



APPENDIX D TABLE OF CONTENTS

| | |
|--|----------|
| APPENDIX D. SERVICE OFFERINGS | 1 |
| D.1 IBM SUPPORT SERVICES | 1 |
| <i>D.1.1 Support Line</i> | 1 |
| D.2 IBM SOFTWARE SUPPORT SERVICES - ACCOUNT ADVOCATE | 3 |
| D.3 OPERATIONAL SUPPORT SERVICES..... | 5 |
| <i>D.3.1 z Series</i> | 5 |
| <i>D.3.2 pSeries</i> | 6 |
| <i>D.3.3 iSeries</i> | 6 |
| D.4 MACHINE MOVEMENT SERVICES | 7 |
| D.5 ON DEMAND SERVICES | 8 |

APPENDIX D. SERVICE OFFERINGS

D.1 IBM SUPPORT SERVICES

D.1.1 SUPPORT LINE

Monthly GSA Prices for Support Line

The offering below is billed per Location (the Base Price includes all machines under the Platform located at the customer location).

| Platform | Base Price |
|-----------|------------|
| SAN/NAS | \$623 |
| Disk/tape | \$623 |

GSA Prices for Support Line Products

Annual price billed in monthly increments - the offering below is billed per Product (machine type/serial).

| Platform | Base Price |
|-----------------------------|------------|
| Enterprise Disk | \$1,511.00 |
| ESS Mgmt Server | \$1,113.00 |
| ESS Admin Server | \$317.00 |
| ESS Data Server | \$690.00 |
| ESS Application Server | \$317.00 |
| Enterprise Tape | \$705.00 |
| Mid-Range Entry Tape System | |
| Small | \$149.00 |
| Medium | \$403.00 |
| Mid-Range Disk System | \$906.00 |
| NAS Products | \$705.00 |
| SAN Infrastructure Products | \$312.00 |
| Entry Level Disk System | \$705.00 |
| Power System Blade Center | \$605.00 |

GSA Prices for Support Line for LINUX

Annual Price billed in monthly increments.

| Per Server | GSA Price |
|-----------------|-----------|
| Systems i and p | \$447.00 |

Notes:

- Standard Coverage is Prime Shift (8 x 5)
- Full Shift Coverage (24 x 7) carries a 35% price uplift

D.2 IBM SOFTWARE SUPPORT SERVICES - ACCOUNT ADVOCATE

IBM Software Support Services - account advocate

| iSeries and pSeries | | | BASE CHARGES | | | |
|---------------------------|---------------------------|-----------------|-----------------------------------|---------------------------|---|---------------------------|
| | Server | Processor Group | Base Monthly Price 8x5 (with IFF) | Monthly Price 24x7 Uplift | Per Server Monthly Price 8x5 (with IFF) | Monthly Price 24x7 Uplift |
| | Account Advocate pSeries | C5 | 378 | 20% | 43 | 20% |
| | Account Advocate pSeries | D5 | 378 | 20% | 43 | 20% |
| | Account Advocate pSeries | E5 | 378 | 20% | 49 | 20% |
| | Account Advocate pSeries | F5 | 411 | 20% | 80 | 20% |
| | Account Advocate pSeries | G5 | 411 | 20% | 80 | 20% |
| | Account Advocate pSeries | H5 | 411 | 20% | 145 | 20% |
| | Account Advocate i Series | P05 | 378 | 20% | 43 | 20% |
| | Account Advocate i Series | P10 | 378 | 20% | 43 | 20% |
| | Account Advocate i Series | P20 | 378 | 20% | 49 | 20% |
| | Account Advocate i Series | P30 | 378 | 20% | 49 | 20% |
| | Account Advocate i Series | P40 | 411 | 20% | 80 | 20% |
| | Account Advocate i Series | P5 | 411 | 20% | 145 | 20% |
| | Account Advocate i Series | P50 | 411 | 20% | 145 | 20% |
| | Account Advocate i Series | P60 | 411 | 20% | 145 | 20% |
| | Account Advocate pSeries | SM | 378 | 20% | 49 | 20% |
| | Account Advocate pSeries | MED | 411 | 20% | 80 | 20% |
| | Account Advocate i Series | LG | 411 | 20% | 145 | 20% |

Notes:

- (1) Base Charge is charged once per contract for the largest system in customer's inventory
- (2) Base offerings are prerequisite for Per Server offerings
- (3) Per Server Charge applies to all Machines covered under account advocate



| System x | | Machine From | Qty To | Linux Monthly Price 8 x 5 (with IFF) | Linux Monthly Price 24 x 7 Uplift | Monthly Price 8 x 5 (with IFF) | Monthly Price 24 x 7 Uplift |
|---------------------------|--|--------------|--------|--------------------------------------|-----------------------------------|--------------------------------|-----------------------------|
| Account Advocate System x | | 1 | 1 | 353 | 20% | 378 | 20% |
| Account Advocate System x | | 2 | 2 | 361 | 20% | 386 | 20% |
| Account Advocate System x | | 3 | 3 | 370 | 20% | 395 | 20% |
| Account Advocate System x | | 4 | 4 | 378 | 20% | 403 | 20% |
| Account Advocate System x | | 5 | 5 | 391 | 20% | 411 | 20% |
| Account Advocate System x | | 6 | 6 | 403 | 20% | 428 | 20% |
| Account Advocate System x | | 7 | 7 | 416 | 20% | 436 | 20% |
| Account Advocate System x | | 8 | 8 | 428 | 20% | 445 | 20% |
| Account Advocate System x | | 9 | 9 | 436 | 20% | 457 | 20% |
| Account Advocate System x | | 10 | 10 | 479 | 20% | 504 | 20% |
| Account Advocate System x | | 11 | 20 | 521 | 20% | 546 | 20% |
| Account Advocate System x | | 21 | 30 | 571 | 20% | 596 | 20% |
| Account Advocate System x | | 31 | 40 | 630 | 20% | 663 | 20% |
| Account Advocate System x | | 41 | 50 | 688 | 20% | 713 | 20% |
| Account Advocate System x | | 51 | 60 | 748 | 20% | 789 | 20% |
| Account Advocate System x | | 61 | 70 | 823 | 20% | 874 | 20% |
| Account Advocate System x | | 71 | 80 | 911 | 20% | 965 | 20% |
| Account Advocate System x | | 81 | 90 | 1025 | 20% | 1079 | 20% |
| Account Advocate System x | | 91 | 100 | 1142 | 20% | 1208 | 20% |
| Account Advocate System x | | 101 | 150 | 1251 | 20% | 1323 | 20% |
| Account Advocate System x | | 151 | 200 | 1356 | 20% | 1449 | 20% |
| Account Advocate System x | | 201 | 250 | 1519 | 20% | 1604 | 20% |
| Account Advocate System x | | 251 | 300 | 1641 | 20% | 1742 | 20% |
| Account Advocate System x | | 301 | 350 | 1780 | 20% | 1877 | 20% |
| Account Advocate System x | | 351 | 400 | 1931 | 20% | 2036 | 20% |
| Account Advocate System x | | 401 | 450 | 2099 | 20% | 2217 | 20% |
| Account Advocate System x | | 451 | 500 | 2284 | 20% | 2410 | 20% |
| Account Advocate System x | | 501 | 600 | 2645 | 20% | 2792 | 20% |
| Account Advocate System x | | 601 | 700 | 2997 | 20% | 3170 | 20% |
| Account Advocate System x | | 701 | 800 | 3401 | 20% | 3585 | 20% |
| Account Advocate System x | | 801 | 900 | 3862 | 20% | 4073 | 20% |
| Account Advocate System x | | 901 | 1000 | 4387 | 20% | 4643 | 20% |
| Account Advocate System x | | 1001 | 1250 | 5063 | 20% | 5348 | 20% |
| Account Advocate System x | | 1251 | 1500 | 5776 | 20% | 6088 | 20% |
| Account Advocate System x | | 1501 | 1750 | 6566 | 20% | 6935 | 20% |
| Account Advocate System x | | 1751 | 2000 | 7557 | 20% | 7943 | 20% |
| Account Advocate System x | | 2001 | 2500 | 8607 | 20% | 9068 | 20% |

D.3 OPERATIONAL SUPPORT SERVICES

D.3.1 z SERIES

Software Xcel Enterprise Edition for z Series

| MSU | Base Monthly Price | Additional Processors | Voice Uplift Prime Shift | Voice Uplift Full Shift |
|--------------------|--------------------|-----------------------|--------------------------|-------------------------|
| 0.00 thru 0.99 MSU | \$544 | \$55 | \$100 | \$239 |
| 1 MSU | \$686 | \$69 | \$126 | \$302 |
| 2 MSU | \$1,014 | \$102 | \$187 | \$447 |
| 3 MSU | \$1,344 | \$135 | \$246 | \$592 |
| 4 MSU | \$1,840 | \$184 | \$338 | \$811 |
| 5 MSU | \$2,175 | \$217 | \$399 | \$958 |
| 6 thru 8 MSU | \$2,738 | \$274 | \$504 | \$1,210 |
| 9 thru 15 MSU | \$3,488 | \$349 | \$640 | \$1,536 |
| 16 thru 21 MSU | \$4,349 | \$435 | \$798 | \$1,915 |
| 22 thru 28 MSU | \$4,922 | \$492 | \$903 | \$2,168 |
| 29 thru 37 MSU | \$5,379 | \$538 | \$987 | \$2,369 |
| 38 thru 78 MSU | \$5,723 | \$573 | \$1,050 | \$2,521 |
| 79 thru 99 MSU | \$6,867 | \$686 | \$1,260 | \$3,024 |
| 100 thru 178 MSU | \$8,583 | \$859 | \$1,575 | \$3,780 |
| 179 and up | \$9,184 | \$919 | \$1,685 | \$4,045 |
| 286 thru 450 MSU | \$10,300 | \$1,030 | \$1,889 | \$4,571 |
| 451 thru 949 MSU | \$11,354 | \$1,136 | \$2,041 | \$4,935 |
| 950 thru 1449 MSU | \$11,666 | \$1,167 | \$2,041 | \$4,935 |
| 1450 thru 1949 MSU | \$11,987 | \$1,199 | \$2,041 | \$4,935 |
| 1950 thru 2449 MSU | \$12,316 | \$1,232 | \$2,041 | \$4,935 |
| 2450 thru 2949 MSU | \$12,656 | \$1,266 | \$2,041 | \$4,935 |
| 2950 thru 3449 MSU | \$13,004 | \$1,301 | \$2,041 | \$4,935 |
| 3450 thru 3949 MSU | \$13,357 | \$1,336 | \$2,041 | \$4,935 |
| 3950 thru 4449 MSU | \$13,725 | \$1,373 | \$2,041 | \$4,935 |
| 4450 thru 4949 MSU | \$14,102 | \$1,411 | \$2,041 | \$4,935 |



| MSU | Base Monthly Price | Additional Processors | Voice Uplift Prime Shift | Voice Uplift Full Shift |
|--------------------|--------------------|-----------------------|--------------------------|-------------------------|
| 4950 thru 5449 MSU | \$14,490 | \$1,450 | \$2,041 | \$4,935 |
| 5450 thru 5949 MSU | \$14,889 | \$1,489 | \$2,041 | \$4,935 |
| 5950 thru 6449 MSU | \$15,298 | \$1,530 | \$2,041 | \$4,935 |

Price Based on largest processor per site, 10% charge for additional processors. Millions of Service Unit (MSU) values can be found at <http://www.ibm.com/zseries/library/swpriceinfo/>.

Multi-Site discounts

2-5 sites 10%

6-10 sites 15%

over 10 20%

SW Xcel Basic Edition for zSeries

Monthly Rate: \$683 per userid

Resolve for zSeries

Monthly Rate: \$182 per userid

Alert for zSeries

Monthly Rate: \$216 per userid

D.3.2 pSERIES

Alert for pSeries

Monthly Rate: \$45 per report destination

eServer pSeries Performance Management

Monthly Rate: \$75 per RS/6000, eServer pSeries or SP node or LPAR

D.3.3 iSERIES

Alert for iSeries

Monthly Rate: \$45 per report destination

D.4 MACHINE MOVEMENT SERVICES

| Maintenance Class | Skill Code |
|-------------------|------------|
| 1 | NA |
| 2 | D |
| 3 | C |

Note:

Rates corresponding to the Skill Codes listed above may be found in Appendix C.1 IT Professional Services.

D.5 ON DEMAND SERVICES

On Demand Services have been designed to help customers meet their demanding Information Technology needs. These services can be used for a variety of IT requirements such as a collaboration service, a production environment or a data replication environment. The customer is provided with a Base System, delivered to their location or hosted at an IBM location, which is flexible and configured based on their unique needs. The base system is invoiced on a monthly basis. Start up services, also based on the customer's unique needs can be provided. These charges will be invoiced on a one time charge basis. As requirements increase, additional services and assets (e.g., Storage and additional MIPS) can be added by using the formulas below or other pricing methodologies (i.e., based upon number of users, usage-based, etc.). These additional services and assets (Storage and additional MIPS) will be invoiced on a monthly basis. GSA prices will apply to all the elements needed to price the requested level of service.

Base Services – Formula

Hardware needed

Plus

Total Software needed (either One Time Charge or Monthly times the number of months needed)

Plus

Services needed

Plus

Total hardware and software maintenance needed

Total Price for Base System (at GSA prices)

Total Price for Base System/Number of Months Required* = Monthly Base Services Price

Additional Terabytes of Storage – Formula

Hardware needed to increase Base System

Plus

Total Software needed to increase Base System (either One Time Charge or Monthly times the number of months needed)

Plus

Services needed to increase Base System

Plus

Total hardware and software maintenance delta to increase Base System

Total Price to increase Base System (at GSA prices)

Total Price to increase Base System/Number of Terabytes increased/Number of Months* = Price Per Terabyte Per Month

Additional MIPS – Formula

Hardware needed to increase Base System

Plus

Total Software needed to increase Base System (either One Time Charge or Monthly times the number of months needed).

Plus

Services needed to increase Base System

Plus

Total hardware and software maintenance delta to increase Base System

Total Price to increase Base System (at GSA prices)

Total Price to increase Base System/Number of MIPS increased/Number of Months* = Price Per MIP Per Month.

Note that this methodology will accommodate leveling the monthly price of these services (Base Services, Additional Storage, and Additional MIPS) over the customers defined period of performance and level of service.

Start-up, Installation, Test and Training – Formula (Customer requested services beyond the support normally included in IBM's standard offerings).

Start up Services needed

Plus

Installation Services needed

Plus

Testing Services needed

Plus

Training Services needed

Total One Time Charge for Start-up, Installation, Test and Training

*Maximum Base number of months not to exceed 84.

Software can only be ordered with hardware.

Terms and Conditions

Based on the requirements of the Government activity, this offering may include, in addition to Hardware, under Special Item Number (SIN 132-8), the following components from other SINs within the Schedule: IBM maintenance (SIN 132-12), IBM software (SIN 132-33), installation and de-installation of the hardware (SIN 132-51), and training (SIN 132-50). The standard offering terms and conditions of each applicable SIN will apply.

Each order must contain a Statement of Work outlining the customer's requirements, which must be mutually agreed to, by the Government and IBM prior to acceptance.

1. Ownership

- IBM retains all rights, title, and ownership to the products.
- The Government retains all rights to data stored on the system.
- The Government performs all day-to-day business operations and user requirements.
- The Government retains responsibility for loading software applications and data, for data integrity and for data administration tasks related to databases, file systems, and applications.

2. Termination

- The Government will be responsible for termination charges if partial or total cancellation of this service occurs prior to the end of the initially defined full contract term. Such charges will relate to the level of initial capital investment required to support the Government's defined level of requirements.
- The Government must provide a 3-month written notice prior to cancellation.
- The Government shall be responsible for the return of the equipment to IBM at the location specified by IBM

3. Performance of Services

- Processor Resource Change Requests / System Upgrades & Downgrades - IBM will respond to Government change requests, notifying the Government of an impact to the monthly rate. The Government must notify IBM prior to any additions/alterations/substitutions performed by a third party.

4. Invoicing

- This offer is billed monthly in arrears at a fixed priced amount determined by the above formula. Additional charges will apply if the configuration is changed during the term.

5. Contract Term Completion

- Upon completion of the full contract period, the Government will be responsible for the de-installation, removal and shipping of the Base System from the customer location.

