EXHIBIT 3
DATE 2-15-13
HB DOA

SITSD Service Offering Biennial Rate Sheet

Last Updated: 07/31/2012

Service Catalog Category	Catalog Item	Billing Unit	FY2012 Annual Rate	FY2012 Invoice Rate	FY2014 Annual Rate	FY2014 Invoice Rate	% Change
Business	1120E VOIP Set	Month/Set	N/A	N/A	$161.95	$ 13.50	N/A
Business	1140E VOIP Set	Month/Set	$ 216.64	$ 18.05	$241.57	$ 20.13	12%
Business	1150E VOIP Set	Month/Set	$ 355.83	$ 29.65	$227.54	$ 18.96	-36%
Business	2008 Basic	Month/Set	$ 104.91	$ 8.74	$92.92	$ 7.74	-11%
Business	2008 Basic w/ Speaker	Month/Set	$ 121.90	$ 10.16	$98.27	$ 8.19	-19%
Business	2008 Basic w/Display	Month/Set	$ 148.00	$ 12.33	$101.82	$ 8.49	-31%
Business	2008 Basic w/Display & Speaker	Month/Set	$ 166.79	$ 13.90	$120.95	$ 10.08	-27%
Business	2500 Analog Desk Set	Month/Set	$ 61.62	$ 5.13	$48.69	$ 4.06	-21%
Business	2554 Analog Wall Set	Month/Set	$ 67.77	$ 5.65	$65.77	$ 5.48	-3%
Business	2616 22 Button Addon Module	Month/Set	$ 131.98	$ 11.00	$111.81	$ 9.32	-15%
Business	2616 Basic Speaker	Month/Set	$ 180.60	$ 15.05	$123.47	$ 10.29	-32%
Business	2616 Basic Speaker & Display	Month/Set	$ 203.34	$ 16.94	$128.30	$ 10.69	-37%
Business	3903 Digital Set	Month/Set	$ 595.81	$ 49.65	$120.31	$ 10.03	-80%
usiness	3904 Digital Set	Month/Set	$ 309.90	$ 25.82	$160.90	$ 13.41	-48%
Business	8001 Analog Set	Month/Set	$ 80.10	$ 6.68	$55.76	$ 4.65	-30%
Business	8004 Analog Set	Month/Set	$ 89.10	$ 7.42	$67.73	$ 5.64	-24%
Business	8314 Analog Set	Month/Set	$ 93.25	$ 7.77	$80.06	$ 6.67	-14%
Business	Advanced ACD Agent	Month/Agent	$ 311.15	$ 25.93	$257.35	$ 21.45	-17%
Business	Advanced ACD CDN	Month/CDN	$ 350.03	$ 29.17	$202.42	$ 16.87	-42%
Business	Advanced ACD Port	Month/Port	$ 388.96	$ 32.14	$209.65	$ 17.47	-46%
Systems	AIX - Virtual Server	Month/Server	$ 5,723.43	$ 476.95	$4,754.09	$ 396.17	-17%
Systems	AIX - Virtual Server - Additional CPU	Month/ 1/10th CPU over Base	$ 181.56	$ 15.13	$710.14	$ 59.18	291%
Systems	AIX - Virtual Server - Additional Disk	Month/1 GB Space over Base	$ 26.11	$ 2.18	$19.04	$ 1.59	-27%
Systems	AIX - Virtual Server - Additional RAM	Month/1 GB Memory over Base	$ 162.40	$ 13.53	$278.27	$ 23.19	71%
Professional	Application Development - AI	Hour	$ 99.00	$ 99.00	$104.00	$104.00	5%
Professional	Application Development - ITS	Hour	$ 99.00	$ 99.00	$104.00	$104.00	5%
Systems	Application Hosting - Citrix - Base & Licensing	Month/Concurrent User	$ 293.90	$ 24.49	$256.78	$ 21.40	-13%
Systems	Application Hosting - Citrix - Dedicated Services	Month/Concurrent User	$ 43.52	$ 3.63	$57.19	$ 4.77	31%
Systems	Application Hosting - Citrix - Shared Services	Month/Concurrent User	$ 94.44	$ 7.87	$104.00	$ 8.67	10%
stems	Application Hosting - SharePoint - Add Space	Month/5 Gb	$ 111.13	$ 9.26	$581.99	$ 48.50	424%
Systems	Application Hosting - SharePoint Site - Dedicated	Month	N/A	N/A	$10,346.43	$ 862.20	N/A
Systems	Application Hosting - SharePoint Site - Platinum	Month	N/A	N/A	$7,722.39	$ 643.53	N/A

Systems	Application Hosting - SharePoint Site - Shared	Month	N/A	N/A	$8,582.95	$ 715.25	N/A
Systems	Application Hosting .NET Initial Setup	Setup	$ 420.75	$ 420.75	$424.46	$424.46	1%
Systems	Application Hosting .NET Ongoing Support	Month	$ 631.13	$ 52.59	$636.69	$ 53.06	1%
Systems	Application Hosting .NET Server Environment	Bytes Served	$ 40.37	$ 40.37	$42.45	$42.45	5%
Systems	Application Hosting Alternate Server Environment	Bytes Served	$ 76.52	$ 76.52	$84.89	$84.89	11%
Systems	Application Hosting Alternate Server Initial Setup	Setup	$ 631.13	$ 631.13	$636.69	$636.69	1%
Systems	Application Hosting Alternate Server Ongoing Support	Month	$ 946.70	$ 78.89	$955.03	$ 79.59	1%
Systems	Application Hosting App Server Initial Setup	Setup	$ 2,267.45	$ 2,267.46	$2,500.09	$2,500.09	10%
Systems	Application Hosting App Server Licensing	Month	$ 2,039.19	$ 169.93	$3,355.49	$ 279.62	65%
Systems	Application Hosting App Server Ongoing Support	Month	$ 2,267.45	$ 188.95	$2,708.43	$ 225.70	19%
Systems	Application Hosting App Server Shared Environment	Bytes Served	$ 152.68	$ 152.68	$332.93	$332.93	118%
Systems	Application Hosting Shared Environment Additional Disk Space	Month/Gb	$ 31.56	$ 2.63	$31.83	$ 2.65	1%
Business	Audio Conference into existing Video Bridge	Occurance	N/A	N/A	$19.76	$19.76	N/A
Connectivity	Authenticated Network Device	Month/Device	$ 223.70	$ 18.64	$166.39	$ 13.87	-26%
Systems	Backup Service / BackupGB	Month/Gb	$ 10.03	$ 0.84	$3.35	$ 0.28	-67%
Business	Basic ACD Agent	Month/Agent	$ 272.27	$ 22.69	$158.40	$ 13.20	-42%
Business	Basic ACD Port	Month/Port	$ 311.16	$ 25.93	$172.30	$ 14.36	-45%
Business	Calling Card Passthru	Pass Thru	N/A	N/A	PT	PT	N/A
Business	Collect Calls Passthru	Pass Thru	N/A	N/A	PT	PT	N/A
Professional	Computing Systems Monitoring	Hour	$ 99.95	$ 99.95	$89.62	$89.62	-10%
Professional	Contract Management	Hour	$ 124.24	$ 124.24	$112.48	$112.48	-9%
Systems	Data Center Rack Space - FRB (Federal Reserve Bank)	Month/Rack	$ 7,318.32	$ 609.86	$9,395.16	$ 782.93	28%
Systems	Data Center Rack Space - MCDC (Miles City)	Month/Rack	N/A	N/A	$10,551.31	$ 879.28	N/A
Systems	Data Center Rack Space - SMDC (Helena)	Month/Rack	$ 7,320.02	$ 610.00	$6,184.52	$ 515.38	-16%
Systems	Data Center U Space - FRB (Federal Reserve Bank)	Month/1U	N/A	N/A	$440.22	$ 36.69	N/A
Systems	Data Center U Space - Iconnect (Billings)	Month/1U	$ 339.12	$ 28.26	$851.84	$ 70.99	151%
Systems	Data Center U Space - MCDC (Miles City)	Month/1U	N/A	N/A	$490.49	$ 40.87	N/A
Systems	Data Center U Space - SMDC (Helena)	Month/1U	$ 339.12	$ 28.26	$287.75	$ 23.98	-15%
Systems	DBMS Services	Hour	$ 111.43	$ 111.43	$106.99	$106.99	N/A
Business	Dial Tone	Month/Dial Tone	$ 13.37	$ 1.11	$81.98	$ 6.83	513%
Business	Directory Assistance Passthru	Pass Thru	N/A	N/A	PT	PT	N/A
Business	Directory Services - Active Directory - Authenication Only	Month/User	N/A	N/A	$45.75	$ 3.81	N/A
Systems	Disk Storage / Storage GB	Month/Gb	N/A	N/A	$3.02	$ 0.25	N/A
Business	Email - Additional Space	Month/50 MB	$ 18.82	$ 1.57	$12.96	$ 1.08	-31%
Business	Email - Archive	Month/Mailbox	N/A	N/A	$31.06	$ 2.59	N/A
Business	Email - Legal Hold Services	Month/Legal Hold	$ 4,140.00	$ 345.00	$ 4,528.91	$ 377.41	9%
Business	Email - List Server	Message/Recipient	$ 0.0658	$ 0.0658	$ 0.0476	$ 0.0476	-28%

Business	Email - Mailbox	Month/Mailbox	$ 46.28	$ 3.86	$23.39	$ 1.95	-49%
Business	Email - Public Folder	Month/1 MB	$ 2.44	$ 0.20	$1.58	$ 0.13	-35%
Business	Email - Special Restore Services	Mailbox Database Restore	$ 360.60	$ 360.60	$879.75	$879.75	144%
Professional	Enterprise application systems	Hour	$ 119.88	$ 119.88	$126.30	$126.30	5%
Systems	File & Print Server, LAN Admin Contract Shared Server	Month/Server/Pass Thru	PT	PT	PT	PT	N/A
Systems	File Geo data hosting	Month/Gb	N/A	N/A	$6.07	$ 0.51	N/A
Business	FileNet Agency Specific Software and Maintenance	Pass Thru	PT	PT	PT	PT	N/A
Business	FileNet Disk Storage	Month/Gb	N/A	N/A	$8.33	$ 0.69	N/A
Business	Filenet Enterprise Licensing	Month/User	$ 366.97	$ 30.58	$604.35	$ 50.36	65%
Business	FileNet Initial Setup	Setup	$ 3,023.27	$ 3,023.27	$3,333.45	$3,333.45	10%
Business	FileNet Ongoing Support	Month	$ 1,417.16	$ 118.10	$1,458.38	$ 121.53	3%
Business	FileNet Server Environment	Month/Gb	$ 184.07	$ 15.34	$195.91	$ 16.33	6%
Professional	Firewall Administration - Advanced	Month/Firewall Device	$ 773.40	$ 64.45	$1,947.56	$ 162.30	152%
Systems	Geospatial Web Services	Month/Web Service	N/A	N/A	$1,269.10	$ 105.76	N/A
Systems	Geospatial Web Services Utilization	Month/Mb	N/A	N/A	$0.02	$0.02	N/A
Connectivity	Helena Campus Network Access	Month/User	N/A	N/A	$197.04	$ 16.42	N/A
Business	Info Operator Passthru	Pass Thru	N/A	N/A	PT	PT	N/A
Systems	Infra Hosting - Server Monitoring	Month/Server	N/A	N/A	$158.43	$ 13.20	N/A
Systems	Infra Hosting - Server OS Patching	Month/Server	N/A	N/A	$57.08	$ 4.76	N/A
Systems	Infra Hosting - Virus Scan	Month/Server	N/A	N/A	$27.67	$ 2.31	N/A
Business	Installation Fee - Add new or move existing phone	Add/Move/Change	$ 132.64	$ 132.64	$48.20	$48.20	-64%
Business	IVR Minute	Minute	$ 0.0441	$ 0.0441	$0.05	$0.05	17%
Professional	LAN Administration	Hour	$ 117.82	$ 117.82	$111.07	$111.07	-6%
Business	Long Distance; Minutes	Minute	$ 0.0716	$ 0.0716	$ 0.0737	$ 0.0737	3%
Professional	Mainframe	Hour	$ 110.04	$ 110.04	$193.62	$193.62	76%
Systems	Mainframe BATCH	CPU Second	$ 2.0790	$ 2.0790	$ 2.2532	$ 2.2532	8%
Systems	Mainframe BATCH NonPrimeShift	CPU Second	$ 1.2888	$ 1.2888	$ 0.8658	$ 0.8658	-33%
Systems	Mainframe CICS	CPU Second	$ 0.5883	$ 0.5883	$ 1.4697	$ 1.4697	150%
Systems	Mainframe Disk Storage	MB Days	$ 0.0049	$ 0.0049	$ 0.0009	$ 0.0009	-82%
Systems	Mainframe IDMS ADS	CPU Second	$ 1.1148	$ 1.1148	$ 0.9719	$ 0.9719	-13%
Systems	Mainframe IDMS BATCH	CPU Second	$ 1.7269	$ 1.7269	$ 2.6799	$ 2.6799	55%
Systems	Mainframe IDMS BATCH NonPrimeShift	CPU Second	$ 1.1729	$ 1.1729	$ 0.6069	$ 0.6069	-48%
Systems	Mainframe IDMS CICS	CPU Second	$ 0.6528	$ 0.6528	$ 2.0072	$ 2.0072	207%
Systems	Mainframe RDS - Document Direct	Pages Viewed	N/A	N/A	$ 0.0416	$ 0.0416	N/A
Systems	Mainframe TSO	CPU Second	$ 2.2253	$ 2.2253	$ 2.4584	$ 2.4584	10%
Business	Microsoft Enterprise Agreement	Month/License/User	PT	PT	PT	PT	N/A
Professional	Midtier	Hour	$ 155.68	$ 115.68	$128.11	$128.11	-18%

Connectivity	Network Connection - Alternate Data Center 10Gb	Month/Port	N/A	N/A	$2,111.29	$ 175.94	N/A
Connectivity	Network Connection - Alternate Data Center 1GB	Month/Port	$ 332.60	$ 27.72	$356.60	$ 29.72	7%
Connectivity	Network Connection - Helena Data Center 10 GB	Month/Port	$ 889.97	$ 74.16	$2,225.76	$ 185.48	15[illegible]
Connectivity	Network Connection - Helena Data Center 1GB	Month/Port	$ 332.60	$ 27.72	$370.17	$ 30.85	11%
Professional	Network technology	Hour	$ 118.13	$ 118.13	$127.42	$127.42	8%
Systems	Oracle Disk Shared	Month/Gb	N/A	N/A	$15.33	$ 1.28	N/A
Systems	Oracle Hosting 24x7	Month/Database	$ 6,275.28	$ 522.94	$4,107.32	$ 342.28	-35%
Systems	Oracle Hosting 8x5	Month/Database	$ 2,510.11	$ 209.18	$3,925.91	$ 327.16	56%
Business	Oracle license agreement	Pass Thru	PT	PT	PT	PT	N/A
Systems	PeopleSoft Hosting 24x7	Month	$ 9,050.49	$ 754.21	$6,675.30	$ 556.28	-26%
Systems	Peoplesoft Hosting 8x5	Month	$ 4,344.23	$ 362.02	$4,385.88	$ 365.49	1%
Professional	Procurement - Expert Time	Hour	$ 124.24	$ 124.24	$112.48	$112.48	-9%
Professional	Project Management - Expert Time	Hour	$ 149.69	$ 149.69	$144.21	$144.21	-4%
Business	RAN Recorded Announcement	Month/Announcement	$ 249.97	$ 20.83	$104.82	$ 8.74	-58%
Business	Real Time Communication Base Service	Month/Per User	$ 108.13	$ 9.01	$39.48	$ 3.29	-63%
Business	Real Time Communication Voice Service	Month/Set	$ 270.80	$ 22.57	$76.90	$ 6.41	-72%
Connectivity	Remote Network Access / WAN device	Month/User	N/A	N/A	$203.73	$ 16.98	N/A
Business	SAS Addon ETS Module	Module	$ 273.87	$ 273.87	$193.19	$193.19	-29%
Business	SAS Addon ODBC Module	Module	$ 336.82	$ 336.82	$417.89	$417.89	[illegible]
Business	SAS Addon QC Module	Module	$ 306.67	$ 306.67	$465.66	$465.66	52%
Business	SAS Addon Share Module	Module	$ 877.32	$ 877.32	$1,060.43	$1,060.43	21%
Business	SAS Core Modules Bundle	Core Bundle	$ 1,777.10	$ 1,777.10	$1,837.44	$1,837.44	3%
Systems	SCCM Central Administration Site (CAS) SCCM Object	Device	N/A	N/A	$21.94	$21.94	N/A
Systems	SCCM Support	Hour	N/A	N/A	$108.85	$108.85	N/A
Business	Scheduling - Distribution	Monthly/Avg Number of Jobs Submitted	$ 10.00	$ 10.00	$11.09	$11.09	11%
Systems	Server AIX Oracle Shared	CPU Minute	$ 2.1595	$ 2.1595	$1.48	$1.48	-32%
Systems	Server Monitoring - Customer Facing - Gold	Configured monitoring package/OTO/ FY	N/A	N/A	$5,940.98	$5,940.98	N/A
Systems	Server Monitoring - Customer Facing - Platinum	Configured monitoring package/OTO/ FY	N/A	N/A	$8,991.75	$8,991.75	N/A
Business	Sharp Content Maintenance and Support	Month/Support	$ 600.00	$ 50.00	$636.69	$ 53.06	6%
Business	Sharp Content Primary Domain Initial Setup	Setup	$ 600.00	$ 600.00	$636.69	$636.69	6%
Business	Sharp Content Sub-site Initial Setup	Setup	$ 100.00	$ 100.00	$106.11	$106.11	6%
Professional	Software Asset Management	Hour	$ 124.24	$ 124.24	$112.80	$112.80	-9%
Systems	Software Configuration Management Initial Setup	Setup	$ 420.75	$ 420.75	$424.46	$424.46	1%
Systems	Software Configuration Management Ongoing Support	Month/Support	$ 105.19	$ 8.77	$106.11	$ 8.84	1%
Systems	Software Configuration Management Server Environment	Bytes Served	$ 18.16	$ 18.16	$21.22	$21.22	[illegible]
Business	Software Feature Change	Change	$ 86.87	$ 86.87	$5.96	$5.96	-93%
Systems	SQL Disk Shared	Month/Gb	N/A	N/A	$16.19	$ 1.35	N/A

Systems	SQL Server Hosting 24x7	Month/Database	$ 1,621.00	$ 135.08	$1,180.54	$ 98.38	-27%
Systems	SQL Server Hosting 8x5	Month/Database	$ 810.50	$ 67.54	$932.64	$ 77.72	15%
Systems	SQL Server VM Shared	Month/Database	N/A	N/A	$447.19	$ 37.27	N/A
Systems	SSRS Database Hosting 24X7	Month/Database	N/A	N/A	$417.84	$ 34.82	N/A
Systems	SSRS Database Hosting 8X5	Month/Database	N/A	N/A	$286.52	$ 23.88	N/A
Systems	Tape Storage High Capacity	Month/Tape Cartridge	N/A	N/A	$4.23	$ 0.35	N/A
Systems	Tape Storage Virtual	MB Days	$ 3.67	$ 0.31	$0.04	$ 0.0032	-99%
Business	Telephone Conference Call 11-15 Ports	Call	$ 18.81	$ 18.81	$28.62	$28.62	52%
Business	Telephone Conference Call 16-20 ports	Call	$ 25.28	$ 25.28	$33.84	$33.84	34%
Business	Telephone Conference Call 21-25 ports	Call	$ 31.35	$ 31.35	$88.36	$88.36	182%
Business	Telephone Conference Call 26-60 ports	Call	$ 37.61	$ 37.61	$50.55	$50.55	34%
Business	Telephone Conference Call 3-5 Ports	Call	$ 6.27	$ 6.27	$11.02	$11.02	76%
Business	Telephone Conference Call 6-10 Ports	Call	$ 12.54	$ 12.54	$22.42	$22.42	79%
Business	Telephone Conference Call Changes	Change	$ 3.92	$ 3.92	$4.17	$4.17	6%
Business	Telephone Conference Call Long Distance Minutes	Minute	$ 0.04	$ 0.04	$0.08	$0.08	104%
Business	Toll free 900 passthu	Pass Thru	N/A	N/A	PT	PT	N/A
Business	Toll Free; Minutes	Minute	$ 0.0837	$ 0.0837	$0.10	$0.10	22%
Business	Video conference Raw DVD	Conference	N/A	N/A	$51.09	$51.09	N/A
Business	Video conference recording	Conference	N/A	N/A	$50.87	$50.87	N/A
Business	Video Conference; Management	Hour/Site/Conference	$ 160.76	$ 160.76	$39.34	$39.34	-76%
Business	Video Conferencing Managed Bridge Service - Unlimited	Month/End Point	$ 4,473.42	$ 372.79	$3,876.51	$ 323.04	-13%
Business	Video Off-Site Pass Thru	Pass Thru	PT	PT	PT	PT	N/A
Business	Video streaming	Conference	N/A	N/A	$25.17	$25.17	N/A
Business	Virtual Desktop as a Service	Month/Virtual Desktop	N/A	N/A	$529.71	$ 44.14	N/A
Systems	Virtual Server	Month/Per Service	N/A	N/A	$1,690.07	$ 140.84	N/A
Systems	Virtual Server - Additional Disk	Month/Per 1GB	N/A	N/A	$6.45	$ 0.54	N/A
Systems	Virtual Server Platform - Base	Instance	N/A	N/A	$36,144.84	$ 36,144.84	N/A
Systems	Virtual Server Platform - Host	Host	N/A	N/A	$11,639.18	$ 11,639.18	N/A
Professional	Voice - Expert Time	Hour	N/A	N/A	$127.19	$127.19	N/A
Business	Voice Mail - 3 minutes	Month/ 3 Minutes	$ 89.17	$ 7.43	$62.41	$ 5.20	-30%
Business	Voice Mail - additional minute	Month/Minute	$ 106.72	$ 8.89	$30.19	$ 2.52	-72%
Business	Voice Menu - 25	Month/25	$ 115.23	$ 9.60	$71.07	$ 5.92	-38%
Business	Voice Menu - 50	Month/50	$ 324.96	$ 27.08	$167.72	$ 13.98	-48%
Connectivity	VPN Connection	Month/Account	$ 219.64	$ 18.30	$250.35	$250.35	14%
Connectivity	VPN Site-to-Site ASA	Month/ASA	$ 193.35	$ 16.11	$330.90	$330.90	71%
Business	WebDefend Services	Month/IP Address	N/A	N/A	$5,746.11	$ 478.84	N/A
Connectivity	Wireless Bridge	Month/Wireless Bridge	$ 6,638.60	$ 553.22	$318.84	$ 26.57	-95%

Systems	WSUS Service	Desktop	$ 3.56	$ 3.56	$2.97	$2.97	-16%