Weill Cornell Medicine
Information Technologies & Services

FY18 ITS Service Rates

Desktops, Laptops, Mobile & Other Devices

Standard Devices	FY18 Rate	New Connection, Replacement, Reconnect, Relocation	FY17 Rate	Percent Change
Standard Locked Desktop/Laptop	$395 per year	$100 one-time fee *	$385 per year	2.60%
Standard Open Desktop/Laptop	$465 per year	$100 one-time fee *	$450 per year	3.33%
Standard Printer	$220 per year	$100 one-time fee	$215 per year	2.33%
Standard Tablet with Secure Wi-Fi Access	$395 per year	$100 one-time fee	$385 per year	2.60%
Standard Tablet with Email-Only Access	FREE	FREE	FREE	0.00%
Employee Smartphone with Secure Wi-Fi Access	FREE	FREE	$285 per year	-100.00%
Non-Employee Smartphone with Secure Wi-Fi Access	$295 per year	$100 one-time fee	$285 per year	3.51%

* New Connect and Replacement Connect fees are waivered for pre-imaged, Standard Dell Models ordered through WBG.

Non-Standard Devices	FY18 Rate	New Connection, Replacement, Reconnect, Relocation	FY17 Rate	Percent Change
Non-Standard Desktop/Laptop	$550 per year + consultation ($100 per hour)	$150 minimum $100 per hour after 1st hour	$530 per year + consultation ($100 per hour)	3.77%
Non-Standard Printer	$220 per year + consultation ($100 per hour)	$150 minimum $100 per hour after 1st hour	$215 per year + consultation ($100 per hour)	2.33%
Non-Standard Tablet with Secure Wi-Fi Access	$550 per year + consultation ($100 per hour)	$150 one-time fee	$530 per year + consultation ($100 per hour)	3.77%
ITS security pre-screened and approved devices *	$395 per year + consultation ($100 per hour)	$150 minimum $100 per hour after 1st hour Initial security review and approval of a model $135 per hour (only for the first device of that model type)	$380 per year + consultation ($100 per hour)	3.95%
Other Device	$550 per year + consultation ($100 per hour)	$150 minimum $100 per hour after 1st hour	$530 per year + consultation ($100 per hour)	3.77%

*Facility, medical, and security devices, etc.., (environmental sensor, medical device, door access panel, etc..) that have been pre-approved and screened. Call ITS to start the screen process for existing devices.

Devices on Research Network	FY18 Rate	New Connection, Replacement, Reconnect, Relocation	FY17 Rate	Percent Change
Desktop/Laptop on Research Network	$350 per year	FREE	$380 per year	-7.89%
Printer on Research Network	$150 per year	FREE	$150 per year	0.00%
Other Device on Research Network	$350 per year + consultation ($100 per hour)	FREE	$350 per year + consultation ($100 per hour)	0.00%

Virtual Desktops

Virtual Desktops	FY18 Rate	Setup Fee	FY17 Rate	Percent Change
Basic VDI	TBD*	TBD*		
Locked VDI Session	$400 per year	$100 one-time fee	$430 per year	-6.98%
Open VDI Session	$700 per year	$100 one-time fee	$770 per year	-9.09%
Accessories				
Thin Client	$280 one-time fee		$255 one-time fee	9.80%
Each Additional 1GB RAM	$25 per year		$25 per year	0.00%
Optional Wireless Keyboard & Mouse	$70 one-time fee		$70 one-time fee	0.00%
Optional 24-Inch Monitor	$200 one-time fee		$200 one-time fee	0.00%
Optional Monitor Speaker, Camera bundle	$550 one-time fee		New in FY18	

* In FY18, ITS plan to introduce a cheaper or free Basic VDI.

Data Storage Options

File Storage*	FY18 Rate	Remote Mirror Add-on	Encrypted and Off-site backup Add-on	FY17 Rate	Percent Change
Free Researcher Personal Storage *(HIPAA and PCI compliant)*	25GB Free storage per person (with approval by PI)	N/A	N/A	25GB Free storage per person (with approval by PI)	0.00%
BOX File Share *Personal Cloud File Sharing (NOT HIPAA and PCI compliant)*	FREE	N/A	N/A	New in FY17	0.00%
Research File Storage	$15 per year per 100GB	$15 per year per 100GB	$120 per year per 100GB	$15 per year per 100GB	0.00%
General File Storage	$300 per year per 100GB	$300 per year per 100GB	$120 per year per 100GB	$300 per year per 100GB	0.00%

*Options are add-on cost to the base price

Red Cloud Services	FY18 Rate		FY17 Rate	Percent Change
Secure Remote Archive	$85 per year per TB		$85 per year per TB	0.00%
Secure RedCloud Compute	$400 per core year with 50GB of storage for OS & Data*		$400 per core year with 50GB of storage for OS & Data*	0.00%

* RedCloud Computing: a core-year is defined as 8,585 core-hours. After initial purchase is made, the hours are counted when there is actual use, 8,585 could be used all in one month or through out multiple years.

Network Connectivity & Phone Services

WebVPN, Analog Fax & eFax	FY18 Rate		FY17 Rate	Percent Change
WebVPN				
WCMC Staff, Students, Faculty & NYP Residents (East Campus)	FREE		FREE	
WCMC Affiliates & External Groups	FREE		FREE	
Analog Fax				
Analog fax line for sending and receiving fax	$600 per year		$636 per year	-5.66%
eFax				
Send (not receive) up to 100 pages per month electronically	FREE		FREE	
Send/receive	$600 per year		$636 per year	-5.66%
Analog/Xerox Surcharge for eFax	$300 per year		$300 per year	0.00%

IP Phone	FY18 Rate	New Connect	FY17 Rate	Percent Change
Standard IP Phone	$600 per year	$850 one-time fee	$636 per year	-5.66%
Speaker-Only Conference Phone	$600 per year	$1300 one-time fee	$636 per year	-5.66%
IP Phone Add-ons				
ACD Queue Upgrade	$120 per year	$950 one-time fee	$120 per year	0.00%
Expansion Module Upgrade		$100 one-time fee		0.00%
Voice Menu *Includes Auto-Attendant/IVR (i.e. For appointment, press 1)*	$600 per year		$636 per year	-5.66%
Call Recording *Phones in agent pools/ACD with calls being recorded*	$60 per year		$60 per year	0.00%
Video Conferencing				
Standard Video Conference Device	$370 per year	$100 one-time fee	$360 per year	2.78%
Non-Standard Video Conference Unit	$550 per year	$150 one-time fee	$530 per year	3.77%
Zoom Conference	FREE			New Service in FY18
WebEx Conference	Service Ending in FY18, replaced by Zoom Conference		$180 per year	Service Ending in FY18

Audiovisual Services

Video Conference Rooms	FY18 Rate		FY17 Rate	Percent Change
Conference Room Type A Sophisticated conference room or lecture space with video conferencing, web conferencing , and AV integrated control system with 24/7 monitoring support	$8,000 per year		$8,000 per year	0.00%
Conference Room Type B Conference room with web conferencing capabilities and AV integrated control system with 24/7 monitoring support	$4,500 per year		$4,500 per year	0.00%
Conference Room Type D Conference room with presentation, web conferencing capabilities, and 24/7 monitoring support	$3,000 per year		$3,000 per year	0.00%
Conference Room Type E Conference room or lecture space with video conferencing web conferencing, and 24/7 monitoring support	$7,000 per year		$7,000 per year	0.00%
Auditorium Auditorium or lecture space with video conferencing, web conferencing , streaming, lecture recording, and AV integrated control system with 24/7 monitoring support	$20,000 per year		$20,000 per year	0.00%
Training Room Lecture space specifically designed to meet the instructor's and students needs. Usually consists of extra visual and audio aids to help the participants.	$15,000 per year		$15,000 per year	0.00%

Security Services

Security Services	FY18 Rate		FY17 Rate	Percent Change
Security, change monitoring, and alerting for departmental servers/applications with sensitive data	$1,550 per year		$1,550 per year	0.00%
Departmental/Divisional Sensitive Data Report	$1,050 per report		$1,050 per report	0.00%
ITS Security Consultation, assessment	$135 per hour		$135 per hour	0.00%
ITS Security Consultation with external vendor	$250 per hour		$250 per hour	0.00%

Hosting Services

Virtual Hosting	FY18 Rate		FY17 Rate	Percent Change
Server Hosting (Virtual)	Regular			
Physical Servers	$4,700 per year		$4,700 per year	0.00%
Virtual Server (XS) 1CPU, 4GB RAM Maximum	$1,850 per year		$1,850 per year	0.00%
Virtual Server (S) 2CPU 8GB RAM Maximum	$3,700 per year		$3,700 per year	0.00%
Virtual Server (M) 4CPU 16GB RAM Maximum	$6,100 per year		$6,100 per year	0.00%
Virtual Server (L) 8CPU 32GB RAM Maximum	$8,500 per year		$8,500 per year	0.00%
Virtual Server (XL) 16CPU 64GB RAM Maximum	$15,500 per year		$15,500 per year	0.00%
Blade Slot Fee	$1,000 per year		$1,000 per year	0.00%
Server application installation, consultation	$132 per hour		$132 per hour	0.00%
Data Center Hosting Only	TBD		TBD	
Backup Option	$300 per year for first 100GB $120 per year for each additional 100GB		$300 per year for first 100GB $120 per year for each additional 100GB	0.00%
Direct Attached Block Storage	$120 per year per 100GB		$120 per year per 100GB	0.00%

Database Hosting	FY18 Rate	Setup	FY17 Rate	Percent Change
Small Database: MSSQL/MySQL (up to 1GB storage, 1 schema)	$2,500 per year	$132 per hour	$2,500 per year	0.00%
Medium Database: MSSQL or MySQL DB (up to 3GB storage, up to 5 schema)	$5,000 per year	$132 per hour	$5,000 per year	0.00%
Large Database: Oracle, MSSQL (>10GB storage, up to 5 schema)	Call, price varies with complexity and RAM/CPU requirements	$132 per hour	Call, price varies with complexity and RAM/CPU requirements	
Additional DB storage up to 10 GB of storage	$1,000 per year		$1,000 per year	0.00%

Project Management

Project Management Office	FY18 Rate		FY17 Rate	Percent Change
Project Discovery Includes up to 25 hours of research and analysis	FREE		FREE	
WCMC Faculty, Students & Staff	$120 per hour		$120 per hour	0.00%
External Groups/Non-WCMC Community	$120 per hour		$120 per hour	0.00%
Expedited Projects	$120 per hour		$120 per hour	0.00%

Web & Design Services

Web Services	FY18 Rate		FY17 Rate	Percent Change
Web Operations				
Lite *Includes static HTML site on legacy Web server, or pages inclusive in weill.cornell.edu or weillcornell.org*	FREE		FREE	0.00%
Small Web Hosting *Includes Drupal hosting, up to 10,000 monthly page-views, 5GB storage, caching, automated backups, and CMS access for site manager*	$365 per year		$360 per year	1.39%
Medium Web Hosting *Includes Drupal hosting, up to 100,000 monthly page-views, 20GB storage, caching, automated backups, CMS access for site managers, and optional developmental access*	$1,100 per year		$1,080 per year	1.85%
Large Web Hosting *Includes Drupal hosting, up to 500,000 monthly page-views, 30GB storage, caching, automated backups, CMS access for site managers, and optional developmental access*	$4,400 per year		$4,320 per year	1.85%
Institutional domain name registration and management (x.weill.cornell.edu or x.weillcornell.org)	FREE		$200 one-time fee	-100.00%
Fully qualified domain name (x.com or y.org) registration and management	$200 for 5-year registration		$200 for 5-year registration	0.00%
SSL Certificate	Free		$200 per one-year certificate	-100.00%
Web Maintenance				
Ticket Work	$105 per hour		$100 per hour	5.00%
Web Project Services				
Web Project Work *Includes design, production, or development work*	$115 per hour		$110 per hour	4.55%
Outsourced RFP fee *Includes RFP creation and team involvement over life of project; maximum of 50 hours of resource time*	$5,250 one-time fee		$5,250 one-time fee	0.00%
Additional resource hours on RFP projects	$130 per hour		$125 per hour	4.00%
Photography				

Photo Retouching and Composite Layout *Retouching, layout, text in composite/group photos, figures for publication*	$80 per hour		$80 per hour	0.00%
Photo *office, lab, event, annual report, publication, website photos*	$200 per hour		$200 per hour	0.00%
Patient Photography	$100 per hour & $5/ea photo print for court or chart		$100 per hour & $5/ea photo print for court or chart	0.00%
Studio Photos				
Small objects, models, needles, brochures, etc.	$100 per hour		$100 per hour	0.00%
Faculty	$100 per session		$100 per session	0.00%
Residents for Departmental Composite	$40 per shot		$40 per shot	0.00%
Passport/Visa (Includes 6- 2x2s)	$15 per shot		$15 per shot	0.00%
Group Shots				
Small Groups (<25)	$200 per shot		$200 per shot	0.00%
Large Groups	$400 per shot		$400 per shot	0.00%

Application Development & Analytics

Application Development & Analytics	FY18 Rate		FY17 Rate	Percent Change
Application Development Project Work	$120 per hour		$115 per hour	4.35%
SharePoint Hosting				
Basic *Includes 5GB storage, 2GB OneDrive for Business storage, 2hrs Site Design, 5 hours Tier 2 phone/remote support, Web Training, Daily data backups*	$1,500 per year		$1,500 per year	0.00%
Advanced Customization *Includes customization greater than basic*	$120 per hour		$115 per hour	4.35%

Department Staffing & Consultation

Department Staffing	FY18 Rate		FY17 Rate	Percent Change
General Consultation	$100 per hour		$100 per hour	0.00%
New Office/Dept, large office move or similar projects*	$150 per hour per tech (at hourly increments) + $150 per device connection fee		$150 per hour per tech (at hourly increments) + $150 per device connection fee	0.00%

* Please call and discuss with ITS Client Service BRM group, as special situation may apply to these project rates.