

IBM Services
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 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://fmx.cpa.texas.gov/fmx/travel/textravel/rates/current.php, in addition to hourly rates.</p>		