

INFRASTRUCTURE CHARGEBACK RATES - effective October 1, 2024

(Note: Chargeback Rates do not include GTA Administration Fee and are subject to change)

End User Computing			
Sub Tower	Resource Unit	Measure	Rate
EUC Support	Platinum EUC Device Support	Device	\$ 410.35
EUC Support	Gold EUC Device Support	Device	\$ 213.12
EUC Support	Silver EUC Device Support	Device	\$ 120.38
EUC Support	Bronze EUC Device Support	Device	\$ 35.00
EUC Support	Silver Network Printer Support	Device	\$ 74.55
EUC Support	Bronze Network Printer Support	Device	\$ 20.91
EUC Support	WVD Thin Client Support	Device	\$ 43.76
EUC Optional	Data Loss Prevention	Device	\$ 3.45
EUC Optional	Tech Bar - One-time Setup	One Time Charge	\$67,364.09
EUC Optional	Dedicated Tech Bar (Dedicated Support)	per Dedicated Tech Bar	\$17,894.84
EUC Optional	Mobile Tech Bar (Half Day support)	per Mobile Tech Bar	\$ 8,947.42
EUC Optional	Managed Print	per 25 Managed Printers	\$ 2,076.73
Hardware/Software/Maintenance EUC	EUC Accidental Damages	Per Replaced Component	\$ 291.68

Mainframe Services			
Sub Tower	Resource Unit	Measure	Rate
Mainframe Storage	Application Tapes in Storage Archived	Tape	\$ 2.00
Mainframe Storage	Automated Application Tape Storage	GB	\$ 0.875
Mainframe Storage	Backup Retention Offsite	Tape	\$ 2.03
DASD	Mainframe Allocated Application DASD	GB	\$ 14.17
GP CPU	GP Application CPU Hour	Hours	\$18,488.28
zIIP CPU	zIIP Application CPU Hour	Hours	\$ 311.34

Print to Mail Services			
Sub Tower	Resource Unit	Measure	Rate
Print	Manual Envelope Labeling	Images	\$ 0.051
Print	Post Print Manual Job Scan	Images	\$ 0.222
Print	Print Images - Digital Color	Images	\$ 0.163
Print	Print Images - Offset Color 1-2 Colors	Images	\$ 0.082
Print	Print Images - Offset Color 4 Colors	Images	\$ 0.115
Print	Print Images Custom	Images	\$ 0.031
Print	Print Images Custom Form	Images	\$ 0.040
Print	Print Images Standard	Images	\$ 0.034
Media	#10 Custom Double Window Envelope for Print Services (Xerox Supplied)	Envelopes	\$ 0.037
Media	#10 Custom Single -Window Envelope for Print Services (Xerox Supplied)	Envelopes	\$ 0.032
Media	#10 Envelope for Print Services (Xerox Supplied)	Envelopes	\$ 0.024
Media	#10 Envelopes Box of 2500	Boxes	\$ 96.47
Media	#10 Standard Single Window Envelope for Print Services (Xerox Supplied)	Envelopes	\$ 0.024
Media	6x9 Envelope for Print Services (Xerox Supplied)	Envelopes	\$ 0.131
Media	6x9.5 Envelope for Print Services (Xerox Supplied)	Envelopes	\$ 0.038
Media	9x12 Envelope for Print Services (Xerox Supplied)	Envelopes	\$ 0.409
Fulfillment	Folding / Inserting First Sheet	Sheets	\$ 0.048
Fulfillment	Folding / Inserting Subsequent Sheets	Sheets	\$ 0.012
Fulfillment	Folding / Sealing	Sheets	\$ 0.017
Fulfillment	IMB Presort and Barcoding	Envelopes	\$ 0.029
Fulfillment	Overweight 10 - 75 Sheets in an Envelope (Envelope Included)	Sheets	\$ 2.008
Fulfillment	Overweight 76+ Sheets in Box (Box Included)	Boxes	\$ 3.761
Courier	Postage	Dollars to be Billed	\$ 1.00
Courier	Region 1 - Early / Late Service	Deliveries	\$ 294.64
Courier	Region 1 - Standard Service	Deliveries	\$ 249.84
Courier	Region 2 - Early / Late Service	Deliveries	\$ 309.69

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Print to Mail Services			
Sub Tower	Resource Unit	Measure	Rate
Courier	Region 2 - Standard Service	Deliveries	\$ 264.56
Courier	Region 4 - Early / Late Service	Deliveries	\$ 241.99
Courier	Region 4 - Standard Service	Deliveries	\$ 196.86
Courier	Region 5 - Early / Late Service	Deliveries	\$ 264.56
Courier	Region 5 - Standard Service	Deliveries	\$ 219.43
Courier	Region 6 - Early / Late Service	Deliveries	\$ 369.86
Courier	Region 6 - Standard Service	Deliveries	\$ 294.64
Courier	Region 7 - Early / Late Service	Deliveries	\$ 445.08
Courier	Region 7 - Standard Service	Deliveries	\$ 377.38
Courier	Region 8 - Early / Late Service	Deliveries	\$ 369.86
Courier	Region 8 - Standard Service	Deliveries	\$ 294.64
Courier	Region 9 - Early / Late Service	Deliveries	\$ 520.29
Courier	Region 9 - Standard Service	Deliveries	\$ 445.08
Courier	Region 10 - Early / Late Service	Deliveries	\$ 670.72
Courier	Region 10 - Standard Service	Deliveries	\$ 595.51
Courier	Region 11 - Early / Late Service	Deliveries	\$ 670.72
Courier	Region 11 - Standard Service	Deliveries	\$ 595.51
Courier	Region 12 - Early / Late Service	Deliveries	\$ 791.07
Courier	Region 12 - Standard Service	Deliveries	\$ 700.81
Courier	Region 3 Outbound Mail Presort & Metering	Envelopes	\$ 0.091
Courier	Regions 1-2 & 4-12 Outbound Mail Presort & Metering	Deliveries	\$ 0.090
Courier	Zone 1 (Capital Square) - Early / Late Service	Deliveries	\$ 27.47
Courier	Zone 1 (Capital Square) - Standard Service	Deliveries	\$ 6.736
Courier	Zone 2 (Downtown) - Early / Late Service	Deliveries	\$ 27.47
Courier	Zone 2 (Downtown) - Standard Service	Deliveries	\$ 24.85
Courier	Zone 3 (Perimeter) - Early / Late Service	Deliveries	\$ 54.94
Courier	Zone 3 (Perimeter) - Standard Service	Deliveries	\$ 45.78
Courier	Zone 4 (Long Distance) - Early / Late Service	Deliveries	\$ 94.18
Courier	Zone 4 (Long Distance) - Standard Service	Deliveries	\$ 77.17

Security Services			
Sub Tower	Resource Unit	Measure	Rate
Security Support	Digital Forensics and Incident Response (DFIR) Remote	Hours	\$ 390.00
Security Support	Managed Security Support	Agent	\$ 17.18
Security Support	Penetration Testing Onsite	Hours	\$ 255.72
Security Support	Penetration Testing Remote	Hours	\$ 229.00
Security Support	Security Awareness Training (SAT)	Users	\$ 0.78
Security Tools	Crowdstrike Security	License	\$ 1.58
Security Tools	Information Security Officer (ISO)	Days	\$ 1,176.03
Security Tools	Proofpoint Email Security (PES)	License	\$ 3.14
Security Tools	Tenable Security	License	\$ 0.50

Service Desk			
Sub Tower	Resource Unit	Measure	Rate
Support	Authorized Devices	Device	\$ 8.54

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Server			
Sub Tower	Resource Unit	Measure	Rate
Application Servers	Linux Tier 1 (24x7 Support) Custom	Instance	\$ 1,096.81
Application Servers	Linux Tier 1 (24x7 Support) Standard	Instance	\$ 981.87
Application Servers	Linux Tier 2 (10x5 Support) Custom	Instance	\$ 953.77
Application Servers	Linux Tier 2 (10x5 Support) Standard	Instance	\$ 889.02
Application Servers	Medium Remote Server	Server	\$ 478.19
Application Servers	Proprietary UNIX (10x5 Support)	Instance	\$ 1,542.18
Application Servers	Proprietary UNIX (24x7 Support)	Instance	\$ 4,214.43
Application Servers	Small Remote Server	Server	\$ 357.04
Application Servers	Tier 3 Partial Support	Instance	\$ 1,542.18
Application Servers	Tier 4 Appliance Support	Instance	\$ 696.00
Application Servers	Windows Tier 1 (24x7 Support) Custom	Instance	\$ 2,094.55
Application Servers	Windows Tier 1 (24x7 Support) Standard	Instance	\$ 1,268.33
Application Servers	Windows Tier 2 (10x5 Support) Custom	Instance	\$ 870.16
Application Servers	Windows Tier 2 (10x5 Support) Standard	Instance	\$ 680.43
Disaster Recovery	Tier 0 Solaris Dedicated Disaster Recovery	Instance	\$ 1,075.46
Disaster Recovery	Tier 0 Wintel Dedicated Disaster Recovery	Instance	\$ 955.91
Disaster Recovery	Tier 0 Wintel Virtual Disaster Recovery	Instance	\$ 923.90
Disaster Recovery	Tier 1 Solaris Dedicated Disaster Recovery	Instance	\$ 1,330.78
Disaster Recovery	Tier 1 Wintel Dedicated Disaster Recovery	Instance	\$ 1,329.00
Disaster Recovery	Tier 1 Wintel Virtual Disaster Recovery	Instance	\$ 1,244.42
Disaster Recovery	Tier 2 DR Rack Charges Disaster Recovery	Instance	\$ 3,383.91
Email	Email Accounts	Account	\$ 16.00
Exadata	Exadata Specialized Solution Request Charge	Dollars to be Billed	\$ 1.00
Mobile Device	Managed Mobile Device	Device	\$ 8.85
Server Storage	Archived Tapes	Tape	\$ 0.65
Server Storage	Backup Data written to Disk	GB	\$ 0.11
Server Storage	Tier 2 Business Critical Storage	GB	\$ 0.09
Server Storage	Tier 2R Business Critical Storage (Replicated Copy)	GB	\$ 0.19
Server Storage	Tier 3 Unstructured User Storage (NAS)	GB	\$ 0.09
Server Storage	Tier 3R Unstructured User Storage (NAS) (Replicated Copy)	GB	\$ 0.16
Server Storage	Tier 4 Archival/Backup Storage	GB	\$ 0.02
Software Stack Support	Business Application Monitoring	Application	\$ 658.13
Software Stack Support	Business Application Packaging Request	Completed Request	\$ 3,369.19
Software Stack Support	Database Oracle Server	Instance	\$ 331.00
Software Stack Support	Database SQL Server	Instance	\$ 295.29
Software Stack Support	Web Server Middleware Support	Instance	\$ 426.54
Cloud Broker Services	Active Directory Trust Identity Access Service	Application	\$ 801.92
Cloud Broker Services	AWS Gateway Support	Site	\$ 1,983.39
Cloud Broker Services	File Gateway Connected Server Support	Device	\$ 24.80
Cloud Broker Services	Cloud Connection Access Service	Connection	\$10,381.13
Cloud Broker Services	Cloud Infrastructure Premium Support	Hours	\$ 285.84
Cloud Broker Services	Cloud Infrastructure Premium Support (after hours)	Hours	\$ 393.76
Cloud Broker Services	Cloud Management Service	Dollars to be Billed	\$ 1.00
Cloud Broker Services	Cloud Migration Services	Dollars to be Billed	\$ 1.00
Cloud Broker Services	Cloud Services	Dollars to be Billed	\$ 1.00
Cloud Broker Services	Managed Cloud OSI Support - Virtual Server	Instances per Day	\$ 5.47
Cloud Broker Services	Okta Identity Access Service	Application	\$ 2,415.23
Cloud Broker Services	Oracle Cloud Services	Dollars to be Billed	\$ 1.00
Cloud Broker Services	Virtual Desktop Management Service	User	\$ 15.23
Managed Cloud Services	Managed Cloud Core Charge	Dollars to be Billed	\$ 1.00
Managed Cloud Services	Managed Cloud Core Charge Advanced	Dollars to be Billed	\$ 1.00

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Server			
Sub Tower	Resource Unit	Measure	Rate
Managed Cloud Services	Managed Cloud Marketplace Charge	Dollars to be Billed	\$ 1.00
Managed Cloud Services	Managed Cloud Marketplace Charge Advanced	Dollars to be Billed	\$ 1.00
Managed Cloud Services	Managed Cloud Miscellaneous Charge	Dollars to be Billed	\$ 1.00
Managed Cloud Services	Managed Cloud Miscellaneous Charge Advanced	Dollars to be Billed	\$ 1.00
Managed Cloud Services	Managed Cloud Professional Services Charge	Dollars to be Billed	\$ 1.00

*** Note - End User Computing, Server Support, and DR costs do not include the cost of using GTA Hardware. These are billed as a Hardware Service Charge.

*** Note - WVD Thin Client Support requires Virtual Desktop Management Service under Cloud Services.

***Note - Managed Cloud OSI Support - Virtual Server costs above do not include Cloud Services or Cloud Management Service. Cloud Services rates are set by the Cloud Provider. See Cost Estimator Tool or contact your Customer Success Manager for assistance to determine those charges.

***Note - The use of Managed Cloud Services is subject to additional shared support cost internal to the cloud environment.