



# Tech Alert

from the Customer Delivery Division  
"Your Gateway to OTech Services"

## TA 14-02: FY 2013/14 Billing Rate Changes and Customer Forum

**ATTENTION: All Office of Technology Services (OTech) Customers**  
**ACTION REQUESTED: Register and Attend Customer Forum**  
**FORUM DATE: January 30, 2014**

### Overview:

OTech will host a Customer Forum to discuss rate adjustments; which will result in a net increase in costs for some OTech customers. This forum will reveal the actual rate changes, explain why some rates increased, and answer customer questions.

Per Government Code Section 11540 and Administrative Code Section 6780, OTech is required to periodically review and adjust its rates to:

- Bring each OTech service to, or as close to as possible, break-even, and
- Provide new technologies to customers while reducing overall costs.

In November 2013, OTech submitted a new rates package to the Department of Finance for review, and final approval is expected soon. Once approved, the actual rates will be discussed at the Customer Forum, presented in a future Tech Alert and in the February Customer Connection Newsletter, and posted on our website.

### Impacted:

All OTech customers will be impacted by these rate adjustments, and should consider attending the Customer Forum.

### Services Receiving Rate Changes:

This rate package includes rate adjustments and new service rates with various effective dates as listed below.

Services with rate adjustments retroactive to July 1, 2013:

- Mainframe CPU
- Mainframe Disk Storage
- Mainframe Tape Storage

Services with rate adjustments or new rates effective January 1, 2014:

- Mainframe Disaster Recovery
- California Statewide Government Network (CSGNet) Retirement Fee
- Dedicated/Shared Firewall
- Server Load Balancing

- Data Center to Data Center Connectivity
- Enhanced Server Application Delivery Service
- CA.mail E-Discovery

Services with rate adjustments effective March 1, 2014:

- Print Services
- iHUB/Internet Access
- OTech Support Fee
- CGEN OpteMAN/OpteWAN Transport Fee
- Remote LAN Dial-Up (RLD)
- Virtual Private Network (VPN)
- Windows/Linux Application Hosting
- Unix/Solaris Application Hosting
- Database Support
- Tenant Managed Services
- Server Based Computing
- Statewide E-mail (CA.mail)

The following rate adjustment is effective July 1, 2014:

- Administrative Fee

At current workload levels, overall, this rate package will result in an estimated \$22.5 Million in savings during FY 2013/14, and an estimated \$16.7 Million in FY 2014/15. However, some customers will experience individual net increases to their OTech costs. The Mainframe services rate adjustments are retroactive and will be posted in the January/February 2014 invoices.

### Forum Details:

The Customer Forum will be held on January 30, 2014 from 1:00 p.m. – 2:30 p.m. at the Employment Development Department Auditorium at 722 Capitol Mall, Sacramento, CA 95814. For more information and to register, please [click here](#).

### Contact:

If you have any questions or need further clarification, please contact your OTech Account Lead. To determine who your Account Lead is, please use the [Account Lead Lookup](#), or contact the Customer Delivery Division at (916) 431-5476.