



New Mexico Department of
Information Technology

FY2028 Approved Service Rates

The IT Rate Committee approved FY28 rates on 7/23/2026
To request a service, please submit a ticket through servicedesk.nm.gov/esc
or email at EnterpriseSupportDesk@doit.nm.gov

APPLICATION DEVELOPMENT & DESIGN (545700)

RATE CODE	SERVICE DESCRIPTION	MEASURE	FY24	FY25	FY26	FY27	FY28
APPDEV	Application Development and Design	Per Hour Plus Materials	\$90.00	\$90.00	\$90.00	\$95.00	\$95.00
ApplSysM	Application System Maintenance	Cost plus indirect	Cost	Cost	Cost	Cost	Cost

CLOUD SERVICES (545700)

RATE CODE	SERVICE DESCRIPTION	MEASURE	FY24	FY25	FY26	FY27	FY28
ST1Stor	Enterprise Storage	GB per Month	\$0.21	\$0.21	\$0.21	\$0.23	\$0.23
VMNUM	Cloud Server CPU	CPU/Month	\$36.00	\$33.00	\$33.00	\$35.00	\$35.00
VMMEM	Virtual Server Memory	GB of RAM per Month	\$13.50	\$10.00	\$10.00	\$11.00	\$11.00
VMDSK	Virtual Server Storage	GB of storage per Month	\$0.26	\$0.26	\$0.26	\$0.28	\$0.28

DATA CENTER SERVICES (545700)

RATE CODE	SERVICE DESCRIPTION	MEASURE	FY24	FY25	FY26	FY27	FY28
COLoc	Rack Unit Fee	Rack Unit per Month	\$17.60	\$18.00	\$18.00	\$19.00	\$19.00

DIRECTORY SERVICES (545700)

RATE CODE	SERVICE DESCRIPTION	MEASURE	FY24	FY25	FY26	FY27	FY28
FNP	Directory Services Management	Per User/Per Month	\$27.50	\$28.30	\$28.30	\$30.00	\$30.00

MANAGED APPLICATIONS (545700)

RATE CODE	SERVICE DESCRIPTION	MEASURE	FY24	FY25	FY26	FY27	FY28
ADOBE	Adobe Acrobat Software	Per User per Month	\$5.00	\$5.50	\$6.50	\$7.25	\$7.25
ESIGN	Electronic Signature Service (DocuSign)	Per Envelope	\$3.00	\$1.50	\$1.50	\$2.00	\$2.00
DWADV	Digital Workspace (Office 365 Advanced)	Mailbox per Month	\$36.59	\$36.59	\$45.00	\$65.00	\$72.00
DWBAS	Digital Workspace (Office 365 Basic)	Mailbox per Month	\$9.50	\$9.50	\$12.40	\$16.00	\$18.00
KITEWKS	Kiteworks Dedicated Sure File Share License	Per User per Month	\$17.25	\$17.25	\$17.25	\$23.00	\$23.00
VINE	Victim Information & Notification Everyday	Per Year per Agency	\$121,217.30	\$121,217.30	\$121,217.30	\$141,972.19	\$146,688.75
MAMSC	Managed Apps Misc	Cost plus indirect	Cost	Cost	Cost	Cost	Cost



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CONSULTING/TRAINING (545700)

RATE CODE	SERVICE DESCRIPTION	MEASURE	FY24	FY25	FY26	FY27	FY28
TRAINING	IT Training Course	Cost plus indirect	Cost	Cost	Cost	Cost	Cost

DATA NETWORK SERVICES (546610)

RATE CODE	SERVICE DESCRIPTION	MEASURE	FY24	FY25	FY26	FY27	FY28
ITRGEN	Internet Access	FTE Billed Monthly	\$1.14	\$1.14	\$1.14	\$1.20	\$1.20
WANCON	WAN Services	Per Circuit	Cost	Cost	Cost	Cost	Cost
NETENG	Network Engineering	Per Hour	\$88.00	\$88.00	\$88.00	\$95.00	\$95.00
VPN	Virtual Private Network Access Fee	Per User per Month	12.25	12.25	\$12.25	\$13.00	\$13.00
WLAN	Wireless LAN	Connection Point/Month	\$56.16	\$50.00	\$50.00	\$53.00	\$53.00

VOICE SERVICES (546610)

RATE CODE	SERVICE DESCRIPTION	MEASURE	FY24	FY25	FY26	FY27	FY28
VODIAL	Dial Tone	Per line per month	\$29.15	\$30.00	\$35.00	\$37.00	\$43.00
VOSET	Basic Desk Set	Per line per month	\$33.00	\$34.00	\$40.00	\$42.00	\$48.00
VORECP	Reception Phone	Device per Month	\$49.50	\$49.50	\$55.00	\$58.00	\$58.00
MAC	Telephone MAC (Moves/Adds/Changes)	Per Hour	\$117.00	\$117.00	\$130.00	\$130.00	\$130.00
TOLLLD	Long Distance	Per Minute	\$0.05	\$0.10	\$0.13	\$0.14	\$0.14
TOLLFR	Toll Free Service	Per Minute	\$0.05	\$0.10	\$0.10	\$0.11	\$0.11
VOMAIL	Voice Mail	Mailbox per Month	\$8.80	\$9.70	\$10.00	\$11.00	\$11.00
VAACD	Auto Call Distribution	Agent per Month	\$36.00	\$36.00	\$36.00	\$38.00	\$38.00
VORCR	Voice Recording	Per Month	\$15.00	\$15.00	\$12.00	\$13.00	\$13.00
VOMISC	NS - Voice Miscellaneous	Cost plus indirect	Cost	Cost	Cost	Cost	Cost
TOLLMC	TS - Misc Toll	Cost plus indirect	Cost	Cost	Cost	Cost	Cost
VASRGN	Speech Recognition	Per License/Month	\$45.50	\$45.00	\$45.00	\$47.00	\$47.00
SOFTPHONE	Softphone	Per License/Month		\$30.00	\$30.00	\$32.00	\$32.00
ZOOMCONF	Zoom Conference Calling	Per License/Month		\$16.25	\$17.87	\$19.00	\$19.00



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WIRELESS SERVICES (546610)

RATE CODE	SERVICE DESCRIPTION	MEASURE	FY24	FY25	FY26	FY27	FY28
WIRBAS	Basic Access Fee	Line per Month	\$35.00	\$34.00	\$34.00	\$36.00	\$34.00
WIRPDA	Smartphone Access Fee	Line per Month	\$65.00	\$63.00	\$63.00	\$66.00	\$63.00
WIRARC	Broadband Access Fee	Line per Month	\$40.00	\$40.00	\$40.00	\$42.00	\$40.00
WIRMSC	Wireless Misc. & equipment.	Cost plus indirect	Cost	Cost	Cost	Cost	Cost

PUBLIC SAFETY RADIO SERVICES (545810)

RATE CODE	SERVICE DESCRIPTION	MEASURE	FY24	FY25	FY26	FY27	FY28
RS-BAS	Base Station	Device per Month	\$635.20	\$667.00	\$667.00	\$700.00	\$700.00
RS-SCC	Single Channel Console	Device per Month	\$654.00	\$654.00	\$670.00	\$704.00	\$704.00
RS-MCC	Multi Channel Console	Device per Month	\$1,699.00	\$1,699.00	\$1,725.00	\$1,811.00	\$1,811.00
RS-MR	Mobile Radio	Device per Month	\$83.50	\$88.00	\$88.00	\$92.00	\$92.00
RS-RPT	Mobile Repeater	Device per Month	\$169.79	\$178.75	\$190.00	\$200.00	\$200.00
RS-CONTR	Contracted Maintenance	Contract Amount	Contract	Contract	Contract	Contract	Contract
RS-PR	Portable Radio	Device per Month	\$155.00	\$163.00	\$163.00	\$171.00	\$171.00
RS-TM	Telemotes	Device per Month	\$83.65	\$83.65	\$83.65	\$88.00	\$88.00
RS-DTRS	Digital Trunked Radio Service (external agencies only)	Device per Month	\$20.00	\$20.00	\$20.00	\$21.00	\$21.00

SHARE SERVICES (545710)

RATE CODE	SERVICE DESCRIPTION	MEASURE	FY24	FY25	FY26	FY27	FY28
SHRDEV	SHARE Agency - Specific Design	Per Hour plus Material	\$150.00+	\$150.00+	\$150.00+	\$150.00+	\$150.00+
HCM	SHARE Subscription Fee	Annual Per Operating Budge	\$328.00	\$328.00	\$350.00	\$365.00	\$365.00