Effective July 1, 2025

EOTSS Chargeback Models | FY26

Transparent, equitable IT cost recovery to help agencies plan, optimize, and control spend

For questions related to chargeback models and rates, reach out to us at:
EOTSS-Billing@Mass.Gov

This placemat is your quick-reference guide for FY26 chargeback models.

It's designed to help you…
- **See all services at a glance** – grouped into End User, Network, Cloud, Data Center, Platforms & Tools, Security, and Applications
- **Understand the basis of how you're charged** – per user, per license, per GB, etc.
- **Connect charges to what agencies get** – with value statements
- **Identify agency levers** – where you can manage and control costs
- **Spot what's changing vs. staying** the same in FY26

Keep it handy — it's designed to be scannable and simple enough to share with leadership teams, budget staff, and other stakeholders within and outside of Advisory Group sessions.

Chargeback at a Glance

EOTSS uses chargeback to recover the full cost of IT services agencies consume — from licenses and support to infrastructure, cloud, and applications.

This is our first year optimizing chargeback, part of a continuous improvement process. The FY26 refresh captured in this placemat clarifies our models, aligns more closely with vendor pricing, and introduces usage controls to help agencies better manage their spend.

For the levers agencies control, we recommend adjusting consumption in the spring, ahead of summer rate setting.

Goal	Transparent, equitable recovery of service costs
Drivers	Vendor pricing, staffing/operations, infrastructure, and governance (General & Administrative)
Commitments	Many services allow monthly adds; downsizing occurs annually

Levers you control
- License counts (assign/remove)
- Mailbox & VPN cleanup
- Cloud consumption (budgets, auto-stop, rightsizing, tagging)
- Content footprint on Mass.gov
- Co-lo footprint & metric choice
- eDiscovery tiering & data hygiene
- Agent/extension counts (telephony); project & consulting hours

More fixed / policy-driven
- Shared backbones (HR/CMS, MMARS)
- Pass-through timing once approved/ordered
- Service enablement functions

What stays the same

Usage-based recovery
agencies pay in proportion to what they consume

Core allocations
HR/CMS (per paycheck share), MMARS (per transaction share)

Legacy models
legacy data center charges (On-Prem)

Pass-through (01.00)
one-time vendor costs charged at cost, no G&A

License commitments
agencies can add monthly, but reductions only once per year or monthly based on specific product (GitHub, Jira, OnBase, etc.)

What's new or clarified in FY26

Cloud billing
Azure & AWS now at-cost with a new Cloud Managed Fee (% markup) for EOTSS governance & support

Service bundles
End-User Support (25.00) and Network Service (44.00) priced per user

eDiscovery tiers
Active, Early Case Assessment, Suspended with a 500GB free threshold; quarterly reviews to keep data in the right tier

Co-location clarity
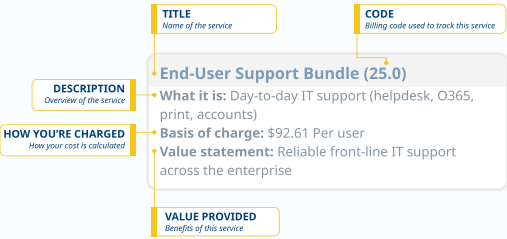agencies choose billing metric (sq ft, rack, or rack units) to optimize footprint

Value alignment
clearer mapping of vendor costs → agency rates, with usage controls where possible

Mass.gov
weighted allocation (page views, nodes, docs, licenses)

SERVICE MAP

How to read this Service Map

The service map organizes our chargeback services into a consistent format so you can quickly see what the service is, how costs are calculated, and the value it provides to your agency.

Each card represents one or multiple related services, showing the relevant billing code(s), a short description, the basis of charge, and a value statement.

TITLE Name of the service
CODE Billing code used to track this service
DESCRIPTION Overview of the service
HOW YOU'RE CHARGED How your cost is calculated
VALUE PROVIDED Benefits of this service

End-User Support Bundle (25.0)
What it is: Day-to-day IT support (helpdesk, O365, print, accounts)
Basis of charge: $92.61 Per user
Value statement: Reliable front-line IT support across the enterprise

RT Real-time adjustable — Usage can go up or down during the year; billed on metered/consumption or per-seat counts you can add/remove anytime.

AA Add anytime; reduce annually — You can add seats during the year; decreases generally take effect at the annual true-up (unless an exception is approved).

LC Limited control — Usage is metered, but agencies have limited day-to-day influence (e.g., public traffic, legacy/threshold models, policy constraints).

FX Fixed / pass through / annual allocation — Not adjustable in-year (frozen, allocated annually, or billed at cost as incurred).

NETWORK & TELECOM

Network Service Bundle (44.00) AA
What it is: Core secure connectivity services
Basis of charge: $14.80 per user
Value statement: Wi-Fi, circuits, firewall, DNS/IPAM

Transitional Network (43.00) FX
What it is: Transitional charges for pre/in progress A87 IT consolidations
Basis of charge: Frozen rate
Value statement: Transitional coverage

Voice Services (51.00) RT
What it is: Cloud-based telephony
Basis of charge: $9.27 per extension
Value statement: Modern PBX replacement

Contact Center (50.00) RT
What it is: Omni-channel call center
Basis of charge: $100.43 per agent
Value statement: Voice, SMS, chat, email + analytics

Mobile & Cellular (54.00) RT
What it is: Procurement & management of devices
Basis of charge: $2.53 per line
Value statement: iPhones/iPads securely enrolled & supported

CLOUD

Azure (75.00) RT
What it is: Microsoft cloud platform
Basis of charge: At-cost (vendor rate)
Value statement: Scalable, secure hosting

AWS (76.00) RT
What it is: Amazon cloud platform
Basis of charge: At-cost (vendor rate, includes enterprise discount)
Value statement: Flexible, global infrastructure

Cloud Managed Fee (78.00) FX
What it is: EOTSS support for cloud environments
Basis of charge: 16% markup on AWS + Azure spend
Value statement: Governance, compliance, support

SECURITY

SSL/Digital Certificate (47.00) RT
What it is: Website identity authentication & encrypted comms.
Basis of charge: $571.51 per certificate
Value statement: SEO benefits, credible, secure, compliant

CROSS-CUTTING

General and Administrative Expense (00.00) FX
What it is: EOTSS administration cost allocation
Basis of charge: 18.443% charge for services
Value statement: Service enablement, including: procurement, finance, HR, legal, governance

Professional Services (74.00) RT
What it is: EOTSS in-house consulting service
Basis of charge: Per hour (EOTSS rate card)
Value statement: In-house consulting

Pass-through (01.00) FX
What it is: One-time vendor payment service
Basis of charge: At-cost vendor
Value statement: Direct cost recovery for purchases

DIGITAL & APPLICATIONS

Mass.gov (09.00) LC
What it is: Commonwealth public website
Basis of charge: Weighted allocation (page views, nodes (pages), docs, licenses)
Value statement: Content management system

Social Media Management (11.00) RT
What it is: Hootsuite license & platform
Basis of charge: $109.39 per seat
Value statement: Collaborative publishing with analytics

HR/CMS Services (61.00) FX
What it is: Enterprise-wide application for human resources and personnel management
Basis of charge: $2.04 per paycheck
Value statement: Payroll and HR processing

MMARS Transactions (70.00) FX
What it is: Enterprise-wide application for financial accounting
Basis of charge: $0.055 per transaction
Value statement: Financial accounting system

DATABASES

Database Dedicated SQL Server (85.00) RT
What it is: Managed SQL Server hosting
Basis of charge: $126.69 per license
Value statement: Optimized, secure, reliable database

Database Dedicated Oracle Enterprise (86.00) RT
What it is: Managed oracle hosting service
Basis of charge: $852.84 per license
Value statement: Scalable, enterprise-grade database

Database Shared Oracle Cluster (87.00) RT
What it is: Managed oracle hosting service
Basis of charge: $170.98 per database
Value statement: Robust, scalable, secure database

END USER

End-User Support Bundle (25.00) AA
What it is: Day-to-day IT support (helpdesk, O365, print, accounts)
Basis of charge: $92.61 per user
Value statement: Reliable front-line IT support across the enterprise

M365 G3 (15.00) AA
What it is: Microsoft 365 productivity and collaboration suite for U.S. government agencies and contractors
Basis of charge: $37.46 per license
Value statement: Office apps, Teams, secure collaboration tools

M365 F3 (48.00) AA
What it is: Microsoft 365 web and mobile apps for front line workforce
Basis of charge: $10.61 per license
Value statement: Office apps, Teams, secure collaboration tools

Exchange Online P2 (30.00) AA
What it is: Premium hosted email for shared/room mailboxes
Basis of charge: $5.96 per license
Value statement: Enterprise email, calendar, and security features

VIP Support (26.00) FX
What it is: Dedicated IT support for agency-designated users
Basis of charge: $25.09 per manager
Value statement: White-glove service and rapid response

Adobe / Other Microsoft (29.00/32.00/33.00) AA
What it is: Creative, analytics and productivity software
Basis of charge: per license (see FY26 Adobe and Microsoft Rate Card available on mass.gov)
Value statement: Adobe Creative Cloud, Power BI, Project, Visio, Dev tools

VPN (45.00) RT
What it is: Secure access to Commonwealth systems from anywhere
Basis of charge: $5.16 per user
Value statement: Encrypted, reliable remote connections

PLATFORMS & TOOLS

GitHub Enterprise (12.00) AA
What it is: Code hosting & collaboration
Basis of charge: $15.58 per license
Value statement: Secure code hosting & collaboration

GitHub Copilot (via Azure 13.00) AA
What it is: AI code assistant
Basis of charge: $19.00 per license
Value statement: Speeds development

Jira (65.00) AA
What it is: Work tracking & project management
Basis of charge: $11.12 per license
Value statement: Visibility, agility, and accountability for planning and implementation

OnBase (91.00 / 92.00) AA
What it is: Enterprise content mgmt & workflows
Basis of charge: $89.00 per full license / $56.00 per part-time license
Value statement: Digital docs & automation

ePLACE (22.00) LC
What it is: Licensing & permitting portal
Basis of charge: Monthly Cost Per Agency
Value statement: Seats, transactions, record types

Legal Case Mgmt (81.00) FX
What it is: Salesforce-based legal system
Basis of charge: Pass-through
Value statement: Matter, doc & reporting support

eDiscovery as a Service (113.00 / 113.1 / 113.2) LC
What it is: Cloud-based platform
Basis of charge: $7.01 (Active) / $4.50 (ECA) / $2.69 (Suspended) per GB
Value statement: Tiered data storage with real-time collaboration and access, cost-effective triage staging and low-cost legal retention

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DATA CENTER & STORAGE

Mainframe (23.00) | LEGACY SERVICE LC
What it is: High-performance computer
Basis of charge: $1.39 per CPU hour
Value statement: Reliable, scalable, secure compute power

Production Scheduling (24.00) RT
What it is: Automated batch job management
Basis of charge: $0.45 per job
Value statement: Timely, automated execution

Co-Location In-state/Non-state (100-111) RT
What it is: Data center management service
Basis of charge: Varies by metric: per Sq Ft: $28.21–$30.40 (in-state)/$30.40+ (non-state); per Rack: $406.66–$949.96; per U: $9.24–$25.55
Value statement: Secure, resilient, cost-effective hosting

Data Storage (77.00) RT
What it is: On-premise storage solution
Basis of charge: $0.0203 per GB-day
Value statement: High-performance, tiered storage flexibility

On-Premise Linux & Windows Hosting (79.00) RT
What it is: Centrally managed on-prem hosting service
Basis of charge: $453.20 per OS
Value statement: Highly available, reliable, secure

EOPSS IaaS (82.00) FX
What it is: Virtualized computing resource delivery
Basis of charge: At-cost vendor
Value statement: Flexible, scalable, cost-effective

HP Superdome Unix / IBM P-Series Support (62.00 / 63.00) FX
What it is: Technical assistance for HP Superdome and IBM P Series
Basis of charge: Pass-through
Value statement: Expert support, proactive monitoring, system security