

# **State of Missouri**

**Information Technology Services Division**



## **Fiscal Year 2019 Network Cost Allocation Plan**

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## Background and General and Description

### Purpose

This document outlines the methodology utilized by the Information Technology Services Division (ITSD) in developing rates for Network services provided to state agencies, colleges and universities. The authorization to develop rate structures and establish a charging system is provided under Chapter 37, RSMo.

The estimated expenditures and rates set forth herein provide the means for ensuring full cost-recovery based on agency's use of services. As with any plan, actual events require close monitoring and revisions to the rates may be required.

### Pricing Concepts

The major objective for the ITSD is to provide state agencies and organizations with cost effective and efficient resources. Achievement of this objective results in improved productivity in state government and more effective delivery of governmental services to the citizens of Missouri.

The charging systems or objectives associated with this Cost Allocation Plan (CAP) methodology are summarized as follows:

1. Establish usage-sensitive pricing of services
2. Provide rate stabilization
3. Develop a cost for the total network service
4. Provide agencies maximum flexibility in controlling use
5. Minimize the impact of future rate changes and/or cost increases
6. Maximize economies of scale opportunities available through resource sharing

### Expenditure Planning

One of the key components of this CAP is developing an overall schedule and general allocation of anticipated expenditures. The expenditure plan contained in this report reflects the best estimate of the costs required to provide communications services to state agencies throughout the Fiscal Year.

### Development Methodology

A cost-based methodology was employed in establishing the billing rates detailed in this plan. The benefits of this cost based methodology are two fold. First, as a full cost approach. Both direct and indirect costs are included, and the under/over recovery of communications total budget costs is minimized. Second, it provides an equitable method for cost recovery; i.e., the rate is based on the amount of resources utilized.

The methodology for development of this CAP can generally be summarized in the following nine steps:

1. Determine Services Provided

The types of services provided by the Network sections are based on the requirements of state established agencies and services are comparable to those provided by regulated utilities, facility-based carriers, other common carriers and resellers of network services. These services are provided by the Office of Administration when the state can obtain enhanced shared features and realize economies of scale.

2. Establish Units of Service

The unit of service utilized to measure the volume of service provided for each service type was based on three major criteria: relationship to the function performed, measurability and level of control which can be exercised by the customer agencies.

3. Compile Estimates of Utilization

Prior Fiscal Year utilization of each service category was compiled and analyzed. The category actuals were then used as a basis for CAP utilization projections or estimates.

4. Identify Types of Costs

Two basic types of costs were identified: direct and indirect. Direct costs are those costs that can be identified with providing a type of service. Indirect costs are those costs that cannot be directly identified with providing a specific type of service but relate to Network costs as a whole.

5. Determine Direct Costs

Budgeted expense, equipment and personal service costs that could be directly identified with providing a specific type of service, were accumulated to determine total allocated direct cost by type of service. In some cases, an expense or equipment cost applies to more than one service category. The cost is then split by percentage among the appropriate type of service.

6. Determine Indirect Costs

Budgeted expense, equipment and personal service costs that relate to Network services, but cannot be directly identified with providing a specific type of service, were accumulated to determine the total indirect cost by type of service and considered overhead expense. These costs were divided across all service categories.

7. Summarized Total Cost by Service

Total cost by service was determined by adding the direct and indirect allocated costs.

8. Calculate Cost Per Unit of Service

The cost per unit of service was calculated by dividing the total annual cost by the total estimated annual utilization. The cost per unit may be adjusted mid-plan year to accommodate significant fluctuations in utilization.

## Service Category Definitions

### Centrex Access

The basic unit of service provided by ITSD Communications to customers is access (dial tone). CenturyLink provides this service under the service mark of Centrex. This basic unit of service allows customers the ability to receive calls from any customer of the world-wide telecommunications system.

### Long Distance

Long Distance is the cost-per-minute for the usage that either completes or originates from a state business line, UC line, PLEXAR line, or Centrex line.

### PLEXAR Access

Access (dial tone) provided to customers in cities served by AT&T Telephone Company has the trademark of PLEXAR. This basic unit of service allows customers to receive calls from any caller on the worldwide telecommunications system.

### Voice Mail

This category is for voice mail services.

### Pass-Through Telephone Service

Pass-Through service is the process by which the charges billed by the telephone vendors are in turn billed to the appropriate agencies. Charges incurred for services such as data circuits, local service, and toll calls are billed to the agencies with an administrative fee added. Outstanding charges for leased UC phones are billed in this category.

### Toll-Free

This category is for Toll-Free service such as 800, 888, 877, 866 and 855 numbers where agencies pay the per-call costs instead of the caller. The cost elements for this service include circuit, per minute service costs and an administrative fee.

### Internet Services

Internet Services supplied to state agencies include bandwidth, redundancy, security measures, monitoring and troubleshooting. These services provide state employees access to information available on the Internet, as well as allowing state agencies to provide information and e-business services to our customers. Agencies can also additionally

utilize these services for connectivity to remote users or offices and services such as videoconferencing.

**Network**

Network services represent the core network and security functions provided to all state agencies. Network core are items supporting the backbone infrastructure that handles transport and routing. ITSD serves as the enabler for connectivity from any agency to enterprise applications (e.g., SAM II). Additionally, ITSD provides inter-agency electronic communications, and agency connectivity to the Internet. These services also provide various levels of security and redundancy for the customer structures. Furthermore, technical and consulting services are provided to agencies through this category.

**Wireless Service**

Wireless Service includes the purchase of wireless devices and the associated monthly service including calls, plans and features.

**Unified Communications (UC)**

The UC category supports the state's Voice Over Internet Protocol (VoIP) network to include, but is not limited to, Cisco Phones, Jabber, Telepresence, Mobility and WebEx. These services allow for improved collaboration and communication in the most efficient and effective methods available within the state.

**Unified Communications (UC) Call Center**

Call Center costs are for monthly server charges required for Call Center agents. Call Center Licenses and CVP Ports are billed directly to appropriate agencies outside of the CAP.

## Detailed Budget

	Budget Amount	
	FY18	FY19
<b>Personal Service</b>		
3.30 Accountant I	\$ 119,964	\$ 119,592
0.25 Accounting Generalist I	\$ 9,088	\$ 9,060
0.25 Accounting Generalist II	\$ 12,779	\$ 14,874
0.05 Accounting Specialist III	\$ 2,768	\$ 2,744
0.00 Admin Office Support Assistant	\$ 9,593	\$ -
0.10 Budget Anal III	\$ 6,007	\$ 5,950
1.00 Data Processing Manager	\$ 86,022	\$ 84,935
0.21 Designated Principal Asst Dept	\$ 21,206	\$ 20,916
0.21 Designated Principal Asst Div	\$ 21,630	\$ 21,332
0.46 Executive I	\$ 18,252	\$ 18,170
0.25 Executive II	\$ 9,593	\$ 9,555
0.50 Fiscal & Administrative Mgr B1	\$ 32,253	\$ 31,920
1.50 Fiscal & Administrative Mgr B2	\$ 109,111	\$ 107,871
0.25 Fiscal & Administrative Mgr B3	\$ 19,571	\$ 19,338
0.85 Information Technologist I	\$ 30,900	\$ 38,814
4.25 Information Technologist II	\$ 197,625	\$ 196,300
4.00 Information Technologist III	\$ 149,575	\$ 189,276
2.50 Information Technology Spec I	\$ 167,630	\$ 129,339
2.25 Information Technology Spec II	\$ 84,245	\$ 131,561
2.00 Information Technology Sr Spec	\$ 81,376	\$ 146,256
2.00 Information Technology Supv	\$ 134,726	\$ 133,284
0.25 Procurement Ofcr I	\$ 11,983	\$ 11,898
0.50 Procurement Ofcr II	\$ 26,028	\$ 25,818
2.94 Senior Office Support	\$ 85,228	\$ 85,321
<b>29.87 Personal Total</b>	<b>\$ 1,462,453</b>	<b>\$ 1,564,123</b>
Allowance for .05% Vacancy	\$ 43,874	\$ 156
Fringe Benefits	\$ 635,949	\$ 703,785
<b>Total Personnel Service:</b>	<b>\$ 2,054,529</b>	<b>\$ 2,267,752</b>
<b>Communications Expense and Equipment</b>		
	FY18	FY19
J901 Hardware and Software Maintenance	\$ 567,844	\$ 603,301
J902 SDC Services	\$ 37,200	\$ -
J911 Wiring and General Services	\$ 6,000	\$ 6,000
J171 Equipment and Maintenance	\$ 425,000	\$ 258,352
J172 State Network Charges	\$ 222,619	\$ 136,984
J173 MoreNet Charges	\$ 150,473	\$ 155,473
JR01 Centrex Lines - CenturyLink	\$ 745,141	\$ 750,000
JR02 Centrex Tax & Misc - CenturyLink	\$ 70,589	\$ 60,000
JR03 Centrex Fed End User - CenturyLink	\$ 107,528	\$ 110,000
JR04 T1 Terminations/Plexar Tie Lines	\$ 35,000	\$ 44,961
JR05 Dedicated Long Distance Usage	\$ 556,024	\$ 609,422
JR06 Plexar Lines - AT&T	\$ 725,969	\$ 521,586
JR07 Plexar VFG Trunks - AT&T	\$ 1,605,663	\$ 1,666,666
JR08 Plex Fed End User 9ZR - AT&T	\$ 412,536	\$ 321,006
JR09 Plex Fed End Eucl Credit - AT&T	\$ (344,691)	\$ (254,444)
JR10 Plexar Miscellaneous - AT&T	\$ 201,264	\$ 200,708
JR13 Centrex Pass-Through - CenturyLink	\$ 346,000	\$ 295,000
JR14 Toll-Free Service Pass-Through	\$ 90,000	\$ 80,000
JR16 Plexar Pass-Through - AT&T	\$ 158,941	\$ 86,779
JR17 Business Line/Local Broadband	\$ 2,994,265	\$ 2,994,265
JR18 Toll Usage on Business & Plexar Invoices	\$ 2,065	\$ 803
JR21 Toll-Free Termination Charges - AT&T	\$ -	\$ 6,000
JR25 SMDR - AT&T	\$ 835	\$ 835
JR26 ARS Package - AT&T	\$ 1,853	\$ 1,853
JR27 Satellite Services	\$ 352,261	\$ 308,228

COMMUNICATIONS CAP FY19

	FY18	FY19
JR34 LD Terminations (Plexar) - AT&T	\$ 48,822	\$ 47,532
JR37 ISDN-PRI	\$ 1,113,375	\$ 1,035,659
JR38 Tolls on Centrex Inv	\$ 2,000	\$ 2,204
JR39 Voice Grade Circuits	\$ 21,629	\$ 21,629
JR41 Wireless Services	\$ 5,800,000	\$ 6,640,000
JR45 Toll Free Usage	\$ 3,908,844	\$ 2,700,000
JR46 MPLS	\$ 3,200,000	\$ 2,944,170
JR47 International Usage	\$ 12,000	\$ 12,000
JR49 Adobe Connect	\$ 30,500	\$ 30,500
JR50 Subscription Voice Mail	\$ 281	\$ 150
JR51 Conference Call Services	\$ 40,000	\$ 26,071
JR52 Network Directory Listing	\$ 20,000	\$ 15,000
JR53 Ethernet	\$ 2,700,000	\$ 4,000,000
JT40 Voice Mail Maintenance	\$ 1,414	\$ 1,414
JU04 Core UC Structure	\$ 260,187	\$ 431,233
JU05 Maintenance on Core Structure	\$ 1,316,997	\$ 1,475,711
JU08 PSTN Trunks	\$ 900,000	\$ 1,000,000
JU10 Client License	\$ 20,000	\$ 15,000
JU13 UC Loan Amt Core	\$ 455,258	\$ -
JU15 UC LD Circuits	\$ 30,000	\$ 20,000
JU23 Call Center	\$ 170,871	\$ 242,517
<b>Total Expense &amp; Equipment</b>	<b>\$ 31,381,324</b>	<b>\$ 31,243,797</b>

**General Support (Indirect) Expense and Equipment**

	FY18	FY19
JT02 In State Mileage	\$ 1,550	\$ 1,550
JT03 In State Lodging	\$ 3,500	\$ 3,500
JT04 In State Meals	\$ 550	\$ 550
JT05 In State Other	\$ 250	\$ 250
JT07 Commerical Trans.	\$ 1,000	\$ 1,000
JT08 Out State Lodging	\$ 3,000	\$ 5,500
JT09 Out State Meals	\$ 1,000	\$ 1,000
JT10 Out State Other	\$ 775	\$ 775
JT12 Postage	\$ 2,500	\$ 2,500
JT13 Subscriptions	\$ 8,000	\$ 8,000
JT17 Memberships	\$ 4,500	\$ 4,500
JT18 Training	\$ 13,000	\$ 13,000
JT20 Telcom Supplies	\$ 300	\$ 300
JT21 Telcom Charges	\$ 19,957	\$ 19,957
JT22 Internet	\$ 55	\$ 55
JT28 SDC charges	\$ 35,000	\$ 40,000
JT31 Software Maintenance-Calero	\$ 75,000	\$ 75,000
JT34 Desktop Computer Equip.	\$ 7,200	\$ 7,200
JT35 Software	\$ 30,000	\$ 20,000
<b>Subtotal General Support (Indirect)</b>	<b>\$ 215,987</b>	<b>\$ 218,487</b>
<b>Total E&amp;E Budget</b>	<b>\$ 31,597,311</b>	<b>\$ 31,462,284</b>
<b>Total Budget</b>	<b>\$ 33,651,840</b>	<b>\$ 33,730,036</b>

## Summary and Category Budgets

### Summary Budget

Expenses	Budget Amount FY18	Budget Amount FY19
Personal Service	\$ 1,418,580	\$ 1,563,967
Fringe Benefits	\$ 635,949	\$ 703,785
Expense & Equipment	\$ 31,597,311	\$ 31,462,284
<b>Total</b>	<b>\$ 33,651,840</b>	<b>\$ 33,730,036</b>

### Budget by Category

#### Centrex Access

Annual Estimated Utilization:

Number of Lines:

58,800

Direct Allocation - Expense and Equipment

Item	Description	Budget Amount FY18	Budget Amount FY19
JR01	Centrex Lines - CenturyLink	\$ 745,141	\$ 750,000
JR02	Centrex Tax & Misc - CenturyLink	\$ 70,589	\$ 60,000
JR03	Centrex Fed End User - CenturyLink	\$ 107,528	\$ 110,000
JR22	Jeff City Music On Hold Circuit	\$ 378	\$ 378
Subtotal Expense and Equipment		\$ 923,636	\$ 920,378
Direct Personnel		\$ 61,927	\$ 69,445
Total Direct Allocation		\$ 985,564	\$ 989,823
Indirect Costs Allocated		\$ 23,547	\$ 27,456
Total Collectable Costs		\$ 1,009,111	\$ 1,017,279

Collectable Costs / Utilization = Monthly Access Line Cost

<u>\$1,017,279</u>		\$ 18.10		\$ 17.30
58,800				

Additional Centrex Charges:

FEDERAL UNIVERSAL FUND*		\$ 0.50		\$ 0.50
MISSOURI UNIVERSAL FUND*		\$ 0.03		\$ 0.03

TOTAL		\$ 18.63		\$ 17.83
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Long Distance

Annual Estimated Utilization (in minutes):  
35,033,010

Direct Allocation - Expense and Equipment

Item	Description	Budget Amount FY18	Budget Amount FY19
JR04	T1 Terminations/Plexar Tie Lines	\$ 35,000	\$ 44,961
JR05	Dedicated Long Distance Usage	\$ 556,024	\$ 609,422
JR07	Plexar VFG Trunks - AT&T	\$ 802,831	\$ 1,000,000
JR25	SMDR - AT&T	\$ 835	\$ 835
JR26	ARS Package - AT&T	\$ 1,853	\$ 1,853
JR28	Contract Long Distance Service	\$ 388,978	\$ 967,755
JR34	LD Terminations (Plexar) - AT&T	\$ 48,822	\$ 47,532
JR52	Network Directory Listing	\$ 20,000	\$ 15,000
JU15	UC LD Circuits	\$ 30,000	\$ 20,000
	Subtotal Expense and Equipment	\$ 1,884,343	\$ 2,707,358
	Direct Personnel	\$ 106,839	\$ 110,403
	Total Direct Allocation	\$ 1,991,182	\$ 2,817,761
	Indirect Costs Allocated	\$ 47,573	\$ 78,160
	Total Collectable Costs	\$ 2,038,755	\$ 2,895,921

Collectable Costs / Utilization = State Long Distance Cost Per Minute

\$2,895,921	\$	0.0852	\$	0.0827
<u>35,033,010</u>				

For , JR28 is in the Long Distance category rather than Switched Long Distance.

**Plexar Access**

Annual Estimated Utilization  
Number of Lines:

43,000

Direct Allocation - Expense and Equipment

Item	Description	Budget Amount FY18	Budget Amount FY19
JR06	Plexar Lines - AT&T	\$ 725,969	\$ 521,586
JR07	Plexar VFG Trunks - AT&T	\$ 802,831	\$ 666,666
JR08	Plex Fed End User 9ZR - AT&T	\$ 412,536	\$ 321,006
JR09	Plex Fed End Eucl Credit - AT&T	\$ (344,691)	\$ (254,444)
JR10	Plexar Miscellaneous - AT&T	\$ 201,264	\$ 200,708
	Subtotal Expense and Equipment	\$ 1,797,909	\$ 1,455,522
	Direct Personnel	\$ 62,949	\$ 49,167
	Total Direct Allocation	\$ 1,860,858	\$ 1,504,689
	Indirect Costs Allocated	\$ 44,459	\$ 41,737
	Total Collectable Costs	\$ 1,905,318	\$ 1,546,427
Collectable Costs /Number of Lines = Monthly Access Line Cost			
	<u>\$1,546,427</u> 43,000	\$ 35.67	\$ 35.96
Additional Plexar Charges:*			
	FEDERAL UNIVERSAL FUND*	\$ 0.11	\$ 0.11
	MISSOURI UNIVERSAL FUND*	\$ 0.04	\$ 0.04
	TOTAL	\$ 35.82	\$ 36.11

**Plexar Pricing Policy:**

- Lines added after the beginning of the fiscal year will be at cost plus an admin fee if cost is greater than CAP until the next annual CAP is developed.
- Customers pay all install charges.
- The Plex Fed End User Eucl Credit (JR09) is the cost of a Plex Fed End User (JR08) times the number of installed stations.

Data and Voice Passthrough

Annual Estimated Utilization  
 Actual Costs \$ 13,030,176

Estimated Cost:  
 Direct Allocation - Expense and Equipment

Item	Description	Budget Amount FY18	Budget Amount FY19
JR13	Centrex Pass-Through - CenturyLink	\$ 346,000	\$ 295,000
JR14	Toll-Free Service Pass-Through	\$ 90,000	\$ 80,000
JR16	Plexar Pass-Through - AT&T	\$ 158,941	\$ 86,779
JR17	Business Line/Local Broadband	\$ 2,994,265	\$ 2,994,265
JR18	Toll Usage on Business & Plexar Invoices	\$ 2,065	\$ 803
JR19	Directory Assistance	\$ 1,097	\$ 1,097
JR29	Calling Card Usage	\$ -	\$ -
JR30	Dedicated	\$ 1,118,315	\$ 650,000
JR37	ISDN-PRI	\$ 1,113,375	\$ 1,035,659
JR38	Tolls on Centrex Inv	\$ 2,000	\$ 2,204
JR39	Voice Grade Circuits	\$ 21,629	\$ 21,629
JR46	MPLS	\$ 3,200,000	\$ 2,944,170
JR47	International Usage	\$ 12,000	\$ 12,000
JR49	Adobe Connect	\$ 30,500	\$ 30,500
JR50	Subscription Voice Mail	\$ 281	\$ 150
JR51	Conference Call Services	\$ 40,000	\$ 26,071
JR53	Ethernet	\$ 2,700,000	\$ 4,000,000
JU11	End-User Devices	\$ -	\$ -
JU24	UC Loan Pass-through-Devices	\$ 350,000	\$ -
JU08	UCCE Queue Trunking	\$ 18,000	\$ 50,000
	Subtotal Expense and Equipment	\$ 12,570,729	\$ 12,553,554
	Total Direct Allocation	\$ 4,121,071	\$ 12,678,497
	Indirect Costs Allocated	\$ 304,172	\$ 351,679
	Total Collectable Costs	\$ 4,219,531	\$ 13,030,176

Rate Calculation:

(Total Collectable Costs - Direct Costs)/Direct Costs = Administrative Percentage

$\frac{\$13,030,176 - \$12,553,554}{\$12,553,554}$	3.80%	3.80%
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**Toll-Free Service**

Annual Estimated Utilization  
 Number of minutes:  
 62,525,851

Item	Description	Budget Amount FY18	Budget Amount FY19
JR21	Toll-Free Termination Charges - AT&T		\$ 6,000
JR45	Toll Free Usage	\$ 3,908,844	\$ 2,700,000
	Subtotal Expense and Equipment	\$ 3,908,844	\$ 2,706,000
	Direct Personnel	\$ 57,235	\$ 63,302
	Total Direct Allocation	\$ 3,966,080	\$ 2,769,302
	Indirect Costs Allocated	\$ 94,757	\$ 76,816
	Total Allocated Costs	\$ 4,060,837	\$ 2,846,117

Rate Calculation:

Allocated Costs / Utilization = Per-Minute Cost

<u>\$2,846,117</u>	\$0.0493	\$0.0455
62,525,851		

**Voice Mail**

Annual Estimated Utilization  
 Number of mailboxes:  
 11,892

Item	Description	Budget Amount FY18	Budget Amount FY19
JT40	Voice Mail Maintenance	\$ 1,414	\$ 1,414
JU08	PSTN Trunks	\$ 24,300	\$ 24,000
	Subtotal Expense and Equipment	\$ 25,714	\$ 25,414
	Direct Personnel	\$ 37,901	\$ 39,258
	Total Direct Allocation	\$ 63,615	\$ 64,672
	Indirect Costs Allocated	\$ 1,520	\$ 1,794
	Total Allocated Costs	\$ 65,135	\$ 66,465
	RATF Transfer	\$ -	\$ -
	Total Collectable Costs	\$ 65,135	\$ 66,465

Rate Calculation:

Collectable Costs / Number of Mailboxes = Rate per Mailbox

<u>\$66,465</u>	\$3.83	\$5.59
11,892		

**Internet**

Annual Estimated Utilization  
Number of accounts:

604,248

Estimated Cost:

Item	Description	Budget Amount FY18	Budget Amount FY19
J171	Equipment and Maintenance	\$ 425,000	\$ 258,352
J172	State Network Charges	\$ 222,619	\$ 136,984
J173	MoreNet Charges	\$ 150,473	\$ 155,473
	Total Direct Expenses	\$ 798,092	\$ 550,809
	Direct Personnel	\$ 92,384	\$ 168,933
	Total Direct Allocation	\$ 890,476	\$ 719,742
	Total Indirect Expenses	\$ 21,275	\$ 19,964
	Total Allocated Costs	\$ 911,751	\$ 739,706

Rate Calculation:

Allocated Costs /Number of Accounts = Per-Account Cost

<u>\$739,706</u>	\$1.47	\$1.22
604,248		

**Network Core**

Annual Estimated Utilization  
Number of accounts:

2,806,634

Item	Description	Budget Amount FY18	Budget Amount FY19
J901	Hardware and Software Maintenance	\$ 605,044	\$ 603,301
J911	Wiring and General Services	\$ 6,000	\$ 6,000
	Subtotal Expense and Equipment:	\$ 611,044	\$ 609,301
	Total Direct Allocation	\$ 716,194	\$ 717,877
	Indirect Costs Allocated	\$ 17,111	\$ 19,913
	Total Allocated Costs	\$ 733,306	\$ 737,789

Allocated Costs /Number of Accounts = Per-Account Cost \$0.2614      \$0.2629

Refer to rate schedule for billing information by agency.

<u>\$ 737,789</u>
2,806,634

**Wireless**

Annual Estimated Utilization  
Actual Costs                      \$    6,954,746

Item	Description	Budget Amount FY18	Budget Amount FY19
JR41	Wireless Services	\$ 5,800,000	\$ 6,640,000
	Subtotal Expense and Equipment:	\$ 5,800,000	\$ 6,640,000
	Total Direct Allocation	\$ 5,933,444	\$ 6,767,040
	Indirect Costs Allocated	\$ 141,761	\$ 187,706
	Total Allocated Costs	\$ 6,075,205	\$ 6,954,746

Rate Calculation:

(Total Collectable Costs - Direct Costs)/Direct Costs = Administrative Percentage			
	\$6,954,746	-\$6,640,000	4.74%
	<u>\$6,640,000</u>		4.74%

**Unified Communications**

Annual Estimated Utilization  
292,800  
Direct Allocation - Expense and Equipment

Item	Description	Budget Amount FY18	Budget Amount FY19
JU04	Core UC Structure	\$ 260,187	\$ 431,233
JU05	Maintenance on Core Structure	\$ 1,316,997	\$ 1,475,711
JU08	PSTN Trunks	\$ 857,700	\$ 953,000
JU13	UC Loan Amt Core	\$ 455,258	\$ -
	Subtotal Expense and Equipment:	\$ 2,890,142	\$ 2,859,944
	Total Direct Allocation	\$ 3,557,172	\$ 3,562,320
	Indirect Costs Allocated	\$ 84,988	\$ 98,812
	Total Allocated Costs	\$ 3,642,160	\$ 3,661,132

Rate Calculation:

Total Collectable Costs / Utilization = Per unit Rate			
	\$3,661,132	\$13.40	\$12.50
	<u>292,800</u>		

**Unified Communications Call Center**

Annual Estimated Utilization

19,368

Direct Allocation - Expense and Equipment

Item	Description	Budget Amount FY18	Budget Amount FY19
	Subtotal Expense and Equipment:	\$ 170,871	\$ 242,517
	Direct Personnel	\$ -	\$ -
	Total Direct Allocation	\$ 170,871	\$ 242,517
	Indirect Costs Allocated	\$ 4,082	\$ 6,727
	Retained Earnings Reduction	\$ -	\$ -
Rate Calculation:			
Total Collectable Costs / Utilization = Per unit Rate			
		\$ 10.32	\$ 12.87
	<u>\$249,244</u> 19,368		

## Rate History

CAP Rates	FY16	FY17	FY18	FY19
Centrex Access	\$19.58	\$18.63	\$18.10	\$17.30
Long Distance	\$0.0947	\$0.0815	\$0.0852	\$0.0827
Plexar Access	\$23.05	\$24.78	\$35.67	\$35.96
Data Circuits (combined with Pass Through)	3.99%	3.65%	3.65%	-
Voice Mail	\$8.63	\$2.47	\$3.83	\$5.59
Pass-Through Telephone/Data Service	4.15%	3.80%	3.80%	3.80%
Toll-Free	\$0.0586	\$0.0430	\$0.0493	\$0.0455
Internet	\$1.57	\$1.18	\$1.47	\$1.22
Network Core	\$0.22	\$0.23	\$0.26	\$0.26
Wireless	4.16%	3.77%	4.74%	4.74%
Unified Communications	\$16.69	\$19.56	\$13.40	\$12.50
Unified Communications-Call Center		\$3.04	\$10.32	\$12.87
WAN (adding in FY20)				\$0.00
ISDN Calls	\$0.13	\$0.13	\$0.13	\$0.13
<b>Directory Assistance</b>				
Intrastate	\$1.99	\$1.99	\$1.99	\$1.99
Interstate	\$1.99	\$1.99	\$1.99	\$1.99
Toll				
<b>Conference Calls</b>				
Progressive	\$10.00	\$10.00	\$10.00	\$10.00
Meet-Me	\$5.00	\$5.00	\$5.00	\$5.00

\* NOTE: Charges may apply if a scheduled conference is canceled without adequate advance notice.



### Network and Internet Rate

FY19 Network & Internet	service factors							Network			Internet	
	Core	BC	FW	VPN	Net Mgmt	WLAN	Sub	Core	0.2629	1.22		
AGENCY	Core	BC	FW	VPN	Net Mgmt	WLAN	Total	Lesser of FTE or AD	Core Multiplier	Monthly Network	Monthly Internet	
Agriculture	1	1	1	1	1	1	6	1	372	2,235	587	456
Attorney General's Office	1	0	0	0	0	0	1	0	342	342	90	418
Conservation	1	0	0	0	0	0	1	0	1628	1,628	428	1,992
Corrections	1	1	1	1	1	1	6	1	10364	62,184	16,347	12,687
DED - PSC	1	0	0	0	0	0	1	0	178	178	47	218
DESE	1	1	1	1	1	1	6	1	838	5,030	1,322	1,026
DESE - Voc Rehab	1	1	1	1	1	1	6	1	471	2,826	743	577
DED - Div of Energy	1	1	1	1	1	1	6	1	31	189	50	39
DPS - Adjutant General	1	1	1	1	1	1	6	1	381	2,289	602	467
DPS - Capitol Police	1	1	1	1	1	1	6	1	31	186	49	38
DPS - Director's Office	1	1	1	1	1	1	6	1	117	699	184	143
DPS - Fire Safety	1	1	1	1	1	1	6	1	68	408	107	83
DPS - SEMA	1	1	1	1	1	1	6	1	105	630	166	129
Economic Development	1	1	1	1	1	1	6	1	566	3,397	893	693
Ethics Commission	1	0	1	0	1	1	4	0	24	95	25	29
Gaming Commission	1	0	0	0	0	0	1	0	109	109	29	134
Governor's Office	1	1	1	1	1	1	6	0	28	168	44	34
Health and Senior Services	1	1	1	1	1	1	6	1	1730	10,381	2,729	2,118
Higher Education	1	1	1	1	1	1	6	1	53	316	83	65
House	1	0	0	0	0	0	1	0	428	428	112	523
Insurance	1	1	1	1	1	1	6	1	184	1,103	290	225
Insurance - Credit Union	1	1	1	1	1	1	6	1	7	42	11	9
Insurance - Finance	1	1	1	1	1	1	6	1	101	609	160	124
Insurance - Pro Reg	1	1	1	1	1	1	6	1	234	1,402	369	286
Labor & Industrial Relations	1	1	1	1	1	1	6	1	653	3,917	1,030	799
Legislative Research	1	0	0	0	0	0	1	0	20	20	5	25
Lottery Commission	1	0	0	0	0	0	1	0	150	150	39	184
Lt. Governor's Office	1	1	1	1	1	1	6	0	7	45	12	9
Mental Health	1	1	1	1	1	1	6	1	7315	43,892	11,538	8,955
MSHP	1	0	0	0	0	0	1	0	2539	2,539	667	3,108
MO VET BLOOMFIELD	1	1	1	1	1	1	6	1	4	24	6	5
MO VET CAMERON	1	1	1	1	1	1	6	1	143	858	226	175
MO VET CAPE GIRARDEAU	1	1	1	1	1	1	6	1	93	558	147	114
MO VET COM	1	1	1	1	1	1	6	1	78	468	123	95
MO VET FT L WOOD	1	1	1	1	1	1	6	1	7	42	11	9
MO VET HIGGINSVILLE	1	1	1	1	1	1	6	1	8	48	13	10
MO VET JACKSONVILLE	1	1	1	1	1	1	6	1	5	30	8	6
MO VET MEXICO	1	1	1	1	1	1	6	1	91	546	144	111
MO VET MT VERNON	1	1	1	1	1	1	6	1	131	786	207	160
MO VET SPRINGFIELD	1	1	1	1	1	1	6	1	12	69	18	14
MO VET ST JAMES	1	1	1	1	1	1	6	1	96	576	151	118
MO VET ST LOUIS	1	1	1	1	1	1	6	1	279	1,674	440	342
MO VET WARRENSBURG	1	1	1	1	1	1	6	1	149	894	235	182
Natural Resources	1	1	1	1	1	1	6	1	1354	8,124	2,136	1,658
OA	1	1	1	1	1	1	6	1	803	4,818	1,267	983
OA-ITSD	1	1	1	1	1	1	6	1	950	5,697	1,498	1,162
Public Defenders	1	0	0	0	0	0	1	0	594	594	156	727
Revenue	1	1	1	1	1	1	6	1	1097	6,580	1,730	1,343
Secretary of State	1	1	0	0	0	0	2	0	211	422	111	258
Senate	1	0	0	0	0	0	1	0	204	204	54	250
Social Services	1	1	1	1	1	1	6	1	6568	39,409	10,360	8,041
State Auditor's Office	1	0	1	0	0	1	3	0	110	329	86	134
State Courts Administrator	1	0	0	0	0	0	1	0	3025	3,025	795	3,703
State Treasurer's Office	1	1	1	0	1	1	5	0	43	213	56	52
Transportation	1	1	0	0	0	0	2	0	5224	10,448	2,747	6,395
<b>TOTAL</b>	<b>55</b>	<b>42</b>	<b>42</b>	<b>39</b>	<b>41</b>	<b>42</b>	<b>261</b>	<b>37</b>	<b>50,354</b>	<b>233,886</b>	<b>61,482</b>	<b>61,642</b>