

# IBM Schedule for ServiceElite

IBM will provide the Services for the Eligible Machines and the Specified Locations identified herein, as described in the referenced Attachment and any referenced SOW and Change Authorizations (CA). IBM's Data Processing Addendum (DPA) at <http://ibm.com/dpa> and the DPA Exhibit at <https://www.ibm.com/mysupport/s/article/support-privacy> apply to the processing of Client's personal data by IBM on behalf of Client in order to provide IBM Services, if and to the extent i) the European General Data Protection Regulation (E/2016/679) (GDPR); or ii) other data protection laws identified at <http://ibm.com/dpa/dpl> apply. The complete agreement between us about these Services consists of 1) this Schedule, 2) the Attachment and any referenced SOW and CA, and 3) the 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:** AD3DJX  
**Change Authorization Number:**  
**Customer Number:** 09830342

**Schedule Number:** AC2L88  
**Revised Schedule:** No  
**Schedule Effective Date:** 02/19/2020  
**Proposal Reference Date:**

**Transaction Contract Period:**  
**Start Date:** 10/01/2019  
**End Date:** 09/30/2020  
**Renewal Contract Period:** 1 Year(s)  
**Associated Contract Number:** AB6MF4

**\*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  
**z HWMA Sul Gap Fee One Time Charges:** 0.00  
**One Time Charges:** 0.00

**\*Maintenance Charges:** 4,296.00  
**\*Service Charges:** 0.00  
**\*TOTAL CHARGE PERIOD CHARGES:** 4,296.00  
 Quarterly Billing Frequency      Calendar Year Alignment

**Charge Period:**  
**Start Date:** 04/01/2020  
**End Date:** 09/30/2020

**<sup>1</sup>Accumulated Adjustment Invoicing Option:** N

**Automatic Inventory Increase Option Applies:**  
**Machine Maintenance Services Option #1:** N      **Price Protection Option:**      **Opt#1 Annual Price Protection**  
**Software Services Option #2:** N      **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. All inventory changes must be submitted via the following website: <http://www.ibm.com/support/operations/myrequests/v2/welcome>

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: \_\_\_\_\_

# IBM Schedule for ServiceElite

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

Customer No.	Customer Name	Customer Location	Charges <sup>4</sup>
00720139	AVT TECHNOLOGY SOLUTIONS LLC	1110 WASHINGTON ST, WEBB COUNTY LAREDO TX 78040-4471	4,296.00
<b>Total:</b>			<b>4,296.00</b>

**Note: One Time Charges are not included in the Total**



# 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.

Mfg	Type	Mod/Feat	Add/Rem	Order/Serial Number	Related Order/Serial Number	Product Description	Qty.	Service Level Code <sup>2</sup>	Maint Svc <sup>3</sup>	Charges <sup>4</sup>	Charges Start <sup>5</sup>	Charges Stop <sup>5</sup>
				<b>Specified Location: 00720139</b>		<b>City, State:LAREDO TX 78040-4471</b>						
IBM	8203	E4A		00004A510		IBM HW SUPPORT EXTENSION	1	000	1	4,296.00		03/31/2021
		0551				IBM HW SUPPORT EXTENSION	1					03/31/2021
		0595				IBM HW SUPPORT EXTENSION	2					03/31/2021
		5577				IBM HW SUPPORT EXTENSION	1					03/31/2021
<b>Subtotal Without MES</b>										<b>4,296.00</b>		
<b>Subtotal With MES</b>										<b>4,296.00</b>		
<b>Total Charge Period Charges for Maintenance Machine List Without MES</b>										<b>\$4,296.00</b>		
<b>Total Charge Period Charges for Maintenance Machine List With MES</b>										<b>\$4,296.00</b>		

See Legend for Details

## Legends:

<sup>1</sup>Charge 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)

<sup>2</sup>SERVICE LEVEL CODE: SERVICE RESPONSE TIME IS AN OBJECTIVE, NOT A GUARANTEE

000 - IBM ON-SITE REPAIR: ON-SITE REPAIR 24 X 7 X 365 STANDARD RESPONSE TIME

If IBM HW Support Extension is on this Schedule, timing and availability of part stocking may vary by location.

<sup>3</sup>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

<sup>4</sup>Charges shown are for the Charge Period

- A (B) indicates a Machine with optional coverage purchased to replace defective or nonworking batteries.
- A (D) indicates a Machine with On-site Problem Determination option: IBM will dispatch a technician to the Machine location for problem determination/source identification, and repair/exchange tasks to restore the Machine to its published Specifications. (24x7 IBM HW MA is a prereq.)
- 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 (S) indicates a manual order installation date change.
- 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