APPENDIX C  DEPARTMENT OF TECHNOLOGY SERVICES
CUSTOMER OWNED EQUIPMENT MANAGED SERVICES (COEMS)
Effective July 2007

BASE SERVICES
• Standard State-owned cabinet - Half (approximately 20 rack units) $170 per month
• Standard State-owned cabinet - Full (approximately 42 rack units) $300 per month
• Customer-owned cabinet $230 per month*

The monthly subscription rate includes the following:
• Floor space and work surface for a standard locking co-location cabinet
• Physical Security (24 hours, 7 days per week)
• UPS and backup system
• Fire detection and suppression system
• An analog telephone line
• A two-port adapter with a wiring patch panel within the cabinet
• One hour of Remote Hands service from the DTS Help Desk
(24 hours, 7 days per week)**

OTHER SERVICES
• Data Backup and Restore - Tivoli Storage Manager (TSM)
  (available to CSGnet subscribers only)
  - Up to 50GB per server $200 per month, per server***
  - 50GB to 300GB per server $500 per month, per server***
  - Over 300GB per server $1,000 per month, per server***
• Network Connectivity
• Operational Recovery Services for Business Resumption Planning
  Refer to Page 7 of the Billing Rates Schedule
  Call for quote

* Rate is based on 20 square feet of floor space and is subject to change if additional space is required
** Help Desk staff perform basic troubleshooting tasks (i.e., power on/off equipment, view LED light indicators, initiate manual testing of equipment, report error messages and reseat cable connections). Additional services are billed in 15-minute increments at $90/hour consulting rate.
*** Offsite tape storage is included as part of the TSM service.