

IBM Schedule for ServiceElite

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

Customer No.	Customer Name	Customer Location	Charges ⁴
09580606	WEBB COUNTY	1110 VICTORIA ST 201, WEBB CTY CLERCKS OFF LAREDO TX 78040-4421	2,219.04
09583202	WEBB COUNTY	1110 WASHINGTON ST STE, LAREDO TX 78040-4466	3,186.48
09830342	WEBB COUNTY	1110 WASHINGTON, MIS DEPT LAREDO TX 78040-4471	23,663.96
Total:			29,069.48

Note: One Time Charges are not included in the Total

Budget and Planning



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 ²	Maint Svc ³	Charges ⁴	Charges Start ⁵	Charges Stop ⁵
				Specified Location: 09580606		City, State:LAREDO TX 78040-4421						
IBM	3573	L4U		0078W1414		TS3200 TAPE LIBRARY	1	002	1	2,219.04 H		
Subtotal Without MES										2,219.04		
Subtotal With MES										2,219.04		
				Specified Location: 09583202		City, State:LAREDO TX 78040-4466						
IBM	3573	L2U		0078AC447		TS3100 TAPE LIBRARY	1	000	1	1,593.24 H		
IBM	3573	L2U		0078AE957		TS3100 TAPE LIBRARY	1	000	1	1,593.24 H		
Subtotal Without MES										3,186.48		
Subtotal With MES										3,186.48		
				Specified Location: 09830342		City, State:LAREDO TX 78040-4471						
IBM	3573	L2U		0078D0822		TS3100 TAPE LIBRARY	1	002	1	1,137.96 H		
IBM	3573	L2U		0078K1885		TS3100 TAPE LIBRARY	1	002	1	1,137.96 H		
IBM	7310	CR4		00003BC3B		RACK-MOUNTED HMC	1	002	1	576.00 H		
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
Subtotal Without MES										7,147.92		
Subtotal With MES										7,147.92		
Total Charge Period Charges for Maintenance Machine List Without MES										\$12,553.44		
Total Charge Period Charges for Maintenance Machine List With MES										\$12,553.44		

See Legend for Details

Budget and Planning



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 ⁴	Services Start	Charges Start ⁵	Charges Stop ⁵
			Specified Location: 09830342	City, State:LAREDO TX 78040-4471					
			SWMA FOR IBM i	SOFTWARE MAINTENANCE P10 CHARGEABLE PROCESSORS FULL SHIFT	2	11,000.04			
8203	E4A	00004A510	SWMA FOR POWERVM STANDARD ED	SOFTWARE MAINTENANCE D5 CHARGEABLE PROCESSORS FULL SHIFT	2	126.00			
8203	E4A	00004A510	SE FOR IBM i V7R1 - PER PROC	SUPPORT P10 NUMBER OF PROCESSORS NUMBER OF PROCESSORS FULL SHIFT	1	5,390.00			04/30/2021
8203	E4A	00004A510			1				04/30/2021
Subtotal						16,516.04			
Total Charge Period Charges for Services List						\$16,516.04			

Note: One Time Charges are not included in these totals.

See Legend for Details

IBM Schedule for ServiceElite

Legends:

¹Charge 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)

²SERVICE 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

002 - IBM ON-SITE REPAIR: ON-SITE REPAIR 9 X 5 NEXT BUSINESS DAY RESPONSE TIME, MON-FRI 08:00-17:00, EXCLUDING NATIONAL HOLIDAYS

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

³MAINTENANCE 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

⁴Charges 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.
- A (Z) IBM Support via USA Citizens provides an IBM continental USA Citizen contact to coordinate remote hardware and software support and interact with Client. Client data, including Client submitted data, may be stored and accessed outside the USA and handled by non-USA Citizens, and as such Client should not send any sensitive data to IBM. Client must identify itself as a Support via USA Citizens Client with status verified for each call. Further information about IBM Support via USA Citizens can be obtained from your IBM Sales Representative.

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