

Services	Service Description	DIR Customer Discount % off MSRP *
IT Services	IBM Lab Services, IBM global technology services, IBM Design hourly services. (See note regarding travel and living expenses)	0.75%
Global Business Services	Developed via SOW, based on IT Services Rate Tables. (See Note regarding travel and living expenses)	0.75%
<p>Services will be engaged via a Statement of Work (SOW). These services are available on a "per hour" basis in accordance with the (reference) included rate card or as a fixed price developed in conjunction with the customer to reflect the detailed scope and deliverables.</p> <p>IBM will provide hardware and software for these solutions to customers at pricing equal to or lower than current TX-DIR pricing where possible and mutually agreeable.</p>		
ITaaS Offerings	Information Technology as a Service Offerings. (See IBM Comments/Remarks below). (See Note regarding travel and living expenses)	5.00%
<p>Note: Information Technology as a Services (ITaaS) is completely configurable to customer needs requirements and may consist of one or more of the following service elements: Integrated Managed Infrastructure; Cloud Managed Services; Orchestration Service; Automation Service; Cloud Brokerage Service; Managed Security Services IBM IT Operations Analytics (ITOA); Converged Infrastructure Services; Storage as a Service; Edge Delivery Services; Workplace as a Service Virtualized Desktop as a Service; Customer Care as a Service; Mobile Devices as a Service; Collaboration as a Service; Service Catalogue as a Service; Backup as a Service ; Disaster Recovery as a Service; Traditional Hot Site / Warm Site Disaster Recovery Services; Networking as a Service Services will be engaged via a Statement of Work (SOW). These services are available on a "per hour" basis or as a fixed price developed in conjunction with the customer to reflect the detailed scope and deliverables.</p>		
<p>Travel and Living Expenses will be billed based on DIR Contract DIR-TSO-3996 Appendix A Section 8F, Travel Expense Reimbursement. All reimbursement rates shall not exceed the maximum rates published at https://fm.xcpa.texas.gov/fmx/travel/texttravel/rates/current.php, in addition to hourly rates.</p>		
ServiceElite		
Hardware Maintenance and Warranty Service Upgrade (1.1 & 1.2)	Large Systems, IBM Z	29.50%
Hardware Maintenance and Warranty Service Upgrade (1.1 & 1.2)	Large Systems Storage*see exception	29.50%
Hardware Maintenance and Warranty Service Upgrade (1.1 & 1.2)	AS/400, IBM I, I5*see exception	29.50%
Hardware Maintenance and Warranty Service Upgrade (1.1 & 1.2)	Power *see exceptions	26.50%
Hardware Maintenance and Warranty Service Upgrade (1.1 & 1.2)	Blue Gene	26.50%
Hardware Maintenance and Warranty Service Upgrade (1.1 & 1.2)	RS6000	26.50%
Hardware Maintenance and Warranty Service Upgrade (1.1 & 1.2)	*I5 IBM Type 9405	25.00%
Hardware Maintenance and Warranty Service Upgrade (1.1 & 1.2)	*Storage Machine IBM type 3572	15.00%
OS Software Maintenance (1.4)	SWMA DATAPWR APPL	19.50%
OS Software Maintenance (1.4)	SWMA FOR AIX STD EDITION	19.50%
OS Software Maintenance (1.4)	SWMA FOR AIX ENT EDITION	19.50%
OS Software Maintenance (1.4)	SWMA FOR LICENSED PROGRAM PRODUCTS (running on) AIX	19.50%
OS Software Maintenance (1.4)	SWMA FOR IBM i	9.50%
OS Software Maintenance (1.4)	SWMA STORWIZE V7000 BASE	9.50%
OS Software Maintenance (1.4)	SWMA FOR XIV SOFTWARE	9.50%
ServiceElite Machine Control Program Remote Support (1.5)	ServiceElite Machine Control Program Remote Support	24.50%
Media Retention Option (1.6)	HARD DRIVE RETENTION - SYS z	19.50%
Media Retention Option (1.6)	HARD DRIVE RETENTION - STORAGE	19.50%
Media Retention Option (1.6)	HARD DRIVE RETENTION - SYS i	19.50%
Media Retention Option (1.6)	HARD DRIVE RETENTION - SYS p	19.50%
ServiceElite Support Line (1.7)	SL WINDOWS/LINUX OPERATING SYSTEM	9.50%
ServiceElite Support Line (1.7)	SL LINUX SYSTEM i/p (without subscription)	9.50%
ServiceElite Support Line (1.7)	SL LINUX SYSTEM z (without subscription)	9.50%
ServiceElite Support Line (1.7)	SL LINUX SUPPORT FOR SUB xip (Support Line bundled with subscription)	9.50%
ServiceElite Support Line (1.7)	SL LINUX SUPPORT FOR SUB z (Support Line bundled with subscription)	9.50%
ServiceElite Support Line (1.7)	SUB RHEL SYSTEMx 1&2 SOCKET	9.50%
ServiceElite Support Line (1.7)	SUB SLES IBM POWER	9.50%

ServiceElite Support Line (1.7)	SUB SLES SYSTEM Z	9.50%
ServiceElite Support Line (1.7)	SUB RHEL SYSTEM z	9.50%
ServiceElite Support Line (1.7)	SUPPORT LINE FOR STORAGE PRODUCTS	9.50%
ServiceElite Support Line (1.7)	Microsoft Support	5.00%
ServiceElite Support Line (1.7)	Open Source Support	5.00%
ServiceElite z Software Services (1.8)	ALERT FOR zSERIES	15.50%
ServiceElite z Software Services (1.8)	RESOLVE FOR zSERIES	24.50%
ServiceElite z Software Services (1.8)	SOFTWAREXCEL ENTERPRISE	5.00%
ServiceElite z Software Services (1.8)	SOFTWAREXCEL ENTERPRISE VU	5.00%
ServiceElite Acct Advocate Service (1.9)	AA SYSTEM i/p BASE	5.00%
ServiceElite Acct Advocate Service (1.9)	AA SYSTEM i/p PER SERVER	15.50%
ServiceElite Acct Advocate Service (1.9)	AA FOR STORAGE PRODUCTS	15.50%
ServiceElite Custom Technical Support Service (1.10)	CTS AIX OS400 i5OS BASE	5.00%
ServiceElite Custom Technical Support Service (1.10)	CTS AIX OS400 i5OS PER SERVER	9.50%
ServiceElite Custom Technical Support Service (1.10)	CTS FOR STORAGE PRODUCTS	9.50%
ServiceElite Enterprise Support Options (1.11)	ESO FOR STORAGE PRODUCTS	9.50%
ServiceElite Technical Advisor for Storage (1.12)	ServiceElite Technical Advisor for Storage (1.12)	15.50%
Managed Maintenance Support for Various Manufacturer's	Managed Maintenance Solution for Cisco Products	10.00%
Managed Maintenance Support for Various Manufacturer's	Managed Maintenance for Cisco Software	10.00%
Managed Maintenance Support for Various Manufacturer's	Managed Maintenance Solution for Juniper Products	10.00%
Managed Maintenance Support for Various Manufacturer's	Managed Maintenance for Juniper Software	10.00%
Managed Maintenance Support for Various Manufacturer's	Managed Maintenance for Citrix	10.00%
Managed Maintenance Support for Various Manufacturer's	Managed Maintenance for NetApp	10.00%
Managed Maintenance Support for Various Manufacturer's	Managed Maintenance for Palo Alto	10.00%
Managed Maintenance Support for Various Manufacturer's	EMC Storage Devices	10.00%
Managed Maintenance Support for Various Manufacturer's	Hitachi Data System Storage	10.00%
Managed Maintenance Support for Various Manufacturer's	Hewlett Packard Servers and Storage Devices	10.00%
Managed Maintenance Support for Various Manufacturer's	Dell Servers and Storage Devices	10.00%
Managed Maintenance Support for Various Manufacturer's	Oracle Servers, Tape and Storage Devices	10.00%
Managed Maintenance Support for Various Manufacturer's	Brocade Network and Switch Devices	10.00%
Managed Maintenance Support for Various Manufacturer's	Foundry Network Systems	10.00%
Managed Maintenance Support for Various Manufacturer's	Cisco Network– end of life support	10.00%
Extended Support Services	Extended Support Services	*

Note:

* Contact IBM Team for Extended Support Services pricing and discounts

** ServiceElite offerings are dependent on individual client requirements and situations, there is no standard MRSP / List pricing available for this offering