TA 17-11: FY2017/18 Adjusted and New Rates

ISSUE DATE:	**November 7, 2017**
ATTENTION:	**All Customers**
ACTION REQUESTED:	**None – Information Only**
EFFECTIVE DATE:	**Various**

Overview:

The Department of Finance recently approved rate adjustments for the Vendor Hosted Subscription Services (VHSS) administrative fees, and approved rates for the new Storage as a Service (STaaS) offering.

Rate Adjustments for Existing Services:

CDT has various contracts with specific vendors to offer subscription-based services, also known as VHSS. The CDT administrative fees for VHSS have varied in the past; however, effective October 1, 2017, the CDT administrative fee will be a standard 8% for all off-premises VHSS offerings.

Service	Old Administrative Fee	New Administrative Fee
Customer Relationship Management	13.2%	8%
Electronic Signature	13.2%	8%
Project Portfolio Management	13.2%	8%
Cloud Service Providers	New	8%
Information Technology Service Management	13.2%	8%
CalCloud Office Productivity	8.23%	8%
Storage as a Service	13.2%	8%

The total cost for VHSS offerings will be the vendor's charge, plus CDT 8 percent administrative fee.

Rates for New Service:

Rates have been established for the new Storage as a Service (STaaS) offering. STaaS is a cloud storage solution and provides primary and secondary storage tiers. Additional details about the features of this service are provided in Tech Alert 17-12.

Storage Tier	Server Location:	Response Time < or = to:	Maximum Rate per GB*
I	Tenant Managed Services	5 milliseconds	$0.396
II	Tenant Managed Services	25 milliseconds	$0.264
III	Tenant Managed Services or connected to CDT's WAN	100 milliseconds	$0.132

IV	Tenant Managed Services or connected to CDT's WAN	4 hours to present data	$0.092

*Vendor discounts may be available, based on quantity.

Rate Change Detail:

Please view the Customer Rates Memo for more detail on the new and adjusted rates.

Contact:

If you have questions or need further clarification, please contact your CDT Account Lead by using the Account Lead Directory, or call Customer Engagement Services at (916) 431-5390.