



Products and Services

Communications

Telephone services, voice mail, video/web conferencing, teleconferencing

Data Processing

Mainframe bulk data processing output

Networks

Connections to State Government Networks, the Enterprise Active Directory and, Server Hosting in the State Data Center

Remote Access

Connections to your data, applications and, networks over the internet via secure methods

Security

Solutions to keep your data, firewalls and, transactions safe from malicious attacks on-site or when connected to the public Internet

Storage & Backup

Space to store your data and protect it against loss



Washington Technology Solutions

1500 Jefferson Street SE
Olympia, WA 98501

**WaTech Service Desk
available 24x7**

Phone: (360) 586-1000

Toll Free: (855) 928-3241

E-mail: servicedesk@watech.wa.gov



Washington Technology Solutions (WaTech) is the consolidated services agency created to establish a streamlined, agile central IT organization that enables public agencies to better serve the people of Washington via technology.

June 22, 2016

Rate Day

<http://watech.wa.gov>

COMMUNICATIONS

Conferencing (Audio) "Meet Me" Conference Call "Operator Assisted" "Mix"	\$0.09/min \$0.09/min + LD \$0.09/min + LD (LD = Long Distance)
Conferencing (Web/Video) WebEx (meeting center/training center/event center 200 participants, VoIP) Toll free or public network audio	\$35.00/user/mo* \$0.07/min/user
Messaging Services Shared Services Email Secure Email Lync (Skype)	\$4.90/mailbox/month \$0.56/mailbox/month \$3.50/user/month
Mobile Device Management	\$5.50/device/month
LISTSERV	\$6.00-\$35.00/list; depending on the number of lists
Identity Management (WaTech hosted domain) Enterprise Active Directory, Active Directory Federated Services, Forefront Identity Manager	\$2.14/FTE/mo
Interactive Voice Response (IVR) Standard Speech Recognition	\$120.00/port/mo \$240.00/port/mo
Switched Long Distance Dedicated Access Switched Access	\$0.035/min \$0.049/min
Telephony Centrex Service Private Branch Exchange	\$24-\$36 per line Contact for Quote

DATA PROCESSING

Enterprise Output Manager EOM Usage Local Desktop Printing IBM 4000 High Speed Printing	No Charge No Charge \$0.046/page
Enterprise Output Solutions Document Management Thin Client	Contact for Quote
Mainframe Platform System 390 (ADABAS, Batch, CICS, TSO)	\$333.41/CPU hour Contact for discounts

STORAGE & BACKUP

Backup Server Backup	\$0.50/GB/month
Business Continuity CTS Supplied Equipment	Contact for Quote
Disk Archive & Storage Disk Archive—S/390 Online Disk—S/390	\$0.0017/GB/hr \$0.0019/GB/hr
Storage Area Network (SAN) Ultra-High Performance High Performance Commodity	\$1.48/GB/mo \$0.36/GB/mo \$0.17/GB/mo
Electronic Record Vault (Email Archiving) Data Storage	\$1.27/GB/mo

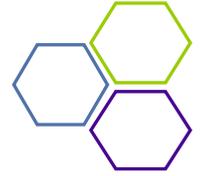
NETWORKS

Colocation Data Center Facility Rental Half Enclosure (2.5KW) Full Enclosure (5KW) Full Enclosure (7.5KW) Full Enclosure (10KW) Full Enclosure 12.5KW	\$650/mo \$1000/mo \$1500/mo \$2000/mo \$2500/mo
Network Services State Governmental Network Inter-Governmental Network Public Governmental Network	Statewide Allocation
Server Hosting Physical Server Hosting, shared or dedicated Virtual Server Hosting, shared or dedicated	Contact for Quote
Web Server Hosting One time set up Basic (0-20 MB Web storage) Standard (21-100 MB) Intermediate (101-500 MB) Advance (501MB –2GB) Additional over 2GB Redirect Page	\$60 \$20/website/month \$60/website/month \$200/website/month \$400/website/month \$100/website/month \$20/month
Sharepoint Site Collection Setup Fee External access via SecureAccess Washington Storage costs over 1GB Web Application Setup Fee External access via SecureAccess Washington	\$100/month \$100 (one time) \$50/month \$15/GB/month \$1500/month \$500 (one time) \$250/month

PROFESSIONAL SERVICES

Professional Services Tier 1 Tier 2 Tier 3	\$85.00/hour \$150.00/hour \$254.00/hour
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Re-inventing the Everyday Public Service Experience



About WaTech

Washington Technology Solutions (WaTech) is “the consolidated technology services agency” (RCW 43.105.006) enabling public agencies to better serve the people of Washington.

WaTech:

- Operates the state’s core technology infrastructure—the central network and data center;
- Supports enterprise applications; and
- Provides innovative services and practices through e-government.

Additionally, the agency is charged with preparing and leading the implementation of a strategic direction and enterprise architecture for information technology for state government.

Our customers include state agencies, county, city, and tribal governments, and some nonprofits.

What we do

Enterprise Systems Support

- Support more than 150 different applications that agencies, the legislature, and the Governor’s Office use to do business;
- Host more than 40,000 reports for 150 agencies.

Communications

- Provide telephone, voice mail, wireless, email, video production, video/audio/web conferencing, and LISTSERV hosting services.

Networks and Hosting

- Deliver networking infrastructure and technology to state agencies and other authorized customers with connectivity to the state’s Wide Area Network, resilient and highly available internet access, connectivity to enterprise applications and services;
- Offer Private Cloud Service, managed server hosting in the State Data Center, and Colocation Service support.

Remote Access

- Enable fast and secure remote access to agency and state network resources from any web browser, and provide secure data transfer between distant locations and an organization’s main network.

Security

- Offer multiple solutions for keeping an organization’s data safe and secure, both inside and outside the state network.

Messaging

- Provide agencies with a secure, efficient way to manage its mobile devices from a centralized console; manage the shared employee directory that provides contact, schedule, organizational, and other information for state employees of member agencies;
- Offer secure communications platform that allows users to stay connected from virtually anywhere they choose to work; and shared email services.

Storage and Backup

- Provide various storage and backup options, including options for extra storage space, disaster recovery, business continuity, and tape backup.

Web Design and Development

- Administer domain naming services to all agencies connected to the State Government Network or the IntraGovernmental Network for the .wa.gov and state.wa.gov.us domains; provide collaboration tools for teams inside or outside an agency;
- Offer agencies use of state-of-the-art Usability Lab to involve users in the product development process, including websites and applications.

Colocation Services

State-of-the-Art Facilities for your IT Equipment



WaTech Colocation Services benefit state agencies and non-profit public benefit corporations by providing data center facilities to meet the growing needs of governmental customers within the state of Washington.

What is it?

The WaTech Colocation Service provides data center facilities to customers who wish to site IT equipment they own and operate in a secure, professionally managed, purpose-built state-of-the-art data center. The service is designed to ensure that customers have a functional solution for implementing and operating their IT equipment.

WaTech offers Colocation Services at locations in Eastern and Western Washington.

WaTech's Colocation Service provides space, power, cooling, connectivity, and physical and network security for the server, storage, and networking equipment of WaTech customers.

How much does it cost?

The customer rate depends on the category and service description. You can see the full rate structure at: <http://watech.wa.gov/solutions/it-services/colocation-olympia>

How do I get started?

It's easy! Send an email requesting information about Colocation Services to the WaTech Service Desk at servicedesk@watech.wa.gov. A WaTech staff member will contact you to discuss options and the process for placing your equipment in a WaTech Data Center facility.

Features

- Access to and assistance with integrating additional WaTech services.
- Fire protection systems including passive and active design elements.
- 24" equipment enclosures and 32" enclosures for telecommunications equipment. Enclosures are key-locked with access controlled by on-site security.
- Overhead power access and cabling trays and fiber-guides.
- Redundant cooling systems that use rooftop chillers and evaporative-cooled air handling units. The cooling units are capable of cooling the data center with outside air during much of the year, resulting in substantial reduction in power consumption.
- Facilities are manned 24/7 with onsite security staff, controlled access to the data center and to data center enclosures, and video surveillance.
- Secured loading dock and vehicle access.

Benefits

- Customers can free up valuable space and avoid significant time and costs of designing, building, and maintaining local server rooms or raised floor.
- Enables customers to locate equipment in a state-of-the-art data center while preserving their investment in IT equipment.
- Competitive, easy-to-understand rate structure.
- Access to and assistance with integrating additional WaTech services.



WaTech Support Center

Washington Technology Solutions

855.WaTech1
or
360.586.1000

Press 1 for **Secure Access Washington (SAW)**
Press 2 for **WebEx or Conference Bridge**
Press 3 for **Applications and Desktop Support**
Press 0 for **All Other Requests**

Solutions Center

Direct: 360.407.9100
SolutionsCenter@WaTech.wa.gov

Service Desk

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Mobile Data Management

Connected, Secure, Productive



Mobile devices are proliferating in the enterprise at an exponential rate, and mobile computing provides real business benefits. However, accessing corporate resources from a mobile device can introduce significant threats to corporate security. With the growing number of device models, platforms, and operating system versions available, customers are facing new and complex mobility management challenges.

What is it?

Through airwatch®, WaTech provides a Mobile Data Management (MDM) service that enables agencies to address challenges associated with mobility by providing a secure, efficient way to manage all devices from a central administrative console. Our solution enables you to enroll devices in your enterprise environment, configure and update device settings over-the-air, and secure mobile devices.

Is it expensive?

Not at all! Currently at just \$5.50* per device per month, MDM can provide agencies with peace of mind that their mobile access to corporate data is safe and secure.

*Editing in the Secure Content Locker requires an extra airwatch® license fee.

How do I get started?

It's easy! Simply submit a request to the WaTech Service Desk through the online Mobile Device Management Service Application/Terms of Service Agreement form at:

http://cts.wa.gov/products/Forms_online/mdm-app.aspx

After receipt, a WaTech Support Center representative will contact you to begin setup.

Features

- **Email container**—Enables secure access to corporate email, calendar, and contacts through the airwatch® Agent and the native email client or through the airwatch® Inbox.
- **Application Catalog**—Agencies can control the catalog of applications that can be downloaded to the device.
- **Mobile Access Gateway**—Provides a secure means of accessing on premise content like network file shares, SharePoint, and agency Intranet sites.
- **Secure Content Locker (SCL) & SCL Collaborate**—An airwatch® device application that provides secure viewing and/or editing* of managed content stored either on premise or in the airwatch® cloud. Accessing on premise content also requires airwatch® Mobile Access Gateway (MAG) servers.
- **Browsing Container**—Enables secure Internet browsing including custom configuration modes, whitelists and blacklists, and allows app tunneling to intranet sites without a VPN connection.

Benefits

- Supports State/Corporate owned devices as well as Bring Your Own Device (BYOD).
- Allows management of a diverse fleet of Android, Apple iOS, Windows PC/RT, and Windows Phone devices.
- Enables employees to carry just one device for both corporate and personal use. This is possible because airwatch's® Container Management provides a complete separation of corporate and personal data on devices, securing corporate resources and maintaining employee privacy.



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Private Cloud

Server Hosting & Disaster Recovery

What is it?

WaTech's Private Cloud service offers customers an Infrastructure-as-a-Service (IaaS) private cloud located within both the State Data Center and the Quincy Data Center.

How does it work?

Using a self-service portal, customers have on-demand access to a shared pool of compute resources that can be rapidly provisioned and released as virtual servers on a pay-as-you-go basis or as a dedicated pool of virtual resources.

What are options for use cases?

The WaTech Private Cloud Service supports both basic pay-as-you-go for on-demand virtual machines and a dedicated Virtual Data Center (VDC) reserved resource pool.

In the pay-as-you-go model, resources are allocated per workload, rather than an upfront allocation. This service offering lends itself to quick-start pilot projects or test and development application workloads that typically do not require long-term resource commitments or upfront resource reservations.

Alternatively, the dedicated Virtual Data Center pool model guarantees 100% of its resources on reservation, providing customers reserved resource capacity up front, fully dedicated by individual tenant. The level of resource guarantee provides customers with a high degree of service assurance plus resource control for their application workloads.

What is the cost?

Pay-as-you-go is calculated on an hourly basis and depends on the resources, up to a monthly maximum.

Resource	Pay-as-you-go Hourly Rates	Monthly Maximum
vCPU (Core/Hour)	\$0.1015	\$75.52
Memory (GB/Hour)	\$0.0225	\$16.74
Storage (GB/Hour)	\$0.00024	\$0.1786

Dedicated reserved resource pool is billed using a fixed monthly rate based on the amount of allocated resources, also with a monthly maximum.

Resource	Dedicated Daily VDC Rates	Monthly Maximum
Reserved CPU (GHz/Day)	\$1.22	\$37.82
Reserved Memory (GB/Day)	\$0.54	\$16.74
Storage (GB/Day)	\$0.00576	\$0.1786

Both models require a one-time, new agency customer set-up fee of \$700.

Features

- Automated Self-Provisioning
- Upgradable/Downgradable VM Resources
- On-Demand Instances
- Place servers in both Olympia and Quincy to support disaster recovery needs
- Windows Servers with Licensing Included
- Linux Servers using CentOS or Redhat
- VM Snapshots
- Trend Deep Security Firewall Available
- Pooling Available
- 10Gb Host Networking
- Supports EAD Authentication for Management
- Data stored on State maintained equipment
- Anti-Virus/Anti-Malware Software Available
- Intrusion Prevention Software Available
- Automated hardware failover
- Environment can evolve to comply with future OCIO Security Standards
- Internet-facing PGN networks available
- SGN Connectivity without VPN overhead

Benefits

- Reduces or eliminates the need for capital expenditures, allowing customers to realize cost savings compared to physical server environments.

These benefits are available during and after provisioning:

- Options for increasing storage, server memory, and virtual processors.
- Ability to perform server backups.

Private Cloud

Server Hosting & Disaster Recovery



What are the basic requirements?

The first step to becoming a WaTech Private Cloud Service customer is to confirm that the basic requirements are met. They include:

- ✓ Have a signed Master Service Agreement (MSA) with WaTech
- ✓ Connectivity to the State Government Network (SGN)
- ✓ Member of the WaTech Enterprise Active Directory Forest (EAD)
- ✓ Windows 2008R2 or above

How do I get started?

It's easy! Once you've confirmed you meet the basic requirements, download and complete the Customer Interest Form at:

<http://watech.wa.gov/sites/default/files/servicecatalog/cts-cloud-cust-interest-form.docx>

Next, forward it to the WaTech Service Desk at servicedesk@watech.wa.gov to open a Customer Service Request Ticket. Our experts will contact you for a consultation, then take it from there!

Find out more!

For more information on WaTech's products and services, check out our Service Catalog at:

<http://watech.wa.gov/solutions/it-services>



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Skype for Business®

Collaboration Made Easy



What is it?

Microsoft Skype for Business® is a collaboration tool that connects people on their PC or mobile devices as part of their everyday productivity experience. It provides a consistent, single client experience for presence, instant messaging, video, and a great meeting experience.

Skype for Business® allows users to communicate securely and stay connected with colleagues and customers from virtually anywhere they choose to work.

What is the cost?

All the features and benefits of Skype for Business® are available to customers for just \$3.50 per user per month! And, there are no additional fees for minutes or attendees that are guests to Skype for Business® meetings.

What are the basic requirements?

New customers must be members of the Enterprise Active Directory, and be willing to enter into a Master Service Agreement.

How do I get started?

Simply review and accept the Terms of Service Agreement and complete and submit the Service Application at:

http://cts.wa.gov/products/Forms_online/lync-app.aspx

After receipt, a WaTech Support Center representative will contact you regarding setup.

Features

- Presence/availability
- Chat/instant messaging
- Audio conferencing through computer audio or dial-in conference number
- Video conferencing
- Desktop sharing
- Application sharing
- PowerPoint over web apps for meetings
- Integrates with Exchange (schedule meetings through Outlook, save Conversation history)
- Mobility
- External connectivity without a Virtual Private Network connection

Benefits

Skype for Business® empowers employees to do more with less. It:

- Connects employees anytime, anywhere and on any device
- Increases communication and collaboration
- Saves time and travel expense
- Saves money over other videoconferencing solutions
- Increases productivity

Support

WaTech's full-service support for Skype for Business® includes:

- Team for backend/connectivity support
- 24x7x365 on-call technical support
- Microsoft Premier Support
- SharePoint site for resources
- Quarterly newsletter
- Champions user group program



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Wireless Network Service

Wi-fi Made Simple & Secure for your Employees & Guests



What is it?

Wireless Network Service is a statewide service that offers mobility and productivity via one secure, centrally managed, and supported common infrastructure.

Which networks are included?

WaTech's wireless service includes the following networks:

Wireless Networks/SSIDs	Users	Access to	Authentication
<Local Agency Name>	Employees	Agency resources	Joined to Active Directory & User Certificate
Roaming	Employees	Your agency resources while visiting another agency	Joined to Active Directory & User Certificate
Sponsored Guest	Guests	Internet	Assigned Username & Password
Guest	Guests	Internet	Pre-Shared Key

What is the cost?

The current monthly rate is just \$35 per access point. The rate includes the access points, enterprise infrastructure, service, and support. There are one-time costs for wireless site survey services to design and validate the wireless network. Costs vary depending on size and complexity of the site.

Some wireless deployments may require non-standard hardware, such as custom mounting brackets or power injectors (if a PoE+ switch is not available). Customers are also responsible for all wiring and installation of the access points.

What are the basic requirements?

The first step to becoming a wireless customer is to confirm that the basic requirements are met. They include:

Basic Requirements for Wireless Service	Local Agency	Roaming	Guests
Connectivity to the State Government Network (SGN)	Required	Required	Required
Member of the Enterprise Active Directory Fores (Agency VRF)	Required	Required	-
Connectivity to the MPLS Wide Area Network (Agency VRF)	Required	Required	-

Features

- Automated Self-Provisioning
- No up-front or recurring equipment costs
- Easy-to-acquire subscription pricing
- Full integration to state government networks
- Full compliance with state security standards and policies
- Easy, secure roaming to your agency's network resources
- Professional network design
- Highly reliable state-of-the-art equipment
- Local agency control and administration
- A consistent mobile experience
- Expert-level centralized support

Benefits

- Complies with Office of the Chief Information Officer Security Standards
- Removes Security Design Review step for agencies considering wireless solutions
- Low overhead
- Powerful roaming network
- Greater mobility within the office and statewide
- Dedicated customer service team

Wireless Network Service

Wi-fi Made Simple & Secure for your Employees & Guests



What results can my agency expect?

Let's start with low overhead. Then, there's greater mobility within the office and statewide – the Roaming network is the most powerful, because access is the same as if you were sitting at your desk no matter which agency you are visiting (so long as they are a member of our service)!

Oh, and controlled guest access. To provide guests with internet access, some agencies set up LAN connections, Active Directory accounts, perform background checks, configure routing to partner agencies, etc. Wireless removes those steps!

To top it off, we offer great customer service and a dedicated team to support implementation from interest, design, installation, turn-up, and on-going support!

How do I get started?

It's easy! After verifying that you meet the basic requirements, simply schedule an overview by emailing ServiceDesk@WaTech.wa.gov, and then apply at:

http://cts.wa.gov/products/Forms_online/wirelessApp.aspx.

Upon receipt, one of our Support Center representatives will contact you!

Find out more!

For more information on WaTech's products and services, check out our Service Catalog at:

<http://watech.wa.gov/solutions/it-services>



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Network Allocation

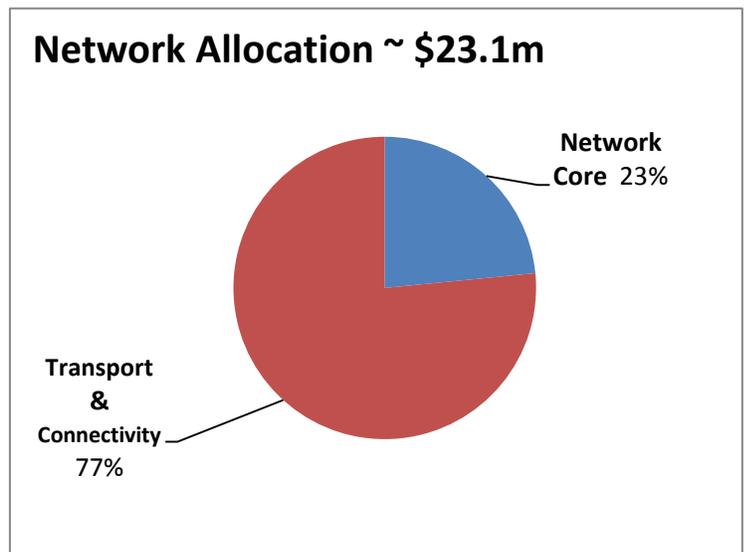
Proposed Methodology for 17-19 Biennium

December 21, 2015

Data Networks - Network Core

The Network Core portion of the Data Network allocation makes up roughly 25% of the total allocation. The network core supports all Agencies. For example, it supports statewide routing and the State's logical networks like the State Government Network (SGN), Intergovernmental Network (IGN), and Public Government Network (PGN). This service leverages the Data Network – Transport & Connectivity Service and provides connectivity between Agencies, between counties/cities/federal entities needing to connect to State resources, between the public and State Agencies, as well as state employee access to Enterprise Services, Applications, and the Internet.

We propose that the Network Core be allocated to Agencies based upon a fixed monthly base rate for each Agency in combination with a monthly FTE rate. This simple methodology more fairly distributes the cost of the Network Core to all of the Agencies that the FY14 expenditure method previously used.



Data Networks - Transport & Connectivity

The Transport & Connectivity portion of the Data Network allocation makes up 75% of the total allocation. The costs to the State of this Service have a direct relationship to the number of locations each Agency operates and the bandwidth required, unlike the Network Core Service. For example, DSHS may have need of a 100mb circuit vs DOL needing a 10mb circuit.

We propose to allocate the Transport & Connectivity service to Agencies based upon the number of circuits they have by type of capacity (utilizing statewide cost averages for type of capacity). This methodology fairly distributes the cost of the service, based upon the type of capacity needed, to the Agencies that are utilizing the services. This fair and simple methodology is similar with previous customer billing methodologies in which every customer contributes in accordance to what they are utilizing.