

FY2018 DTS Rate Analysis

Prepared for:
State of Utah
Department of Technology Services

Prepared by:

SAIC[®]

Summation Report
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Study Objectives

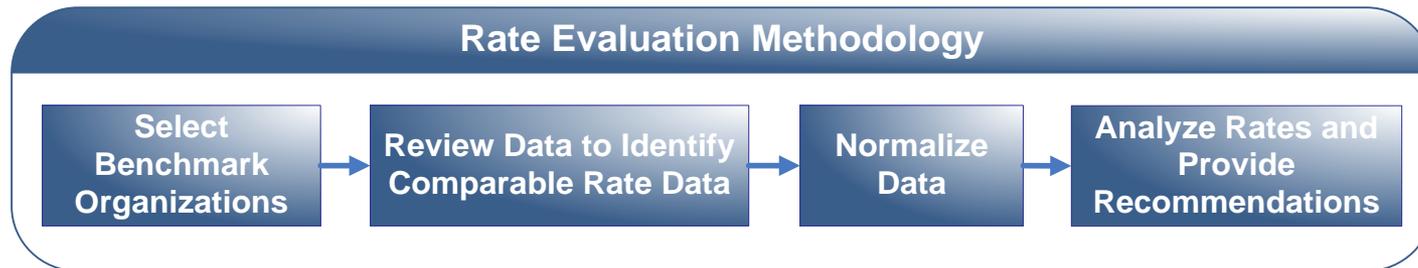
- Analyze DTS rates in support/fulfillment of legislative mandates:
 - Chief Information Officer (CIO) and Executive Director of the Department of Technology Services (DTS) is required to---
 - provide information technology (IT) and telecom services to all Executive Branch Agencies and other customers at the lowest practical cost,
 - prescribe a schedule of fees for all services rendered,
 - ensure all fees are equitable,
 - base rates on a zero-based full cost accounting of activities,
 - establish cost-based service rates and fees, and
 - *“conduct a market analysis...periodically thereafter...of proposed rates and fees, and the analysis shall include a comparison of the Department’s (DTS) rates with the fees of other public or private sector providers where comparable services and rates are reasonably available.”*

Study Objectives cont'd

- Evaluate DTS FY2018 rates against:
 - Rates from all state government technology organizations with available IT service rate data.
 - External rate data from private sector DTS “competitor” organizations (Utah based and national private IT service providers, General Services Administration IT Schedule 70 132-51 IT Services).

Note: several factors influence private rates. Private data may be subject to increase (applicable taxes, broader service requirements, etc.) and/or to decrease (volume/bundling discounts). It should also be noted that some private service rates may not represent a true cost basis due to subsidization from other business lines. SAIC sought to obtain pricing information based on DTS service descriptions and utilization(i.e., similar volume levels) in various areas.
- Comment on DTS’ rate and service description changes since the FY2017 study.

Study Approach



- 1. Selected benchmark organizations with approval of DTS based on:**
 - reasonable availability of rate data,
 - organizational similarities to DTS,
 - specific DTS requests
- 2. Reviewed benchmark data to identify comparable services.** Normalized benchmark rates, where necessary (e.g., when benchmark data was provided in more finite units than DTS rates, benchmark rates were averaged to allow a closer comparison).
- 3. Analyzed DTS rates using benchmark data.** DTS service was benchmarked if at least two other comparable rates were identified.
- 4. Categorized relative position of the DTS rates versus benchmark rates.**

Study Approach cont'd

5. Assigned “value” (Note: Value assessment is not a statement regarding the *quality* of services delivered).

- Assessed value definitions:



Best Value – considering the services offered, Utah’s rate is significantly lower than the majority of benchmarked rates.



Very Reasonable Value – considering the services offered, Utah’s rate is slightly lower than most benchmarked rates.



Reasonable Value – considering the services offered, Utah’s rate is comparable to most benchmarked rates.



Less Reasonable Value - considering the services offered, Utah’s rate is higher than most benchmarked rates and the cost basis should be analyzed to see if a reduction is possible.

- Assessed values basis:
 - DTS ranking among comparable rates,
 - number and breadth of services included in the rate description/explanation, and
 - quartile for where the DTS rate fell (i.e., lowest, average, highest) among the other comparable rates.

6. Compared assigned “values” against FY2009, FY2010, FY2011, FY2012, FY2013, FY2014, FY2015, FY2016 and FY2017 “values”.

Rate Study

Benchmark Organizations

Thirty-four state IT organizations [representing all geographic regions of the nation, multiple population levels & geographic dispersion patterns (i.e., rural versus urban-based on population:square mile ratio)] and multiple private IT service providers.

Benchmark States										
Utah					State employee count: 25,674*		Pop: 3,051,217		Sq. miles: 84,898.83	
State	Employee Count*	Population	Square miles	Density/ sq ml	State	Employee Count*	Population	Square miles	Density/ sq ml	
 Alabama	39,498	4,863,300	52,419	93	 Indiana	26,928	6,633,053	36,418	182	
 Alaska	15,732	738,432	663,267	1	 Iowa	22,958	3,134,693	56,271	56	
 Arizona	38,210	6,931,071	113,998	61	 Kansas	24,094	2,907,289	82,277	35	
 Arkansas	33,301	2,988,248	53,179	56	 Kentucky	38,075	4,436,974	40,409	110	
 California	222,480	39,250,017	163,695	240	 Louisiana	41,100	4,681,666	51,840	90	
 Colorado	28,171	5,540,545	104,093	53	 Maine	12,259	1,331,479	35,385	38	
 Connecticut	33,460	3,576,452	5,543	645	 Maryland	49,659	6,016,447	12,407	485	
 Delaware	14,889	945,934	2,489	380	 Massachusetts	52,756	6,811,779	10,554	645	
 Florida	86,985	20,612,439	65,755	313	 Michigan	62,310	9,928,301	96,716	103	
 Georgia	59,126	10,310,371	59,425	174	 Minnesota	37,138	5,519,952	86,939	64	
 Hawaii	18,764	1,428,557	10,931	131	 Mississippi	33,810	2,988,726	48,430	62	
 Idaho	13,542	1,683,140	83,570	20	 Missouri	48,435	6,093,000	69,704	87	
 Illinois	59,383	12,801,539	57,914	221	 Montana	11,917	1,042,520	147,042	7	

* State employee census data from <http://www.census.gov/govs/apes/>. Judicial/Legal/Education counts excluded. States in green do not publically publish IT service rates.

Benchmark Organizations cont'd

Benchmark States cont'd									
 Nebraska	17,529	1,907,116	77,354	25	 Rhode Island	10,725	1,056,426	1,545	684
 Nevada	16,785	2,940,058	110,561	27	 South Carolina	42,247	4,961,119	32,020	155
 New Hampshire	10,088	1,334,795	9,350	143	 South Dakota	7,544	865,454	77,116	11
 New Jersey	69,525	8,944,469	8,721	1,026	 Tennessee	37,963	6,651,194	42,143	158
 New Mexico	22,988	2,081,015	121,589	17	 Texas	151,934	27,862,596	268,820	104
 New York	155,608	19,745,289	54,566	362	 Vermont	7,953	624,594	9,614	65
 North Carolina	67,404	10,146,788	53,819	189	 Virginia	60,637	8,411,808	42,774	197
 North Dakota	9,361	757,952	70,700	11	 Washington	59,523	7,288,000	71,300	102
 Ohio	56,174	11,614,373	44,825	259	 West Virginia	22,405	1,831,102	24,230	76
 Oklahoma	32,368	3,923,561	69,898	56	 Wisconsin	30,592	5,778,708	65,498	88
 Oregon	37,440	4,093,465	98,380	42	 Wyoming	8,363	585,501	97,813	6
 Pennsylvania	89,424	12,784,227	46,055	278					
Commercial Benchmark Data – Service Provider Rates									
Rate data from a third party, nation-wide benchmarking service									

* State employee census data from <http://www.census.gov/govs/apes/>. Judicial/Legal/Education counts excluded. States in green do not publically publish IT service rates.

Benchmark Services by Category

Benchmark Services*	
Service Category	Specific Service Element
Hosting	Data Center Rack Space – Full Rack (mth)
	Data Center Rack Space – Rack Unit (mth)
	Shared SQL GB/mth
	Server Administration
	Oracle Database Hosting Core Model
	Enterprise Server Storage GB/mth
	Web Hosting – website
Labor	Application Services – Tier 1
	Application Services – Tier 2
	Application Services – Tier 3
	Application Services – Tier 4
	DTS Consulting Charge
	Database Hosting Consulting
	Phone Tech Labor Telephony
	Mainframe Consulting

Benchmark Services*	
Service Category	Specific Service Element
Network and Desktop Computing	Desktop Management
	WAN/LAN/Desktop Bundled
	WAN/LAN Services Bundled device/mth
	Email (mailbox/mth)
Storage	SAN (GB/mth) (Open System)
	Backup & Restore Services (GB/mth)
	Object Storage
	Mainframe Disk (MB/mth)
	Mainframe Tape (MB/mth)
Telephony	File-Share (GB/mth) File/ Print Storage
	Basic Phone (per line)
	Long Distance (per minute)
Printing	800 Service (per minute)
	High Speed Laser (per image or per page)

Synopsis of Results

DTS IT service rates were analyzed against 34 peer State organizations and private providers.

Network/Email: State benchmarks

Service Category	Service	Low Rate	High Rate	Median	Average All Rates	DTS FY2018 Rate	DTS Change FY17 – FY18	DTS Position*	Assessed Value of DTS Rate
Network	Email (mailbox/month)**	\$2.95	\$80.79	\$6.40	\$10.86	\$6.52	↑5%	10/17	Best Value
	Enterprise Network Svces (WAN/LAN services bundled device/mth)	\$44.04	\$104.57	\$53.63	\$62.63	\$46.92	↑3%	2/5	Very Reasonable
	WAN/LAN Desktop Bundled	\$69.52	\$246.54	\$115.57	\$136.80	\$134.72	N/A	3/4	Very Reasonable

Email: Private benchmarks

Service	DTS Rate	Amazon WorkMail	Rackspace Hosted Exchange	Exchange Online	GoDaddy	xMission	Vendor Avg	DTS Position*	Assessed Value of DTS Rate*
Email (mailbox/month)***	\$6.52	\$4.00	\$9.99	\$4.00	\$13.49	\$4.50	\$7.30	4/6	Reasonable

Network: Private benchmarks

- Limited response from private vendors
- Complexity limits usefulness of available data.

Value Legend							
	Best Value		Very Reasonable Value		Reasonable Value		Less Reasonable Value

**DTS Position” designates the position of DTS’ rate among benchmarked rates on a scale from lowest benchmark rate (i.e., “1”) to the highest rate.
 ***While email services are positioned as 10/17 among state benchmark rates, it is considered a “Best Value” given that it includes a wide breadth of services (e.g., includes mobile device synchronization, encryption, direct support of 2.5 FTE’s and Help Desk, etc.) and a large email storage allotment per user (30GB). Only two of the peer state benchmarks provide an equitable level of storage and both are higher (one is over \$80 per mailbox). Additionally, compared to private providers, DTS’ rate “Reasonable” due to the breadth of services (encryption, direct support of 2.5 FTE’s, and Help Desk, etc.)

Synopsis of Results

DTS IT service rates were analyzed against 34 peer State organizations and private providers.

Desktop Computing: State benchmarks

Service Category	Service	Low Rate	High Rate	Median	Avg All Rates	DTS FY2018 Rate	DTS Change FY17 – FY18	DTS Position*	Assessed Value of DTS Rate
Desktop Computing	Desktop Mgt**	\$50.06	\$77.00	\$56.97	\$59.43	\$66.36	No Change	8/10	Reasonable

Desktop Computing: Private benchmarks

Service	DTS Rates	Wasatch IT	Invis Solutions	PC Laptops	Best Buy Geek Squad	TELUS International	Cingo Solutions	NetWize	Inteltechs	Vendor Avg	DTS Position*	Assessed Value of DTS Rate*
Desktop Mgt (per device)	\$66.36	---	---	---	\$27.80	---	\$136.00	---	\$43.00	\$66.75	2/4	Reasonable**
Remote support only	---	---	---	\$20.00	---	\$24.00	---	\$25.00	---	---	N/A	N/A
Onsite SLC region only	---	\$50.00	\$35.00	---	---	---	---	---	---	---	N/A	N/A
Response or resolution time	25 mins	24 hrs	4 hrs	N/A	---	N/A	24-48 hrs	N/A	8 hrs	---	N/A	N/A

Value Legend							
	Best Value		Very Reasonable Value		Reasonable Value		Less Reasonable Value

**DTS Position" designates the position of DTS' rate among benchmarked rates on a scale from lowest benchmark rate (i.e., "1") to the highest rate.

**While DTS' desktop rate is higher than the average and positioned 8/10, it is still rated as a "Reasonable" value due to inclusion of extensive onsite support (up to 83%), VDI support, Asset Management, special project support, MS SCCM interface, etc. Additionally, it should be noted that providing support onsite state-wide is a new, untested service for Inteltechs and it is expected that vendors such as Best Buy whose main business line is product sales would have limitations such as the inability to support legacy hardware/software, limited COTS knowledge beyond MS Office, limited processes in place to support protection of sensitive/proprietary government data, etc. It is also assumed they would not provide Asset Management support for the given rates.

Synopsis of Results (cont'd)

DTS IT service rates were analyzed against 34 peer State organizations.

Telephony: State benchmarks

Service Category	Service	Low Rate	High Rate	Median	Average All Rates	DTS FY2018 Rate	DTS Change FY17- FY18	DTS Position*	Assessed Value of DTS Rate
Telephony	Basic Phone (per line)	\$29.03	\$41.00	\$33.56	\$33.98	\$32.20	↑5%	4/8	Reasonable
	Long Distance (per minute)	\$0.03	\$0.07	\$0.05	\$0.05	\$0.030	↓30%	1/12	Best Value
	800 Service (per minute)	\$0.03	\$0.08	\$0.05	\$0.05	\$0.030	↓17%	1/11	Best Value

Telephony: Private benchmarks

Service**	DTS Rates	Comcast	Century Link	All West Communications	Centracom	Emery	Manti	South Central	Vendor Avg	DTS Position*	Assessed Value of DTS Rate*
Basic Phone (per line)	\$32.20	\$58.05	\$43.70	\$49.27	\$26.77	\$64.02	\$54.77	\$61.72	\$51.19	2/8	Best Value
Long Distance (per min)	\$0.030	---	\$0.04	---	\$0.0198	---	\$0.12	---	\$0.06	2/4	Very Reasonable
800 Service (per minute)	\$0.030	\$0.10	\$0.04	---	---	---	---	---	\$0.07	1/3	Best Value

Value Legend			
	Best Value		Very Reasonable Value
	Reasonable Value		Less Reasonable Value

**DTS Position" designates the DTS position on the spectrum among benchmark rates from lowest benchmark rate (i.e., "1") to the highest rate.

**Private vendor rates were normalized to include an additional support fee representative of the support services currently provided within DTS rate by the Tri Tel team. Additionally, DTS' service includes a wide range of services (caller ID, last call return, call forwarding, music-on-hold, etc.). For some vendors (especially the Rural Telco vendors), most of these services are an extra fee and the rates may not include all 'extra' features that DTS includes.

Synopsis of Results

DTS IT service rates were analyzed against 34 peer State organizations.

Printing: State benchmarks

Service Category	Service	Low Rate	High Rate	Median	Average All Rates	DTS FY2018 Rate	DTS Change FY17 – FY18	DTS Position*	Assessed Value of DTS Rate
Printing	High Speed Laser (per image or per page)	\$0.02	\$0.57	\$0.06	\$0.11	\$0.0321	N/A	3/20	Best Value

Printing: Private benchmarks

Service	DTS Rates	CES&R	Xerox	Kinko's	Online Providers	Vendor Avg	DTS Position*	Assessed Value of DTS Rate*
High Speed Laser (per image or per page)	\$0.0321	\$ 0.0450	N/A	\$ 0.2137	\$0.0356	\$0.0981	1/4	Best Value

Value Legend							
	Best Value		Very Reasonable Value		Reasonable Value		Less Reasonable Value

*"DTS Position" designates the position of DTS' rate among benchmarked rates on a scale from lowest benchmark rate (i.e., "1") to the highest rate.

Synopsis of Results (cont'd)

DTS IT service rates were analyzed against 34 peer State organizations.

Storage: State benchmarks

Service Category	Service	Low Rate	High Rate	Median	Average All Rates	DTS FY2018 Rate	DTS Change FY17- FY18	DTS Position*	Assessed Value of DTS Rate
Storage	SAN (GB/mth) (Open System)	\$0.0400	\$5.2000	\$0.3600	\$0.7250	\$0.1284	↓30%	2/19	Best Value
	Object Storage (GB/mth)	\$0.0198	\$0.2000	\$0.1100	\$0.1100	\$0.0198	N/A	1/4	Best Value
	Backup & Restore Svcs (GB/mth)	\$0.0200	\$1.0600	\$0.2000	\$0.3285	\$0.1221	↓5%	6/19	Reasonable
	Mainframe Disk (MB/mth)	\$0.0002	\$0.2067	\$0.0052	\$0.0193	\$0.0056	↓2%	13/23	Reasonable
	Mainframe Tape (MB/mth)	\$0.0001	\$0.0582	\$0.0007	\$0.0042	\$0.0007	No Change	9/18	Reasonable
	File-Share (GB/mth) Storage	\$0.0900	\$0.4400	\$0.1700	\$0.2057	\$0.1284	↑35%	2/5	Best Value

Storage: Private benchmarks

Service**	DTS Rates	C7	Amazon AWS S3	Google	MS Azure	Oracle Cloud	Vendor Avg	DTS Position*	Assessed Value of DTS Rate*
SAN (GB/mth) (Open Sys)	\$0.1284	---	\$ 0.1100**	---	\$ 0.14****	---	\$0.1250	2/3	Reasonable
Object Storage (GB/mth)	\$0.0198	---	\$ 0.1230	\$ 0.1460	\$ 0.1055	\$ 0.1440	\$ 0.1296	1/5	Best Value
Backup & Restore Svcs (GB/mth)	\$0.1221	\$0.3500	\$ 0.1182	\$ 0.1770	---	\$ 0.1260	\$ 0.1928	2/5	Very Reasonable
Mainframe Disk (MB/mth)	\$0.0056	---	---	---	---	---	---	N/A	N/A
Mainframe Tape (MB/mth)	\$0.0007	---	---	---	---	---	---	N/A	N/A
File-Share (GB/mth) Storage	\$0.1284	---	\$ 0.3100**	---	\$ 0.1630	---	\$ 0.2365	1/3	Best Value

Value Legend

Best Value	Very Reasonable Value	Reasonable Value	Less Reasonable Value
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**DTS Position* designates the position of DTS' rate among benchmarked rates on a scale from lowest benchmark rate (i.e., "1") to the highest rate.

**Storage factors: Most cloud storage vendors present storage rates as component costs; all known applicable costs (i.e., base storage rate, transfer out fees, retrieval fees, etc.) were aggregated to create the required composite rate. Some vendors charge request fees (get/put) in addition to the storage/transfer out/retrieval fees (as these are usually per request or per 1000 requests, not calculable into the benchmarked rate). Additionally, archive retrieval times may be completely different than DTS (i.e., Amazon has expedited, standard, bulk). No tax included.

***Offered for AWS cloud hosting customers only.

****MS Azure disk requires purchasing in chunks.

Synopsis of Results (cont'd)

DTS IT service rates were analyzed against 34 peer State organizations.

Hosting: State benchmarks

Service Category	Service	Low Rate	High Rate	Median	Average All Rates	DTS FY2018 Rate	DTS Change FY17- FY18	DTS Position*	Assessed Value of DTS Rate
Hosting	Data Center Rack Space – Full Rack (mth)	\$471.68	\$1150.00	\$596.84	\$675.73	\$471.68	No Change	1/8	Best Value
	Data Center Rack Space – Rack Unit (mth)	\$15.00	\$155.00	\$33.00	\$44.96	\$15.73	No Change	2/9	Best Value
	Shared SQL GB/mth	\$25.00	\$99.00	\$38.11	\$54.04	\$38.11	↑12%	2/3	Reasonable
	Oracle Database Hosting Core Model**	\$1104.89	\$1757.64	\$1460.80	\$1441.11	\$1,104.89	New	1/3	Very Reasonable
	Enterprise Server Storage GB/mth	\$0.04	\$0.40	\$0.13	\$0.19	\$0.1284	New	2/3	Very Reasonable
	Web Hosting (per website)	\$20.00	\$159.00	\$59.53	\$63.54	\$43.45	↓4%	3/11	Very Reasonable
	Server Administration***	\$50.45	\$450.00	\$195.00	\$244.90	\$404.06	N/A	4/5	Reasonable

Value Legend							
	Best Value		Very Reasonable Value		Reasonable Value		Less Reasonable Value

**DTS Position” designates the position of DTS’ rate among benchmarked rates on a scale from lowest benchmark rate (i.e., “1”) to the highest rate.

** Oracle Database Hosting Core Model is rated ‘Very Reasonable” given that assumptions were made on the inclusion of Oregon peer data (i.e., the inclusion of license costs, etc.)

*** Server Administration is rated “Reasonable” due to breadth of services included in offering versus benchmark services with limited offering descriptions (i.e., install and deploy not specified in WV, etc.)

Synopsis of Results (cont'd)

DTS IT service rates were analyzed against 34 peer State organizations.

Hosting: Private benchmarks

Service	DTS Rates	xMission	Tonaquit	Microsoft Azure	Google Cloud	Amazon AWS	Oracle Cloud	C7 Salt Lake City	Vendor Avg	DTS Position	Assessed Value of DTS Rate*
Rack Space – Full Rack (mth)	\$471.68	\$845.00	\$1,150.00	---	---	---	---	\$798.00	\$931.00	1/4	Best Value
Rack Space – Rack Unit (mth)	\$15.73	\$75.00	\$75.00	---	---	---	---	\$35.00	\$61.67	1/4	Best Value
Shared SQL GB/mth	\$38.11	---	---	---	---	---	---	---	---	---	N/A
SQL Database Hosting Core Model	\$766.37	---	---	---	---	---	---	---	---	---	N/A
Oracle Database Hosting Core Model	\$1,104.89	---	---	---	---	---	---	---	---	---	N/A
Enterprise Server Storage GB/mth	\$0.1284	---	---	---	---	---	---	---	---	---	N/A
Web Hosting (per website)	\$43.45	\$15.00	---	---	---	---	---	---	---	---	N/A
Shared Oracle Linux GB	\$48.46	---	---	---	---	\$59.52	---	---	---	---	N/A

Value Legend							
	Best Value		Very Reasonable Value		Reasonable Value		Less Reasonable Value

**DTS Position” designates the position of DTS’ rate among benchmarked rates on a scale from lowest benchmark rate (i.e., “1”) to the highest rate.

Synopsis of Results (cont'd)

DTS labor rates were analyzed against 34 peer State organizations.

DTS Labor Rates Versus Peer State IT Labor Rates									
Service Category	Labor Rate	Low Rate	High Rate	Median	Average All Rates	DTS FY2018 Rate	DTS Change FY17- FY18	DTS Position*	Assessed Value of DTS Rate
Labor	Phone Tech Labor Telephony	\$ 62.60	\$ 85.00	\$ 73.77	\$ 73.79	\$72.54	↓1%	2/4	Very Reasonable
	Database Hosting Consulting	\$ 75.73	\$149.48	\$ 94.59	\$ 97.98	\$77.58	↓1%	2/13	Best Value
	DTS Consulting Charge	\$ 45.00	\$149.48	\$ 83.30	\$ 89.08	\$77.58	↓1%	4/12	Very Reasonable
	Mainframe Consulting	\$ 60.55	\$122.00	\$ 80.60	\$ 87.67	\$77.58	↓1%	2/5	Very Reasonable
	Application Services Tier 1	\$ 47.00	\$127.75	\$ 69.85	\$ 75.06	\$63.93	↑4%	8/24	Very Reasonable
	Application Services Tier 2	\$ 57.20	\$164.63	\$ 90.00	\$ 98.30	\$77.58	↑1%	5/22	Best Value
	Application Services Tier 3	\$ 87.00	\$145.44	\$ 99.14	\$ 104.67	\$88.00	↑1%	2/12	Best Value
	Application Services Tier 4	\$ 92.23	\$150.00	\$113.12	\$ 117.10	\$102.13	↑<1%	2/6	Very Reasonable

Value Legend							
	Best Value		Very Reasonable Value		Reasonable Value		Less Reasonable Value

**DTS Position" designates the position of DTS' rate among benchmarked rates on a scale from lowest benchmark rate (i.e., "1") to the highest rate.

Synopsis of Results (cont'd)

DTS labor rates were also analyzed against 'competitors' listed GSA schedules and against vendors with whom Utah has contracts (Utah Interactive & Knowledge Services).

Labor Rate	DTS Rates	DTS Position	Vendor Avg	Assessed Value of DTS Rate*	GSA						Utah Interactive	Knowledge Services (26 vendors)	Tritel
					American Systems	BAH	Gen. Dyn.	CACI	CDI	Century Link			
Phone Tech Labor Telephony	\$72.54	2/3	\$95.87	Very Reasonable	\$42.74	---	---	---	---	---	---	---	\$149.00
Database Hosting Consulting	\$77.58	3/5	\$75.18	Reasonable	---	\$80.89	---	\$91.09	\$64.50	\$64.24	---	---	---
DTS Consulting	\$77.58	1/7	\$135.46	Best Value	\$121.08	\$110.74	\$85.71	\$149.14	\$197.63	\$148.47	---	---	---
Mainframe Consulting	\$77.58	N/A	N/A	N/A	---	---	---	---	---	---	---	---	---
App Services Tier 1	\$63.93	3/8	\$72.87	Very Reasonable	---	\$75.12	\$73.28	\$61.68	\$53.19	\$72.81	\$95.00	\$79.00	---
App Services Tier 2	\$77.58	2/9	\$90.02	Best Value	\$99.43	\$89.55	\$85.75	\$77.81	\$75.87	\$84.04	\$100.00	\$107.68	---
App Services Tier 3	\$88.00	2/8	\$103.18	Best Value	\$133.44	\$94.37	\$98.04	\$103.03	\$84.55	\$97.57	---	\$111.28	---
App Services Tier 4	\$102.13	N/A	\$151.16	N/A	\$151.16	---	---	---	---	---	---	---	---

Note: GSA rates are discounted 15% to account for price negotiations typically applied via the competitive procurement process.

Value Legend							
	Best Value		Very Reasonable Value		Reasonable Value		Less Reasonable Value

Synopsis of Results (cont'd)

Assessed values were assigned against each category of benchmark data and then an **Overall Assessed Value** was assigned considering all benchmark data.

DTS Service Rate Assessment Against All Benchmark Data								
Labor Rate	DTS Rate	50 States and Internal Organizations			Vendor Average		Overall Assessment	
		DTS Position	Avg.	Assessed Value of DTS Rate	Avg.	Assessed Value of DTS Rate	DTS Position	Assessed Value of DTS Rate
Rack Space – Full Rack (mth)	\$471.68	1/8	\$675.73	Best Value	\$931.00	Best Value	1/11	Best Value
Rack Space – Rack Unit (mth)	\$15.73	2/9	\$44.96	Best Value	\$61.67	Best Value	2/12	Best Value
Desktop Management	\$66.36	8/10	\$59.43	Reasonable	\$66.75	Reasonable	11/14	Reasonable
Email (mailbox per month)	\$6.52	10/17	\$10.77	Best Value	\$7.30	Reasonable	13/22	Very Reasonable
SAN (GB/mth) (Open System)	\$0.1284	2/19	\$0.7250	Best Value	\$0.1250	Very Reasonable	2/20	Best Value
Backup & Restore Svces (GB/mth)	\$0.1221	6/19	\$0.3285	Reasonable	\$0.1928	Reasonable	7/23	Reasonable
Object Storage (GB/mth)	\$0.0198	1/4	\$0.1100	Best Value	\$0.1296	Best Value	1/8	Best Value
File-Share (GB/mth) Storage	\$0.1284	2/5	\$0.2057	Best Value	\$0.2365	Best Value	2/7	Best Value
High Speed Laser (per image/page)	\$0.0321	3/20	\$0.11	Best Value	\$0.1294	Best Value	5/26	Best Value
Basic Phone (per line)	\$32.20	4/8	\$33.98	Reasonable	\$51.19	Best Value	5/15	Very Reasonable
Long Distance (per min)	\$0.030	1/12	\$0.05	Best Value	\$0.06	Very Reasonable	2/15	Best Value
800 Service (per minute)	\$0.030	1/11	\$0.05	Best Value	\$0.07	Best Value	1/13	Best Value

Value Legend							
	Best Value		Very Reasonable Value		Reasonable Value		Less Reasonable Value

Synopsis of Results (cont'd)

Assessed values were assigned against each category of benchmark data and then an **Overall Assessed Value** was assigned considering all benchmark data.

DTS Labor Rate Assessment Against All Benchmark Data								
		50 States and Internal Organizations			Vendor Average		Overall Assessment	
Labor Rate	DTS Rate	DTS Position	Avg.	Assessed Value of DTS Rate	Avg.	Assessed Value of DTS Rate	DTS Position	Assessed Value of DTS Rate
Phone Tech Labor Tele	\$72.54	2/4	\$73.79	Very Reasonable	\$95.87	Very Reasonable	3/6	Very Reasonable
Database Host. Consulting	\$77.58	2/13	\$97.98	Best Value	\$75.18	Reasonable	4/17	Very Reasonable
DTS Consulting Charge	\$77.58	4/12	\$89.08	Very Reasonable	\$135.46	Best Value	4/18	Best Value
Application Services Tier 1	\$63.93	8/24	\$75.06	Very Reasonable	\$72.87	Very Reasonable	10/31	Very Reasonable
Application Services Tier 2	\$77.58	5/22	\$98.30	Best Value	\$90.02	Best Value	6/30	Best Value
Application Services Tier 3	\$88.00	2/12	\$104.67	Best Value	\$103.18	Best Value	3/19	Best Value

Value Legend							
	Best Value		Very Reasonable Value		Reasonable Value		Less Reasonable Value

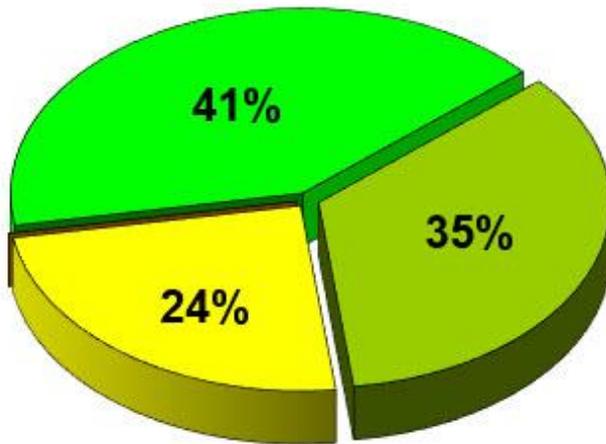
No external rate data from a private sector Fortune 500 North American company for state and local contracts/proposals or rate data from a third party, nation-wide benchmarking service was identified for labor rates.

Synopsis of Results (cont'd)

100% of all services studied in FY2018 were judged as "Reasonable Value" to "Best Value".

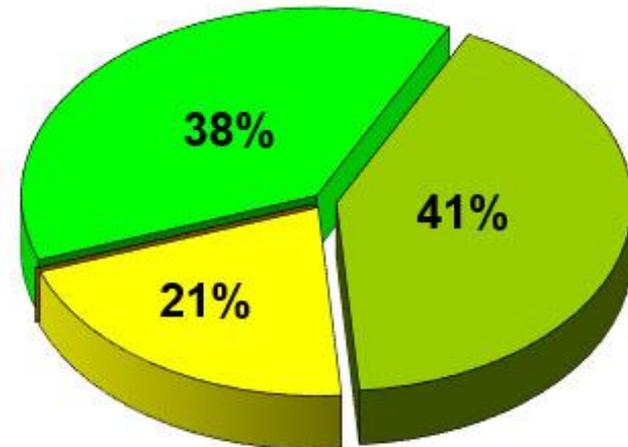
Benchmarked state

One hundred percent (100%) of DTS rates were found to be "Reasonable" to "Best Value"



Benchmarked state, private vendor, and GSA rates

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"



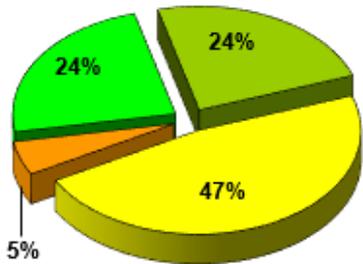
Value Legend			
	Best Value		Very Reasonable Value
	Reasonable Value		Less Reasonable Value

Observations (cont'd)

Changes since FY2010 – The percentage of all services against *all* benchmarked values analyzed.

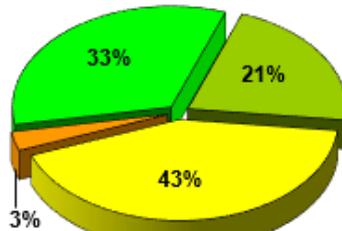
FY10

Ninety-two percent (92%) of the DTS Rates were found to be "Reasonable" to "Best Value"



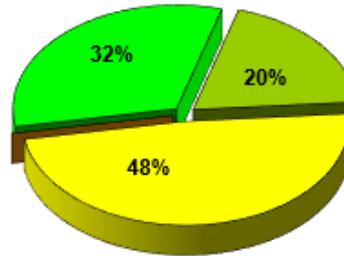
FY11

Ninety-seven percent (97%) of the DTS Rates were found to be "Reasonable" to "Best Value"



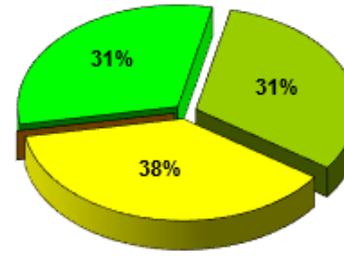
FY12

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"



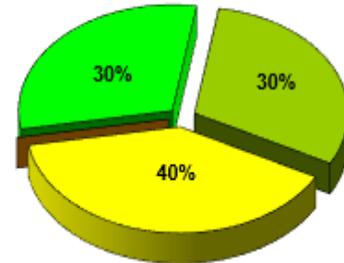
FY13

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"



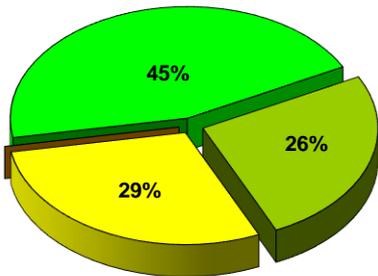
FY14

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"



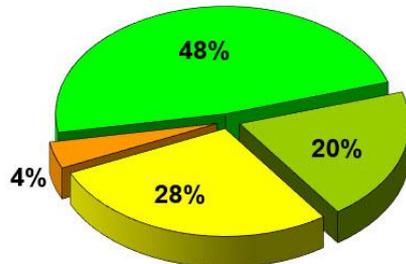
FY15

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"



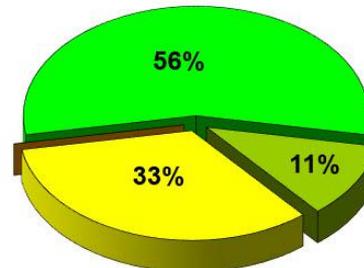
FY16

Ninety-six percent (96%) of the DTS Rates were found to be "Reasonable" to "Best Value"



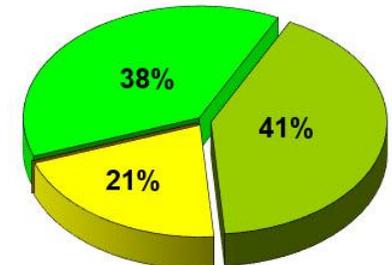
FY17

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"



FY18

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"



Value Legend

