

Features – SQL Enterprise

The following features are included in the listed rate

- The Database software will be Microsoft SQL 2008 Enterprise or later
- Operating System software will be Microsoft Windows 2008 Enterprise version or later
- All databases will be in a shared environment
- STATE IT will provide a Production environment
- STATE IT will provide a Quality Assurance\Test environment
- STATE IT will provide necessary setup files for Visual Studio Express Development environment to occur on workstation
- Technical assistance with setting up connectivity to client
 - STATE IT will assist organizations IT staff with setting up client connectivity
 - STATE IT will setup connectivity through STATE IT Firewalls
 - STATE IT will setup connectivity through STATE IT ISA Server
- STATE IT DBA will migrate databases from QA to Production landscapes
- STATE IT will not charge for regular application promotion from QA to Production
 - When scheduled through Change Management and/or occurring during normal maintenance windows
- STATE IT will provide a secure FTP site for customer site updates
- STATE IT will provide an Application Tier in both Production and QA landscapes
- STATE IT will provide Clustering on Production Database servers
- STATE IT will provide nightly full database backups with hourly transaction log backups on production database, truncated on a nightly basis
- All databases will be located on Raid 5 enterprise class storage
- Disaster Recovery for Servers
 - STATE IT will provide Disaster Recovery on server infrastructure
- STATE IT Help Desk
 - STATE IT will provide a 24 hour help desk for problem notification
 - Problem Response Time
 - Individual application/Database issues in the QA/Test landscape will be 24 hours
 - Individual application/Database issues in the Production landscape will be 4 hours
- Servers will be redundantly connected to Network
- Servers will be redundantly connected to SAN storage
- Servers will have redundant power from separate sources
- Normal Patches, Updates and Service Packs will be scheduled on a Quarterly basis
- **There will be no direct Developer/User access to backend databases in the Production Landscape**
- **500MB of database space is included**

The following features are not included in the listed rate

- SAN space will be billed at \$3.15 per Gigabyte
- Backups will be billed at \$.44 per Gigabyte
- Urgent/emergency changes outside of Change Control Board procedures will be billed at \$109 per hour

Contact Information:

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Features - SQL Standard

The following features are included in the listed rate

- The Database software will be Microsoft SQL 2008 Standard version or later
- Operating System software will be Microsoft Windows 2008 Standard version or later
- All databases will be in a shared environment
- STATE IT will provide a Production environment
- STATE IT will provide necessary setup files for Visual Studio Express Development environment to occur on workstation
- STATE IT will provide a secure FTP site for customer site updates
- STATE IT guarantees no response time or recovery time for application/database problems
- All databases will be located on Raid 5 non-enterprise class storage
- STATE IT Help Desk
 - STATE IT will provide help desk support from 8am – 5pm for problem notification
- Normal Patches, Updates and Service Packs will be scheduled on a Quarterly basis
- There will be no direct Developer/User access to backend databases
- 50MB of database space is included
- STATE IT will provide nightly full database backups.

The following features are not included in the listed rate

- STATE IT will not provide a Quality Assurance\Test environment
- STATE IT will not provide an Application Tier
- STATE IT will not provide Disaster Recovery
- STATE IT will not provide Clustering
- STATE IT will not provide Log Shipping
- Servers, Network, Firewalls, and Storage will have no redundancy
- SAN space will be billed at \$3.15 per Gigabyte allocated (maximum 1 Gig)
- Backups will be billed at \$.44 per Gigabyte
- STATE IT will provide the following at the \$109 Support Rate
 - Technical assistance with setting up connectivity to client
 - STATE IT will assist organizations IT staff with setting up client connectivity
 - STATE IT will setup connectivity through STATE IT Firewalls
 - STATE IT will setup connectivity through STATE IT ISA Server
 - STATE IT regular application promotion to production
 - When scheduled through Change Management and/or occurring during normal maintenance windows
 - The support rate times 2 (\$218) will be charged for emergency application promotion to production
 - When not scheduled through Change Management and/or not occurring during normal maintenance windows

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Features – .net Enterprise

The following features are included in the listed rate

- .net Application Hosting in the Web tier and/or Application tier
- State IT will provide a Production environment
- All Web sites/Web services will be in a shared application environment
- State IT will provide a Quality Assurance\Test environment
- The Database software can be Microsoft SQL 2008 Enterprise version or later (see MS SQL Enterprise service description) with .net extensions (priced separately)
- Operating System software will be Microsoft Windows 2008 Enterprise version or later
- State IT will provide necessary setup files for Visual Studio Express Development environment to occur on workstation
- State IT will provide a secure FTP site for customer site updates
- State IT will provide one IIS site if necessary for the .net application
 - Customer must provide Site Security Certificate if SSL is required
 - VeriSign is the provider of choice
- Technical assistance with setting up connectivity to client
 - STATE IT will assist organizations IT staff with setting up client connectivity
 - STATE IT will setup connectivity through STATE IT Firewalls
 - STATE IT will setup connectivity through STATE IT ISA Server
- STATE IT will assist with promotion of applications from QA to Production landscapes
- STATE IT will not charge for regular application promotion from QA to Production
 - When scheduled through Change Management and/or occurring during normal maintenance windows
- STATE IT will provide an Application Tier in both Production and QA landscapes
- Disaster Recovery for Servers
 - STATE IT will provide Disaster Recovery on server infrastructure
- STATE IT Help Desk
 - STATE IT will provide a 24 hour help desk for problem notification
 - Problem Response Time
 - Individual application/web issues in the QA/Test landscape will be 24 hours
 - Individual application/web issues in the Production landscape will be 4 hours
- Production servers will be redundantly connected to Network
- Production servers will be redundantly connected to SAN storage
- Servers will have redundant power from separate sources
- Normal Patches, Updates and Service Packs will be scheduled on a Quarterly basis
- **There will be no direct Developer/User access to backend databases in the Production Landscape**
- **250MB of file space is included for IIS and Web services**

The following features are not included in the listed rate

- SAN space will be billed at \$3.15 per Gigabyte
- Backups will be billed at \$.44 per Gigabyte
- Urgent/emergency changes outside of Change Control Board procedures will be billed at \$109 per hour
- Customer must provide Site Security Certificate if SSL is required
 - VeriSign is the provider of choice

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Features - .net Standard

The following features are included in the listed rate

- .net Application Hosting in the Web tier
- STATE IT will provide a Production environment
- The Database software will be Microsoft SQL 2008 Standard version or higher (see MS SQL Standard service description) with .net extensions (priced separately)
- Operating System software will be Microsoft Windows 2008 Standard version or higher
- STATE IT will provide necessary setup files for Visual Studio Express Development environment to occur on workstation
- STATE IT will provide a secure FTP site for customer site updates
- STATE IT will provide one IIS site if necessary for the .net application
 - Customer must provide Site Security Certificate if SSL is required
 - VeriSign is the provider of choice
- STATE IT guarantees no response time or recovery time for application/database problems
- All applications will be located on Raid 5 non enterprise class storage
- STATE IT Help Desk
 - STATE IT will provide help desk support from 8am – 5pm for problem notification
- Normal Patches, Updates and Service Packs will be scheduled on a Quarterly basis
- **There will be no direct Developer/User access to backend databases**
- **50MB of file space is included for IIS and Web services**

The following features are not included in the listed rate

- STATE IT will not provide a Quality Assurance/Test environment
- STATE IT will not provide a separate Application Tier
- STATE IT will not provide Disaster Recovery
- STATE IT will not provide hardware or software redundancy
- STATE IT will not provide application failover or redundancy
- Servers, Network, Firewalls, and Storage will have no redundancy
- SAN space will be billed at \$3.15 per Gigabyte (Maximum 1 Gig)
- Backups will be billed at \$.44 per Gigabyte
- STATE IT will provide the following at the \$109 Support Rate
 - Technical assistance with setting up connectivity to client
 - STATE IT will assist organizations IT staff with setting up client connectivity
 - STATE IT will setup connectivity through STATE IT Firewalls
 - STATE IT will setup connectivity through STATE IT ISA Server
 - STATE IT regular application promotion to production
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 - The support rate times 2 (\$218) will be charged for emergency application promotion to production
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