

WELCOME FROM THE CIO

Howdy!

On behalf of my team, I want to thank you for allowing us to serve your agency and help you meet your critical mission for Oklahomans.

In the enclosed folder, please find up-to-date information on your agency service agreement, rate methodology and rate details. We have also listed escalation information to easily connect with our teams for support.

My team and I look forward to supporting you and helping you get stuff done. Please do not hesitate to reach out to me directly if I can be of any assistance.

Thank you.

A handwritten signature in white ink that reads "Jerry Moore". The signature is stylized and cursive.

Jerry Moore

Chief Information Officer
OMES Information Services
Office: 405-522-5828
Cell: 405-625-4853
jerry.moore@omes.ok.gov

SERVICE DESK SUPPORT



Email or Phone Support

Support is just a phone call or email away.

- Local: 405-521-2444
- Toll-free: 866-521-2444
- Email: servicedesk@omes.ok.gov



Chat Support

Visit the service desk virtually at servicedesk.ok.gov. Click on live chat and type **speak with a live agent** to start a session.

- Monday at 12 a.m. – 10:30 pm Friday



Support Portal

Visit servicedesk.ok.gov, a central hub where you can reset your password, request services, report issues, review FAQs and more.



In Person Support

Visit the Service Desk in person for troubleshooting and support to get you up and running.

Service Desk @Concourse Theater

- Located at the Concourse Theater in the basement tunnel between Will Rogers Memorial and Sequoyah buildings at the capitol complex.
- Monday – Friday, 8 a.m. – 5 p.m.

Service Desk @Lincoln Data Center

- Located at 3115 N. Lincoln Blvd., OKC 73105.
- Parking available in the south parking lot, across NE 30th Street.
- Monday – Friday, 8 a.m. – 5 p.m.

Coming Soon!

Service Desk @OK Commons (Downtown OKC)

- Located at 123 Robert S. Kerr Ave., OKC 73102.
- Street parking available for an hourly meter rate on Robert S. Kerr Ave.
- Monday – Friday, 8 a.m. – 5 p.m.

Service Desk @DPS (I-240)

- Located at 728 East I-240 Service Road, OKC 73149.
- Monday – Friday, 8 a.m. – 5 p.m.

Billed Services

FTE Budgeted Average*

Essential products and services billed by full time employee budgeted average. Includes desktop support, Microsoft Office, email, storage, backup, connectivity, human capital management, etc.

$$\frac{\text{Total Cost}}{\text{Total Quantity}} \times \text{FTE Budgeted Average}^* = \text{Billed Amount}$$

*Some job families may be exempt from count for services.

*Beginning in FY22, services previously billed at an FTE budgeted average rate will be billed by an FTE budgeted filled position rate.

Named User

Additional, non-essential products and services billed per user. Includes virtual private network access, call center licensing, etc.

$$\frac{\text{Total Cost}}{\text{Total Quantity}} \times \text{Named User Quantity} = \text{Billed Amount}$$

Pass Thru

Services and products delivered at cost with no need for maintenance, administrative, or other additional costs. Includes services directly from vendor such as cabling, check printing, online transactions, etc.

$$\text{Total Cost} \times \text{Quantity} = \text{Billed Amount}$$

Physical Address

Additional, non-essential products and services billed by physical address. Includes network connectivity, etc.

$$\frac{\text{Total Cost}}{\text{Total Quantity}} \times \text{Physical Address Quantity} = \text{Billed Amount}$$

Professional Services

Services billed hourly based on skill level. Includes project planning, design, consulting, architecture, etc.

$$\text{Hourly Rate} \times \text{Billable Hours Worked} = \text{Billed Amount}$$

Unit

Additional, non-essential products and services billed by usage. Includes additional workstations, telephone, on-site specialized support, mobile device management, web conferencing, etc.

$$\frac{\text{Total Cost}}{\text{Total Quantity}} \times \text{Unit Quantity} = \text{Billed Amount}$$

Other

Services and products delivered to maintain applications, state mainframe or are no longer meeting security standards. Includes agency specific applications, out of compliance products, dedicated IT staff, etc.

$$\frac{\text{Total Cost}}{\text{Total Quantity}} \times \text{Other Quantity} = \text{Billed Amount}$$

Appropriated Services*

CORE Financials

Cloud-based financial services software appropriated at a total of \$8.1 million. Includes ability to invoice, bill, collect and store financial data as well as maintenance and support

State Data Center Facilities

Facilities maintenance and support services appropriated at a total of \$6.7 million. Includes data center, warehouse, related utilities, uninterruptible power supply units, water towers, generators, etc.

Security

Safeguarding and protecting state data and applications appropriated at a total of \$6.8 million. Includes cybersecurity operations, compliance checks, risk assessment, security review, etc.

Service Desk

Technology support services appropriated at a total of \$3.2 million. Includes email and phone support, chat support, support portal, in person support, ticketing system, call system, etc.

Microsoft 365

Microsoft 365 appropriated at a total of \$13.727 million. Previously was a portion of the Essential Desk- Desk or Laptop rate. Includes Microsoft 365 licensing for the standard suite.

Coronavirus Impacted Services

Services impacted by the coronavirus appropriated at a total of \$5.03 million. Includes call center services for Department of Health and Oklahoma Employment Security Commission, the state data platform and coronavirus security expenses.

Appropriated Rate Calculation

Appropriations are distributed among all state agencies based on FTE budgeted average.

$$\frac{\text{Total Cost}}{\text{Total Quantity}} \times \text{FTE Budgeted Average*} = \text{Appropriated Amount}$$

CARES Act*

FY22 services funded by the Coronavirus Aid, Relief and Economic Security (CARES) Act. Includes Plus Network-VPN Access.

$$\frac{\text{Total Cost}}{\text{Total Quantity}} \times \text{FTE Budgeted Filled Position} = \text{CARES Act Funded Amount}$$

**Beginning in FY22, services previously billed at an FTE budgeted average rate will be billed by an FTE budgeted filled position rate.*

**Quantities are based on point in time snapshot and rates may change based on agency consumption.*

**FY22 Plus Network-VPN Access is funded by the Coronavirus Aid, Relief and Economic Security (CARES) Act.*

**FY22 appropriations includes CORE Financials, formerly known as ERP Financial Services, at \$8.1 million, Security at \$6.8 million, Service Desk at \$3.2 million and State Data Center Facilities at \$6.7 million. Additional appropriations include Microsoft 365, formerly a part of Essential Desk- Desk or Laptop rate, at \$13.727 million and services impacted by the coronavirus at \$5.03 million*

**Services funded by CARES Act and appropriation are billed annually.*

APP C AT A GLANCE

Bureau of Narcotics and Dangerous Drugs Control

Monthly Billed Services and Products

FTE Budgeted Average*	FY20			FY21			FY22		
	Quantity	Price	Total	Quantity	Price	Total	Quantity	Price	Total
CORE Employee Mgmt System	132	\$5.50	\$726.00	142	\$6.50	\$923.00	148	\$6.50	\$962.00
Essential Desk- Desk or Laptop*	132	\$55.00	\$7,260.00	142	\$56.67	\$8,047.14	148	\$32.72	\$4,842.56
Essential Desktop- Office 365 (Full Deployment)				142	\$30.00	\$4,260.00			
Essential Network- 100Mb	132	\$10.00	\$1,320.00	142	\$10.00	\$1,420.00	148	\$10.00	\$1,480.00
Named User									
Plus- Adobe Acrobat Pro	11	\$13.00	\$143.00						
Plus Desk- Visio	12	\$15.00	\$180.00						
Physical Address									
Plus Network- Site Connectivity	2	\$196.00	\$392.00	2	\$294.00	\$588.00	7	\$294.00	\$2,058.00
Unit									
ERP - Financial Services	8	\$55.00	\$440.00			Appropriated			Appropriated
Essential Voice- Standard Phone	132	\$17.00	\$2,244.00	142	\$20.00	\$2,840.00	148	\$20.00	\$2,960.00
Lease- Premium Desktop	11	\$32.00	\$352.00	11	\$32.00	\$352.00	11	\$32.00	\$352.00
Lease- Premium Mobile	19	\$44.00	\$836.00	19	\$44.00	\$836.00	19	\$44.00	\$836.00
Lease- Premium Mobile Tablet	44	\$48.00	\$2,112.00	44	\$48.00	\$2,112.00	44	\$48.00	\$2,112.00
Lease – Standard Power Desktop	4	\$50.00	\$200.00						
Plus Desk- Additional Devices	27	\$55.00	\$1,485.00	27	\$56.67	\$1,530.09			
Plus Desk- Adv SSL Certificate	2	\$17.20	\$34.40	2	\$17.20	\$34.40			
Plus Desk- Std SSL Certificate	4	\$16.33	\$65.32	4	\$16.25	\$65.00	4	\$16.25	\$65.00
Plus Network- 100Mb							69	\$10.00	\$690.00
Plus Network- Secure WAP Mngmt				9	\$20.00	\$180.00	10	\$20.00	\$200.00
Plus Network- WAP Management	8	\$12.00	\$96.00						
Plus- Pub Safety Sec & Compliance	132	\$7.00	\$924.00	142	\$46.00	\$6,532.00			

Unit									
Plus Voice- Addition Std Phone	30	\$17.00	\$510.00	30	\$20.00	\$600.00	2	\$20.00	\$40.00
Plus Voice- Conference Phone	4	\$28.80	\$115.20	4	\$45.80	\$183.20	3	\$45.80	\$137.40
Plus Voice- Expansion Module	1	\$3.60	\$3.60	1	\$3.60	\$3.60			
Plus Voice- Wall Mount	2	\$0.60	\$1.20	2	\$0.60	\$1.20			
Other									
Maint- Application Maint	32872.90	\$1.00	\$32,872.90	32872.90	\$1.00	\$32,872.90	2623.02	\$1.00	\$2,623.02
		Monthly Total	\$52,312.62			\$63,380.53			\$19,357.98
		Annual Total	\$627,751.44			\$760,566.36			\$232,295.76

Appropriated and CARES Act Funding

	FY21			FY22		
	Quantity	Price	Total	Quantity	Price	Total
Appropriated*						
Call Centers - Health and OESC				148	\$11.83	\$1,750.84
CORE Financials	142	\$252.97	\$35,921.74	148	\$239.64	\$35,466.72
Coronavirus Security Expense				148	\$91.57	\$13,552.36
IS Facilities	142	\$209.25	\$29,713.50	148	\$198.22	\$29,336.56
Microsoft 365				148	\$406.11	\$60,104.28
Security	142	\$212.37	\$30,156.54	148	\$201.18	\$29,774.64
Service Desk	142	\$99.94	\$14,191.48	148	\$94.67	\$14,011.16
State Data Platform				148	\$45.41	\$6,720.68
CARES Act*						
Plus Network-VPN Access				148	\$90.00	\$13,320.00
Annual Appropriated and CARES Act Total			\$109,983.26			\$204,037.24
Total			\$870,549.62			\$436,333.00
Minus Appropriated and CARES Act Total			-\$109,983.26			-\$204,037.24
Grand Total			\$627,751.44			\$760,566.36

* Beginning in FY22, services previously billed at an FTE budgeted average rate will be billed by an FTE budgeted filled position rate.

* Quantities are based on point in time snapshot and rates may change based on agency consumption.

* FY22 Plus Network-VPN Access is funded by the Coronavirus Aid, Relief and Economic Security (CARES) Act.

* FY22 appropriations includes CORE Financials, formerly known as ERP Financial Services, at \$8.1 million, Security at \$6.8 million, Service Desk at \$3.2 million and State Data Center Facilities at \$6.7 million. Additional appropriations include Microsoft 365, formerly a part of Essential Desk- Desk or Laptop rate, at \$13.727 million and services impacted by the coronavirus at \$5.03 million.

OMES Information Services Balance Sheet FY21

The balance sheet provides OMES IS total revenue, total expense and net position for each service provided to your agency for **FY21**.

FTE Budgeted Average	Total Revenue	Total Expense	Net Position
CORE Employee Mgmt System	\$1,565,512.00	\$4,591,831.99	-\$3,026,319.99
Essential Desk-Desk or Laptop	\$9,185,640.30	\$19,264,193.82	-\$10,078,553.52
Essential Desktop- Desk or Laptop (Non-Admin)	\$419,860.00	\$880,533.54	-\$460,673.54
Essential Desktop- Office 365 (Full Deployment)	\$262,950.00	\$551,460.71	-\$288,510.71
Essential Network-100Mb	\$2,568,840.00	\$1,828,875.97	\$739,964.03
Total	\$14,002,802.30	\$27,116,896.03	-\$13,114,093.73

Named User	Total Revenue	Total Expense	Net Position
Maint-ownCloud	\$12,667.50	\$31,052.31	-\$18,384.81
Plus- Adobe Acrobat Pro	\$29,367.00	\$45,551.65	-\$16,184.65
Plus- Adobe Captivate	\$2,488.85	\$3,488.85	-\$1,239.60
Plus- Adobe Creative Suite	\$13,561.47	\$21,561.47	-\$8,371.47
Plus- Adobe Document Suite	\$4,744.54	\$7,744.54	-\$2,644.54
Plus Desk- Executive Order Comp	\$13,917.03	\$29,178.03	-\$15,265.23
Plus Desk- MDM Reg & Compliance	\$640.00	\$152,341.15	-\$94,966.38
Plus Desk- MS Office Pro Upgrade	\$116.00	\$111,395.27	-\$58,279.27
Plus Desk- MS Visio Standard Core	\$528.00	\$3,204.70	-\$1,676.62
Plus Desk- Office 365	\$86,526.78	\$181,464.61	-\$94,937.83
Plus Desk- Power BI	-\$3,040.00	-\$6,375.51	\$3,335.51
Plus Desk- Visio	\$5,805.00	\$12,174.29	-\$6,369.29
Plus Network - VPN Access	\$318,907.50	\$381,241.52	-\$62,334.02
Plus Voice - Call Center Std	\$2,562,560.00	\$2,344,150.51	\$218,409.49
Plus Voice - Compliance	\$31,008.00	\$74,826.21	-\$43,818.21
Plus Voice -IVR	\$431,400.00	\$394,631.36	\$36,768.64
Plus Voice- UberConf Local	\$570.00	\$1,375.48	-\$805.48
Plus Voice- UberConf Toll-Free	\$1,080.00	\$2,606.18	-\$1,526.18
Total	\$3,635,967.83	\$3,786,612.62	-\$165,909.94

Professional Services	Total Revenue	Total Expense	Net Position
Proj-Consult Disaster Recovery	\$0.00	\$0.00	\$0.00
Total	\$0.00	\$0.00	\$0.00

Physical Address	Total Revenue	Total Expense	Net Position
Plus Network-Site Connectivity	\$1,206,234.96	\$858,774.44	\$347,460.52
Total	\$1,206,234.96	\$858,774.44	\$347,460.52

Unit	Total Revenue	Total Expense	Net Position
Essential Voice-Standard Phone	\$2,228,540.00	\$5,377,747.41	-\$3,149,207.41
Lease- Premium Desktop	\$37,468.00	\$35,692.84	\$1,775.16
Lease- Premium Desktop	\$50,304.00	\$47,920.69	\$2,383.21
Lease- Premium Desktop	\$10,290.00	\$9,802.49	\$487.52
Lease- Premium Desktop	\$10,290.00	\$9,802.49	\$487.52
Lease- Premium Mobile	\$155,012.00	\$147,667.82	\$7,344.18
Lease- Premium Mobile	\$0.00	\$0.00	\$0.00

BALANCE SHEET

TBD





Unit	Total Revenue	Total Expense	Net Position
Lease- Premium Mobile	\$0.00	\$0.00	\$0.00
Lease- Premium Mobile Tablet	\$5,863.32	\$5,585.53	\$277.79
Lease- Premium Mobile Tablet	\$38,880.00	\$37,037.94	\$1,842.06
Lease- Premium Mobile Tablet	\$82,944.00	\$79,014.27	\$3,929.73
Lease- Premium Power Mobile	\$11,928.00	\$11,362.87	\$565.13
Lease- Premium Power Mobile	\$32,528.00	\$30,986.88	\$1,541.12
Lease- Premium Power Mobile	\$4,928.00	\$4,694.52	\$233.48
Lease- Premium Power Mobile	\$0.00	\$0.00	\$0.00
Lease- Premium Rugged Laptop	\$51,408.00	\$48,972.38	\$2,435.62
Lease- Premium Rugged Tablet	\$4,752.00	\$4,526.86	\$225.14
Lease- Standard Desktop	\$320,424.00	\$305,242.91	\$15,181.09
Lease- Standard Desktop	\$41,528.00	\$39,560.48	\$1,967.52
Lease- Standard Desktop	\$17,584.00	\$16,750.90	\$833.10
Lease- Standard Mobile	\$110,304.00	\$105,078.00	\$5,226.00
Lease- Standard Mobile	\$25,992.00	\$24,760.55	\$1,231.45
Lease- Standard Mobile	\$204,906.00	\$195,197.00	\$9,708.07
Lease- Standard Power Desktop	\$3,402.00	\$3,402.00	\$169.23
Lease- Standard Power Desktop	\$2,600.00	\$2,560.00	\$127.35
Lease- Standard Power Desktop	\$2,600.00	\$2,716.82	\$123.18
Lease- Standard Power Desktop	\$1,664.00	\$1,443.03	\$220.97
Lease- Standard Power Mobile	\$34,344.00	\$32,716.85	\$1,627.15
Lease- Standard Power Mobile	\$20,774.78	\$20,774.78	\$1,033.22
Lease- Standard Power Mobile	\$20,584.00	\$19,608.77	\$975.23
Lease- Standard Rugged	\$1,980.00	\$1,886.19	\$93.81
Maint- Cloud Storage (per GB)	\$15,322.16	\$37,559.78	-\$22,237.62
Maint- Co-location (per Rack)	\$58,920.00	\$144,432.78	-\$85,512.78
Maint- Storage (per GB)	\$651,041.77	\$1,595,922.80	-\$944,881.03
Plus Desk- Additional Devices	\$1,556,060.00	\$3,263,380.72	-\$1,707,320.72
Plus Desk- Adv SSL Certificate	\$10,578.00	\$24,748.21	-\$14,170.21
Plus Desk- Ed Training Computers	\$72,556.00	\$152,164.99	-\$79,608.99
Plus Desk- EV Multi SSL Certi	\$981.60	\$2,296.54	-\$1,314.94
Plus Desk- Legacy Lease Health	\$683,808.00	\$651,410.45	\$32,397.55
Plus Desk- Legacy Lease ODOT	\$326,982.36	\$311,490.54	\$15,491.82
Plus Desk- Mobile Device Mgmt	\$330,430.00	\$692,908.28	-\$362,550.28
Plus Desk- Std SSL Certificate	\$22,315.07	\$52,208.17	-\$29,893.10
Plus Desk- UC Multi SSL Certi	\$5,832.96	\$13,646.75	-\$7,813.79
Plus Desk- Wildcard SSL Certi	\$7,088.80	\$16,584.90	-\$9,496.10
Plus Desktop- eDiscovery	\$0.00	\$2,213,464.89	-\$2,213,464.89
Plus Desktop- Virtual Machine	\$2,440.00	\$98,289.11	-\$95,849.11
Plus- Drupal	\$10,000.00	\$145,058.00	-\$135,058.00
Plus- Incr Bandwidth-1Gb	\$5,488.00	\$3,907.16	\$1,580.84
Plus- Legacy Leasing	\$12,443.28	\$26,096.14	-\$13,652.86
Plus Network- 100Mb	\$1,418,280.00	\$1,009,739.11	\$408,540.89
Plus Network- BGP Redundant Connection	\$18,032.00	\$12,837.81	\$5,194.19
Plus Network- Dark Fiber	\$0.00	\$0.00	\$0.00
Plus Network- Secure WAP Mngmt	\$50,960.00	\$47,692.54	\$3,267.46
Plus Network- WAP Management	\$183,806.00	\$172,020.21	\$11,785.29

Unit	Total Revenue	Total Expense	Net Position
Plus Network- Wireless BB	\$20,060.00	\$14,281.64	\$5,778.36
Plus- Non Std Imaging Billing	\$0.00	\$0.00	\$0.00
Plus- Non-Voucher Kofax Support	\$15,840.00	\$95,622.56	-\$79,782.56
Plus- Oracle	\$161,663.30	\$721,283.61	-\$559,620.31
Plus- Point to Point Wireless	\$4,680.00	\$3,331.91	\$1,348.09
Plus- Pub Safety Sec & Compliance	\$0.00	\$2,152,330.56	-\$2,152,330.56
Plus- Storage Non Voucher Image	\$10,116.33	\$61,070.03	-\$50,953.70
Plus- Video Conferencing Tier 2	\$25,764.16	\$77,292.48	-\$51,528.32
Plus Voice- Addition Std Phone	\$123,960.00	\$299,131.08	-\$175,171.08
Plus Voice- Conference Phone	\$95,264.00	\$229,884.02	-\$134,620.02
Plus Voice- Expansion Module	\$16,171.20	\$39,023.14	-\$22,851.94
Plus Voice- Recording	\$1,800.00	\$4,343.63	-\$2,543.63
Plus Voice- Remote Support	\$405.41	\$405.41	-\$237.41
Plus Voice SoftPhone	\$228.80	\$2,965.25	-\$1,736.45
Plus Voice- Wall Mount	\$18.00	\$1,274.13	-\$746.13
Plus- Voucher Kofax Support	\$12,110.61	\$75,403.03	-\$62,912.42
Plus- Web Image View/Retrieve	\$4,014.44	\$24,170.29	-\$20,166.45
Plus- WordPress	\$917.00	\$2,241.70	-\$1,327.22
Tech Plus- Client	\$0.00	\$0.00	\$0.00
Tech Plus- Client Security	\$0.00	\$0.00	\$0.00
Tech Plus- Mailbox Security	\$0.00	\$0.00	\$0.00
Total	\$9,476,132.04	\$21,117,189.97	-\$11,641,130.51
Other	Total Revenue	Total Expense	Net Position
Agency-Mainframe Hosting	\$11,475,776.88	\$14,067,807.09	-\$2,592,030.17
Maint-Application Maint	\$33,816,066.87	\$23,371,291.00	\$10,444,775.87
Maintenance- AS400	\$231,619.28	\$0.00	\$231,619.28
Plus- Check Printing	\$362,213.52	\$887,907.41	-\$525,693.89
Plus Desktop- Onsite Support	\$380,875.00	\$119,663.65	\$261,211.35
Plus- Mailman	\$0.00	\$0.00	\$0.00
Plus- Wide Area Network	\$1,005,306.40	\$1,791,223.11	-\$785,916.71
Voice Service Implementation	\$104.00	\$250.97	-\$146.97
Total	\$47,271,961.95	\$40,238,143.23	\$7,033,818.76
Appropriated	Total Revenue	Total Expense	Net Position
CORE Financials	\$8,100,000.00	\$8,100,000.00	\$0.00
IS Facilities	\$6,700,000.00	\$6,700,000.00	\$0.00
Security	\$6,800,000.00	\$6,800,000.00	\$0.00
Service Desk Support	\$3,200,000.00	\$3,200,000.00	\$0.00
Total	\$24,800,000.00	\$24,800,000.00	\$0.00
Grand Total	\$100,393,099.08	\$117,917,616.29	-\$17,539,854.90

SERVICE MAP

We are committed to ensuring you can connect with OMES IS when help is needed. Use the following service map for escalation tiers.

Tier 1 Contact the OMES Service Desk

 <p>Email or Phone Support Local: 405-521-2444 Toll-Free: 866-521-2444 Email: ServiceDesk@omes.ok.gov</p>	 <p>Chat Support Visit servicedesk.ok.gov. Click on live chat and type speak with a live agent to start a session.</p>	 <p>Support Portal Visit servicedesk.ok.gov where you can request services, report issues, review FAQs and more.</p>	 <p>In Person Support Visit the service desk in person. Go to contact us at servicedesk.ok.gov to find available locations.</p>
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Security	Devices & Software	Infrastructure	Applications	Data	Administration
<p>Safeguarding and protecting state data and applications.</p> <ul style="list-style-type: none"> • Compliance • CyberCommand • Defense • Incident Response 	<p>Support computers, laptops, tablets, phones and software.</p> <ul style="list-style-type: none"> • Ordering • Installation • Troubleshooting • Lifecycle management 	<p>Build and support infrastructure for state data and applications.</p> <ul style="list-style-type: none"> • Network Connectivity • Servers & Storage • Change Management • Disaster Recovery & Business Continuity 	<p>Build, maintain and support applications and web services.</p> <ul style="list-style-type: none"> • Citizen Experience & Web Services • Custom, Enterprise & Legacy Applications • Maintenance 	<p>Support data integration and data standards.</p> <ul style="list-style-type: none"> • Governance • Data Standards • Data Sharing & Exchange 	<p>Support administrative tasks for delivery of tech services.</p> <ul style="list-style-type: none"> • Outreach • Training • Legal Services • Financial Services

Tier 2 Contact Technical Account Manager

<p>Security TAM Toshawnya Clay toshawnya.clay@omes.ok.gov 405-522-0179</p>	<p>Devices & Software/Infrastructure TAM Sherri Henderson sherri.henderson@omes.ok.gov • 405-664-9725</p> <p>Judy Jackson judy.jackson@omes.ok.gov • 405-249-2858</p>	<p>Applications/Data TAM Abdul Bashroun abdul.bashroun@omes.ok.gov • 405-213-9805</p> <p>Deann Romine deann.romine@omes.ok.gov • 405-365-3578</p>	<p>Administration TAM Linda Haley linda.haley@omes.ok.gov 405-740-6709</p>
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Tier 3 Contact Chief Officer or Director

<p>Chief Information Security Officer Matt Singleton matt.singleton@omes.ok.gov 405-521-4804</p>	<p>IT Operations Senior Director Rich Ropac richard.ropac@omes.ok.gov 210-248-8694</p>	<p>Application & Data Services Senior Director Joe McIntosh joe.mcintosh@omes.ok.gov</p>	<p>Chief Administrative Officer Lauren Kelliher lauren.kelliher@omes.ok.gov 405-522-8085</p>
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Tier 4 Contact State Chief Information Officer

State CIO Jerry Moore
Office: 405-522-5828 • Cell: 405-625-4853 • jerry.moore@omes.ok.gov

FY21 RATE TABLE

The following rate table lists all monthly or annual billed services as well as appropriated services. Includes name, rate details, rate and your agency consumption of each service for **FY 21**.

Bureau of Narcotics and Dangerous Drugs Control Monthly Billed Services and Products

FTE Budgeted Average

Name	Rate Cost Details	Rate	Agency Quantity
CORE Employee Mgmt System	<ul style="list-style-type: none"> • SHI- Phire Version Control- Split 50/50 • Oracle- Taleo Learn • SHI- Beacon Beam Testing Tool- Split 50/50 • Oracle- Oracle HCM Tax Updates • Mythics- Oracle HCM Un-Shelving • LP Consulting- Financials and HCM Staff Aug- Split 50/50 • Personnel 	\$6.50	142
Essential Desk- Desk or Laptop	<ul style="list-style-type: none"> • SoftChoice- MS EA O365 • Hardware • Software • Patch my PC • NTT-Device as a Service • TagNet Employees • Worker's Comp Insurance Employees • Personnel 	\$56.67	142
Essential Desktop- Desk or Laptop (Non-Admin)	<ul style="list-style-type: none"> • SoftChoice- MS EA O365 • Hardware • Software • Patch my PC • NTT-Device as a Service 	\$35.00	0
Essential Desktop- Office 365 (Full Deployment)	<ul style="list-style-type: none"> • SoftChoice- MS EA O365 • Hardware • Software • Patch my PC • NTT-Device as a Service 	\$30.00	142
Essential Network- 100Mb	<ul style="list-style-type: none"> • Fleet • Fleet Lease • Fleet Fuel • Motor Vehicle Liability • Commercial Wide Area Network Circuits • Equipment Switches • Multiprotocol Label Switching Expansion • Network Lease • Uninterruptible Power Supplies • Personnel 	\$10.00	142

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Named User

Description	Rate Cost Details	Rate	Agency Quantity
Maint-ownCloud	<ul style="list-style-type: none"> License 	\$11.25	0
Plus- Adobe Acrobat Pro	<ul style="list-style-type: none"> License 	\$13.00	0
Plus- Adobe Captivate	<ul style="list-style-type: none"> License 	\$29.99	0
Plus- Adobe Creative Suite	<ul style="list-style-type: none"> License 	\$70.00	0
Plus- Adobe Document Suite	<ul style="list-style-type: none"> License 	\$40.00	0
Plus Desk- Executive Order Comp	<ul style="list-style-type: none"> Microsoft Office 365 license for Board and Commission members 	\$4.65	0
Plus Desk- MDM Reg & Compliance	<ul style="list-style-type: none"> Enhanced license and functionality 	\$8.00	0
Plus Desk- MS Office Pro P Upgrade	<ul style="list-style-type: none"> License 	\$12.25	0
Plus Desk- MS Visual Studio Pre	<ul style="list-style-type: none"> License 	\$63.67	0
Plus Desk- Office 365	<ul style="list-style-type: none"> Microsoft Office 365 license 	\$15.83	0
Plus Desk- Power BI	<ul style="list-style-type: none"> License 	\$10.00	0
Plus Desk- Visio	<ul style="list-style-type: none"> License 	\$15.00	0
Plus Network - VPN Access	<ul style="list-style-type: none"> Pulse Secure Netmotion New Appliance Maintenance 	\$7.50	0
Plus Voice - Call Center Std	<ul style="list-style-type: none"> Two 100mb AVPN Circuits (OKC/Tulsa) AT&T Service Center Main FedRamp Call Center FedRamp Call Center- COVID AT&T Service Center Main COVID Personnel 	\$208.00	0
Plus Voice - Compliance	<ul style="list-style-type: none"> Service to encrypt phone lines 	\$2.00	0
Plus Voice -IVR	<ul style="list-style-type: none"> Software Interactive Voice Response equipment 	\$150.00	0
Plus Voice- UberConf Local	<ul style="list-style-type: none"> License 	\$15.00	0
Plus Voice- UberConf Toll-Free	<ul style="list-style-type: none"> License 	\$20.00	0

Pass Thru

Name	Rate Cost Details	Rate	Agency Quantity
OI Automated Citations	<ul style="list-style-type: none"> Pass thru of Automated Citations 	\$1.00	0
OI Bill Pay Fees	<ul style="list-style-type: none"> Pass thru of OI Bill Pay Fees 	\$1.00	0

Name	Rate Cost Details	Rate	Agency Quantity
OI Call-In Process	<ul style="list-style-type: none"> • Pass thru of OI Call-In Process 	\$1.00	0
OI CMS Registration	<ul style="list-style-type: none"> • Pass thru of OI CMS Registration 	\$1.00	0
OI Credit Card Module	<ul style="list-style-type: none"> • Pass thru of OI Credit Card Module 	\$1.00	0
OI License Renewals	<ul style="list-style-type: none"> • Pass thru of OI License Renewals 	\$2.00	0
OI Payment Module	<ul style="list-style-type: none"> • Pass thru of OI payment module 	\$1.00	0
Plus- Online Registration	<ul style="list-style-type: none"> • Pass thru of plus-online registration 	\$500.00	0

Physical Address

Description	Rate Cost Details	Rate	Agency Quantity
Plus Network-Site Connectivity	<ul style="list-style-type: none"> • Fleet Other • Motor Vehicle Liability • Fleet Lease • Fleet Fuel • Commercial Wide Area Network Circuits and Equipment • Switches • Multiprotocol Label Switching Expansion • Network Lease • Splunk Maintenance • OG&E Point of Presence Tulsa- Sapulpa to Spring Point of Presence • OG&E- Point of Presence OKC • Personnel" 	\$294.00	2

Unit

Description	Rate Cost Details	Rate	Agency Quantity
Essential Voice- Standard Phone	<ul style="list-style-type: none"> • Sequoyah Tech • Fleet Other • Fleet • Fleet Lease • Fleet Fuel • Motor Vehicle Liability • AT&T 1st Hosted Voice Solution Lease • AT&T 2nd HVS Lease • AT&T 3rd HVS Lease • AT&T 4th HVS Lease • AT&T HVS Main • Public Switched Telephone Network • Legacy Support and Supplies • AT&T 6th HVS Lease • Personnel 	\$20.00	142
Lease- Premium Desktop	<ul style="list-style-type: none"> • Lease for equipment 	\$29.00	0

Description	Rate Cost Details	Rate	Agency Quantity
Lease- Premium Desktop	• Lease for equipment	\$32.00	11
Lease- Premium Desktop	• Lease for equipment	\$35.00	0
Lease- Premium Desktop	• Lease for equipment	\$36.00	0
Lease- Premium Mobile	• Lease for equipment	\$44.00	19
Lease- Premium Mobile	• Lease for equipment	\$46.00	0
Lease- Premium Mobile	• Lease for equipment	\$47.00	0
Lease- Premium Mobile Tablet	• Lease for equipment	\$89.00	0
Lease- Premium Mobile Tablet	• Lease for equipment	\$54.00	0
Lease- Premium Mobile Tablet	• Lease for equipment	\$56.00	0
Lease- Premium Mobile Tablet	• Lease for equipment	\$48.00	44
Lease- Premium Power Mobile	• Lease for equipment	\$71.00	0
Lease- Premium Power Mobile	• Lease for equipment	\$76.00	0
Lease- Premium Power Mobile	• Lease for equipment	\$77.00	0
Lease- Premium Power Mobile	• Lease for equipment	\$80.00	0
Lease- Premium Rugged Laptop	• Lease for equipment	\$84.00	0
Lease- Premium Rugged Tablet	• Lease for equipment	\$66.00	0
Lease- Standard Desktop	• Lease for equipment	\$26.00	0
Lease- Standard Desktop	• Lease for equipment	\$29.00	0
Lease- Standard Desktop	• Lease for equipment	\$28.00	0
Lease- Standard Mobile	• Lease for equipment	\$36.00	0
Lease- Standard Mobile	• Lease for equipment	\$38.00	0
Lease- Standard Mobile	• Lease for equipment	\$39.00	0
Lease- Standard Power Desktop	• Lease for equipment	\$47.00	0
Lease- Standard Power Desktop	• Lease for equipment	\$48.00	0
Lease- Standard Power Desktop	• Lease for equipment	\$50.00	0
Lease- Standard Power Desktop	• Lease for equipment	\$53.00	0

Description	Rate Cost Details	Rate	Agency Quantity
Lease- Standard Power Mobile	<ul style="list-style-type: none"> Lease for equipment 	\$53.00	0
Lease- Standard Power Mobile	<ul style="list-style-type: none"> Lease for equipment 	\$58.00	0
Lease- Standard Power Mobile	<ul style="list-style-type: none"> Lease for equipment 	\$62.00	0
Lease- Standard Rugged	<ul style="list-style-type: none"> Lease for equipment 	\$55.00	0
Maint- Cloud Storage (per GB)	<ul style="list-style-type: none"> Microsoft Azure cloud storage 	\$0.28	0
Maint-Co-location (per Rack)	<ul style="list-style-type: none"> Building Expense Equipment Bandwidth Heating Cooling Power Personnel 	\$30.00	0
Maintenance - Storage (per GB)	<ul style="list-style-type: none"> IBM - Disaster Recovery DFS- Server Dell HW Maintenance Split 50/50 with 628 Cristie SW Tivoli Associates- Server TSM Manager IBM- ELA- TSM Licensing, Passport Advantage Licensing, Qradar Licensing IBM- HW/SW Support- P7, P8, AS400, Tape Drives, Tape Controllers, Disk, KYHD HPE- Standley Infrastructure as a Service TBD- Backup Tape HW and Addtl Tapes Personnel 	\$0.28	0
Plus Desk-Additional Devices	<ul style="list-style-type: none"> SoftChoice- MS EA O365 Hardware Software Patch my PC NTT-Device as a Service Worker's Comp Insurance Employees Personnel 	\$56.67	27
Plus Desk-Adv SSL Certificate	<ul style="list-style-type: none"> Certificate for up to two domain names or Subject Alternative Names (SANs) 	\$17.20	2
Plus Desk- Ed Training Computers	<ul style="list-style-type: none"> SoftChoice- MS EA O365 Hardware Software Patch my PC NTT-Device as a Service Worker's Comp Insurance Employees Personnel 	\$8.50	0
Plus Desk- EV Multi SSL Certi	<ul style="list-style-type: none"> Certificate with higher level of identity assurance with prominent and distinct trust indicators, such as the green address bar in Internet Explorer and Mozilla Firefox, and advanced green indicators in the latest versions of Opera and Google Chrome 	\$40.90	0

Description	Rate Cost Details	Rate	Agency Quantity
Plus Desk- Legacy Lease Health	<ul style="list-style-type: none"> • Cost to maintain hardware that predates standard configuration of state standard 	\$1.00	0
Plus Desk- Legacy Lease ODOT	<ul style="list-style-type: none"> • Cost to maintain hardware that predates standard configuration of state standard 	\$27,248.53	0
Plus Desk- Mobile Device Mgmt	<ul style="list-style-type: none"> • Mobile device encryption application 	\$5.00	0
Plus Desk- Std SSL Certificate	<ul style="list-style-type: none"> • Certificate for one domain name or SAN 	\$16.33	0
Plus Desk- Std SSL Certificate	<ul style="list-style-type: none"> • Certificate for one domain name or SAN 	\$16.25	4
Plus Desk- UC Multi SSL Certi	<ul style="list-style-type: none"> • Certificate for many different domain names or SANs 	\$30.38	0
Plus Desk- Wildcard SSL Certi	<ul style="list-style-type: none"> • Cerificate to secure a domain and all of its sub domains on an unlimited number of servers by using a wildcard (*) 	\$88.61	0
Plus Desktop- Virtual Machine	<ul style="list-style-type: none"> • Microsoft Azure • Nerdio • Personnel 	\$61.00	0
Plus- Drupal	<ul style="list-style-type: none"> • Server Storage • Content Management System License • Security Management • Personnel 	\$80.00	0
Plus- Incr Bandwidth-1Gb	<ul style="list-style-type: none"> • Fleet • Fleet Lease • Fleet Fuel • Motor Vehicle Liability • Commercial Wide Area Network Circuits • Equipment Switches • Multiprotocol Label Switching Expansion • Network Lease • Uninterruptible Power Supplies • Personnel 	\$196.00	0
Plus- Legacy Leasing	<ul style="list-style-type: none"> • Cost to maintain hardware that predates standard configuration of state standard 	\$1.00	0
Plus Network- 100Mb	<ul style="list-style-type: none"> • NA Fleet • Fleet Lease • Fleet Fuel • Motor Vehicle Liability • Commercial Wide Area Network Circuits • Equipment Switches • Multiprotocol Label Switching Expansion • Network Lease • Uninterruptible Power Supplies • Personnel 	\$10.00	0
Plus Network- BGP Redundant Connection	<ul style="list-style-type: none"> • Fleet • Fleet Lease • Fleet Fuel • Motor Vehicle Liability • Commercial Wide Area Network Circuits 	\$196.00	0

Description	Rate Cost Details	Rate	Agency Quantity
	<ul style="list-style-type: none"> • Equipment Switches • Multiprotocol Label Switching Expansion • Network Lease • Uninterruptible Power Supplies • Personnel 		
Plus Network- Dark Fiber	<ul style="list-style-type: none"> • Fleet • Fleet Lease • Fleet Fuel • Motor Vehicle Liability • USIC/CallOkie- Fiber Locates • INFO- Yearly Maintenance Conduit • Synergy-Non-Billable Cabling Labor and Materials • Ford Audio Video- Small IT Equipment Repairs • Telco Supply Co Non-Billable Cabling Labor and Materials • Sequoyah Communications- Non-Billable Cabling Labor and Materials • Various- AutoCAD/ESRI/Crescentlink Software Renewal • OG&E- Tower Related • Telco Supply Co- Break/Fix Cabling Labor and Materials GSD • Sequoyah Communications- Break/Fix Cabling Labor and Materials GSD • Workers Comp Insurance • Personnel 	\$25.00	0
Plus Network- Secure WAP Mngmt	<ul style="list-style-type: none"> • Palo Alto Firewalls • Aruba Access Points purchase and maintenance • Personnel 	\$20.00	9
Plus Network- WAP Management	<ul style="list-style-type: none"> • Palo Alto Firewalls • Aruba Access Points purchase and maintenance • Personnel 	\$14.00	0
Plus Network-Wireless BB	<ul style="list-style-type: none"> • Third-party service cost connection to state network 	\$85.00	0
Plus- Non Std Imaging Billing	<ul style="list-style-type: none"> • BIS Imaging Renewal • Dynatrace • Personnel 	\$1.10	0
Plus- Non-Voucher Kofax Support	<ul style="list-style-type: none"> • BIS Imaging Renewal • Dynatrace • Personnel 	\$82.50	0
Plus- Point to Point Wireless	<ul style="list-style-type: none"> • Third party service cost connection to state network 	\$195.00	0
Plus- Pub Safety Sec & Compliance	<ul style="list-style-type: none"> • Center For Excellence Virtual HP Servers (Blades) • CFE SUSE • Switches and Firewall • Storage 	\$46.00	142

Description	Rate Cost Details	Rate	Agency Quantity
	<ul style="list-style-type: none"> • VMWare and other 3rd Party Software • Bomgar • Smarsh • Solarwinds • Splunk • Bluecoat • CFE Cabling • CFE Utilities • CFE Internet • CFE Internet • CFE MOU Lease • CFE Building Operations • Personnel 		
Plus- Storage Non Voucher Image	<ul style="list-style-type: none"> • BIS Imaging Renewal • Dynatrace • Personnel 	\$0.91	0
Plus- Video Conferencing Tier 2	<ul style="list-style-type: none"> • Hardware lease • Camera Equipment • Video Support 	\$1.00	0
Plus Voice- Addition Std Phone	<ul style="list-style-type: none"> • Fleet • Fleet Lease • Fleet Fuel • Motor Vehicle Liability • Sequoyah Tech • AT&T 1st Hosted Voice Solution Lease • AT&T 2nd HVS Lease • AT&T 3rd HVS Lease • AT&T 4th HVS Lease • AT&T HVS Main • Public Switched Telephone Network • Legacy Support and Supplies • AT&T 6th HVS Lease 	\$20.00	30
Plus Voice- Conference Phone	<ul style="list-style-type: none"> • Cost for equipment and phone line 	\$45.80	4
Plus Voice- Expansion Module	<ul style="list-style-type: none"> • Expansion equipment 	\$3.60	1
Plus Voice- Recording	<ul style="list-style-type: none"> • Service to record phone calls 	\$25.00	0
Plus Voice- Remote Support	<ul style="list-style-type: none"> • Personnel 	\$6.00	0
Plus Voice SoftPhone	<ul style="list-style-type: none"> • License for Mitel Clearspan Communicator 	\$2.40	0
Plus Voice- Wall Mount	<ul style="list-style-type: none"> • Wall mount equipment • Personnel 	\$0.60	2
Plus- Voucher Kofax Support	<ul style="list-style-type: none"> • BIS Imaging Renewal • Dynatrace • Personnel 	\$49.37	0
Plus- Web Image View/Retrieve	<ul style="list-style-type: none"> • BIS Imaging Renewal • Dynatrace • Personnel 	\$1.84	0

Description	Rate Cost Details	Rate	Agency Quantity
Plus- WordPress	<ul style="list-style-type: none"> • Server Storage • Content Management System License • Security Management • Personnel 	\$25.00	0
Tech Plus- Client Encryption	<ul style="list-style-type: none"> • Encryption software 	\$1.50	0
Tech Plus- Client Security	<ul style="list-style-type: none"> • Antivirus 	\$3.00	0
Tech Plus- Mailbox Security	<ul style="list-style-type: none"> • Security and compliance email protection includes: • Data loss prevention • Message encryption • Messaging records management • Mail flow rules • Audit reporting • Archiving 	\$0.25	0

Other

Description	Rate Cost Details	Rate	Agency Quantity
Agency-Mainframe Hosting	<ul style="list-style-type: none"> • Optica- FTP Mainframe • Xerox Corp- Mainframe Printer • Syncsort- Mainframe Software • SHI- CMOD • Pitney Bowes- Finalist • Merrill Consultants- MXG • SHI- SEA PDS FAST • Levi, Ray and Shoup- VPS, VPS/PCL, VPS/TCPIP (Third Party SW) • EIS- SAS Base • Insight Public Sector- Mirco Focus Mainframe Access • SHI- MacKinney Batch • Various- ChicagoSoft Quick Ref • RICOH- Mainframe Printer Support Maintenance for Desktop and Check Printers (Third Party SW) • Standley Systems LLC- Mainframe Printer Support Maintenance for Desktop and Check Printers (Third Party SW) • Various- Cobol Report Writer (Third Party SW) • CIMA- CIMA Mainframe-Contract renewal • Personnel 	\$1.00	0
Maint-Application Maint	<ul style="list-style-type: none"> • SHI- AGATE Grants Provisioning Software Maintenance • CSDC- Amanda Licensing Software • Various New Software throughout the Year • MS EA MSDN Subscription • Custom Libraries • TOAD for DHS Support, Splunk, Navicat, ASP Runner .Net, Visio, SmartSheet 	\$1.00	32772.9

Description	Rate Cost Details	Rate	Agency Quantity
	<ul style="list-style-type: none"> • MS EA Dynamics (Softchoice) • Software as a Service (Actovos) • Application Performance Monitoring (Dynatrace) • Mulesoft/Salesforce Services • Workers Compensation • Personnel • HPEFS- Server HP HW Maintenance • DFS- Server Dell HW Maintenance (Flex Upgrade) Split 50/50 with 828 • Lenovo- Server Lenovo (HW Maintenance) • SHI- Server Linux • SoftChoice- MS Premier Support (not EA) • VMWare • IBM- HW/SW Support- P7, P8, AS400, Tape Drives, Tape Controllers, Disk, KYHD Split with 828 and 826 • SoftChoice- MS Azure Comit (not EA) • SolarWinds- Server SolarWinds • SoftChoice- MS EA Server • HPE- Standley Infrastructure as a Service • Cloudyn- Cloud Cost Management SW 		
Maintenance - AS400	<ul style="list-style-type: none"> • NA IBM- HW/SW support – P7, P8, AS400, Tape Drives, Tape Controllers, Disk, KYHD • Personnel 	\$1.25	0
Plus- Check Printing	<ul style="list-style-type: none"> • Pass thru of Check Printing 	\$1.00	0
Plus Desktop - Onsite Support	<ul style="list-style-type: none"> • Personnel 	\$5,500.00	0
Plus - Mailman	<ul style="list-style-type: none"> • Google license 	\$24.00	0
Plus-Wide Area Network	<ul style="list-style-type: none"> • Circuit and connectivity costs 	\$1.00	0
Voice Service Implementation	<ul style="list-style-type: none"> • Professional services to implement voice services 	\$1.00	0

Annual Billed Services and Products

Professional Services

Description	Rate Cost Details	Rate	Agency Quantity
Proj-Consult Disaster Recovery	<ul style="list-style-type: none"> • Professional services for cloud-readiness assessments, overall continuity planning, etc. 	\$110.00	0

Unit

Description	Rate Cost Details	Rate	Agency Quantity
Plus Desktop - eDiscovery	<ul style="list-style-type: none"> • License 	\$10,615.00	0
Plus- Oracle	<ul style="list-style-type: none"> • Customer Support Identification for agency specific Oracle products 	\$1.00	0

Appropriated Services

Description	Rate Cost Details	Rate	Agency Quantity
CORE Financials	<ul style="list-style-type: none"> • Financials and Supply Chain Management • Run and Maintenance (Oracle Advanced Customer Services) • Oracle Cloud Infrastructure tenant expansion (Mythics) • Oracle Fusion Cloud Enterprise Performance Management • Oracle Planning and Budgeting Cloud Service • Financial Consolidation and Close Cloud Service • Oracle Analytics Cloud • Oracle Identity Management • Personnel 	\$252.97	142
IS Facilities	<ul style="list-style-type: none"> • Fleet • Fleet Lease • Fleet Fuel • Motor Vehicle Liability • Data Center Building • Utilities • Equipment • Personnel 	\$209.25	142
Security	<ul style="list-style-type: none"> • Security Operations equipment • Monitoring software • Risk Assessment software • Compliance software • Cloud servers • Personnel 	\$212.37	142
Service Desk	<ul style="list-style-type: none"> • Equipment • Cloud based ticketing system • Call Center system • IVR system • Chat software • Online support portal content management system • Maintenance support of systems • Cloud Storage • Personnel 	\$99.94	142