



# Schedule for ServiceElite

This Schedule contains a listing of the Eligible Machines at the Specified Locations identified below for which IBM will provide the identified Services as described in the referenced Master Services Attachment and any referenced Statements of Work and Change Authorizations. The complete agreement between us about these Services consists of 1) this Schedule 2) the referenced Master Services Attachment and any referenced Statements of Work and Change Authorizations, and 3) the IBM Customer Agreement (or any equivalent agreement in effect between us).

**Name and Address of Customer:**

WEBB COUNTY  
MIS DEPT  
1110 WASHINGTON  
SUITE 304  
LAREDO TX 78040-4471

**Customer Billing Address:**

WEBB COUNTY  
WEBB COUNTY MIS DEPT  
1110 WASHINGTON STE 304  
LAREDO TX 78040-4471

Master Services Attachment Number: MAB6MF4  
Statement of Work Number: A25CHB  
Change Authorization Number:  
Customer Number: 09830342

Schedule Number: A25CHB  
Revised Schedule: No  
Schedule Effective Date: 05/26/2017  
Proposal Reference Date: 10/01/2017  
Transaction Contract Period: 10/01/2017  
Start Date: 09/30/2018  
End Date: 09/30/2018  
Renewal Contract Period: 1 Year(s)

Charge Period Charges / Payment Plan (Inclusive of MES):  
WSU One Time Charges: 0.00  
HWMA Re-estab One Time Charges: 0.00  
SWMA ALF One Time Charges: 0.00  
MMS for CISCO HW One Time Charges: 0.00  
MMS for CISCO SW One Time Charges: 0.00  
One Time Charges: 0.00  
Maintenance Charges: 13,881.60  
Service Charges: 9,366.00  
TOTAL CHARGE PERIOD CHARGES: 23,247.60  
Quarterly Billing Frequency: Calendar Year  
Alignment: 1 Accumulated Adjustment Invoicing option: N

Automatic Inventory Increase Option Applies: N  
Machine Maintenance Services Option #1: N  
Software Services Option #2: N  
Price Protection Option: Opt#1 Annual Price Protection  
Pricing Method: Line Item

\*Charges are based on the current inventory and services identified in this Schedule. Actual charges may vary with any additions, deletions, or changes to the inventory or services. Any applicable taxes are not included in the charge amounts herein but will be added to your invoice.  
For a Machine subject to usage charges, in addition to the Service charge identified herein, you will be separately billed for usage in accordance with applicable usage rates and billing cycles.

**The Parties need not sign this Schedule, unless either of us requests it.**

Agreed to:

WEBB COUNTY

By: \_\_\_\_\_  
Authorized signature  
Name (type or print): \_\_\_\_\_  
Date: \_\_\_\_\_

Agreed to:

International Business Machines Corporation

By: \_\_\_\_\_  
Authorized signature  
Name (type or print): \_\_\_\_\_  
Date: \_\_\_\_\_



# Schedule for ServiceElite

## Enterprise Total for Charge Period by Customer Number Inclusive of MES:

Customer No	Customer Name	Customer Location	Charges
09583202	WEBB COUNTY	1110 WASHINGTON ST STE, 101, LAREDO TX 78040-4466	2,833.60
09830342	WEBB COUNTY	1110 WASHINGTON, SUITE 304, LAREDO TX 78040-4471	20,414.00
<b>Total</b>			<b>23,247.60</b>

Note: One Time Charges are not included in the Total



# IBM Schedule for ServiceElite

## Maintenance Machine List

—Eligible Machine Description— A Machine is only considered "Eligible" if it is operational and in conformance with its official published specifications on the contract start date. Reinstating Maintenance Services after a lapse in Services may require payment of additional charges.

MO	Type	Mod/Serial	Order Number	Related Order Serial Number	Product Description	Qty	Type of Svc	Maint Svc	Charges	Charges Start	Charges Stop
									<b>\$13,881.60</b>		

Total Charge Period Charges for Maintenance Machine List With MES

See Legend for Details



# Schedule for ServiceElite

## Services List

Customer Technical Contact Name (if applicable):  
 Customer Primary Technical Contact name :  
 Customer Primary Technical Contact phone number :

Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges	Services Start	Charges Start	Charges Stop
Specified Location: 09830342									
City, State: LAREDO TX 78040-4471									
SWMA FOR IBM !									
9,240.00									
SOFTWARE MAINTENANCE									
P10									
CHARGEABLE PROCESSORS									
FULL SHIFT									
8203	E4A	00004A510	SWMA FOR POWERVM STANDARD ED		1	126.00			
SOFTWARE MAINTENANCE									
D5									
CHARGEABLE PROCESSORS									
FULL SHIFT									
8203	E4A	00004A510			1	9,366.00			
Subtotal						9,366.00			
Total Charge Period Charges for Services List						\$ 9,366.00			

Note: One Time Charges are not included in these totals.  
 See Legend for Details

# IBM Schedule for ServiceElite

## Legends:

<sup>1</sup> Change adjustments related to inventory and Service changes will be accumulated and invoiced with your next standard invoicing cycle (may be sooner for annual or semiannual payment plans)

## 2 TYPE OF SERVICE

- A) On-Site Repair/Exchange Services, Monday through Friday (excluding holidays), 8am to 5pm, next business day
- B) On-Site Repair/Exchange Services, 7 days a week, 24hrs/day.
- C) On-Site Repair/Exchange Services, Monday through Friday (excluding holidays), 8am to 5pm, 4 hour response objective  
This type of repair Service includes a response objective and is not a guarantee.
- D) On-Site Repair/Exchange Services, 7 days a week, 24hrs/day, 2 hour response objective.  
This type of repair Service includes a response objective and is not a guarantee.
- X) EasyServe (remotely delivered services)

## 3 MAINTENANCE SERVICES

- 1) Maintenance of IBM Machines
- 2) Maintenance of Non-IBM Machines
- 3) Warranty Service Upgrade
- 4) Maintenance of Non-IBM Machines - Cisco Products
- 5) Maintenance of IBM Machines - Enhanced Service Response
- 6) Service for Machines Withdrawn from IBM Maintenance
- 7) Non-IBM Service for Machines Withdrawn from IBM Maintenance
- 8) Maintenance of IBM Machines (Labor Only)
- 9) Non-IBM Memory Exchange
- 10) Enhanced Parts Inventory
- 11) Spare Machine
- 12) Key Operator Support
- 13) Maintenance of non-IBM Machines during the Manufacturer's Warranty Period
- 16) IBM Maintenance Services - First Line Maintenance for Wincor Nixdorf ATMs
- 17) IBM Maintenance Services - Applications Maintenance Services for Wincor Nixdorf ATMs
- 18) Post Installation Coverage (PIC) Service Upgrade, for selected Non-IBM Machines

## 4 Charges shown are for the Charge Period

- A (C) indicates a Machine that will have usage charges billed separately.
- An (E) indicates a Machine that has been announced as withdrawn from generally available Maintenance Service.
- An (F) indicates an assumptive Product included in the total Charge Period Price that has a manually inserted serial number and configuration provided by the customer.
- An (H) identifies a Machine on an existing ServiceElite/ServiceSuite/ServiceElect CHIS contract with duplicate Maintenance Services coverage.
- A (K) indicates assumptive Products included in the total Charge Period Price that are based on the customer provided configuration.
- An (M) indicates a Miscellaneous Equipment Specification (MES) on order is not installed and applicable pricing not included.
- An (N) indicates that the Product is a non-GSA Schedule Item.
- An (O) indicates a one time charge.
- A (P) indicates a Machine or Service with coverage on a non-CHIS contract.
- An (R) indicates the usage charge rate (feet, hours, or impressions) for a Machine under a usage plan.
- An (S) indicates a manual order installation date change.
- A (U) indicates usage charges which are measured in either feet, hours, or impressions.
- A (W) indicates a Machine under warranty.
- An (X) indicates On-order Products which are shown for planning purposes only.
- A (Y) indicates On-order MES Products which are shown for planning purposes only. These charges are included in the related Machine.

<sup>5</sup>Charges Start/Stop dates shown are those that differ from the Contract Period Start/End Dates