FY 2015-16

Service Matrix

Schedule of Services

Organization: **San Leandro Unified School District**

Item	Amount	Description	Sign Up for Service (Y/N)	Product Count	Annual Cost
VM Hosting	1 CPU	1 GB RAM, up to 40 GB Disk Storage	N		$720.00
	2 CPUs	2 GB RAM, up to 80 GB Disk Storage	N		$1,080.00
	4 CPUs	4 GB RAM, up to 200 GB Disk Storage	N		$1,200.00
Additional Storage	8 TB	Additional Storage (cost $1.80/GB per year)	Y	8,000	$14,400
VM Maintenance		8x5 VM Server Support	N		$600.00
Rack Colocation		10U rack space with a 1 GB unregulated port	Y	1	$2,100.00
Other Services		Veeam License ($350/socket)	N		
TOTAL COST					**$16,500.00**

Signature:

San Leandro Unified School District	AcoeNet
Date	Date

ACOE Net

VM and Colocation Services

Annual Pricing for 2015 - 2016

VM Hosting Services

Processor Capacity	Memory	Disk Storage	Base Cost Month	Base Cost Year
1 CPU	1 GB RAM	up to 40 GB	$60.00/mo	$720/Yr
2 CPUs	2 GB RAM	up to 80 GB	$90.00/mo	$1080/Yr
4 CPUs	4 GB RAM	up to 200 GB	$100.00/mo	$1200/Yr

Additional storage is $1.80/GB per year.

VM Maintenance

Maintenance cost is $600 per year, per server for 8x5 server support.

Service includes:
- Define/Design/Provision the VM
- Install Operating System and any OS related options or services (licensing not included)
- Maintain current security patch levels
- Configure and maintain TSM backups (nightly unless otherwise agreed to with VM Owner)
- Monitor health of systems.
- Provide responses to production level issues during defined support hours (8x5)
- Provide 8x5 responses to test/development issues, upgrades, and/or configuration changes
- Document all server OS related changes.
- Procure and install SSL certificates (fund code required to cover the additional charge of any certs)
- Maintain strong working relationship with the Service/Application prime

Rack Colocation

We are offering a 10U with a 1 gig unregulated port for $175 a month. This is a 8x5 facility, after hours access is available with notice.

Service includes:
- Video surveillance, inside the NOC
- UPS, Battery backup and Emergency Diesel Generator
- Environmentally controlled facility
- CALREN Tier 1 Network
- Online usage bandwidth charts (Solarwinds)
- 8x5 Free Re-boots
- 8x5 Free Remote Hands (Up to 15 min per incident)
- IPv4 Connectivity and Address Space Available

Other Services

Veeam Licenses for Disaster Recovery Services: $350/socket
Network Services / Consulting: $85/hr
Desktop Support / Help Desk: $46/hr