



Commonwealth of Massachusetts

Executive Office of Technology Services and Security (EOTSS)

Chief Financial Office

EOTSS Chargeback Models FY26

Document Name: EOTSS Chargeback Models FY26

Effective Date: 7/1/2025

Document ID: CB.002

Last Revised Date: 9/5/2025

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1. Introduction

Chargeback is a method of cost recovery, where the customer is charged back from EOTSS for the products and services they consume. Chargeback rates consider any vendor costs, along with costs to maintain and support the products and services (General and Administrative Expense).

EOTSS has implemented an updated chargeback methodology for products and services consumed by customer agencies in FY26 that accurately reflects the full costs of products and services provided by EOTSS.

2. Platforms and Tools

2.1. GitHub Enterprise (12.00)

Service Description

GitHub is a web-based platform used primarily for version control and collaborative software development. Key features of this service is code hosting, version control, collaboration, pull requests, issues and projects, actions and documentation. GitHub is used primarily by developers to store, manage and collaborate on coding work in the software development process.

Chargeback Model

The chargeback model for GitHub Enterprise is based on user licenses. User license counts are done monthly. Customers make a commitment for the remainder of the fiscal year when they add a license. The rate for these licenses is based on the vendor cost.

Value provided

GitHub provides significant value to businesses of all sizes not just as a code hosting platform, but as a tool for collaboration, security, automation, and even talent management. Commonwealth agencies can build, secure and ship software application faster using GitHub.

Usage control

Customers can add licenses monthly, but any reductions will be done on an annual basis.

2.2. GitHub Copilot (13.00)

Service Description

GitHub Copilot is an AI-powered coding assistant developed by GitHub and OpenAI that helps you write code faster and with less effort directly inside your code editor.

Chargeback Model

The service will be charged through Azure Cloud Services (75.00)

Value provided

GitHub provides significant value to businesses of all sizes not just as a code hosting platform, but as a tool for collaboration, security, automation, and even talent management. Commonwealth agencies can build, secure and ship software application faster using GitHub.

Usage control

Not applicable.

2.3. ePlace (22.00)

Service Description

The ePLACE Portal is an online platform provided by the Commonwealth of Massachusetts that facilitates electronic licensing, permitting, and certificate services. It serves as a centralized hub for individuals and businesses to manage various regulatory processes efficiently.

Chargeback Model

The chargeback model for ePlace is complex and has been developed in conjunction with the agency users. Each cost driver has a unique usage metric and allocation mechanism to the participating agency customer. Cost basis for this chargeback includes metrics like Accela seats per agency, total number of transactions, record types and tier 1 and tier 2 tickets created.

Value provided

The Accela eLicensing Platform (also known as ePLACE for the public facing platform) allows multiple state agencies to process, review, and issue licenses/permits and certificates, along with complaints, enforcement and adjudication functionality.

Usage control

ePlace utilization is driven by constituent demand therefore there is limited ability to control chargeback usage but agencies can control the number of Accela licenses on an annual basis.

2.4. JIRA (65.00)

Service Description

JIRA is a software tool that is primarily used for issue tracking and project management.

Chargeback Model

The chargeback model for Jira is a per-user rate. It is sold on a per user basis with usage measured monthly by license. Customers make a commitment for the remainder of the fiscal year when they add a license. The rate for license is based on the vendor cost.

Value provided

JIRA provides significant value to teams within the Commonwealth by improving how work is tracked, organized and delivered especially in complex or fast moving environments. JIRA helps businesses deliver work more efficiently, collaborate more effectively, and make data-informed decisions. Whether you're shipping software, managing customer requests, or tracking internal projects, Jira is a backbone system for work visibility, accountability, and agility.

Usage control

Customers can add licenses on a monthly basis but any reductions will be done on an annual basis.

2.5. Legal Case Management (81.00)

Service Description

The Legal Case Management (LCM) service provides a configurable solution, leveraging the Salesforce Litify platform. This enterprise solution is intended to support agency legal departments in areas such as matter management, documents management, data management, reporting, etc. This service includes both recurring and ad-hoc costs.

Chargeback Model

For FY26 this will be charged as a Pass-through (01.00).

Value provided

EOTSS provides agencies with advice (as needed), such as standing up their support model, contracting and managing license counts.

Usage control

For FY26 this will be charged as a Pass-through (01.00).

2.6. OnBase Full-time Licenses (91.00)

Service Description

Onbase is an enterprise content management (ECM) and workflow automation platform.

Chargeback Model

The chargeback model for OnBase is a per user rate. It is sold on a per user basis with usage measured monthly by license. Customers make a commitment for the remainder of the fiscal year when they add a license. Usage of part-time OnBase license is subject to the review and approval of the EOTSS OnBase platform team to ensure license usage meets usage level criteria. If usage level exceeds the limit for a part-time user, the user will be transferred to a full license. The rate for license is based on the vendor cost.

Value provided

Onbase allows the Commonwealth agencies to manage documents, business content and processes digitally.

Usage control

Customers can add licenses on a monthly basis but any reductions will be done on an annual basis.

2.7. OnBase Part-time Licenses (92.00)

Service Description

Onbase is an enterprise content management (ECM) and workflow automation platform.

Chargeback Model

The chargeback model for OnBase is a per user rate. It is sold on a per user basis with usage measured monthly by license. Customers make a commitment for the remainder of the fiscal year when they add a license. Usage of part-time OnBase license is subject to the review and approval of the EOTSS OnBase platform team to ensure license usage meets usage level criteria. If usage level exceeds the limit for a part-time user, the user will be transferred to a full license. The rate for license is based on the vendor cost.

Value provided

Onbase allows the Commonwealth agencies to manage documents, business content and processes digitally.

Usage control

Customers can add licenses on a monthly basis but any reductions will be done on an annual basis.

2.8. eDiscovery as a Service (eDaaS+) – Active (113.0)

Service Description

The eDaaS+ is a cloud eDiscovery platform designed to support litigation, investigations, public record requests, and legal document review and processing.

Our current vendor, Everlaw, provides the following services: the core platform infrastructure for data processing, storage, analytics, updates, maintenance, training, and technical support.

Our EOTSS eDiscovery Technology Service (ETS) Team supports the effective use of Everlaw by onboarding, training and support, escalation management, data processing, and end-to-end case database management.

Chargeback Model

At or over 500 GB, vendor rate is charged on entire 500 GB cost plus any GB over the threshold. It is free of cost if below 500 GB.

Value provided

Store data actively being reviewed or processed. Fully accessible for real-time collaboration, tagging, analysis, and analytics. Standard for ongoing projects requiring frequent access to documents.

Usage control

EOTSS ETS Team has established automated alerts to notify the ETS team when data volumes approach predefined thresholds.

We review cases at least quarterly to assess compliance with our eDaaS+ Archival Policy. If databases are deemed inactive or no longer needed, the ETS team proactively urges agencies to transition them to suspend, archive, or remove the eligible databases.

Before uploading new data, agency users receive warnings and discussion if their current case is nearing the 500 GB chargeback threshold, the point at which chargeback applies, enabling informed decisions to avoid unexpected expenses.

2.9. eDiscovery as a Service (eDaaS+) – ECA (113.1)

Service Description

The eDaaS+ is a cloud eDiscovery platform designed to support litigation, investigations, public record requests, and legal document review and processing.

Early Case Assessment (ECA) designed for preliminary data evaluation during early-stage legal, administrative, or investigatory matters. Data is stored but not actively reviewed daily, with limited access to features and cannot support the full cycle of a legal database. Lower per GB rate due to limited features.

Chargeback Model

At or over 500 GB, vendor rate is charged on entire 500 GB cost plus any GB over the threshold. It is free of cost if below 500 GB.

Value provided

Used to triage volumes of data quickly and cost-effectively before promoting documents to full-scale active review. Reduced upfront costs compared to Active Storage, allowing agencies to prioritize high-value data without overspending on inactive materials. Provides a buffer period for decision-making while keeping data accessible at lower cost until active review is required.

Usage control

EOTSS ETS Team has established automated alerts to notify the ETS team when data volumes approach predefined thresholds.

We review cases at least quarterly to assess compliance with our eDaaS+ Archival Policy. If databases are deemed inactive or no longer needed, the ETS team proactively urges agencies to transition them to suspend, archive, or remove the eligible databases.

2.10. eDiscovery as a Service (eDaaS+) – Suspended (113.2)

Service Description

The eDaaS+ is a cloud eDiscovery platform designed to support litigation, investigations, public record requests, and legal document review and processing.

Suspended storage archives inactive data from Active or ECA storage that must be retained securely but is not accessible for review or analysis. Data and work products remain locked and non-retrievable until manually restored.

Chargeback Model

At or over 500 GB, vendor rate is charged on entire 500 GB cost plus any GB over the threshold. It is free of cost if below 500 GB.

Value provided

Long-term preservation of data is no longer needed in active workflows but requires legal or regulatory retention at the lowest tiered rate. Data can be rapidly restored if unexpected legal demands arise.

Usage control

EOTSS ETS Team has established automated alerts to notify the ETS team when data volumes approach predefined thresholds.

We review cases at least quarterly to assess compliance with our eDaaS+ Archival Policy. If databases are deemed inactive or no longer needed, the ETS team proactively urges agencies to transition them to suspend, archive, or remove the eligible databases.

Before uploading new data, agency users receive warnings and discussion if their current case is nearing the 500 GB chargeback threshold, the point at which chargeback applies, enabling informed decisions to avoid unexpected expenses.

3. Datacenter Services

3.1. Mainframe (23.00)

Service Description

A mainframe is a powerful, high-performance computer designed to handle and process very large amounts of data quickly and reliably.

Chargeback Model

This chargeback model for Mainframe is a unit cost rate. The unit cost of providing service utilizes CPU per hour usage and a cost pool including direct costs of the service. Direct costs include staffing and hardware and software maintenance.

Value provided

Commonwealth's critical business applications run on the Mainframe system. Mainframe allows high performance, reliability, scalability and security.

Usage control

Not applicable.

3.2. Production Scheduling (24.00)

Service Description

Production Batch Scheduling is the process of automating and managing batch jobs in an IT environment to ensure the efficient execution of repetitive tasks, such as data processing, report generation, backups, and system updates. It is a critical component of IT operations, ensuring that jobs run in the correct order, at the right time, with minimal human intervention.

Key components of IT Production Scheduling services are:

- Job Scheduling
- Dependency Management
- Resource Optimization
- Time Based and Event-Driven Scheduling
- Error Handling and Recovery
- Logging and Monitoring
- Security Compliance

Chargeback Model

The chargeback model for Production Scheduling is a unit cost rate. The unit cost is based on the number of jobs per day measured on a monthly basis and cost pool including the direct costs of the service. Direct costs include staffing and software maintenance.

Value provided

Production Scheduling Service is a function within IT or operations teams that ensures automated execution of scheduled tasks, batch jobs, or workflows across systems, applications, and environments without human intervention and to meet business timelines and service level agreements (SLAs).

Usage control

Agencies can control the number of jobs they are processing in their systems.

3.3. Co-Location MITC (In-state - 109.0, 110.0, 111.0)

Service Description

EOTSS Data Center Management Services provides facilities infrastructure planning and management, support for the installation and decommissioning of IT systems, facilities access controls and security. EOTSS will provide datacenter space, rack(s) to rent, and power and cooling for the agency's equipment. Customer access for named users is available during service hours (named users, and all visitors are escorted).

Facilities are provided in the Metro Boston and Western Massachusetts areas.

Service components include:

- Planning, allocation and assignment of data center space
- Procurement and Installation of power connections
- Procurement and Installation of racks
- Validation of appropriate cooling to meet the requirements of the infrastructure
- Access and Security controls to protect sensitive data and equipment floor, rack and elevation drawings and schematics

EOTSS does not provide Systems Maintenance, Operating Systems Support & Monitoring or Disaster Recovery.

Chargeback Model

The Chargeback Model uses one of three (3) metrics for Co-Location Services:

- Square footage utilized in the data center...(111.0)
- Number of standard equipment racks...(110.0)
- Number of 'U' used...(109.00)

We have established rates for In-State and Non-State rates for the Springfield and Markley Datacenters. Please note different rates may apply for different hosting locations based on facility costs and capabilities.

Value provided

Co-Location Services - provide secure, resilient, and cost-effective physical hosting for IT infrastructure within state-managed data centers. By leveraging this shared service, participating entities gain access to enterprise-class facilities with 24/7 monitoring, redundant power and cooling, and robust physical and network security—without the overhead of managing their own data center.

This service not only promotes operational efficiency and budgetary savings but also supports greater inter-agency collaboration (where applicable), centralized governance, and compliance with state IT standards. Whether you're modernizing legacy systems or enhancing disaster recovery capabilities, our Co-Location Services offer the scalable foundation to meet your evolving infrastructure needs.

Usage control

Limiting the physical footprint used by the customer's equipment within the data center—measured by square footage, rack space, or number of rack units (U)—to ensure efficient and equitable use of shared resources.

3.4. Co-Location Springfield (In-state - 100.0, 101.0, 102.0)

Service Description

EOTSS Data Center Management Services provides facilities infrastructure planning and management, support for the installation and decommissioning of IT systems, facilities access controls and security. EOTSS will provide datacenter space, rack(s) to rent, and power and cooling for the agency's equipment. Customer access for named users is available during service hours (named users, and all visitors are escorted).

Facilities are provided in the Metro Boston and Western Massachusetts areas.

Service components include:

- Planning, allocation and assignment of data center space
- Procurement and Installation of power connections
- Procurement and Installation of racks
- Validation of appropriate cooling to meet the requirements of the infrastructure
- Access and Security controls to protect sensitive data and equipment floor, rack and elevation drawings and schematics

EOTSS does not provide Systems Maintenance, Operating Systems Support & Monitoring or Disaster Recovery.

Chargeback Model

The Chargeback Model uses one of three (3) metrics for Co-Location Services:

- Square footage utilized in the data center...(100.0)
- Number of standard equipment racks....(101.0)
- Number of 'U' used.....(102.0)

We have established rates for In-State and Non-State rates for the Springfield and Markley Datacenters. Please note different rates may apply for different hosting locations based on facility costs and capabilities.

Value provided

Co-Location Services - provide secure, resilient, and cost-effective physical hosting for IT infrastructure within state-managed data centers. By leveraging this shared service, participating entities gain access to enterprise-class facilities with 24/7 monitoring, redundant power and cooling, and robust physical and network security—without the overhead of managing their own data center.

This service not only promotes operational efficiency and budgetary savings but also supports greater inter-agency collaboration (where applicable), centralized governance, and compliance with state IT standards. Whether you're modernizing legacy systems or enhancing disaster recovery capabilities, our Co-Location Services offer the scalable foundation to meet your evolving infrastructure needs.

Usage control

Limiting the physical footprint used by the customer's equipment within the data center—measured by square footage, rack space, or number of rack units (U)—to ensure efficient and equitable use of shared resources.

3.5. Co-Location Markley-Lowell (In-state – 103.0, 104.0, 105.0)

Service Description

EOTSS Data Center Management Services provides facilities infrastructure planning and management, support for the installation and decommissioning of IT systems, facilities access controls and security. EOTSS will provide datacenter space, rack(s) to rent, and power and cooling for the agency's equipment. Customer access for named users is available during service hours (named users, and all visitors are escorted).

Facilities are provided in the Metro Boston and Western Massachusetts areas.

Service components include:

- Planning, allocation and assignment of data center space
- Procurement and Installation of power connections
- Procurement and Installation of racks
- Validation of appropriate cooling to meet the requirements of the infrastructure
- Access and Security controls to protect sensitive data and equipment floor, rack and elevation drawings and schematics

EOTSS does not provide Systems Maintenance, Operating Systems Support & Monitoring or Disaster Recovery.

Chargeback Model

The Chargeback Model uses one of three (3) metrics for Co-Location Services:

- Square footage utilized in the data center...(105.0)
- Number of standard equipment racks...(104.0)
- Number of 'U' used...(103.0)

We have established rates for In-State and Non-State rates for the Springfield and Markley Datacenters. Please note different rates may apply for different hosting locations based on facility costs and capabilities.

Value provided

Co-Location Services - provide secure, resilient, and cost-effective physical hosting for IT infrastructure within state-managed data centers. By leveraging this shared service, participating entities gain access to enterprise-class facilities with 24/7 monitoring, redundant power and cooling, and robust physical and network security—without the overhead of managing their own data center.

This service not only promotes operational efficiency and budgetary savings but also supports greater inter-agency collaboration (where applicable), centralized governance, and compliance with state IT standards. Whether you're modernizing legacy systems or enhancing disaster recovery capabilities, our Co-Location Services offer the scalable foundation to meet your evolving infrastructure needs.

Usage control

Limiting the physical footprint used by the customer's equipment within the data center—measured by square footage, rack space, or number of rack units (U)—to ensure efficient and equitable use of shared resources.

3.6. Co-Location Springfield (Non-state – 106.0, 107.0, 108.0)

Service Description

EOTSS Data Center Management Services provides facilities infrastructure planning and management, support for the installation and decommissioning of IT systems, facilities access controls and security. EOTSS will provide datacenter space, rack(s) to rent, and power and cooling for the agency's equipment. Customer access for named users is available during service hours (named users, and all visitors are escorted).

Facilities are provided in the Metro Boston and Western Massachusetts areas.

Service components include:

- Planning, allocation and assignment of data center space
- Procurement and Installation of power connections
- Procurement and Installation of racks
- Validation of appropriate cooling to meet the requirements of the infrastructure
- Access and Security controls to protect sensitive data and equipment floor, rack and elevation drawings and schematics

EOTSS does not provide Systems Maintenance, Operating Systems Support & Monitoring or Disaster Recovery.

Chargeback Model

The Chargeback Model uses one of three (3) metrics for Co-Location Services:

- Square footage utilized in the data center...(106.0)
- Number of standard equipment racks...(107.0)
- Number of 'U' used...(108.0)

We have established rates for In-State and Non-State rates for the Springfield and Markley Datacenters. Please note different rates may apply for different hosting locations based on facility costs and capabilities.

Value provided

Co-Location Services - provide secure, resilient, and cost-effective physical hosting for IT infrastructure within state-managed data centers. By leveraging this shared service, participating entities gain access to enterprise-class facilities with 24/7 monitoring, redundant power and cooling, and robust physical and network security—without the overhead of managing their own data center.

This service not only promotes operational efficiency and budgetary savings but also supports greater inter-agency collaboration (where applicable), centralized governance, and compliance with state IT standards. Whether you're modernizing legacy systems or enhancing disaster recovery capabilities, our Co-Location Services offer the scalable foundation to meet your evolving infrastructure needs.

Usage control

Limiting the physical footprint used by the customer's equipment within the data center—measured by square footage, rack space, or number of rack units (U)—to ensure efficient and equitable use of shared resources.

3.7. Azure Cloud Services (75.00)

Service Description

Microsoft Azure is a cloud computing platform offering a wide range of services for computing, analytics, storage, networking and AI. Azure services are provided on a Pay-as-you-go model from Microsoft.

Chargeback Model

The chargeback model for Azure Cloud is at-cost billing. Usage is obtained from the vendor, and costs are passed along at the vendor rate. Funding for the EOTSS team that manages and supports off-premise cloud hosting is provided in the separate cloud managed service fee.

Value provided

Azure hosting provides scalable, secure, and resilient infrastructure that supports a wide range of workloads, from simple web apps to complex enterprise systems. Its global presence, built-in compliance, and integration with advanced services like AI and analytics make it a powerful platform for accelerating digital transformation and reducing on-premises infrastructure costs.

Usage control

Agencies can manage their consumption of cloud resources. EOTSS recommends implementing FinOps practices to help control costs.

3.8. AWS Cloud Services (76.00)

Service Description

AWS (Amazon Web Services) is a cloud computing platform provided by Amazon. It offers on-demand access to IT resources over the internet, allowing individuals, companies and governments to rent rather than buy infrastructure.

Chargeback Model

The chargeback model for AWS Cloud is at-cost billing. Usage is obtained from the vendor and costs are passed along at the vendor rate. Billing for AWS Cloud costs includes a reduction due to the EOTSS negotiated AWS enterprise discount program. Funding for the EOTSS team that manages and supports off-premise cloud hosting is provided in the separate cloud managed service fee.

Value provided

AWS hosting offers highly flexible, reliable, and scalable infrastructure that supports everything from startups to large enterprises. With a vast ecosystem of services, global availability zones, and strong security and compliance capabilities, AWS enables rapid innovation, cost optimization, and seamless workload migration to the cloud.

Usage control

Agencies can manage their consumption of cloud resources. EOTSS recommends implementing FinOps practices to help control costs.

3.9. Cloud Managed Fee (78.00)

Service Description

Cloud Managed Service is the work performed by EOTSS to support cloud services, including AWS and Azure.

Chargeback Model

The chargeback model for Cloud Managed Fee is a percentage markup. The markup calculation calculates the overhead percentage compared to total direct cloud expense (AWS + Azure). This markup is applied to a customer's AWS and Azure charges.

Value provided

EOTSS supports agencies' utilization of AWS and Azure cloud environments.

Usage control

Not applicable.

3.10. Data Storage (77.00)

Service Description

Direct attached, performance and capacity tier storage for EOTSS MassCloud servers located in EOTSS datacenters.

The Data Storage Team provides the following storage options for systems physically located on-premise in an EOTSS data center:

- High speed SAN Attached volumes for Linux, VM Ware and Windows physical servers
- Network Attached Storage (NAS) file systems and shares for file sharing between VM Ware, Windows physical servers and MassCloud virtual systems
- FICON attached volumes for Mainframe systems

Chargeback Model

The chargeback model for Data Storage is a legacy model based on a unit cost rate. The unit cost is based on the gigabyte-day and the cost of storage.

Value provided

Highly availability and performance of direct attached storage.

Usage control

Ability to select storage tier based on workload characteristics.

3.11. On-Premise Linux and Windows Hosting (79.00)

Service Description

This service is for on-prem Linux and Windows hosting.

EOTSS Linux Dedicated Distributed Hosting Services provide a Highly Integrated Linux Operating System and tools that deliver highest availability, reliability and security through centrally managed hosting services enabling Commonwealth to develop and innovate Business IT solutions. This service offers fully managed services for Linux Operation System Administration on both Cloud and On-prem platforms.

EOTSS Windows Dedicated Distributed Hosting Services provide a Highly Integrated Windows Operating System and tools that deliver high availability, reliability and security through centrally managed hosting services enabling Commonwealth to develop and innovate Business IT solutions. This service offers fully managed services for Windows Operation System Administration on both Cloud and On-prem platforms.

Chargeback Model

The chargeback model for Platform Hosting is a legacy model that is charged per hostname.

Value provided

EOTSS provide Facilities management, Systems Engineering, Systems Maintenance, Routine Software audit services and Systems support and monitoring.

Usage control

Agencies can control the number of hosts.

3.12. EOPSS IaaS - Boston Datacenter Rent (82.00)

Service Description

Markley Boston – Infrastructure-as-a-Service (IaaS). IaaS provides virtualized computing resources over the internet. It provides a flexible, scalable, and cost-effective alternative to owning and maintaining physical servers and data center infrastructure.

Chargeback Model

The chargeback model for EOPSS IaaS is at cost billing. The cost of the vendor's data center managed service agreement is passed on to EOPSS.

Value provided

This is an EOPSS specific service.

Usage control

Not applicable.

3.13. Database Dedicated SQL Server (85.00)

Service Description

The SQL Database Administrator (DBA) service provides expert management, maintenance, and support of Microsoft SQL Server environments. This includes database installation, configuration, performance tuning, security administration, backup and recovery, and ongoing monitoring to ensure high availability and data integrity. The service ensures optimal operation of SQL databases through proactive health checks, query optimization, patch management, and adherence to industry best practices. Whether on-premises or in cloud environments, the SQL DBA service helps minimize downtime, improve performance, and support business continuity.

Chargeback Model

The chargeback model for dedicated SQL Server is a legacy model based on a unit cost rate. The unit cost is based on the number of SQL server licenses provisioned and the cost of the SQL server platform.

Value provided

A dedicated SQL Server DBA service delivers specialized expertise focused solely on the health, performance, and reliability of SQL Server environments. This dedicated support ensures faster issue resolution, optimized query and server performance, improved data security, and consistent backup and recovery practices. With proactive monitoring and maintenance, the service reduces downtime, enhances application responsiveness, and supports compliance with data governance standards, freeing internal teams to focus on strategic initiatives while ensuring mission-critical databases run efficiently and securely.

Usage control

Agencies can control the number of SQL server licenses they provision.

3.14. Database Dedicated Oracle Enterprise (86.00)

Service Description

A fully managed service for Oracle Enterprise Database Hosting on both the AWS Cloud and On-prem platforms in accordance with EOTSS established Standard Database Hosting best practices.

EOTSS provides modern, robust, scalable, and fully secured Oracle Enterprise Infrastructure Services to the Commonwealth.

Chargeback Model

The chargeback model for dedicated Oracle Enterprise is a legacy model based on a unit cost rate. The unit cost is based on the number of Oracle licenses provisioned and the cost of the Oracle platform.

Value provided

Oracle Enterprise Infrastructure Services are available both on the Amazon Web Services (AWS) Cloud platform across multiple regions and On-prem. This service helps customers to host and run DB on either the AWS Cloud Platform or On-prem with one or multiple environments (Production, Test, and Development).

Usage control

Not applicable.

3.15. Database Shared Oracle Cluster (87.00)

Service Description

A fully managed service for Oracle Enterprise Database Hosting on both the AWS Cloud and On-prem platforms in accordance with EOTSS established Standard Database Hosting best practices.

EOTSS provides modern, robust, scalable, and fully secured Oracle Enterprise Infrastructure Services to the Commonwealth.

Chargeback Model

The chargeback model for the Shared Oracle Cluster is a legacy model based on a unit cost rate. The unit cost is based on the number of Oracle databases provisioned and the cost of the collective Oracle database platform.

Value provided

Oracle Enterprise Infrastructure Services are available both on the Amazon Web Services (AWS) Cloud platform across multiple regions and On-prem. This service helps customers to host and run DB on either the AWS Cloud Platform or On-prem with one or multiple environments (Production, Test, and Development).

Usage control

Not applicable.

3.16. HP Superdome Unix Support (62.00)

Service Description

HP Superdome Support provides comprehensive technical assistance, system maintenance, and proactive services for HPE Superdome Superdome Flex servers. This enterprise-grade support ensures system reliability, high availability, and performance for mission-critical workloads. Services include 24x7 remote and onsite support, firmware and software updates, hardware replacement and performance tuning.

Chargeback Model

For FY26 this will be charged as a Pass-through (01.00).

Value provided

HP Superdome UNIX support delivers high-value assistance for mission-critical environments by ensuring maximum system uptime, performance stability, and rapid issue resolution for HP-UX on Superdome servers. It provides expert-level support, proactive monitoring, security patching, and hardware/software maintenance tailored to enterprise workloads. This helps organizations reduce risk, maintain business continuity, and optimize total cost of ownership for their UNIX-based infrastructure.

Usage control

For FY26 this will be charged as a Pass-through (01.00).

3.17. IBM P-Series Support (63.00)

Service Description

IBM P Series (Power Systems) Support provides expert technical assistance, system maintenance, and lifecycle services for AIX workloads running on IBM Power servers. This support includes 24x7 remote and onsite assistance, firmware and OS updates, hardware diagnostics and repair, and performance optimization. Designed for enterprise environments, the service ensures high availability, system security, and minimal downtime for mission-critical applications.

Chargeback Model

For FY26 this will be charged as a Pass-through (01.00).

Value provided

IBM P Series Support delivers critical value by ensuring high availability, performance optimization, and reliable operation of Power Systems running AIX. It reduces downtime through expert troubleshooting, proactive maintenance, and timely updates. The support enhances system stability, extends hardware lifecycle, and safeguards mission-critical workloads—helping to maintain business continuity and reduce total cost of ownership.

Usage control

For FY26 this will be charged as a Pass-through (01.00).

4. Telecom Services

4.1. Contact Center Services (50.00)

Service Description

MassVoice Cloud Contact Center is a secure pure-cloud omni-channel contact center offering exclusively for Massachusetts state and local government clients. A modern omni-channel contact center provided through a collaboration with our selected Service Partner, delivered via EOTSS's secure network and hosted in the service provider's geographically redundant data centers.

Built on the industry's leading contact center platform, MassVoice Cloud Contact Center provides modern contact center functionality. Allow your constituents to contact your agents via inbound, outbound, SMS, chat and email. Provide full metrics and reporting. Integration with ServiceNow, Salesforce or any ITSM platform is available.

EOTSS provides back-end support including Service Delivery, Project Management and Contract Management that are critical to efficient operations of this Contact Center Services and has a chargeback to recover costs associated with those services.

The EOTSS Mass Voice Cloud Contact Center is a secure, cloud-based omni-channel contact center solution designed exclusively for Massachusetts State and Local government clients. Delivered via the EOTSS secure network and hosted in Five9 data centers located in Atlanta and Santa Clara, this solution combines advanced cloud-based contact center software with robust security and management tailored to meet the needs of government entities.

This service is a collaboration between EOTSS and a selected business partner to ensure seamless operation, including 24/7 monitoring and support with a direct connection to Five9's data centers through EOTSS's core network.

Service Delivery includes:

- Security and Resiliency: Hosted in redundant Five9 data centers and traffic is secured through EOTSS' network for compliance and data protection
- 24/7 Monitoring and Support: Proactive monitoring and emergency support are provided around the clock and direct connections to Five9 data centers enhance reliability and reduce latency
- End-to-End Managed Service: All aspects of the service, from onboarding to ongoing support, are fully managed by EOTSS in partnership with our business partner and Five9

Project Management:

- **Comprehensive Onboarding**: EOTSS oversees every stage of implementation to ensure a smooth transition.
- **Carrier Coordination**: Works with carriers to minimize fees and improve redundancies.
- **Cost Optimization Strategies**: Proposes actionable plans to reduce spending while enhancing service levels.
- **Stakeholder Collaboration**: Facilitates participation among vendors, agencies, and EOTSS teams.

- **Training and Instruction:** Provides training for end-users and supervisors as part of the onboarding process.

Contract Management:

- **Renewals and Amendments:** Handles contract negotiations to ensure continued service excellence.
- **Vendor Oversight:** Ensures compliance with Service Level Agreements (SLAs) and contractual terms.
- **Hardware and Software Recommendations:** Evaluates and recommends system enhancements to meet evolving needs.

Chargeback Model

The chargeback for Contact Center Services is a unit cost rate. The unit cost is based on the number of call center agents and EOTSS's support costs for the service. Major cost drivers are telecom staff and network costs.

Value provided

EOTSS provides the core infrastructure in our data centers and dedicated network connections into the Five9 environment through a vendor. We maintain the services and provide technical expertise to each domain. Change Management and Major Incident Management are included.

Our contract allows us to provide services at a reduced rate to the individual agency domains over what they could provide on their own. Our project management and Operational support are included in this chargeback rate.

Usage control

EOTSS will work with each agency to manage the inventory of agents and supervisors within each domain.

4.2. Voice Services (Landlines - 51.00)

Service Description

MassVoice Cloud Telephony is a secure pure-cloud Unified Communications service tailored exclusively to Massachusetts state and local government clients. Voice, messaging, and content sharing features are provided through a collaboration with our selected Service Partner, delivered via EOTSS's secure network and hosted in the service provider's geographically redundant data centers. Built on the industry's leading call-control platforms, MassVoice delivers the full functionality and resiliency of a traditional PBX, without the upkeep of an "on-premises" solution. The MassVoice Cloud offer provides a fully managed service including 24x7 support, and a predictable cost model.

EOTSS provides Remote and Onsite Support, Project Management and Contract Management for Voice Services (landlines).

- Remote and Onsite Support: MassVoice offers holistic support to ensure uninterrupted communication including administration of moves, adds, and changes (MACs), 24/7 monitoring, emergency dispatch, and alerting, Onsite support for technical issues and installations, tiered support levels (I, II, III) for user assistance, maintenance coordination (routine and emergency), change management adherence, and technical issue resolution and service outage.
- Project Management: EOTSS provides dedicated project management to streamline onboarding and service enhancements including complete oversight during onboarding, collaboration with carriers to optimize costs and improve redundancies, strategy development for cost reduction and service expansion, coordinating among vendors, agencies, and EOTSS teams, and training and guidance throughout project implementation.
- Contract Management: EOTSS ensures adherence to contractual obligations and optimal service delivery including negotiation of renewals and amendments, oversight of vendor Service Level Agreements (SLAs), and evaluation and recommendation of hardware/software updates.

Chargeback Model

The chargeback for Voice Services is a unit cost rate. The unit cost is based on the number of extensions and EOTSS's support costs for the service. Major cost drivers are telecom staff and network costs.

Value provided

EOTSS provides the core infrastructure in our data centers and dedicated network connections into the New Era CloudBlu environment through a vendor. We maintain the services and provide technical expertise to each agency. Change Management and Major Incident Management are included. Our contract allows us to provide services at a reduced rate to the individual agency domains over what they could provide on their own. Our project management and Operational support are included in this chargeback rate.

Usage control

EOTSS will work with each agency to manage the inventory of billable extensions.

4.3. Mobile and Cellular Services (54.00)

Service Description

MassVoice Mobile offers management of your cellular and mobile devices, with full connectivity to Apple Business Manager and Microsoft Intune for a full Mobile Device Management solution.

MassVoice mobile is the Executive Office of Technology Services and Security's Mobile Device Management solution. Standardizing devices on iPhone and iPad operating systems and managing devices through Apple Business Manager and Microsoft Intune, to fully protect Commonwealth equipment and data. The MassVoice mobile team will work with agency business units and the three OSD contracted carriers to create a fully managed solution for your mobile devices.

Our goal is to ensure that all Commonwealth Owned devices are Managed and Secured centrally, and all Commonwealth Data is appropriately segregated and secured whether on a Commonwealth owned device, or on a personal device.

EOTSS provides comprehensive support for the procurement, security, deployment, and management of cellular devices for supported Commonwealth agencies, streamlining operations and enhancing security. The service offers tailored solutions for authorized entities as follows:

- Device Procurement: The MassVoice team assists in sourcing and acquiring cellular devices, including MIFI/Jetpacks, iPhones, and iPads, ensuring compatibility and compliance with agency requirements.
- Secure Enrollment: iPhones and iPads are enrolled in the Microsoft Intune Mobile Device Management (MDM) system, guaranteeing secure deployment that adheres to Commonwealth standards.
- Lifecycle Management: Ongoing support includes commissioning, decommissioning, device replacement, and managing the locking/unlocking of devices.

Chargeback Model

The chargeback for Voice Services is a unit cost rate. The unit cost is based on the number of phone lines and EOTSS's support costs for the service. Major cost drivers are support staff.

Value provided

EOTSS created and manages the central Apple Business Manager Organizational Unit for the Commonwealth. EOTSS provides expertise in the creation and management of the Roles in Microsoft Intune. The MassVoice team has negotiated down the cost of rate plans for devices, reducing them by more than 25% on average. MassVoice will collaborate with your device management teams to procure, deliver, enroll and connect devices.

Usage control

The individual carriers that support each agency will manage the inventory of billable mobile phone lines.

5. End User Services

5.1. End User Support Bundle (25.00)

Service Description

The End-User Support Bundle includes a wide array of products and services such as Office 365 licenses, service desk and deskside support, accounts management, enterprise print and desktop engineering.

Chargeback Model

The chargeback for the End User Support Bundle is a unit cost rate. The unit cost is based on the number of Microsoft G3 licenses provisioned and the costs associated with end user support. End user support services and costs includes a wide array of areas such as the G3 license cost itself (Office 365 and Windows), service desk and deskside support, accounts management, enterprise print, and desktop engineering.

This bundle is not yet utilized by three secretariats (EHS, ENV, DOT).

Value provided

- Service Desk Support – The first point of contact for the users we support. It is a tier 1 service (7x24x365) that allows a user to call, chat or submit a ticket on-line for assistance with an incident or a request.
 - Operational Value:
 - Provides a quick resolution to technical and service-related problems, and/or requests for new services.
 - The Service Desk reduces downtime by restoring systems and services efficiently while on the call with the user. The Service Desk, if unable to resolve it due to access or permissions will escalate it to the proper Tier 2 teams within EOTSS or the Applications teams within the Secretary/Agency.
 - The Service Desk tracks and prioritizes issues through a ticketing system to keep the user informed and update the actions taken by any of the support team working on the ticket.
 - Business Value
 - Improves employee productivity by minimizing disruptions and downtimes of their IT services.
 - Enhances customer support and trust through reliable and available support.
 - Provides reports and analytics to improve systems and services
 - Provide KB articles for user self-support
- Deskside support – This is a tier 2 service that delivers in person, on location IT support on user's issues that require physical presence which can be more than hardware support
 - Operational Value
 - Immediate hands-on troubleshooting for hardware, connectivity and other issues that cannot be solved remotely.
 - Reduces downtime by quickly restoring employee devices and access.

- Seamless and consistent deployment of new pc related equipment, upgrades, and software
- Business Value
 - Improves employee productivity by resolving technical issues with minimal disruption
 - Enhances the end user experience through personal face-to-face support.
 - Provides some financial value by reducing downtime through quick resolution.
- Advanced Technical Support – This is a Tier 2 support team that takes has great expertise than the Tier 1 Service Desk and takes escalations from the Service Desk that they are unable to resolve along with Software Installations and issues.
 - Operational Value
 - Provides higher level troubleshooting for complex, high severity incidents that exceed the standard Tier 1 support environment.
 - Business Value
 - Builds trust in knowing more complex issues can be handled by the tier 2 support team.
 - Identify definitive solutions that can be utilized in other areas of support or within other Secretaries.
- Service Desk Operations
 - Provides assistance in identify Major Incidents to upgrade to the MI team
 - Performs quality audits on ticket handling, documentation, and call recording.
 - Provides training to our End User Support teams
 - Knowledge Base article creation, review, and publication.
 - Operational Value
 - Acts as a point of contact for the Service Desk to escalate possible Major Incidents to the appropriate teams to resolve large impact incidents.
 - Ensures standardized processes within the teams for ticket handling and ticket assignments.
 - Monitors and reviews call for service performance of the End User Support teams with SLAs and KPIs to ensure accountability and consistency.
 - Business Value
 - Assists to improve employee productivity by resolving MIs quickly and efficiently.
 - Enhances the customer end satisfaction with properly trained support and the documentation to meet those needs.

Usage control

Agencies can ensure the End user support bundle is provisioned to active users only.

5.2. M365 G3 for EHS, ENV, DOT (15.00)

Service Description

The Microsoft 365 Government G3 license is a cloud-based productivity and collaboration suite tailored specifically for U.S. government agencies and contractors. G3 licenses include office applications, email and calendar, cloud storage, collaboration tools, security and compliance and enterprise mobility and security (EMS).

Chargeback Model

The chargeback for the M365 G3 is a unit cost rate. The unit cost is based on the number of Microsoft G3 licenses provisioned and the costs associated with the Microsoft G3 license. This is a legacy chargeback being utilized prior to the consolidation of end user services for these secretariats.

Value provided

A Microsoft G3 license gives end users full access to the Microsoft 365 suite, including desktop versions of Word, Excel, PowerPoint, and Outlook, along with cloud services like OneDrive, Teams, and SharePoint. It supports secure collaboration, remote access, and productivity with features like enterprise-grade email, real-time co-authoring, file sharing, and automated workflows through Power Automate. Designed for government environments, it also includes advanced security and compliance tools that help protect user data with minimal effort.

Usage control

Agencies can ensure the G3 licenses are provisioned to active users only.

5.3. VIP Support (26.00)

Service Description

Tech Support provided to Senior Executives.

Chargeback Model

The chargeback for VIP support is a unit cost rate. The unit cost is based on the number of managers (job code: M99) within agencies receiving EOTSS end user support and the cost to provide VIP level support. Costs are heavily driven by dedicated VIP support personnel.

Value provided

- Operational Value
 - Provides personal support, both onsite and remotely that is tailored to the needs of the high-level users.
 - Ensures and immediate and escalated response for any issues, requests impacting the high-profile user.
 - Engaged in actively ensuring high profile users stay connected no matter where that individual is working
- Business Value
 - Protects the productivity of the high-profile users by reducing their downtime which has a higher cost.
 - Demonstrates a culture of excellence by demonstrating the leadership's technology needs are being prioritized and met.
 - Builds trust and confident in our IT support teams

Usage control

Agencies can monitor the number of VIP users.

5.4. Adobe Software (29.00)

Service Description

Adobe software allows Creative design and Document management.

EOTSS offers several Adobe tools for designing PDFs, print and online media assets, video editing, web development, photography and more. EOTSS customers can request a license for one of the following Adobe products:

- Adobe Acrobat Pro DC
- Adobe Captivate
- Adobe Creative Cloud Pro-All Apps Plan
- Adobe Creative Cloud Pro-Single App Plan
- Adobe RoboHelp
- Adobe Technical Communication Suite
- Adobe FrameMaker

Chargeback Model

The chargeback for Adobe Software is a unit cost rate. The unit cost is based on the number of Adobe licenses provisioned and the costs associated with each specific license. This service includes a flexible list of Adobe license types with their own cost.

Value provided

Commonwealth agencies get access to Adobe products for day-to-day business functions throughout the Commonwealth. Tools like Acrobat Pro, Creative Cloud, and Adobe Sign support secure document handling, digital design, and electronic signatures. Specialized apps such as Captivate and RoboHelp further enhance content creation, training, and technical publishing needs.

Usage control

Commonwealth agencies can manage costs by requesting licenses only for users who actively need them, reviewing assignments regularly, and retiring licenses that are no longer in use.

5.5. Microsoft Exchange Online Plan 2 License (30.00)

Service Description

Exchange Online P2 is the premium version of Microsoft's hosted email service, delivering enterprise-grade email, calendar, contacts, and task management—all accessible from PCs, web browsers, and mobile devices. All Executive Branch agencies are required to request an Exchange Online Plan 2 license for a shared room or equipment mailbox.

Chargeback Model

The chargeback for the Microsoft Exchange Online Plan 2 (EOLP2) is a unit cost rate. The unit cost is based on the number of EOLP2 licenses provisioned and the costs associated with the EOLP2 license.

Value Provided

Exchange Online Plan 2 (EOLP2) is the premium version of Microsoft's hosted email service. It delivers enterprise-grade email, calendar, contacts, and task management, all accessible from PCs, web browsers, and mobile devices

The value provided by Exchange Online Plan 2 includes:

- **Enhanced Productivity:** Users can access their email and calendar from anywhere, on any device, ensuring they stay connected and productive.
- **Advanced Security:** The service includes robust security features to protect against threats and ensure data privacy.
- **Seamless Integration:** It integrates smoothly with other Microsoft 365 services, enhancing collaboration and communication across teams.
- **Scalability:** The service can scale to meet the needs of organizations of all sizes, from small businesses to large enterprises.

Usage Control

Agencies can ensure the EOLP2 licenses are provisioned to mailboxes being actively used.

5.6. Other Microsoft Software (32.00)

Service Description

EOTSS offers additional Microsoft tools for data analytics, project management, graphic diagrams, and application development. EOTSS customers can request a license for one of the following Microsoft tools:

- Microsoft Power BI Premium P1
- Microsoft Power BI Premium P2
- Microsoft Power BI Pro
- Microsoft Project Online Professional
- Microsoft Project Online Premium
- Microsoft Visio Online Professional
- Microsoft Visual Studio Enterprise
- Microsoft Visual Studio Professional
- Microsoft MSDN Platform

Chargeback Model

The chargeback for Other Microsoft Software is a unit cost rate. The unit cost is based on the number of Microsoft licenses provisioned and the costs associated with each specific license. This service includes a flexible list of Microsoft license types each with their own cost and does not include the two separately listed Microsoft licenses (G3 and EOLP2).

Value provided

- **Microsoft Power BI Premium P1 / P2** – Enables large-scale data modeling and reporting with dedicated cloud capacity, ideal for enterprise-level analytics and sharing across agencies.
- **Microsoft Power BI Pro** – Supports self-service business intelligence, allowing users to create, share, and collaborate on interactive reports and dashboards.
- **Microsoft Project Online Professional / Premium** – Provides robust project planning, task scheduling, and resource management for teams handling complex or long-term projects.
- **Microsoft Visio Online Professional** – Allows users to create professional diagrams, flowcharts, and organizational charts to support planning, process documentation, and system design.
- **Microsoft Visual Studio Enterprise / Professional** – Delivers integrated development tools for software engineers, with advanced debugging, testing, and collaboration features.
- **Microsoft MSDN Platform** – Offers access to Microsoft software, services, and tools for development and testing in non-production environments.

Usage control

Commonwealth agencies can manage costs by requesting licenses only for users who actively need them, reviewing assignments regularly, and retiring licenses that are no longer in use. For high-cost tools like Power BI Premium or Visual Studio Enterprise, it's especially important to validate the business case and confirm active usage.

5.7. Other Software (33.00)

Service Description

All software from vendors other than Microsoft and Adobe.

Chargeback Model

No other software is currently available under this service code. When software is added they will be charged at vendor rates.

Value provided

Not applicable.

Usage control

Not applicable.

5.8. VPN Services (45.00)

Service Description

A Virtual Private Network (VPN) enables remote users to communicate securely over a public network to protected resources within the Commonwealth and its wide-area-network (MAGNET).

Chargeback Model

The chargeback for VPN Services is a unit cost rate. The unit cost is based on the number of VPN users and the cost to provide the VPN platform. VPN platform costs are driven by network staffing and network hardware and security maintenance.

Value provided

Our VPN service aims to be the foundation of secure, reliable, and efficient connectivity for organizations, ensuring seamless access to resources from anywhere. We aspire to be known for our scalable, robust, and high-performance solutions, offering users a trusted and frictionless experience. By continuously adapting to emerging technologies and security needs, we strive to empower businesses with the agility and protection required for success in a digital-first world.

Usage control

Agencies can monitor the number of VPN users and EOTSS provides reporting showing last usage date for a user.

5.9. F3 Licenses – For EHS, ENV and DOT (48.00)

Service Description

Microsoft 365 F3 license include Microsoft 365 web and mobile apps. It is designed to empower front line workers – those who are mobile, shift-based, or do not require a dedicated workstation.

Chargeback Model

The chargeback for the F3 license is a unit cost rate.

Value provided

- Service Desk Support – The first point of contact for the users we support. It is a tier 1 service (7x24x365) that allows a user to call, chat or submit a ticket on-line for assistance with an incident or a request.
 - Operational Value:
 - Provides a quick resolution to technical and service-related problems, and/or requests for new services.
 - The Service Desk reduces downtime by restoring systems and services efficiently while on the call with the user. The Service Desk, if unable to resolve it due to access or permissions will escalate it to the proper Tier 2 teams within EOTSS or the Applications teams within the Secretary/Agency.
 - The Service Desk tracks and prioritizes issues through a ticketing system to keep the user informed and update the actions taken by any of the support team working on the ticket.
 - Business Value
 - Improves employee productivity by minimizing disruptions and downtimes of their IT services.
 - Enhances customer support and trust through reliable and available support.
 - Provides reports and analytics to improve systems and services
 - Provide KB articles for user self-support
- Advanced Technical Support – This is a Tier 2 support team that takes has great expertise than the Tier 1 Service Desk and takes escalations from the Service Desk that they are unable to resolve along with Software Installations and issues.
 - Operational Value
 - Provides higher level troubleshooting for complex, high severity incidents that exceed the standard Tier 1 support environment.
 - Business Value
 - Builds trust in knowing more complex issues can be handled by the tier 2 support team.
 - Identify definitive solutions that can be utilized in other areas of support or within other Secretaries.

Usage control

Agencies can ensure the F3 License is provisioned to active users only.

6. Enterprise Applications

6.1. HRCMS Services (61.00)

Service Description

Commonwealth's enterprise-wide application for Human Resources and personnel management (HR/CMS).

Chargeback Model

The chargeback for HR/CMS is a unit cost rate. The unit cost is based on the number of customer paychecks issued and the costs associated with the operation and maintenance of the HR/CMS application. Major cost drivers include the application support team and application's software maintenance. Usage of this service is measured on an annual basis with charges set at the beginning of the fiscal year based on the customer's proportion of paychecks issued for the fiscal year two years prior.

Value provided

HR/CMS allows the processing of employee paychecks, timesheets and other human resource functions.

Usage control

Not applicable.

6.2. MMARS Transactions (70.00)

Service Description

Commonwealth's enterprise-wide application for financial accounting (MMARS).

Chargeback Model

The chargeback for MMARS is a unit cost rate. The unit cost is based on the number of customer transactions in MMARS, as identified by their unique document identifiers (Doc ID), and the cost of the MMARS software maintenance. Usage of this service is measured on an annual basis with charges set at the beginning of the fiscal year based on the customer's proportion of transactions in the fiscal year two years prior.

Value provided

MMARS allows day-to-day financial transactions to be recorded in the accounting system at the General Ledger level and also supports financial reporting activities.

Usage control

Not applicable.

7. Digital Services

7.1. Mass.gov (09.00)

Service Description

Mass.gov is the Commonwealth's public website.

Chargeback Model

The chargeback for Mass.gov is a complex model based on four usage metrics and the cost to provide the Mass.gov platform. Usage for Mass.gov is based on page views, published nodes, hosted documents, and G3 licenses. Each usage metric has been assigned a weighting to create an overall allocation percentage for each customer. Major cost drivers are FTE and vendor support costs and software licensing, maintenance and subscription fees.

Value provided

Mass.gov allows content management system for the Commonwealth agencies, search functionalities, embedded form creation and management, validation tool that continually looks for broken links, misspellings or accessibility issues, stock photo library and feedback collection and management.

Usage control

Agencies should audit their content and delete pages and documents that are no longer needed. Agencies cannot control the amount of public traffic that goes on their web content.

7.2. Social Media Management (11.00)

Service Description

Social media management tool agencies can use to create and publish posts to their accounts within a controlled environment such as Hootsuite.

Chargeback Model

The chargeback for Social media management is a unit cost rate. The unit cost is based on the number of Hootsuite licenses provisioned and the cost to provide the Hootsuite platform. Major cost drivers for the platform include the platform license cost and platform staff support.

Value provided

The platform provides value by providing a way to draft, schedule, and have a publishing workflow amongst a team. Instead of providing direct access to a native platform, teams can work together within Hootsuite. The platform also provides robust analytics, streams for monitoring published content, social listening, and content libraries. EOTSS also provides monthly lunch & learns, trainings, and a community of practice for cross-secretariat collaboration.

Usage control

Agencies can monitor the number of Hootsuite licenses and deactivate as needed.

8. Network Services

8.1. Network Service Bundle (44.00)

Service Description

Enable secure remote access to the Commonwealth network, ensuring encrypted connections for employees working off-site, protecting sensitive data, and maintaining privacy across public and private networks. Provide secure, reliable, and high-performance connectivity to support seamless communication, data transfer, and application access across on-premises, cloud, and hybrid environments. Includes sub/child services (e.g. WiFi, Network Design Consultation, Network Perimeter Defense and Content Filtering) and multiple service capabilities (e.g. Site-to-Site VPN, Dedicated Broadband Connectivity/circuits, DNS and IP Address Management).

Chargeback Model

The chargeback model for the Network Service Bundle is a per user rate. The usage metric for network users are network end users as measured by Microsoft G3 license count. This is the same usage metric for the End User Bundle. This usage is measured on a monthly basis with a per user rate covering the direct costs of providing network services. Direct costs include the network support teams (Network Operations/Security/Engineering) and the underlying network infrastructure including data circuits and network and security hardware and software maintenance.

This bundle is not yet utilized by three secretariats (EHS, ENV, DOT).

Value provided

We aim to be the foundation of secure, reliable, and efficient connectivity for organizations, ensuring seamless access to resources from anywhere. We aspire to be known for our scalable, robust, and high-performance solutions, offering users a trusted and frictionless experience. By continuously adapting to emerging technologies and security needs, we strive to empower businesses with the agility and protection required for success in a digital-first world.

Usage control

Please refer to the End User Service Bundle.

8.2. Legacy Network Service for EHS, ENV, DOT (43.00)

Service Description

Network services provided to EHS, ENV and DOT at frozen rates prior the implementation of the new chargeback model.

Chargeback Model

The Legacy Network Service chargeback is in place to support the transition period for EOHHS, EOEEA, and DOT while their network services are consolidated into EOTSS. This chargeback continues to charge for existing EOTSS provided data circuits until the consolidation is complete.

The chargeback model for the Legacy Network Service is a frozen charge. The three participating secretariats have their FY25 data circuit charges frozen and applied to future fiscal years until the consolidation is complete.

This service is not eligible for General and Admin. Expense.

Value provided

Network services provided to EHS, ENV and DOT at frozen rates prior the implementation of the new chargeback model.

Usage control

Not applicable.

9. Security Services

9.1. SSL/Digital Certificate (47.00)

Service Description

SSL certificate (Secure Sockets Layer certificate) is a digital certificate that authenticates a website's identity and enables encrypted communication between a web server and a user's browser.

Chargeback Model

The chargeback for SSL/Digital Certificates is a unit cost rate. The unit cost is based on the number of digital certificates renewed and the cost of the digital certificate renewals.

Value provided

- **Enhanced Security:** SSL certificates encrypt data in transit, safeguarding sensitive information from interception and unauthorized access.
- **Trust and Credibility:** Websites with SSL certificates display a padlock icon in the browser, signaling to users that their connection is secure, which can enhance customer trust and confidence.
- **SEO Benefits:** Search engines, like Google, prioritize secure websites in their rankings, potentially improving visibility and traffic.
- **Compliance:** Many regulations and standards (e.g., GDPR, PCI DSS) require the use of SSL certificates to protect user data, helping organizations meet compliance requirements.

Usage control

- **Certificate Management:** Agencies can implement policies for managing SSL certificates, including tracking expiration dates, ensuring timely renewals, and maintaining an inventory of active certificates.
- **Access Control:** Agencies can limit access to SSL certificate management tools to authorized personnel only, reducing the risk of unauthorized changes or misconfigurations.
- **Monitoring and Alerts:** Agencies can set up monitoring systems to alert administrators of upcoming expirations or potential security vulnerabilities associated with SSL certificates.

10. Professional Services (74.00)

Service Description

EOTSS provides in-house consulting service based on statewide rate cards.

Chargeback Model

Chargeback model is based on hours worked and role-based rates.

Value provided

Professional services provide agencies' in-house consulting services without having to go to an outside vendor.

Usage control

Agencies can control the number of hours they consume and the roles they choose for consulting work.

11. General and Administrative Expense (00.00)

Service Description

General and Administrative expense covers EOTSS administration costs such as procurement, finance, human resources, legal, service management, customer engagement and agency leadership.

Chargeback Model

General and Administrative expense covers EOTSS administration costs such as procurement, finance, human resources, legal, service management, customer engagement and agency leadership. It is a percentage charge for all services except a few.

Value provided

General and Administrative Expense ensures all EOTSS services have the governance and administrative support necessary for their provision.

Usage control

Agencies should manage all services efficiently as it will have a direct impact on the amount of General and Administrative Expense they are allocated.

12. Pass-through (01.00)

This service is for one-time purchases that are not charged back through a regular rated service. Purchases are charged at cost when EOTSS pays the vendor for goods and services. This charge requires a pass-through BAR.

Costs are charged to the customers upon EOTSS submitting payments to vendors.

This service is not eligible for General and Administrative Expense.

13. Contact

The owner of this document is the EOTSS Chargeback Team. It is the responsibility of the document owner to maintain, update and communicate the content of this document. Questions regarding this document must be submitted to the document owner by sending an email to eotss-billing@mass.gov.

14. Document Change Control

Version No.	Revised by	Effective Date	Description of Changes
1.0	Tim Waitkevitch, CFO	2/3/2025	Initial document
2.0	Tim Waitkevitch, CFO	9/5/2025	Revision