



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/my-support/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:

AC2L88

Change Authorization Number:

09830342

Schedule Number:

AC2L88

Revised Schedule:

No

Schedule Effective Date:

02/19/2020

Proposal Reference Date:**Transaction Contract Period:**

10/01/2019

09/30/2020

1 Year(s)

AB6MF4

Associated Contract Number:

Associated Contract Number:

Associated Contract Number:

Associated Contract Number:

***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

Calendar Year Alignment

Quarterly Billing Frequency

Charge Period:

04/01/2020

09/30/2020

Start Date:

Start Date:

End Date:

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. 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

Authorized signature

Name (type or print): Tano E. Tijerina, Webb County Judge

Date: April 15, 2020

Agreed to:

International Business Machines Corporation

Talia Clark

By: Authorized signature

Name (type or print): Talia Clark

Date: 03/30/2020



Schedule for ServiceElite

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

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

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: 00720139 City, State: LAREDO TX 78040-4471												
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			4,296.00		03/31/2021
Subtotal Without MES										4,296.00		
Subtotal With MES										4,296.00		
Total Charge Period Charges for Maintenance Machine List Without MES										\$4,296.00		
Total Charge Period Charges for Maintenance Machine List With MES										\$4,296.00		

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

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.

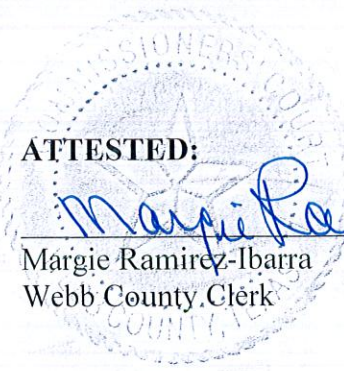
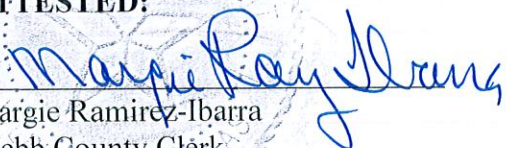
A (W) indicates a Machine under warranty.

An (X) indicates On-order Products which are shown for planning purposes only.

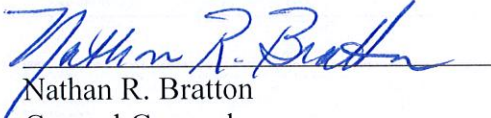
A (Y) indicates On-order MES Products which are shown for planning purposes only. These charges are included in the related Machine.

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

ATTESTED:

A circular seal for the Webb County Commissioners Court. The outer ring contains the text "COMMISSIONERS COURT" at the top and "WEBB COUNTY TEXAS" at the bottom. The center features a five-pointed star.
A handwritten signature in blue ink, reading "Margie Ramirez-Ibarra".
Margie Ramirez-Ibarra
Webb County Clerk

APPROVED AS TO FORM:

A handwritten signature in blue ink, reading "Nathan R. Bratton".
Nathan R. Bratton
General Counsel

Webb County Civil Legal Division *

*The General Counsel, Civil Legal Division's office, may only advise or approve contracts or legal documents on behalf of its clients. It may not advise or approve a contract or legal document on behalf of other parties. Our review of this document was conducted solely from the legal perspective of our client. Our approval of this document was offered solely for the benefit of our client. Other parties should not rely on this approval, and should seek review and approval of their own respective attorney(s).

*Passed and approved by the Webb County Commissioners Court
On April 14, 2020; item no. 7c.*

MARGIE R. IBARRA
COUNTY CLERK
FILED

2020 APR 15 PM 2:30

WEBB COUNTY, TEXAS

BY AG DEPUTY