SW1015 Support and Related Services
via DIR-TSO-3996

Services	Service Description	DIR Customer Discount % off MSRP *
IT Services	IBM Lab Services, IBM global technology services, IBM Design hourly services. (See note regardling 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%
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. 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.		
ITaaS Offerings	Information Technology as a Service Offerings. (See IBM Comments/Remarks below). (See Note regarding travel and living expenses)	5.00%
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.		
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://fmx.cpa.texas.gov/fmx/travel/textravel/rates/current.php, in addition to hourly rates.		
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%

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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