

Catalogue of services for on-site/remote access (OS/RA) projects 2013

Short version

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Overview of services

In this catalogue, the available services are divided into three groups:

- **Basic services** are provided for almost every project, for instance the start-up of a new OS/RA project. Some services are even obligatory for a project or for a Remote Access computer. Basic services are very predictable in terms of costs and completion time.
- **Supplementary services** are provided regularly according to a standard procedure, for instance the addition of a new researcher to an ongoing project, or use of SAS software in a project.
- **Custom-made services** are provided on a more or less one-off basis, for instance the compilation of a dataset that is tailor-made to the specific needs of the researcher. These services are less predictable in terms of costs and completion time.

For some services, the fee depends on the size of the research project (small, medium, large or extra large). The size of a project is defined by the number of datasets used and the number of researchers working on the project, as can be seen below.

More than 60 datasets	Large	Large	Extra large
11-60 datasets	Medium	Medium	Large
1-10 datasets	Small	Medium	Large
	1-2 researchers	3-4 researchers	More than 4 researchers

Services before project start-up

Service	Description	Type	Fee
Assistance with application for CCS accreditation	To work with microdata from Statistics Netherlands, an accreditation by the Central Committee for Statistics (CCS) is required. You need to apply for this accreditation yourself, but we can assist you and help you on your way.	Basic	Free of charge
Provision of information about available datasets	Many of Statistics Netherlands' datasets are available to external researchers. In the planning stage of their project, researchers often need information about the availability of datasets they would like to use. We can supply this information. If you have any questions after receiving this information that would take us a considerable amount of time to answer, we do this separately as a feasibility study of available data (see below).	Basic	Free of charge
Feasibility study of available data	A study of the availability of datasets at Statistics Netherlands that are not part of our standard catalogue of datasets, estimated to take more than 5 working hours.	Custom-made	Customised fee

Services during project start-up¹

Service	Description	Type	Fee
New project start-up	<p>This service covers all activities necessary for starting up a new project. These include an intake meeting, drafting a contract, creating a project environment in the OS/RA environment (creating accounts, providing access rights to the correct datasets, installing necessary software).</p> <p>If the project requires datasets from Statistics Netherlands which are not available in our catalogue of datasets and which require more than 10 hours to be made available, the preparation of these datasets is not included in this basic service. It will be offered as a custom-made service.</p>	Basic	Small € 1,500 Medium € 4,000 Large € 6,000 Extra large: Customised fee
Installation of a new RA-PC	Installation of a fingerprint reader on a new Remote Access computer. The fingerprint reader is provided on loan and remains the property of Statistics Netherlands.	Basic	€ 1,500
Introduction for new OS/RA researcher	Drawing up a confidentiality statement and providing an introduction to/explanation of the OS/RA facility for a researcher. If the researcher is going to use RA, a fingerprint card will also be configured.	Basic	€ 350 Additional call-out fee if applicable: € 500
Addition of project onlooker	Drawing up a confidentiality statement and adding an onlooker to the administration of a specific project. An onlooker has no personal access to the OS/RA facility, but can only gain access alongside a fully authorised OS/RA researcher.	Supplementary	Free of charge
Importing an own microdataset	You can supply us with your own dataset with data on individual persons or companies to be used in your project. This dataset will be altered to prevent disclosure. Direct identifiers will be removed and replaced by a meaningless key of Statistics Netherlands. You must supply the datasets via our secure upload facility. You may not send them via e-mail.	Supplementary	Per dataset Depending on the kind of encryption €200, € 600 or € 1,200

¹ Although these services are normally provided during the start-up of a project, most of them can also be provided during the course of an ongoing project.

Service	Description	Type	Fee
Preparation of custom-made dataset	If the datasets available in our catalogue are insufficient for your research, we can prepare a dataset to your specific demands. Obviously, this is only possible if the necessary data are available within Statistics Netherlands. The preparation of such a dataset will be offered at cost price (hourly rate).	Custom-made	Customised fee
Use of additional software	Apart from software that is commonly available on OS/RA, some additional software is also available. These packages are available to researchers at a charge that is proportional to the licence fees.	Supplementary	Per month: SAS € 560 Ox € 50 Gauss € 60 MLWin €40
Use of specific software	If you need a specific software package for your project that is not yet installed on OS/RA, we offer a feasibility study of the implementation of this software on OS/RA. On the basis of this feasibility study, we shall give you an estimate of the costs of the actual purchase and installation of the software. After installation, we can provide no further support for these software packages.	Custom-made	Customised fee

Services during project

Service	Description	Type	Fee
Support for ongoing project	<p>Compulsory monthly service subscription for:</p> <ul style="list-style-type: none"> • Availability of on-site room and RA network • Use of basic software • Use of hardware and disc space; the amount of disc space depends on the size of the project (small, medium, large, extra large) • Exports that are not output (syntax, documentation) • Small import requests • Help desk • Administration • Closing the project and removing user accounts, either on the agreed date or earlier at the request of the researcher. <p>This service also includes archiving the project folder for 5 years after project closure. If the archive file is larger than 1 GB or the archiving period is longer than 5 years, additional costs will be charged (see below).</p>	Basic	<p>Per month:</p> <p>Small € 125 Medium € 250 Large € 500</p> <p>Extra large: Customised fee</p>

Service	Description	Type	Fee
Additional storage capacity	If the maximum amount of available storage capacity on the OS/RA network is not sufficient for your research, you can expand this storage capacity.	Supplementary	Per request: € 100 Per month € 50 per 10 GB
Service contract RA-PC	Compulsory monthly service contract for: <ul style="list-style-type: none"> • Support for problems with the RA-PC • Replacement of fingerprint reader if it breaks down • Reinstallation of PC if necessary in event of PC crash or PC relocation. 	Basic	Per month: € 150
Reinstallation of RA PC	Reinstalling the RA PC in case of a crash, replacement or relocation	Supplementary	Per PC: € 750
Output checking	Checking output for disclosure of individual data. A separate document describes the guidelines that each output should comply with.	Basic	Per output: € 200
Addition or removal of researcher(s) to or from a project	Adding new researchers to an ongoing research project or removing researchers from it.	Supplementary	Per request Adding new researchers: € 250 Removing researchers: Free of charge
Addition of datasets to a project	Adding one or more datasets to an ongoing project. In the case of custom-made datasets, the preparation of these datasets is not included in this service, but will be charged separately as a custom-made service.	Supplementary	Per request: € 350
Transferring files from a closed project	Transferring files (syntaxes and data files) from a closed project to an ongoing project.	Supplementary	Per request € 100
Project extension	If the project is not completed on the agreed date, you can request an extension. Projects can be extended for a minimum of 3 months and a maximum of 12 months.	Supplementary	Free of charge
Answering complex questions	Answering large, complex questions or queries. A customised fee will be quoted in advance	Custom-made	Customised fee
Temporary closure of a project	If no-one is working on a project for a longer period, the project can be closed temporarily to reduce operating costs. Access to the project environment will be blocked, but the project environment will remain intact on the OS/RA facility.	Supplementary	Per month: € 75
Ending a project	This service covers all activities necessary to terminate a project.	Compulsory Basic	Free of charge

Services after project completion

Service	Description	Type	Fee
Archiving a large project archive	If the project archive you prepared for us is larger than 1 GB, additional costs will be charged for each additional GB.	Supplementary	Per extra GB: € 50
Extension of project archive period	If the default archiving period of 5 years is insufficient it can be extended to 10 years.	Supplementary	Per GB: € 50
Reopening a closed project	You will be able to reopen an OS/RA project that has been closed and archived within the agreed archiving period (default 5 years). The project environment will be recreated on OS/RA and the project archive file will be made available.	Supplementary	€ 1,500