifth-largest economy in the world. CDT is the guardian of public data, a leader in Information Technology (IT) services and solutions and has a broad responsibility and authority over all aspects of technology in California state government, including policy formation, inter-agency coordination, and advocacy. The State Data Center (SDC) which accounts for 60% of CDT's resources is accountable for providing stable and secure IT and cybersecurity services, enhance efficiency, reduce technology duplication, and enable economies of scale.

As Director, my vision is "People first and security always." CDT's mission is to partner with state, local government, and educational entities to advance California technology and ensure secure, equitable, and reliable solutions through effective policy and oversight, statewide strategies, and innovative services. Under my leadership, CDT will continue to secure state IT data and assets, reduce technology variance, and maximize the state's technical and security capabilities through effective policies and processes to operate in an efficient and cost-neutral manner.

GC 11540.5 requires CDT, in consultation with the Department of Finance (Finance), to reassess the formal rate methodology and relevant policies and procedures for state data center services. To complete the rate assessment, GC 11540.5 requires CDT and Finance to do the following:

1. Develop a rate structure that would allow a state entity or other customer of a state data center to compare services offered by state data centers with comparable services offered by major commercial vendors, including, but not limited to, features, levels of service, rates, and service options for all offered services;

2. Determine and designate which state data center services are either cost-inefficient or mandatory;

3. Evaluate the potential elimination of both cost-inefficient state data center services and nonmandatory state data center services provided;

4. Recommend revising policies, procedures, and strategies for providing state data center services, including, but not limited to, all of the following:

    i. Create centralized contracts for shared information technology services to replace state data center services;

    ii. Require state entities to use specific state data center services needed to maintain a certain level of service for critical programs; and,

    iii. Instating term agreements for state data center services to improve revenue and expenditure forecasting.

GC 11540.5(f) requires CDT to submit a written report to relevant budget subcommittees of both houses and to the Joint Legislative Budget Committee on progress toward the State Data Center rate reassessment requirements commencing April 1, 2023, and every twelve months thereafter until August 1, 2025. The reassessment will recommend changes to current policies, procedures, and strategies related to all of the following outcome metrics:

(1) The total number of services offered by state data centers;
(2) The total number of services identified for elimination;
(3) An explanation and timeline for the elimination of inefficient or non-mandatory services;
(4) The amount and percentage change in rates if any;
(5) The explanation for the change in rates if any;
(6) The estimated difference in rates by service between the state data centers and significant commercial vendors;
(7) An explanation for the difference in service rates;
(8) The forecasted change in service subscriptions over the current fiscal year and the next two fiscal years; and,
(9) The forecasted change in state data center revenues and expenditures over the current fiscal year and next two fiscal years based on the change in subscriptions.

The State Data Center Reflects Best Practices in Security and Performance

The State Data Center (SDC) delivers centralized IT services through its award-winning, Tier III[1] data centers, representing a critical and ongoing business imperative for the state. The SDC and its dedicated teams manage the State's data and systems ensuring a secure environment for both the development and utilization of innovative technologies, as well as the preservation of legacy systems. From advanced analytics to artificial intelligence, this centralized IT infrastructure facilitates the responsible adoption of innovative solutions, positioning government services for future advancements while maintaining the data integrity of current government activities.

To counter the growing escalation and frequency of cyber related attacks (foreign and domestic), the cybersecurity experts within SDC, the Office of Information Security (OIS), and the Security Operations Center (SOC), collectively employ best practices in cyber security and risk management including progressive security measures, robust firewalls, multi-layered authentication, and 24/7 monitoring. Centralizing critical State data and systems within a unified solution enables a consistently strong response to emerging security threats, enhancing our ability to protect technology assets and operations for the State.

The SDC's services ensure compliance with state policies, promote industry best practices, builds public trust, and reduces total costs of ownership through economies of scale and standardization. By centralizing and coordinating, we achieve cost-efficient implementations enabling state departments to prioritize their budgets effectively.

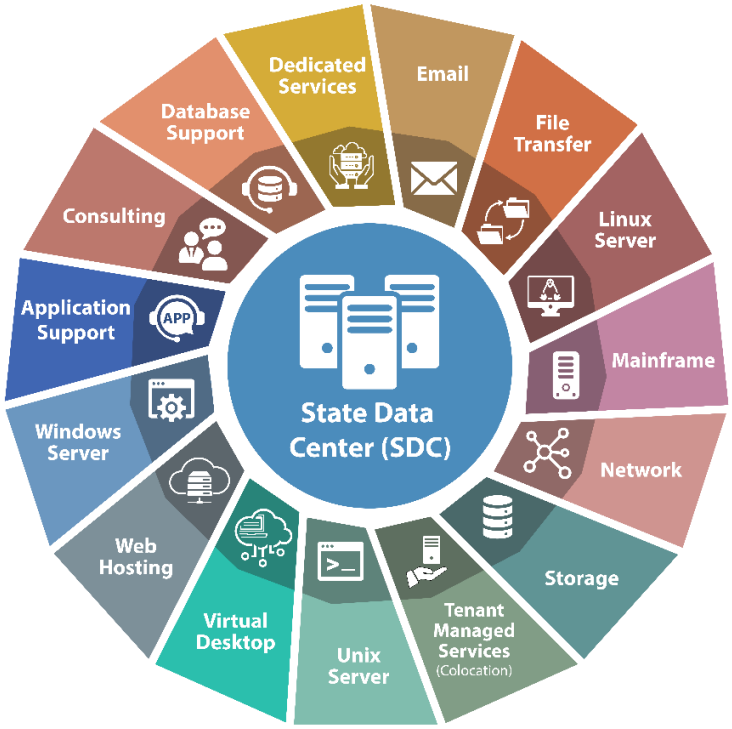
The SDC has highly trained staff with expertise in various technical and operational areas. Consequently, SDC staff are frequently called upon to support priority statewide

[1] A Tier III data center has multiple paths for power and cooling and systems in place to update and maintain it without taking it offline. It has an expected uptime of 99.982% (1.6 hours of downtime annually).

initiatives and emergency remediation efforts that are not cost recoverable to a single department or agency. The SDC's Tier III data centers, aligned with GC 11545, provide secure, resilient, and economical services that minimize downtime, support, and scale to meet the evolving needs of state operations. This strategic centralization mitigates risks and enhances business continuity planning compared to disparate and siloed IT systems across state entities.

State Data Center Service Offerings

The SDC offers IT services that are available in different configurations and variations. All service variations can be organized into 15 IT service categories.



State Data Center Service Evaluation

Services Identified for Elimination and Timelines

CDT compared the SDC's rates to recover direct costs against the benchmarked entities rates to determine if any services could be categorized as cost inefficient. CDT regularly evaluates SDC services to identify which services fully cost recover and actively evaluates the future of those services. If a service cannot meet one or more of the following criteria, that service is considered for Elimination. CDT utilized these assessment categories to eliminate or outsource a service:

- Information Security
- Critical programs
- Services required due to interoperability with critical/mandatory systems
- Cost recovery and efficiency

CDT worked with Gartner to initiate the rate benchmarking process in 2022. Gartner is a globally recognized management and consulting firm that can provide insights and strategies across multiple IT disciplines. Gartner was selected because of its expertise in analyzing a wide range of IT industry products and services for organizations of different sizes, both public and private. Utilizing Gartner's report that benchmarked the SDC against 14 peer entities, CDT was able to compare the SDC's rates to recover direct costs against the benchmarked entities rates. CDT was then able to analyze the results and determine if SDC services could then be identified as operationally cost efficient or cost inefficient.

Operationally cost efficient:

- California Managed Cloud (CAMC) / Amazon Web Services (AWS)
- Mainframe services
- Storage services

Cost inefficient:

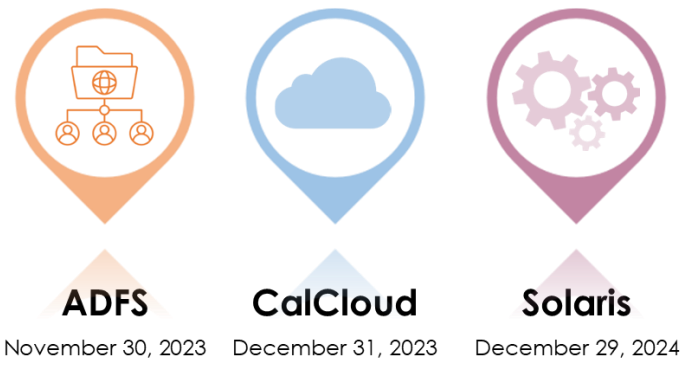
- CalCloud
- Linux Server
- Windows Server

Based on pre-defined factors including service utilization and other strategic considerations, three SDC services have been identified for elimination.

- **Active Directory Federation Services (ADFS):** A service subset within SDC's email service category, replaced by a more cost-efficient, stable, secure, and manageable vendor hosted solution.

- **CalCloud:** Determined to be cost-inefficient with core direct costs exceeding comparable private sector market services. CalCloud was sunset to prevent incurring software renewal costs in the first quarter of 2024.

- **Solaris:** Has a declining subscription base, and if maintained, would require a costly hardware refresh. With the declining subscription base, refreshing the hardware would severely impact the customer rate.



While Linux was considered for decommission last year, a re-evaluation determined Linux systems support components of critical customer systems/applications and therefore will not be decommissioned. CDT will continue to evaluate services, and any additional services scheduled to be decommissioned will be shared in the next report to the legislature.

Mandatory Services

CDT continues to evaluate the need to identify mandatory services to ensure that the state technology portfolio remains resilient and secure. In support of GC 11546.45 the SDC has standards for critical customer programs to ensure that data classified as a security risk, based on data classifications (confidential, sensitive, or personal), are deemed mandatory and their system must be hosted by the SDC or an approved tier III equivalent data center as defined by SAM 4982.1. In FY 2024/25, CDT will work with Government Operations Agency and Finance to implement a SDC mandatory service catalog which centralizes shared services, standardizes IT systems, ensures the security of information, and serves a financial benefit to the State. Mandatory SDC services will be established in a manner that aligns with the goal of continual statewide technology and cybersecurity advancements, total cost of ownership efficiencies, leveraging state IT workforce expertise, and the protection of the state's portfolio of data assets. CDT aims at increasing advancements through neither purely public nor private, but hybrid approaches which take advantage of the latest innovations while ensuring that the delivery methods are in the state's long term best interest.

New Service Offerings

To meet technology market shifts along with the corresponding diverse needs of its customers, SDC is evolving its portfolio to actively promote a uniform cloud architecture and sustainable integration with third party cloud providers. It supports a best-in-class design to address the business, technical, operational, and financial requirements while providing uniform risk management to the State.

The SDC offers an integrated disaster and ransomware recovery solution, guaranteeing seamless business continuity amid disasters and security incidents. Its scalable and flexible services adapt to business growth. Centralized management tools simplify disaster recovery management, while the solution reduces costs by eliminating upfront hardware investments and ongoing maintenance expenses.

The SDC also offers managed cloud environments in Amazon Web Services (AWS) and Azure allowing customers to realize the benefits of cloud infrastructure without the associated security risks or potential for increased costs. These environments are developed in compliance with state policies and are managed by SDC staff providing greater flexibility for customers to focus on delivering critical services to Californians.

Next Steps: CDT plans to make policy proposals in FY 2024/25 that will clarify which SDC services are mandatory and work with state entities to align themselves with new policy requirements.

State Data Center Rate Changes and Reassessment

The SDC continues efforts to streamline its service catalog and simplify its current rate structure, rate methodology, and rate policies. This effort includes a comprehensive review of the Total Cost of Ownership for IT services as well.

Reassess Rate Policies

To reassess rate policies, CDT has conducted a thorough examination of existing policies, analyzing past service data to identify under-collection instances and formulate recommendations to prevent future under-collections. Recommendations include:

1. **Annual Rate Changes** – Consider incremental annual rate changes to recover ongoing general salary increases, and rising costs associated with software and hardware contracts impacted by inflation and other market conditions.
2. **Evaluate Service Priority** - Incorporate criteria used to identify and designate mandatory SDC services to set policy to secure funding for these services.
3. **Perform Ongoing Service Evaluations** - Regularly review the cost efficiency of non-mandatory services to identify those that should be eliminated.
4. **Funding for CDT Operations and Other Statewide Programs** – CDT's internal operations and statewide service programs are often funded by indirect cost centers included in SDC rates. As these programs expand or are impacted by statewide priorities and emergencies, certain costs may be passed along to SDC customers..

Rate Changes

CDT is actively reviewing service rates and pursuing rate changes that more accurately recover the costs of delivering SDC services and provide a simplified pricing model.

Over the last year, CDT has made significant progress in reducing the number of service rates offered, eliminating 263 rates by sunsetting services, moving vendor hosted services to on-premises managed services, and streamlining its service catalog. As the SDC continues to evolve and change its operations, CDT will continue to examine service rates to achieve further efficiencies and simplification of its various rate structures.

CDT also implemented rate adjustments in FY 2023/24 that impact SDC services. First, Mainframe Processing rates were generally increased by 10%. This rate increase takes an incremental step to recover the increased cost of the proprietary software licensing and maintenance costs SDC has incurred.

Additionally, CDT has not historically charged customers for IT consulting services that exceed standard offerings and rates. Rates for consulting services have not been adjusted for over a decade and do not reflect current job classifications and pay structures. To recover these costs, CDT has raised its consulting rates to fully recover increased personnel costs aligned with today's classifications and pay scales.

Finally, CDT has proposed several rate changes for FY 2024/25. First, CDT is proposing to increase all service rates by 5% to recover for FY 2023/24 and FY 2024/25 general salary increases. Additionally, CDT is proposing rate changes within several under-recovering SDC services to incrementally improve service cost recovery and reduce CDT's financial deficit. A detailed itemization of CDT's implemented and proposed rate changes are provided in Appendices A, B, & C (Attachment 1).

State Data Center Service and Rate Comparison

CDT engaged with Gartner in 2022, as an independent third party to benchmark the SDC service offerings against 14 entities within 4 industries using consensus models that offer similar technology services. Gartner's preliminary analysis indicated CDT's billed rates and true cost adjusted rates are generally higher than its public and commercial peers.

Although Gartner's benchmark analysis allowed CDT to evaluate components of its services against other entities, the benchmark did not compare SDC services with peer organizations because the SDC is unique in its scope, scale, and complexity among other public sector service providers. CDT's rates include both direct, in-direct, and overhead costs associated with operations which includes CDT's control agency statutory functions and unfunded mandates which are not cost recoverable to a single entity. California is at the forefront and not comparable to other states. It is the fifth largest economy, has one of the largest public sector technology and cyber workforces, leads the nation in technological advancements, must provide equitable services to 40 million Californians, and governmental services must enhance transparency and accountability and increase data accessibility through robust data sharing objectives and values. As a result, a peer-to-peer rate comparison against purely private sector entities is not feasible.

Differences in Rates

There are challenges in performing a peer-to-peer rate comparison against private sector entities that demonstrates "The estimated difference in rates" by service between the state data centers and significant commercial vendors." The following factors complicate SDC rate comparison efforts:

1. **Variable price models –** Commercial providers offer a variety of services with diverse pricing models, including incentives and discounts for first time customers. This leads to a complex pricing structure, making it difficult to compare costs with SDC services. In contrast, the SDC provides consistent and predictable rates based on the volume of billable units used or consumed.
2. **Economies of Scale** – Serving 170 state and local entities, the SDC has a significantly restricted market compared to global IT service providers. With a smaller customer base and CDT's high fixed cost structure, the SDC cannot achieve the scale required to compete on pricing with significant commercial vendors. More importantly, CDT aims to serve all of its clients and is unable to pick and choose those that will be the most profitable.

Next Steps: CDT must ensure that its services are accessible to everyone, and its policies and programs are accountable to a broad set of public values while being cost neutral. We will continue to review our service catalog for opportunities to improve the effectiveness, efficiency, and security of its offerings. More specifically, CDT will implement check and balance procedures that scrutinize its hardware, software, and licensing costs to identify current and potential cost savings opportunities in service design and management.

State Data Center Service Utilization and Revenue Impacts

Subscription Forecasting

The chart below forecasts subscription numbers for 15 SDC IT services over the next two fiscal years. It details utilization metrics based on current subscriptions and formally submitted change requests to the SDC. CDT is aware of other ongoing modernization projects that may result in additional declines in specific services' utilization rates, but at this time, it is not possible to adequately quantify their financial implications. Conversely, CDT will continue to evaluate its current service catalog and related IT policies. The SDC is expecting to offer new services that better address evolving State needs and may also designate some as mandatory, which could lead to an increase in service subscriptions and revenues.

Forecasted SDC Service Subscriptions

SERVICE	METRIC	2023-24	2024-25	2025-26	CHANGE*
Application Support	Application	275	234	234	-14.9%
Colocation (TMS)	Cabinet	449	449	449	0.0%
Consulting	Consulting (Hour)	27	27	27	0.0%
Database Support	Database	320	320	298	-6.9%
Dedicated Services	Instance (Variable)	9,025	9,025	9,025	0.0%
Email	Email	243,182	243,182	243,182	0.0%
File Transfer	Web Services	6,276	6,276	6,276	0.0%
Linux Server	Server	81	81	24	-70.4%
Mainframe	CPU Hour	14,553	14,419	14,419	-0.9%
	Server	48	48	48	0.0%
Network	Connection	2,011	1,991	1,989	-1.1%
Storage	Storage (GB)	5,601,312	5,600,292	5,280,884	-5.7%
UNIX Server	Server	258	249	247	-4.3%
Virtual Desktop	User	2,702	2,702	2,702	0.0%
Web Hosting	Web Server	11	11	11	0.0%
Windows Server	Server	266	266	266	0.0%

Figures above represent projected monthly subscriptions
*Change reflects the percent change from FY 2023 to FY 2025-26

Although CDT in the chart above forecasts a continued decline in customer utilization for certain services, the rate of this decline over the next two fiscal years is smaller than in previous estimates.

There are several large system departures (e.g., EDD, DMV, SCO) projected to reduce

CDTs revenues post FY 2025/26. Thus, we will continue to work with the Department of Finance on financial projections and look towards delivering new technology and security innovations through shared service offerings and increase agency/department utilization from these new and potentially mandatory service offerings.

Revenue and Expense Forecasting

CDT forecasts the following revenue and expense trends through June 2026 based on utilization trends, rate increases, and the adoption of new service offerings.

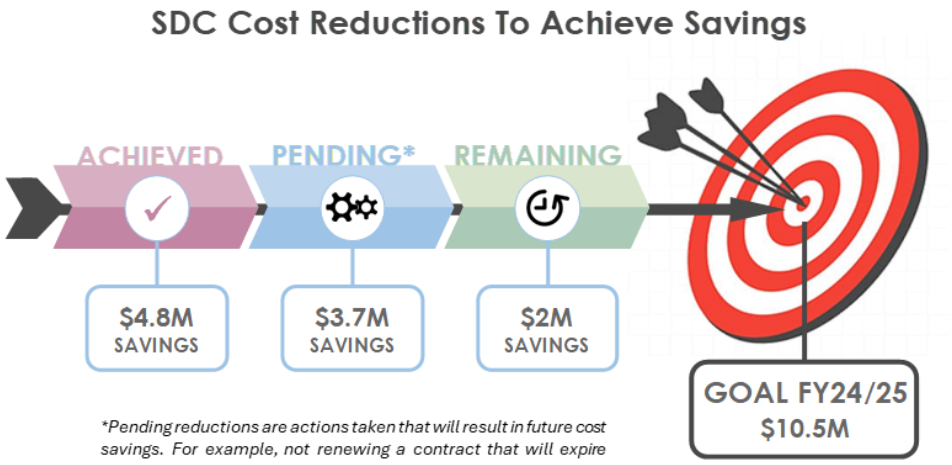
Forecasted Change in SDC Revenue & Expense

	2023-24	2024-25	2025-26
Revenue*	$ 181,668,554	$ 205,868,500	$ 203,682,498
Expense**	$ 196,165,302	$ 202,547,593	$ 201,847,593
Difference	$ (14,496,748)	$ 3,320,907	$ 1,834,905

*Revenue projections assume Proposed Rate Changes for Fiscal Year 2024/25 are approved.
*Revenue projections do not reflect the positive impact of new and/or mandatory services.
**The expense increase after FY 2023/24 is primarily driven by the reduction of General Fund Support for CDT's administrative functions and annual general salary increases.
***Projections include the subscription forecasting information shown in the previous table and the efficiency plan outlined in the "State Data Center Expense Reductions" section below.

State Data Center Expense Reductions:

CDT has initiated a multi-year plan to optimize the SDC operating model by reducing operating expenses and personal services costs. The SDC has a two-year goal of reducing operating expenses in addition to a 10 percent reduction to personal services to achieve $10.5 million in savings by the end of FY 2024/25. The SDC is identifying functions and positions that can be streamlined, resulting in reduced costs and increased operational efficiency. This phased approach allows the SDC to utilize attrition and succession planning to attain efficiencies while ensuring the stability of service delivery. Towards this goal, the SDC has already reduced 28 positions equating to $4.48 million in personal services cost savings. In total, the SDC has reduced $4.82 million in its cost structure. Even though projections within this report do not reflect revenues from new and mandatory services, CDT will continue to identify cost savings and efficiency opportunities to address future shortfalls.



Next Steps: CDT will continue to monitor and disclose service utilization trends, reduce expenses, optimize service delivery, and increase revenues where appropriate to address any financial imbalance.

FY 2023/24 State Data Center Policy Changes

During FY 2023/24, CDT continued to evaluate SDC policies to ensure alignment with statutory mandates and met the evolving needs of our customers.

Cloud Smart Policy

Since the inception of the Cloud First policy a decade ago, CDT has observed a notable trend in state entities transitioning from on-premises services to cloud-based solutions. In response, CDT introduced Cloud Smart (Technology Letter 23-03) in October 2023, aligning with the Federal Cloud Smart Computing Strategy. This initiative involved updating 11 existing state policies and service management approaches to enhance security and create a coordinated approach to managing the state's cloud-based technology investments.

Cloud Smart addresses risks related to cybersecurity, procurement, and the state's workforce, and requires the use of CDT's managed cloud services and cloud service contracts with the goal of promoting operational efficiencies and discouraging exemptions contradicting government code and state policy. It serves as a framework for continuous modernization, enabling compliance with SDC policy and enhancing price-performance and security.

Other State Data Center Policies

Prior to the April 2023 report, CDT was actively reviewing and refreshing its SDC related policies. In alignment with GC 11546.3, CDT will review and modify other policies, mandating executive branch entities to use SDC services. State entities must report their IT infrastructure to CDT for review and approval. CDT plans to conduct annual certifications for mission critical and public facing IT systems, and coordinate with customers to relocate outliers into an approved Tier III data center.

Term Agreements

CDT is evaluating service term agreements for SDC services to improve revenue and expense forecasting. However, prior experience revealed that service agreements with an explicit 'end date' incentivizes customers to migrate by that date. CDT Term agreements will need to be supported by policy that discourages these historic trends.

Centralized Contracts

CDT is working to address Government Code Section 11546.45 (b), to identify and implement additional centralized contract opportunities across state departments. The data is being evaluated for feasibility, cost, and long-term benefits. These efforts will leverage the State's buying power to ensure the lowest pricing to the benefit of all state entities.

Next Steps: CDT will continuously evaluate data center services and review its related policies, procedures, and strategies to identify and enhance the effectiveness of its services.

If you have any questions or would like to discuss this report, please feel free to contact me at Liana.Bailey-Crimmins@state.ca.gov.

Respectfully,

Liana Bailey-Crimmins
State CIO and Director
California Department of Technology

Enclosures: Appendix A - FY 2023/24 Rate Adjustments
Appendix B - 2024/25 Proposed Rate Adjustments
Appendix C - Eliminated Service Rates

cc: Honorable Jesse Gabriel, Chair, Assembly Committee on Budget
Hans Hemann, Consultant, Joint Legislative Budget Committee
Elisa Wynne, Staff Director, Senate Budget and Fiscal Review Committee
Diego Emilio J. Lopez, Consultant, Senate Budget and Fiscal Review Committee
Christian Griffith, Chief Consultant, Assembly Budget Committee
Patrick Le, Consultant, Assembly Budget Committee
Amy Tong, Secretary, Government Operations Agency
Joe Stephenshaw, Director, Department of Finance

Appendix A - FY 2023/24 Rate Adjustments

The following table displays rate changes implemented within fiscal year 2023/24.

Service Type	Service Code	Service Description	Billing Metric	Prior Rate	Current Rate	Change
Mainframe	C101	CPU Batch Processing	Per Hour	$495	$545	10.1%
Mainframe	C102	CPU Time Sharing Option (TSO)	Per Hour	$495	$545	10.1%
Mainframe	C103	CPU Started Task (STC)	Per Hour	$495	$545	10.1%
Mainframe	C104	CPU Open Edition/Multiple Virtual System - Unix System Services (OE/MVS)	Per Hour	$495	$545	10.1%
Mainframe	C105	CPU Customer Information Control System Transaction Server (CICS)	Per Hour	$495	$545	10.1%
Mainframe	C106	CPU Adaptable Data Base System (ADABAS)	Per Hour	$495	$545	10.1%
Mainframe	C108	CPU DB2	Per Hour	$495	$545	10.1%
Mainframe	C112	CPU System z Integrated Information Processor (zIIP)	Per Hour	$49	$54	10.2%
Mainframe	G1xx	Consulting Level 1	Per Hour	$130	$224	72%
Mainframe	G2xx	Consulting Level 2	Per Hour	$112	$198	77%
Mainframe	G3xx	Consulting Level 3	Per Hour	$95	$182	92%
Mainframe	G4xx	Consulting Level 4	Per Hour	$82	$166	102%
Mainframe	G5xx	Consulting Level 5	Per Hour	New	$123	New

Appendix B - 2024/25 Proposed Rate Adjustments

The following table displays proposed rate changes for fiscal year 2024/25. These rates have yet to be approved by the Department of Finance and are subject to change. The "General Salary Increase (GSI)" rate change listed first within this table is included to capture the 5% increase applied to all billing rates not listed within this table. This increase was implemented to recover FY 2023-24 and FY 2024-25 statewide negotiated salary increases.

Service Type	Service Code	Service Description	Billing Metric	Current Rate	Proposed Rate	Change
General Salary Increase (GS)	Various	Various	Various	Various	5% Increase	5%
Mainframe	C101	CPU Batch Processing	Per Hour	$545	$573	5.1%
Mainframe	C102	CPU Time Sharing Option (TSO)	Per Hour	$545	$573	5.1%
Main Frame	C103	CPU Started Task (STC)	Per Hour	$545	$573	5.1%
Main Frame	C104	CPU Open Edition/Multiple Virtual System - Unix System Services (OE/MVS)	Per Hour	$545	$573	5.1%
Main Frame	C105	CPU Customer Information Control System Transaction Server (CICS)	Per Hour	$545	$573	5.1%
Main Frame	C106	CPU Adaptable Data Base System (ADABAS)	Per Hour	$545	$573	5.1%
Main Frame	C108	CPU DB2	Per Hour	$545	$573	5.1%
Main Frame	C112	CPU System z Integrated Information Processor (zIIP)	Per Hour	$54	$174	222.2%
Virtual Desktop Interface (VDI)	M713	Secure ID Token One-Time Cost	Token /Month	$70	$131	87.1%
Virtual Desktop Interface (VDI)	M714	Virtual Desktop Storage	MB / Month	$0.0044	$0.0082	86.4%
Virtual Desktop Interface	M715	Secure ID Physical Token	Token /Month	$3.30	$6.17	87.0%

Service Type	Service Code	Service Description	Billing Metric	Current Rate	Proposed Rate	Change
(VDI)						
Virtual Desktop Interface (VDI)	M716	Secure ID Software-Based Token	Token /Month	$1.80	$3.37	87.2%
Virtual Desktop Interface (VDI)	New	Base Application Bundle	User/ Month	New	$34.95	New
Dedicated Internet Hosting Service	I119	One-Time Web Setup Fee	Web Instance /Month	$500	$600	20%
Dedicated Internet Hosting Service	I120	Assigned Internet Host-CAT1-NH	Server /Month	$1,769	$2,123	20%
Dedicated Internet Hosting Service	I124	Dedicated Web Support	Server /Month	$695	$834	20%
Shared Internet Hosting	I114	Web Analytics	Direct Charge	$47.53	$98.86	108.0%
Shared Internet Hosting	I201	Shared Web Hosting Tier I	Instance /Month	$75	$156	108.0%
Shared Internet Hosting	I202	Shared Web Hosting Tier II	Instance /Month	$193	$401	107.8%
Shared Internet Hosting	I203	Shared Web Tier II Addtl 75MB STG	Instance /Month	$25	$25	0.0%
Shared Internet Hosting	I204	Shared Web Tier II Addtl 1GB XFER	75 MB /Month	$13	$27	107.7%
Shared Internet Hosting	I205	Shared Web Tier II Addtl DNS REG	GB /Month	$10	$21	110.0%
Shared Internet Hosting	I206	Shared Web Tier II Addtl FTP User	Domain	$5	$10	100.0%
Shared Internet Hosting	I209	Listserv E-Mail Distribution	UserID /Month	$75	$156	108.0%

Service Type	Service Code	Service Description	Billing Metric	Current Rate	Proposed Rate	Change
Shared Internet Hosting	I210	Shared Web SQL Hosting	Instance /Month	$127	$264	107.9%
Shared Internet Hosting	I211	Shared Website One-Time Set-Up Fee	Direct Charge	$500	$1,040	108.0%
Shared Internet Hosting	I212	Addtl FTP User ID One-Time Set-up	Instance /Month	$10	$21	110.0%
SMTP Relay	E108	SMTP Relay	IP Address /Month	$10.39	$32.21	210.0%
0365 Tenant Mgmt	K413	Unified GAL Administration	Per User /Month	$0.26	$0.40	53.0%
0365 Tenant Mgmt	K415	End User and Administrator Training	Per User /Annual	$5.10	$7.80	53.0%
0365 Tenant Mgmt	K416	MS Premier Agreement	Direct Charge	$1.00	$1.00	0%
0365 Tenant Mgmt	K418	CCES O365 Tenant Management and Administration	Per User /Month	$2.00	$3.06	53.0%
Windows Server	L502	CAMC Windows IaaS Support	Per IaaS /Month	$295	$700	137.3%
Windows Server	M101	Wintel Server Tier I	Server /Month	$2,449	$4,041	65.0%
Windows Server	M105	Wintel Enterprise Edition	License /Month	$47	$78	66.0%
Windows Server	M108	Wintel Server One-Time Set-Up Fee	Server /Month	$460	$759	65.0%
Windows Server	M113	Wintel First 16 GB Addtl Memory	16GB /Month	$8.50	$14.03	65.1%
Windows Server	M114	Wintel Addtl 32 GB Memory	32GB /Month	$17	$28	64.7%
Windows Server	M120	Server Monitoring Tool	Customer /Month	$150	$248	65.3%
Windows Server	M202	One-Time Set-Up Windows Virtual Server	Instance /Month	$230	$380	65.2%
Windows Server	M204	Windows Virtual Server (High Avail) 1 Core 1GB RAM	Instance /Month	$600	$990	65.0%
Windows Server	M205	Virtual Server Addtl Core	Core /Month	$75	$124	65.3%
Windows Server	M206	Virtual Server Addtl Memory	GB /Month	$50	$83	66.0%

Service Type	Service Code	Service Description	Billing Metric	Current Rate	Proposed Rate	Change
Windows Server	R315	Open Systems DR System Support	System /Month	$2,510	$4,142	65.0%
Windows Server	S219	Windows Local Storage	GB /Month	$0.69	$1.14	65.2%
Oracle Database Support	M622	Database Support - Tier II	Database Instance	$1,170	$1,570	34.2%
Oracle Database Support	M623	Database Support One-Time Setup Tier II	One-Time /Instance	$690	$930	34.8%
SQL Server	M301	Shared SQL Windows Server	Instance /Month	$250	$643	157.2%
SQL Server	M304	One-Time Set-Up SQL Server Database	Instance/ Month	$115	$296	157.4%
SQL Server	M620	Database Support - Tier I	DB Instance /Month	$600	$1,542	157.0%
SQL Server	M621	Database Support One-Time Setup Tier I	Instance /Month	$390	$1,002	156.9%
SQL Server	M636	MS SQL Enterprise License Pack+SA	Pack /Month	$450	$653	45.1%
SQL Server	M637	MS SQL Standard License Pack+SA	Pack /Month	$117	$170	45.3%
SQL Server	M638	MS SQL Enterprise Software Assurance	Pack /Month	$219	$318	45.2%
SQL Server	M639	MS SQL Standard Software Assurance	Pack /Month	$57	$83	45.6%
Midrange DBMS Support	M627	DB2 Database Support	Database Instance	$975	$1,680	72.3%
Midrange DBMS Support	M635	DB2 Database Support One-Time Setup Tier II	One-Time/ Instance	$690	$1,900	175.4%
Midrange DBMS Support	R308	Open Systems DR Database Support	Instance/ Month	$280	$1,000	257.1%
Linux Server	M209	Virtual Linux Server	Server	$1,066	$1,175	10.2%
Linux Server	M210	Additional vCPU	vCPU	$155	$171	10.3%
Linux Server	M211	Additional vRAM	GB	$50	$55	10.0%

Service Type	Service Code	Service Description	Billing Metric	Current Rate	Proposed Rate	Change
Linux Server	M212	One-Time Set Up Virtual Linux Server	One-Time	$283	$312	10.2%
Linux Server	R314	Open Systems DR System Support	System /Month	$2,510	$2,510	0.0%
Linux Server	L503	CAMC Linux IaaS Support	Per IaaS VM Instance, Per Month	$283	$700	147.3%
E-Commerce Service	M601	IBM WebSphere Application Server Support - Premium	Application	$1,484	$2,152	45.0%
E-Commerce Service	M602	IBM WebSphere Application Server Support - Basic	Application	$875	$1,269	45.0%
E-Commerce Service	M603	IBM Security Access Manager Support	Appliance	$1,267	$1,837	45.0%
E-Commerce Service	M610	IBM HTTP Server (IHS) Support for WAS	Application	$575	$834	45.0%
E-Commerce Service	M612	IBM WebSphere MQ Support	Server	$212	$307	44.8%
E-Commerce Service	M624	IBM Tivoli Directory Server (LDAP) Support	Server	$975	$1,414	45.0%
E-Commerce Service	R307	Open Systems DR E-Commerce Support	Application /Month	$75	$109	45.3%
Unix Solaris Server	New	Dedicated Solaris Service	Variable	NEW	Direct Charge	NEW
CA Managed Cloud (CAMC)	L501	CAMC Pass-Through	Variable	Vendor +10% Fee	Pass-Through + 16%	60%
CA Managed Cloud (CAMC)	L505	CAMC AWS Enterprise Support	Variable	Vendor +10% Fee	Pass-Through + 16%	60%
Unmanaged Cloud Services (UCS)	New	UCS VM Includes 2 CPU 4GB RAM	Virtual Machine (VM)	New	$950	New
Unmanaged Cloud Services (UCS)	New	Additional CPU	CPU	New	$181	New
Unmanaged Cloud Services	New	Additional RAM	GB	New	$58	New

Service Type	Service Code	Service Description	Billing Metric	Current Rate	Proposed Rate	Change
(UCS)						
CA Gov Enterprise Network (CGEN) Infrastructure	N110	Cloud Provider Interconnect 50Mbps	Monthly/ Per connection	$390	$479	22.8%
CA Gov Enterprise Network (CGEN) Infrastructure	N111	Cloud Provider Interconnect 100Mbps	Monthly/ Per connection	$440	$540	22.7%
CA Gov Enterprise Network (CGEN) Infrastructure	N112	Cloud Provider Interconnect 200Mbps	Monthly/ Per connection	$540	$663	22.8%
CA Gov Enterprise Network (CGEN) Infrastructure	N113	Cloud Provider Interconnect 500Mbps	Monthly/ Per connection	$740	$908	22.7%
CA Gov Enterprise Network (CGEN) Infrastructure	N114	Cloud Provider Interconnect 1000Mbps	Monthly/ Per connection	$1,140	$1,399	22.7%
CA Gov Enterprise Network (CGEN) Infrastructure	N115	Cloud Provider Interconnect 2000Mbps	Monthly/ Per connection	$1,690	$2,074	22.7%
CA Gov Enterprise Network (CGEN) Infrastructure	N116	Cloud Provider Interconnect 5000Mbps	Monthly/ Per connection	$2,490	$3,056	22.7%
CA Gov Enterprise Network (CGEN) Infrastructure	N117	Cloud Provider Interconnect over 5000Mbps	Monthly/ Per connection	$3,390	$4,160	22.7%
CA Gov Enterprise Network (CGEN) Infrastructure	N118	Cloud Provider Dedicated Direct Connect up to 1000Mbps	Monthly/ Per connection	$2,940	$3,608	22.7%

Service Type	Service Code	Service Description	Billing Metric	Current Rate	Proposed Rate	Change
CA Gov Enterprise Network (CGEN) Infrastructure	N119	Cloud Provider Dedicated Direct Connect over 1000Mbps	Monthly/ Per connection	$5,090	$6,246	22.7%
CA Gov Enterprise Network (CGEN) Infrastructure	N812	Fiber Ring Infrastructure 100Mbps Connectivity	Monthly/ Per connection	$378	$464	22.8%
CA Gov Enterprise Network (CGEN) Infrastructure	N813	Fiber Ring Infrastructure 200Mbps Connectivity	Monthly/ Per connection	$378	$464	22.8%
CA Gov Enterprise Network (CGEN) Infrastructure	N814	Fiber Ring Infrastructure 300Mbps Connectivity	Monthly/ Per connection	$378	$464	22.8%
CA Gov Enterprise Network (CGEN) Infrastructure	N816	Fiber Ring Infrastructure 1Gbps Connectivity	Monthly/ Per connection	$487	$598	22.8%
CA Gov Enterprise Network (CGEN) Infrastructure	N817	Fiber Ring Infrastructure 5Gbps Connectivity	Monthly/ Per connection	$541	$664	22.7%
CA Gov Enterprise Network (CGEN) Infrastructure	N818	Fiber Ring Infrastructure 10Gbps Connectivity	Monthly/ Per connection	$595	$730	22.7%
CA Gov Enterprise Network (CGEN) Infrastructure	T204	T-1 CGEN Infrastructure Connection	Monthly/ Per connection	$77	$94	22.1%
CA Gov Enterprise Network (CGEN) Infrastructure	T207	2 MB CGEN Infrastructure Connection	Monthly/ Per connection	$92	$113	22.8%
CA Gov Enterprise Network	T210	5 MB CGEN Infrastructure Connection	Monthly/ Per connection	$222	$272	22.5%

Service Type	Service Code	Service Description	Billing Metric	Current Rate	Proposed Rate	Change
(CGEN) Infrastructure						
CA Gov Enterprise Network (CGEN) Infrastructure	T213	10 MB CGEN Infrastructure Connection	Monthly/ Per connection	$432	$530	22.7%
CA Gov Enterprise Network (CGEN) Infrastructure	T216	20 MB CGEN Infrastructure Connection	Monthly/ Per connection	$678	$832	22.7%
CA Gov Enterprise Network (CGEN) Infrastructure	T219	50 MB CGEN Infrastructure Connection	Monthly/ Per connection	$1,234	$1,514	22.7%
CA Gov Enterprise Network (CGEN) Infrastructure	T221	100 MB CGEN Infrastructure Connection	Monthly/ Per connection	$1,852	$2,273	22.7%
CA Gov Enterprise Network (CGEN) Infrastructure	T224	500 MB CGEN Infrastructure Connection	Monthly/ Per connection	$2,469	$3,030	22.7%
CA Gov Enterprise Network (CGEN) Infrastructure	T227	1 GB CGEN Infrastructure Connection	Monthly/ Per connection	$3,125	$3,835	22.7%
CA Gov Enterprise Network (CGEN) Infrastructure	T230	5 GB CGEN Infrastructure Connection	Monthly/ Per connection	$4,323	$5,305	22.7%
CA Gov Enterprise Network (CGEN) Infrastructure	T233	10 GB CGEN Infrastructure Connection	Monthly/ Per connection	$4,940	$6,062	22.7%
CA Gov Enterprise Network (CGEN) Infrastructure	T301	OTech Support Fee	Monthly/ Per connection	$272	$334	22.8%

Service Type	Service Code	Service Description	Billing Metric	Current Rate	Proposed Rate	Change
CA Gov Enterprise Network (CGEN) Infrastructure	T526	OTech Expedite Fee	One-time/ Per Change	$515	$541	5.0%
CA Gov Enterprise Network (CGEN) Infrastructure	T527	Inside Wire Move/ Relocate	One-time	$95	$117	23.2%
Virtual Private Network (VPN)	N209	Individual Remote Access VPN	Monthly/ Per User	$7	$14	100.0%
Virtual Private Network (VPN)	N750	Site-to-Site VPN	Monthly/ Per Connection	$200	$233	16.5%
Virtual Private Network (VPN)	N608	Site-to-Site VPN Set-up	One-time/ Per Install	$650	$758	16.6%
Virtual Private Network (VPN)	N616	Remote Access VPN New Group Set-up	One-time/ Per Install	$650	$758	16.6%
Shared Firewall-Extranet	N606	Shared Firewall - Extranet	Monthly/ Per DMZ	$275	$321	16.7%
Server Load Balancing	N610	Reverse Proxy	Per Server	$250	$291	16.4%
Server Load Balancing	N611	Server Load Balancing	Per Server	$250	$291	16.4%
Server Load Balancing	N617	Enhanced Server Application Delivery - SSL	VIP/ Month	$375	$437	16.5%
Server Load Balancing	N618	Enhanced Server Application Delivery – ASM	VIP/ Month	$375	$437	16.5%
Statewide Technology Procurement	H501	Contract Amendment - Under $100M	Order Value	1.25% maximum cap $700,000	1.31% of Order Value	5%
Statewide Technology Procurement	H502	Contract Management/Administration - Under $100M	Order Value	1.25% maximum cap $700,000	1.31% of Order Value	5%
Statewide Technology	H503	Competitive – Formal - Under	Order Value	1.25% maximum	1.31% of Order	5%

Service Type	Service Code	Service Description	Billing Metric	Current Rate	Proposed Rate	Change
Procurement		$100M		cap $700,000	Value	
Statewide Technology Procurement	H504	Competitive – Informal - Under $100M	Order Value	1.25% maximum cap $700,000	1.31% of Order Value	5%
Statewide Technology Procurement	H505	Exemption Request - Under $100M	Order Value	1.25% maximum cap $700,000	1.31% of Order Value	5%
Statewide Technology Procurement	G7XX	IT Consulting Services	Per Hour	$208/hr	$218	5%
Statewide Technology Procurement	G7XX	Interagency Agreement (IAA)	Per Hour	$208/hr	$218	5%
Statewide Technology Procurement	H506	Leveraged Procurement Agreement (LPA) - Under $100M	Order Value	1.25% maximum cap $700,000	1.31% of Order Value	5%
Statewide Technology Procurement	H507	Limited to Brand (LTB) - Under $100M	Order Value	1.25% maximum cap $700,000	1.31% of Order Value	5%
Statewide Technology Procurement	H508	Master Agreement - Under $100M	Order Value	1.25% maximum cap $700,000	1.31% of Order Value	5%
Statewide Technology Procurement	H509	Non-Competitive Bid (NCB) - Under $100M	Order Value	1.25% maximum cap $700,000	1.31% of Order Value	5%
Statewide Technology Procurement	H510	One Time Purchasing Request - Under $100M	Order Value	1.25% maximum cap $700,000	1.31% of Order Value	5%
Statewide Technology Procurement	H511	Proprietary Maintenance Acquisition - Under $100M	Order Value	1.25% maximum cap $700,000	1.31% of Order Value	5%
Statewide Technology Procurement	H512	Proprietary Software Acquisition - Under $100M	Order Value	1.25% maximum cap $700,000	1.31% of Order Value	5%
Statewide Technology Procurement	H513	Small Business (SB)/Disabled Veteran Business Enterprise (SB/DVE) - Under $100M	Order Value	1.25% maximum cap $700,000	1.31% of Order Value	5%

Service Type	Service Code	Service Description	Billing Metric	Current Rate	Proposed Rate	Change
Statewide Technology Procurement	H514	Software Licensing Program - Under $100M	Order Value	1.25% maximum cap $700,000	1.31% of Order Value	5%
Statewide Technology Procurement	NEW	Contract Amendment - Over $100M	Order Value	n/a	0.75% of Order Value	NEW
Statewide Technology Procurement	NEW	Contract Management/Administration - Over $100M	Order Value	n/a	0.75% of Order Value	NEW
Statewide Technology Procurement	NEW	Competitive – Formal - Over $100M	Order Value	n/a	0.75% of Order Value	NEW
Statewide Technology Procurement	NEW	Competitive – Informal - Over $100M	Order Value	n/a	0.75% of Order Value	NEW
Statewide Technology Procurement	NEW	Exemption Request - Over $100M	Order Value	n/a	0.75% of Order Value	NEW
Statewide Technology Procurement	NEW	Leveraged Procurement Agreement (LPA) - Over $100M	Order Value	n/a	0.75% of Order Value	NEW
Statewide Technology Procurement	NEW	Limited to Brand (LTB) - Over $100M	Order Value	n/a	0.75% of Order Value	NEW
Statewide Technology Procurement	NEW	Master Agreement - Over $100M	Order Value	n/a	0.75% of Order Value	NEW
Statewide Technology Procurement	NEW	Non-Competitive Bid (NCB) - Over $100M	Order Value	n/a	0.75% of Order Value	NEW
Statewide Technology Procurement	NEW	One Time Purchasing Request - Over $100M	Order Value	n/a	0.75% of Order Value	NEW
Statewide Technology Procurement	NEW	Proprietary Maintenance Acquisition - Over $100M	Order Value	n/a	0.75% of Order Value	NEW
Statewide Technology Procurement	NEW	Proprietary Software Acquisition - Over $100M	Order Value	n/a	0.75% of Order Value	NEW
Statewide Technology Procurement	NEW	Small Business (SB)/Disabled Veteran Business Enterprise (SB/DVE) - Over $100M	Order Value	n/a	0.75% of Order Value	NEW

Service Type	Service Code	Service Description	Billing Metric	Current Rate	Proposed Rate	Change
Statewide Technology Procurement	NEW	Software Licensing Program - Over $100M	Order Value	n/a	0.75% of Order Value	NEW

Appendix C - Eliminated Service Rates

The following table displays CDT service rates that have been eliminated or shall be eliminated from CDT's service catalog effective July 1, 2024.

Service Type	Service Code	Service Description	Billing Metric	Prior Rate	Current Rate	Change
Virtual Desktop Interface (VDI)	M701	Base Bundle Below 50% Concurrency	User /Month	$17.40	Eliminate	-100.0%
Virtual Desktop Interface (VDI)	M702	Base Bundle 50% - 74% Concurrency	User /Month	$25.20	Eliminate	-100.0%
Virtual Desktop Interface (VDI)	M703	Base Bundle 75% - 100% Concurrency	User /Month	$31.80	Eliminate	-100.0%
Virtual Desktop Interface (VDI)	M704	Office Productivity Bundle Below 50%	User /Month	$37.80	Eliminate	-100.0%
Virtual Desktop Interface (VDI)	M705	Office Productivity Bundle 50% - 74%	User /Month	$45.60	Eliminate	-100.0%
Virtual Desktop Interface (VDI)	M706	Office Productivity Bundle 75% - 100%	User /Month	$52.20	Eliminate	-100.0%
Virtual Desktop Interface (VDI)	M707	MS Exchange Client Access License	License /Month	$2.11	Eliminate	-100.0%
Virtual Desktop Interface (VDI)	M708	MS Visio Std Win32 w/SW Assurance	License /Month	$6.50	Eliminate	-100.0%
Virtual Desktop Interface (VDI)	M709	MS Visio Pro Win32 w/SW Assurance	License /Month	$13.59	Eliminate	-100.0%
Virtual Desktop Interface (VDI)	M710	MS Project Std Win32 w/SW Assurance	License /Month	$19.50	Eliminate	-100.0%
Virtual Desktop Interface (VDI)	M711	MS Project Pro Win32 w/SW Assurance	License /Month	$27.06	Eliminate	-100.0%
Virtual Desktop Interface (VDI)	M712	Adobe Acrobat Pro	License /Month	$6.50	Eliminate	-100.0%
CalCloud	L101	CalCloud Small Windows Server	Server	$680	Eliminate	-100%
CalCloud	L101	CalCloud Small Windows Managed Server	Server	$370.11	Eliminate	-100%
CalCloud	L102	CalCloud Small Windows Server w/Tier 1 DR	Server	$1,233	Eliminate	-100%
CalCloud	L102	CalCloud Small Windows Managed Server w/Tier 1 DR	Server	$673.35	Eliminate	-100%
CalCloud	L103	CalCloud Small Windows Server w/Tier 2 DR	Server	$957	Eliminate	-100%
CalCloud	L103	CalCloud Small Windows Managed Server w/Tier 2 DR	Server	$523.46	Eliminate	-100%
CalCloud	L106	CalCloud Medium Windows Server	Server	$945	Eliminate	-100%

Service Type	Service Code	Service Description	Billing Metric	Prior Rate	Current Rate	Change
CalCloud	L106	CalCloud Medium Windows Managed Server	Server	$495.79	Eliminate	-100%
CalCloud	L107	CalCloud Medium Windows Server w/Tier 1 DR	Server	$1,498	Eliminate	-100%
CalCloud	L107	CalCloud Medium Windows Managed Server w/Tier 1 DR	Server	$817.48	Eliminate	-100%
CalCloud	L108	CalCloud Medium Windows Server w/Tier 2 DR	Server	$1,222	Eliminate	-100%
CalCloud	L108	CalCloud Medium Windows Managed Server w/Tier 2 DR	Server	$668.74	Eliminate	-100%
CalCloud	L111	CalCloud Large Windows Server	Server	$1,308	Eliminate	-100%
CalCloud	L111	CalCloud Large Windows Managed Server	Server	$702.18	Eliminate	-100%
CalCloud	L112	CalCloud Large Windows Server w/Tier 1 DR	Server	$1,861	Eliminate	-100%
CalCloud	L112	CalCloud Large Windows Managed Server w/Tier 1 DR	Server	$1,016.95	Eliminate	-100%
CalCloud	L113	CalCloud Large Windows Server w/Tier 2 DR	Server	$1,585	Eliminate	-100%
CalCloud	L113	CalCloud Large Windows Managed Server w/Tier 2 DR	Server	$865.90	Eliminate	-100%
CalCloud	L116	CalCloud XLarge Windows Server	Server	$1,902	Eliminate	-100%
CalCloud	L116	CalCloud XLarge Windows Managed Server	Server	$875.13	Eliminate	-100%
CalCloud	L117	CalCloud XLarge Windows Server w/Tier 1 DR	Server	$2,455	Eliminate	-100%
CalCloud	L117	CalCloud XLarge Windows Managed Server w/Tier 1 DR	Server	$1,340.94	Eliminate	-100%
CalCloud	L118	CalCloud XLarge Windows Server w/Tier 2 DR	Server	$2,178	Eliminate	-100%
CalCloud	L118	CalCloud XLarge Windows Managed Server w/Tier 2 DR	Server	$1,188.74	Eliminate	-100%

Service Type	Service Code	Service Description	Billing Metric	Prior Rate	Current Rate	Change
CalCloud	L121	CalCloud Small Linux Server	Server	$659	Eliminate	-100%
CalCloud	L121	CalCloud Small Linux Managed Server	Server	$358.58	Eliminate	-100%
CalCloud	L122	CalCloud Small Linux Server w/Tier 1 DR	Server	$1,196	Eliminate	-100%
CalCloud	L122	CalCloud Small Linux Managed Server w/Tier 1 DR	Server	$652.60	Eliminate	-100%
CalCloud	L123	CalCloud Small Linux Server w/Tier 2 DR	Server	$928	Eliminate	-100%
CalCloud	L123	CalCloud Small Linux Managed Server w/Tier 2 DR	Server	$507.32	Eliminate	-100%
CalCloud	L126	CalCloud Medium Linux Server	Server	$916	Eliminate	-100%
CalCloud	L126	CalCloud Medium Linux Managed Server	Server	$480.80	Eliminate	-100%
CalCloud	L127	CalCloud Medium Linux Server w/Tier 1 DR	Server	$1,453	Eliminate	-100%
CalCloud	L127	CalCloud Medium Linux Managed Server w/Tier 1 DR	Server	$793.26	Eliminate	-100%
CalCloud	L128	CalCloud Medium Linux Server w/Tier 2 DR	Server	$1,185	Eliminate	-100%
CalCloud	L128	CalCloud Medium Linux Managed Server w/Tier 2 DR	Server	$649.14	Eliminate	-100%
CalCloud	L131	CalCloud Large Linux Server	Server	$1,269	Eliminate	-100%
CalCloud	L131	CalCloud Large Linux Managed Server	Server	$681.42	Eliminate	-100%
CalCloud	L132	CalCloud Large Linux Server w/Tier 1 DR	Server	$1,806	Eliminate	-100%
CalCloud	L132	CalCloud Large Linux Managed Server w/Tier 1 DR	Server	$986.97	Eliminate	-100%
CalCloud	L133	CalCloud Large Linux Server w/Tier 2 DR	Server	$1,538	Eliminate	-100%
CalCloud	L133	CalCloud Large Linux Managed Server w/Tier 2 DR	Server	$839.38	Eliminate	-100%
CalCloud	L136	CalCloud XLarge Linux Server	Server	$1,845	Eliminate	-100%

Service Type	Service Code	Service Description	Billing Metric	Prior Rate	Current Rate	Change
CalCloud	L136	CalCloud XLarge Linux Managed Server	Server	$848.61	Eliminate	-100%
CalCloud	L137	CalCloud XLarge Linux Server w/Tier 1 DR	Server	$2,381	Eliminate	-100%
CalCloud	L137	CalCloud XLarge Linux Managed Server w/Tier 1 DR	Server	$1,300.58	Eliminate	-100%
CalCloud	L138	CalCloud XLarge Linux Server w/Tier 2 DR	Server	$2,113	Eliminate	-100%
CalCloud	L138	CalCloud XLarge Linux Managed Server w/Tier 2 DR	Server	$1,153	Eliminate	-100%
CalCloud	L141	CalCloud Small AIX Server	Server	$1,136	Eliminate	-100%
CalCloud	L141	CalCloud Small AIX Managed Server	Server	$1,080	Eliminate	-100%
CalCloud	L142	CalCloud Small AIX Server w/Tier 1 DR	Server	$1,478	Eliminate	-100%
CalCloud	L142	CalCloud Small AIX Managed Server w/Tier 1 DR	Server	$1,405	Eliminate	-100%
CalCloud	L143	CalCloud Small AIX Server w/Tier 2 DR	Server	$1,297	Eliminate	-100%
CalCloud	L143	CalCloud Small AIX Managed Server w/Tier 2 DR	Server	$1,232	Eliminate	-100%
CalCloud	L146	CalCloud Medium AIX Server	Server	$1,721	Eliminate	-100%
CalCloud	L146	CalCloud Medium AIX Managed Server	Server	$1,635	Eliminate	-100%
CalCloud	L147	CalCloud Medium AIX Server w/Tier 1 DR	Server	$2,204	Eliminate	-100%
CalCloud	L147	CalCloud Medium AIX Managed Server w/Tier 1 DR	Server	$2,095	Eliminate	-100%
CalCloud	L148	CalCloud Medium AIX Server w/Tier 2 DR	Server	$1,945	Eliminate	-100%
CalCloud	L148	CalCloud Medium AIX Managed Server w/Tier 2 DR	Server	$1,849	Eliminate	-100%
CalCloud	L151	CalCloud Large AIX Server	Server	$2,688	Eliminate	-100%
CalCloud	L151	CalCloud Large AIX Managed Server	Server	$2,554	Eliminate	-100%

Service Type	Service Code	Service Description	Billing Metric	Prior Rate	Current Rate	Change
CalCloud	L152	CalCloud Large AIX Server w/Tier 1 DR	Server	$3,475	Eliminate	-100%
CalCloud	L152	CalCloud Large AIX Managed Server w/Tier 1 DR	Server	$3,302	Eliminate	-100%
CalCloud	L153	CalCloud Large AIX Server w/Tier 2 DR	Server	$3,112	Eliminate	-100%
CalCloud	L153	CalCloud Large AIX Managed Server w/Tier 2 DR	Server	$2,957	Eliminate	-100%
CalCloud	L156	CalCloud XLarge AIX Server	Server	$4,863	Eliminate	-100%
CalCloud	L156	CalCloud XLarge AIX Managed Server	Server	$4,621	Eliminate	-100%
CalCloud	L157	CalCloud XLarge AIX Server w/Tier 1 DR	Server	$6,302	Eliminate	-100%
CalCloud	L157	CalCloud XLarge AIX Managed Server w/Tier 1 DR	Server	$5,989	Eliminate	-100%
CalCloud	L158	CalCloud XLarge AIX Server w/Tier 2 DR	Server	$5,602	Eliminate	-100%
CalCloud	L158	CalCloud XLarge AIX Managed Server w/Tier 2 DR	Server	$5,323	Eliminate	-100%
CalCloud	L161	CalCloud Small AIX Managed Server	Server	$2,088	Eliminate	-100%
CalCloud	L162	CalCloud Small AIX Managed Server w/Tier 1 DR	Server	$2,541	Eliminate	-100%
CalCloud	L163	CalCloud Small AIX Managed Server w/Tier 2 DR	Server	$2,308	Eliminate	-100%
CalCloud	L166	CalCloud Medium AIX Managed Server	Server	$3,109	Eliminate	-100%
CalCloud	L167	CalCloud Medium AIX Managed Server w/Tier 1 DR	Server	$3,786	Eliminate	-100%
CalCloud	L168	CalCloud Medium AIX Managed Server w/Tier 2 DR	Server	$3,449	Eliminate	-100%
CalCloud	L171	CalCloud Large AIX Managed Server	Server	$4,971	Eliminate	-100%
CalCloud	L172	CalCloud Large AIX Managed Server w/Tier 1 DR	Server	$6,094	Eliminate	-100%

Service Type	Service Code	Service Description	Billing Metric	Prior Rate	Current Rate	Change
CalCloud	L173	CalCloud Large AIX Managed Server w/Tier 2 DR	Server	$5,524	Eliminate	-100%
CalCloud	L176	CalCloud XLarge AIX Managed Server	Server	$9,043	Eliminate	-100%
CalCloud	L177	CalCloud XLarge AIX Managed Server w/Tier 1 DR	Server	$10,970	Eliminate	-100%
CalCloud	L178	CalCloud XLarge AIX Managed Server w/Tier 2 DR	Server	$10,010	Eliminate	-100%
CalCloud	L181	CalCloud Memory (RAM)	GB	$14.60	Eliminate	-100%
CalCloud	L181	CalCloud Memory (RAM)	GB	$11.53	Eliminate	-100%
CalCloud	L182	CalCloud Data Storage	GB	$0.44	Eliminate	-100%
CalCloud	L182	CalCloud Data Storage Tier 1	GB	$0.43	Eliminate	-100%
CalCloud	L183	CalCloud Data Storage Tier 2	GB	$0.26	Eliminate	-100%
CalCloud	L186	CalCloud Data Storage Backup Tier 1	GB	$0.35	Eliminate	-100%
CalCloud	L186	CalCloud Data Storage Backup Tier 1	GB	$0.27	Eliminate	-100%
CalCloud	L187	CalCloud Data Storage Backup Tier 2	GB	$0.27	Eliminate	-100%
CalCloud	L187	CalCloud Data Storage Backup Tier 2	GB	$0.24	Eliminate	-100%
CalCloud	L188	CalCloud Data Storage Backup Encryption	GB	$0.04	Eliminate	-100%
CalCloud	L189	CalCloud Virtual Private Network (VPN) - w/up to 2 Tunnels	VPN	$231	Eliminate	-100%
CalCloud	L190	CalCloud VPN Tunnel	Tunnel	$58	Eliminate	-100%
CalCloud	L191	CalCloud Data Storage Archive	GB	$0.20	Eliminate	-100%
CalCloud	L191	CalCloud Data Storage Archive	GB	$0.16	Eliminate	-100%
CalCloud	L192	CalCloud File Transfer Server (FTS)	Server	$288	Eliminate	-100%
CalCloud	L199	CalCloud Rate ADJ	ADJ	$1.00	Eliminate	-100%

Service Type	Service Code	Service Description	Billing Metric	Prior Rate	Current Rate	Change
CalCloud	L201	CalCloud Small Windows Unmanaged Server	Server	$314.77	Eliminate	-100%
CalCloud	L202	CalCloud Small Windows Unmanaged Server w/Tier 1 DR	Server	$571.89	Eliminate	-100%
CalCloud	L203	CalCloud Small Windows Unmanaged Server w/Tier 2 DR	Server	$445.06	Eliminate	-100%
CalCloud	L204	CalCloud Medium Windows Unmanaged Server	Server	$422	Eliminate	-100%
CalCloud	L205	CalCloud Medium Windows Unmanaged Server w/Tier 1 DR	Server	$695.26	Eliminate	-100%
CalCloud	L206	CalCloud Medium Windows Unmanaged Server w/Tier 2 DR	Server	$568.43	Eliminate	-100%
CalCloud	L207	CalCloud Large Windows Unmanaged Server	Server	$597.25	Eliminate	-100%
CalCloud	L208	CalCloud Large Windows Unmanaged Server w/Tier 1 DR	Server	$864.75	Eliminate	-100%
CalCloud	L209	CalCloud Large Windows Unmanaged Server w/Tier 2 DR	Server	$735.61	Eliminate	-100%
CalCloud	L210	CalCloud XLarge Windows Unmanaged Server	Server	$743.69	Eliminate	-100%
CalCloud	L211	CalCloud XLarge Windows Unmanaged Server w/Tier 1 DR	Server	$1,140.32	Eliminate	-100%
CalCloud	L212	CalCloud XLarge Windows Unmanaged Server w/Tier 2 DR	Server	$1,010.03	Eliminate	-100%
CalCloud	L213	CalCloud Small Linux Unmanaged Server	Server	$304.39	Eliminate	-100%
CalCloud	L214	CalCloud Small Linux Unmanaged Server w/Tier 1 DR	Server	$554.59	Eliminate	-100%
CalCloud	L215	CalCloud Small Linux Unmanaged Server w/Tier 2 DR	Server	$431.22	Eliminate	-100%
CalCloud	L216	CalCloud Medium Unmanaged Linux Server	Server	$408.16	Eliminate	-100%
CalCloud	L217	CalCloud Medium Unmanaged Linux Server w/Tier 1 DR	Server	$674.51	Eliminate	-100%

Service Type	Service Code	Service Description	Billing Metric	Prior Rate	Current Rate	Change
CalCloud	L218	CalCloud Medium Unmanaged Linux Server w/Tier 2 DR	Server	$552.29	Eliminate	-100%
CalCloud	L219	CalCloud Large Unmanaged Linux Server	Server	$578.81	Eliminate	-100%
CalCloud	L220	CalCloud Large Unmanaged Linux Server w/Tier 1 DR	Server	$839.38	Eliminate	-100%
CalCloud	L221	CalCloud Large Unmanaged Linux Server w/Tier 2 DR	Server	$713.71	Eliminate	-100%
CalCloud	L222	CalCloud XLarge Unmanaged Linux Server	Server	$721.78	Eliminate	-100%
CalCloud	L223	CalCloud XLarge Unmanaged Linux Server w/Tier 1 DR	Server	$1,105.73	Eliminate	-100%
CalCloud	L224	CalCloud XLarge Unmanaged Linux Server w/Tier 2 DR	Server	$980.05	Eliminate	-100%
CalCloud	L230	CalCloud Small Windows Unmanaged Server - w/o OS	Server	$296.32	Eliminate	-100%
CalCloud	L231	CalCloud Small Windows Unmanaged Server w/Tier 1 DR - w/o OS	Server	$538.45	Eliminate	-100%
CalCloud	L232	CalCloud Small Windows Unmanaged Server w/Tier 2 DR - w/o OS	Server	$418.54	Eliminate	-100%
CalCloud	L233	CalCloud Medium Windows Unmanaged Server - w/o OS	Server	$396.63	Eliminate	-100%
CalCloud	L234	CalCloud Medium Windows Unmanaged Server w/Tier 1 DR - w/o OS	Server	$653.75	Eliminate	-100%
CalCloud	L235	CalCloud Medium Windows Unmanaged Server w/Tier 2 DR - w/o OS	Server	$534.99	Eliminate	-100%
CalCloud	L236	CalCloud Large Windows Unmanaged Server - w/o OS	Server	$561.51	Eliminate	-100%
CalCloud	L237	CalCloud Large Windows Unmanaged Server w/Tier 1 DR - w/o OS	Server	$814.02	Eliminate	-100%
CalCloud	L238	CalCloud Large Windows Unmanaged Server	Server	$692.95	Eliminate	-100%

Service Type	Service Code	Service Description	Billing Metric	Prior Rate	Current Rate	Change
		w/Tier 2 DR - w/o OS				
CalCloud	L239	CalCloud XLarge Windows Unmanaged Server - w/o OS	Server	$699.87	Eliminate	-100%
CalCloud	L240	CalCloud XLarge Windows Unmanaged Server w/Tier 1 DR - w/o OS	Server	$1,072.29	Eliminate	-100%
CalCloud	L241	CalCloud XLarge Windows Unmanaged Server w/Tier 2 DR - w/o OS	Server	$951.23	Eliminate	-100%
CalCloud	L242	CalCloud Small Linux Unmanaged Server w/o OS	Server	$287.10	Eliminate	-100%
CalCloud	L243	CalCloud Small Linux Unmanaged Server w/Tier 1 DR - w/o OS	Server	$522.31	Eliminate	-100%
CalCloud	L244	CalCloud Small Linux Unmanaged Server w/Tier 2 DR - w/o OS	Server	$405.86	Eliminate	-100%
CalCloud	L245	CalCloud Medium Linux Unmanaged Server w/o OS	Server	$385.10	Eliminate	-100%
CalCloud	L246	CalCloud Medium Linux Unmanaged Server w/Tier 1 DR - w/o OS	Server	$634.15	Eliminate	-100%
CalCloud	L247	CalCloud Medium Linux Unmanaged Server w/Tier 2 DR - w/o OS	Server	$518.85	Eliminate	-100%
CalCloud	L248	CalCloud Large Linux Unmanaged Server w/o OS	Server	$545.37	Eliminate	-100%
CalCloud	L249	CalCloud Large Linux Unmanaged Server w/Tier 1 DR - w/o OS	Server	$789.81	Eliminate	-100%
CalCloud	L250	CalCloud Large Linux Unmanaged Server w/Tier 2 DR - w/o OS	Server	$671.05	Eliminate	-100%
CalCloud	L251	CalCloud XLarge Linux Unmanaged Server w/o OS	Server	$679.12	Eliminate	-100%
CalCloud	L252	CalCloud XLarge Linux Unmanaged Server w/Tier 1 DR - w/o OS	Server	$1,040.01	Eliminate	-100%

Service Type	Service Code	Service Description	Billing Metric	Prior Rate	Current Rate	Change
CalCloud	L253	CalCloud XLarge Linux Unmanaged Server w/Tier 2 DR - w/o OS	Server	$922.40	Eliminate	-100%
CalCloud	L260	CalCloud Small AIX Unmanaged Server (CCU)	Server	$918	Eliminate	-100%
CalCloud	L261	CalCloud Small AIX Unmanaged Server w/Tier 1 DR (CCU)	Server	$1,195	Eliminate	-100%
CalCloud	L262	CalCloud Small AIX Unmanaged Server w/Tier 2 DR (CCU)	Server	$1,047	Eliminate	-100%
CalCloud	L263	CalCloud Medium AIX Unmanaged Server (CCU)	Server	$1,390	Eliminate	-100%
CalCloud	L264	CalCloud Medium AIX Unmanaged Server w/Tier 1 DR (CCU)	Server	$1,781	Eliminate	-100%
CalCloud	L265	CalCloud Medium AIX Unmanaged Server w/Tier 2 DR (CCU)	Server	$1,572	Eliminate	-100%
CalCloud	L266	CalCloud Large AIX Unmanaged Server (CCU)	Server	$2,171	Eliminate	-100%
CalCloud	L267	CalCloud Large AIX Unmanaged Server w/Tier 1 DR (CCU)	Server	$2,807	Eliminate	-100%
CalCloud	L268	CalCloud Large AIX Unmanaged Server w/Tier 2 DR (CCU)	Server	$2,514	Eliminate	-100%
CalCloud	L269	CalCloud XLarge AIX Unmanaged Server (CCU)	Server	$3,928	Eliminate	-100%
CalCloud	L270	CalCloud XLarge AIX Unmanaged Server w/Tier 1 DR (CCU)	Server	$5,091	Eliminate	-100%
CalCloud	L271	CalCloud XLarge AIX Unmanaged Server w/Tier 2 DR (CCU)	Server	$4,525	Eliminate	-100%
Windows Server	L301	CalCloud OTech Windows OS Support	Server	$514	Eliminate	-100%
Windows Server	L302	CalCloud OTech Windows OS Set-up	One-Time/OS	$230	Eliminate	-100%
Linux Server	L303	CalCloud OTech Linux OS Support	Server	$844	Eliminate	-100%
Linux Server	L304	CalCloud OTech Linux OS Set-up	One-Time/OS	$230	Eliminate	-100%

Service Type	Service Code	Service Description	Billing Metric	Prior Rate	Current Rate	Change
CalCloud	L305	CalCloud OTech AIX OS Support	Server	$785	Eliminate	-100%
AIX Server	L305	CalCloud OTech AIX OS Support	Server	$676	Eliminate	-100%
AIX Server	L306	CalCloud OTech AIX OS Set-up	One-Time/OS	$460	Eliminate	-100%
AIX Server	L306	CalCloud OTech AIX OS Set-up	One-Time/OS	$396	Eliminate	-100%
CalCloud	L401	CalCloud Small Server Oracle Database Subscription	Instance /Month	$946	Eliminate	-100%
CalCloud	L402	CalCloud Medium Server Oracle Database Subscription	Instance /Month	$1,892	Eliminate	-100%
CalCloud	L403	CalCloud Large Server Oracle Database Subscription	Instance /Month	$3,784	Eliminate	-100%
CalCloud	L404	CalCloud XLarge Server Oracle Database Subscription	Instance /Month	$7,568	Eliminate	-100%
SQL Server	L405	CalCloud Small MS SQL Enterprise Lic+SA	Instance /Month	$930	Eliminate	-100%
SQL Server	L405	CalCloud Small MS SQL Enterprise Lic+SA	Instance /Month	$900	Eliminate	-100%
SQL Server	L406	CalCloud Small MS SQL Standard Lic+SA	Instance /Month	$243	Eliminate	-100%
SQL Server	L406	CalCloud Small MS SQL Standard Lic+SA	Instance /Month	$235	Eliminate	-100%
SQL Server	L407	CalCloud Small MS SQL Enterprise SA	Instance /Month	$452	Eliminate	-100%
SQL Server	L407	CalCloud Small MS SQL Enterprise SA	Instance /Month	$437	Eliminate	-100%
SQL Server	L408	CalCloud Small MS SQL Standard SA	Instance /Month	$118	Eliminate	-100%
SQL Server	L408	CalCloud Small MS SQL Standard SA	Instance /Month	$114	Eliminate	-100%
SQL Server	L409	CalCloud Medium MS SQL Enterprise Lic+SA	Instance /Month	$930	Eliminate	-100%
SQL Server	L409	CalCloud Medium MS SQL Enterprise Lic+SA	Instance /Month	$900	Eliminate	-100%
SQL Server	L410	CalCloud Medium MS SQL Standard Lic+SA	Instance /Month	$243	Eliminate	-100%
SQL Server	L410	CalCloud Medium MS SQL Standard Lic+SA	Instance /Month	$235	Eliminate	-100%

Service Type	Service Code	Service Description	Billing Metric	Prior Rate	Current Rate	Change
SQL Server	L411	CalCloud Medium MS SQL Enterprise SA	Instance /Month	$452	Eliminate	-100%
SQL Server	L411	CalCloud Medium MS SQL Enterprise SA	Instance /Month	$437	Eliminate	-100%
SQL Server	L412	CalCloud Medium MS SQL Standard SA	Instance /Month	$118	Eliminate	-100%
SQL Server	L412	CalCloud Medium MS SQL Standard SA	Instance /Month	$114	Eliminate	-100%
SQL Server	L413	CalCloud Large MS SQL Enterprise Lic+SA	Instance /Month	$1,859	Eliminate	-100%
SQL Server	L413	CalCloud Large MS SQL Enterprise Lic+SA	Instance /Month	$1,798	Eliminate	-100%
SQL Server	L414	CalCloud Large MS SQL Standard Lic+SA	Instance /Month	$485	Eliminate	-100%
SQL Server	L414	CalCloud Large MS SQL Standard Lic+SA	Instance /Month	$469	Eliminate	-100%
SQL Server	L415	CalCloud Large MS SQL Enterprise SA	Instance /Month	$903	Eliminate	-100%
SQL Server	L415	CalCloud Large MS SQL Enterprise SA	Instance /Month	$874	Eliminate	-100%
SQL Server	L416	CalCloud Large MS SQL Standard SA	Instance /Month	$236	Eliminate	-100%
SQL Server	L416	CalCloud Large MS SQL Standard SA	Instance /Month	$228	Eliminate	-100%
SQL Server	L417	CalCloud XLarge MS SQL Enterprise Lic+SA	Instance /Month	$3,718	Eliminate	-100%
SQL Server	L417	CalCloud XLarge MS SQL Enterprise Lic+SA	Instance /Month	$3,597	Eliminate	-100%
SQL Server	L418	CalCloud XLarge MS SQL Standard Lic+SA	Instance /Month	$970	Eliminate	-100%
SQL Server	L418	CalCloud XLarge MS SQL Standard Lic+SA	Instance /Month	$938	Eliminate	-100%
SQL Server	L419	CalCloud XLarge MS SQL Enterprise SA	Instance /Month	$1,805	Eliminate	-100%
SQL Server	L419	CalCloud XLarge MS SQL Enterprise SA	Instance /Month	$1,746	Eliminate	-100%
SQL Server	L420	CalCloud XLarge MS SQL Standard SA	Instance /Month	$471	Eliminate	-100%
SQL Server	L420	CalCloud XLarge MS SQL Standard SA	Instance /Month	$456	Eliminate	-100%
Office O365 Shared Services	K414	Shared ADFS	Per User /Month	$0.99	Eliminate	-100%

Service Type	Service Code	Service Description	Billing Metric	Prior Rate	Current Rate	Change
Office O365 Shared Services	K417	Hosted O365 ADFS AD Azure Server	Variable	$1.05	Eliminate	-100%
UNIX/Solaris Server	M401	SOLARIS BASE SYSTEM - TIER I	Server	$1,690	Eliminate	-100%
UNIX/Solaris Server	M401	Solaris Base System - Tier I	Server	$2,610	Eliminate	-100%
UNIX/Solaris Server	M401	Solaris Base System - Tier I	Server	$2,401	Eliminate	-100%
UNIX/Solaris Server	M402	SOLARIS BASE SYSTEM - TIER II	Server	$3,240	Eliminate	-100%
UNIX/Solaris Server	M402	Solaris Base System - Tier II	Server	$5,000	Eliminate	-100%
UNIX/Solaris Server	M402	Solaris Base System - Tier II	Server	$4,600	Eliminate	-100%
UNIX/Solaris Server	M403	SOLARIS BASE SYSTEM - TIER III	Server	$4,165	Eliminate	-100%
UNIX/Solaris Server	M403	Solaris Base System - Tier III	Server	$6,425	Eliminate	-100%
UNIX/Solaris Server	M403	Solaris Base System - Tier III	Server	$5,911	Eliminate	-100%
UNIX/Solaris Server	M404	SOLARIS BASE SYSTEM - TIER IV	Server	$6,990	Eliminate	-100%
UNIX/Solaris Server	M404	Solaris Base System - Tier IV	Server	$10,790	Eliminate	-100%
UNIX/Solaris Server	M404	Solaris Base System - Tier IV	Server	$9,927	Eliminate	-100%
UNIX/Solaris Server	M405	SOLARIS MEMORY	GB	$100	Eliminate	-100%
UNIX/Solaris Server	M405	Solaris Memory	GB	$30	Eliminate	-100%
UNIX/Solaris Server	M405	Solaris Memory	GB	$28	Eliminate	-100%
UNIX/Solaris Server	M406	Solaris Processor Core	Core	$150	Eliminate	-100%
UNIX/Solaris Server	M406	Solaris Processor Core	Core	$138	Eliminate	-100%
UNIX/Solaris Server	M407	Solaris Tier IV - 2 Processor Cores	Dual Core	$1,400	Eliminate	-100%
UNIX/Solaris Server	M407	Solaris Tier IV - 2 Processor Cores	Dual Core	$1,209	Eliminate	-100%
UNIX/Solaris Server	M411	Solaris One-Time Set-Up Fee	One-Time	$460	Eliminate	-100%

Service Type	Service Code	Service Description	Billing Metric	Prior Rate	Current Rate	Change
UNIX/Solaris Server	M411	Solaris One-Time Set-Up Fee	One-Time	$423	Eliminate	-100%
UNIX/Solaris Server	M412	Non-Standard HW Solaris Yr 1 Surcharge	Server	$920	Eliminate	-100%
UNIX/Solaris Server	M413	Non-Standard HW Solaris Yr 2 Surcharge	Server	$1,610	Eliminate	-100%
UNIX/Solaris Server	M414	Non-Standard HW Solaris Yr 3 Surcharge	Server	$2,300	Eliminate	-100%
UNIX/Solaris Server	R306	Open Systems DR Solaris Support	Server /Month	$420	Eliminate	-100%
STaaS On Premises	K609	STaaS Storage Seeding using NAS Device	Flat Fee	$1.05	Eliminate	-100%
STaaS On Premises	K610	STaaS Defective Media Retention	Per Drive	$1.05	Eliminate	-100%
STaaS On Premises	K611	STaaS Storage Planning Services (SPS)	Per Day	$1.05	Eliminate	-100%
STaaS On Premises	K612	STaaS Storage Implementation Services (SIS)	Per Day	$1.05	Eliminate	-100%
STaaS On Premises	K613	STaaS Storage Migration Services (SMS)	Per Day	$1.05	Eliminate	-100%
Tenant Managed Service - Basic	K617	STaaS/Foreign Cable Install - TMS Basic	One-Time	$350	Eliminate	-100%
Tenant Managed Service - Premium	K618	STaaS/Foreign Cable Install - TMS Premium	One-Time	$350.00	Eliminate	-100%
STaaS On Premises	K619	STaaS Tier IB (50TB to 249TB)	GB/Month	$0.29	Eliminate	-100%
STaaS On Premises	K620	STaaS Tier IC (250TB to 499TB)	GB/Month	$0.25	Eliminate	-100%
STaaS On Premises	K621	STaaS Tier ID (Over 500TB)	GB/Month	$0.22	Eliminate	-100%
STaaS On Premises	K622	STaaS Tier IIB (50TB to 249TB)	GB/Month	$0.20	Eliminate	-100%
STaaS On Premises	K623	STaaS Tier IIC (250TB to 499TB)	GB/Month	$0.18	Eliminate	-100%
STaaS On Premises	K624	STaaS Tier IID (Over 500TB)	GB/Month	$0.16	Eliminate	-100%
STaaS On Premises	K625	STaaS Tier IIIB (50TB to 249TB)	GB/Month	$0.10	Eliminate	-100%
STaaS On Premises	K626	STaaS Tier IIIC (250TB to 499TB)	GB/Month	$0.09	Eliminate	-100%

Service Type	Service Code	Service Description	Billing Metric	Prior Rate	Current Rate	Change
STaaS On Premises	K627	STaaS Tier IIID (Over 500TB)	GB/Month	$0.08	Eliminate	-100%
STaaS On Premises	K628	STaaS Vendor Discount	GB/Month	$1.00	Eliminate	-100%
STaaS On Premises	K629	STaaS Tier IVB (50TB to 249TB)	GB/Month	$0.07	Eliminate	-100%
STaaS On Premises	K630	STaaS Tier IVC (250TB to 499TB)	GB/Month	$0.06	Eliminate	-100%
STaaS On Premises	K631	STaaS Tier IVD (Over 500TB)	GB/Month	$0.04	Eliminate	-100%
STaaS On Premises	K632	STaaS Tier IVE (Max of 4 Hours)	GB/Month	$0.03	Eliminate	-100%
STaaS On Premises	K633	STaaS Tier IVF (Max of 4 Hours)	GB/Month	$0.02	Eliminate	-100%
STaaS On Premises	K634	STaaS Tier IVG (Max of 4 Hours)	GB/Month	$0.01	Eliminate	-100%
STaaS On Premises	K635	STaaS Tier IVH (Max of 4 Hours)	GB/Month	$0.01	Eliminate	-100%
STaaS On Premises	K636	STaaS Tier IVI (Max of 4 Hours)	GB/Month	$0.01	Eliminate	-100%
STaaS On Premises	K637	STaaS Tier IVJ (Max of 4 Hours)	GB/Month	$0.00	Eliminate	-100%
E-Mail Relay	E128	Compliance Archiving E-Discovery 0-2 Years	Per Seat	$2.05	Eliminate	-100%
Office O365 Shared Services	E231	E-Hub Hygiene Service	Mailbox	$0.56	Eliminate	-100%
Office O365 Shared Services	E232	E-Hub Hygiene Service (w/ECAL License)	Mailbox	$0.13	Eliminate	-100%
Office O365 Shared Services	E233	E-Mail Encryption	Mailbox	$1.08	Eliminate	-100%
Vendor Hosted Subscription Services (VHSS)	K703	IBM VHHS Services	Variable	$1.05	Eliminate	-100%
Vendor Hosted Subscription Services (VHSS)	K501	eSignature	Direct Charge	$1.05	Eliminate	-100%