

**FY 14 Rates
Questions & Answers
July 2013**

1.	<i>Will an agency pay for services provided by the employees who were the agency's employees and who are now COT employees?</i>
	Yes, but at a modified rate that excludes personnel and related costs embedded in the rates. Agencies will continue to pay for the salary and benefit costs of employees transferred to COT as part of the IT infrastructure consolidation. The amounts represent the salary and work week of the employees while they were with the original agency. The list of employees for which agencies will be billed is based on a May 1, 2013 snapshot of those employees. Agencies will continue to pay for certain support costs during FY 2014, as they did in FY 2013, such as travel, basic supplies, space/facilities.
2.	<i>What about contractors?</i>
	Agencies will continue to pay for the contractors moved to COT. This change will reflect amounts that are equal to or less than the total amount paid by the agency and COT in FY 2013.
3.	<i>Will the agency be charged for services provided by former employees that are still physically located with them?</i>
	Not if the service requires only the employee's time.
4.	<i>COT moved an agency's former employee to another location. Is the agency still required to pay for that employee?</i>
	Yes, COT will ensure that infrastructure support services are provided to the agency at the same or better service level. The agency will consult and work with their Business Relationship Manager (BRM) to ensure service level agreements are maintained.
5.	<i>What should an agency do about maintenance contracts that come due during FY 14?</i>
	Agencies will inventory for COT all FY 2014 IT infrastructure hardware/software maintenance contracts, license agreements, and lease costs. After consulting with COT, the agencies will pay for these IT infrastructure hardware/software maintenance contracts, lease agreements, and lease costs. Agencies may be advised to pay these contracts on a quarterly basis to limit out-of-pocket costs pending any mid-year (FY 2014) consolidation and potential cancellation of these contracts. The primary vendors that currently provide these services have been advised of this change.
6.	<i>What happens if an agency uses federal funds/grants to pay for infrastructure and/ or related services?</i>
	OSBD and COT will work with the agency to ensure that federal requirements are met. In some instances, COT will create a unique billing account for the fund. COT will purchase the equipment, and COT will own the equipment; however, the agency will have use of the equipment services to meet their business need. There may be some exceptions related to federal funds during FY 2014. Engage your BRM in this conversation.
7.	<i>An agency not affected by the consolidation requests COT services, such as data storage, virtual server, etc., what rate will they pay?</i>
	Agencies in this situation will pay the fully loaded FY 13 service rate, as modified rates are only applicable to agencies affected by the consolidation.

8.	<i>An agency is part of the I.3 consolidation, but the infrastructure transition has not yet occurred and a server crashed, requiring COT support. At what rate would I pay for these services?</i>
	COT will handle any breakdowns or scheduled hardware replacements. Agencies will pay COT FY 13 service rates. For those agencies that had staff transferred to COT that previously provided the relevant service, the service rates will be adjusted downward by the value of personnel and related costs embedded in the rates. The full rate will be charged in FY 2015.
9.	<i>If an agency requires expansion of COT services or capacity, how is this funded?</i>
	Agencies can request an increase in COT infrastructure services through the Commonwealth Service Desk. The agency must be budgeted and/or have the funds available to pay for the expansion in services. Engage your BRM in this conversation.
10.	<i>What happens if an agency computer breaks or the lease expires?</i>
	COT will handle any breakdowns or scheduled hardware replacements. Agencies will pay COT FY 13 service rates. For those agencies that had staff transferred to COT that previously provided the relevant service, the service rates will be adjusted downward by the value of personnel and related costs embedded in the rates. The full rates will be charged starting in FY 2015.
11.	<i>Will the modified rates be available for review?</i>
	The modified rates will be available on the COT Rates page and will appear on the COT bill as other rates do.
12.	<i>Did the Enterprise Assessment (EA) change?</i>
	No, it remains the same as it was in FY13.
13.	<i>If a newly transferred I.3 staff charges time against the Enterprise Assessment, does this mean that the agencies are being charged twice for their time?</i>
	No, as you can see from question 12 above the Enterprise Assessment remains the same as it was in FY13. Any cost of a newly added FY14 I.3 IT staff would not be included in the EA.
14.	<i>What happens if my agency IT infrastructure is consolidated by COT during FY 2014?</i>
	For agencies that have their IT Infrastructure consolidated by COT <u>during</u> FY 2014, agencies will pay COT the amounts that the agency otherwise would have incurred for IT infrastructure services during the remaining part of FY 2014. The inventory of all IT Infrastructure hardware/software maintenance contracts, license agreements, and lease costs provided by agencies will be the primary basis for understanding much of those costs. There will be some exceptions related to federal funds. These issues and amounts will be worked out with each agency on a case-by-case basis.
15.	<i>How will FY 2015 rates be different?</i>
	COT will be working with the agencies to migrate infrastructure services to COT as well as collect and validate additional detailed information from the agencies. Beginning in FY 2015 full rates will apply.