
International Business Machines Corporation

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

May 27, 2021

Subject: Proposal for IBM Services

Reference: AJ5SDB

Thank you for your interest in doing business with IBM. This proposal will allow you to customize your service contract to meet your current and future requirements. The Master Services Attachment, any applicable Statement of Work, Change Authorization, and the Schedule, contain the services we discussed and will allow you to add additional services as your requirements change.

The Master Services Attachment, any applicable Statement of Work, Change Authorization, and the Schedule will constitute the Agreement between us, once it is signed by both parties. The prices and terms and conditions are valid through August 25, 2021 provided your contract start date is on or prior to this date. If your contract start date is after the date listed above, this quote is for planning purposes only and is subject to change.

We appreciate your business, and look forward to delivering these services to you. Thank you for doing business with IBM.

NOTE: If Software Maintenance is part of your proposal, After License Fees may apply if proposal is signed after proposal start date. (see schedule)

Sincerely,

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/dp/> 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: 0000MSA
Statement of Work Number: AJ5SDB
Change Authorization Number:
Customer Number: 09830342

Schedule Number: AJ5SDB
Revised Schedule: No
Schedule Effective Date: 05/27/2021
Proposal Reference Date: 10/01/2021

Transaction Contract Period:
Start Date: 10/01/2021
End Date: 09/30/2022
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
z HWMA Sul Gap Fee One Time Charges: 0.00
One Time Charges: 0.00

***Maintenance Charges:** 8,257.40
***Service Charges:** 11,126.00
***TOTAL CHARGE PERIOD CHARGES:** 19,383.40
 Annually Billing Frequency Contract Year Alignment

Charge Period:
Start Date: 10/01/2021
End Date: 09/30/2022

1 Accumulated Adjustment Invoicing Option: N

Automatic Inventory Increase Option Applies:
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. 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 ⁴
09580606	WEBB COUNTY	1110 VICTORIA ST 201, WEBB CTY CLERCKS OFF LAREDO TX 78040-4421	2,219.00
09583202	WEBB COUNTY	1110 WASHINGTON ST STE, LAREDO TX 78040-4466	3,186.40
09830342	WEBB COUNTY	1110 WASHINGTON, MIS DEPT LAREDO TX 78040-4471	13,978.00
Total:			19,383.40

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 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	2,219.00 H		
Subtotal Without MES										2,219.00		
Subtotal With MES										2,219.00		
				Specified Location: 09583202		City, State:LAREDO TX 78040-4466						
IBM	3573	L2U		0078AC447		TS3100 TAPE LIBRARY	1	000	1	1,593.20 H		
IBM	3573	L2U		0078AE957		TS3100 TAPE LIBRARY	1	000	1	1,593.20 H		
Subtotal Without MES										3,186.40		
Subtotal With MES										3,186.40		
				Specified Location: 09830342		City, State:LAREDO TX 78040-4471						
IBM	3573	L2U		0078D0822		TS3100 TAPE LIBRARY	1	002	1	1,138.00 H		
IBM	3573	L2U		0078K1885		TS3100 TAPE LIBRARY	1	002	1	1,138.00 H		
IBM	7310	CR4		00003BC3B		RACK-MOUNTED HMC	1	002	1	576.00 H		
Subtotal Without MES										2,852.00		
Subtotal With MES										2,852.00		
Total Charge Period Charges for Maintenance Machine List Without MES										\$8,257.40		
Total Charge Period Charges for Maintenance Machine List With MES										\$8,257.40		

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 ⁴	Services Start	Charges Start ⁵	Charges Stop ⁵
			Specified Location: 09830342	City, State:LAREDO TX 78040-4471					
			SWMA FOR IBM i			11,000.00			
			SOFTWARE MAINTENANCE						
			P10						
			CHARGEABLE PROCESSORS		2				
			FULL SHIFT						
8203	E4A	00004A510			1				
			SWMA FOR POWERVM STANDARD ED			126.00			
			SOFTWARE MAINTENANCE						
			D5						
			CHARGEABLE PROCESSORS		2				
			FULL SHIFT						
8203	E4A	00004A510			1				
Subtotal						11,126.00			
Total Charge Period Charges for Services List						\$11,126.00			

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

See Legend for Details



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