

---

**APPENDIX D TABLE OF CONTENTS**

---

**SERVICE OFFERINGS**

NO TABLE OF CONTENTS ENTRIES FOUND.

D.1 IBM SUPPORT SERVICES ..... 2

    D.1.1 Support Line ..... 2

D2. IBM SOFTWARE SUPPORT SERVICES - ACCOUNT ADVOCATE- SYSTEM 1/P..... 3

D3. OPERATIONAL SUPPORT SERVICES ..... 9

    D.3.1 zSeries.....9

D.4 MACHINE MOVEMENT AND MODIFICATION SERVICES -SEE APPENDIX C FOR PRICES.....11

---



---

**APPENDIX D. SERVICE OFFERINGS**

---



---

**D.I 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	\$609.93
Disk/tape	\$609.93

**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	\$1,463.27
ESS Mgmt Server	\$1,086.33
ESS Admin Server	\$309.70
ESS Data Server	\$673.00
ESS Application Server	\$309.70
Enterprise Tape	\$682.86
Mid-Range Entry Tape System	
Small	\$144.91
Medium	\$390.21
Mid-Range Disk System	\$877.96
NAS Products	\$682.86
SAN Infrastructure Products	\$303.07
Entry Level Disk System	\$682.86

Appendix D. Service Offerings

**GSA Prices for Support Line for LINUX**

Annual Price billed in monthly increments.

Per Server	GSA Price
Systems i and p	\$568.26

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 - System i/p**

**IBM Software Support Services - account advocate**

iSeries and pSeries			BASE CHARGES			
	Server	Processor Group	Base Monthly Price SxS (with IFF)	Monthly Price 24x7 Uplift	Per Server Monthly Price SxS (with IFF)	Monthly Price 24x7 Uplift
	Account Advocate pSeries	CS	355.16	20%	45.46	20%
	Account Advocate pSeries	D5	355.16	20%	45.46	20%
	Account Advocate pSeries	ES	355.16	20%	51.14	20%
	Account Advocate pSeries	FS	451.77	20%	95.66	20%
	Account Advocate pSeries	GS	451.77	20%	95.66	20%
	Account Advocate pSeries	HS	467.87	20%	190.05	20%
	Account Advocate pSeries	P0S	355.16	20%	45.46	20%
	Account Advocate pSeries	PI0	355.16	20%	45.46	20%
	Account Advocate pSeries	P20	355.16	20%	51.14	20%
	Account Advocate pSeries	P30	355.16	20%	51.14	20%
	Account Advocate pSeries	P40	451.77	20%	95.66	20%
	Account Advocate pSeries	PS	467.87	20%	196.05	20%
	Account Advocate pSeries	PS0	467.87	20%	196.05	20%
	Account Advocate pSeries	P60	467.87	20%	196.05	20%

**Appendix D. Service Offerings**

---

	Account Advocate pSeries	SM	355.16	20%	51.14	20%
	Account Advocate pSeries	MED	451.77	20%	95.66	20%
	Account Advocate pSeries	LG	467.87	20%	196.05	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

Appendix D. Service Offerings

System x Linux		Machine From	Qty To	Linux Monthly Price 8 x 5 (with IFF)	Linux Monthly Price 24 x7 Uplift
	Account Advocate System x Linux		1	331.49	20%
	Account Advocate System x Linux	2	2	338.54	20%
	Account Advocate System x Linux	3	3	347.59	20%
	Account Advocate System x Linux	4	4	355.16	20%
	Account Advocate System x Linux	5	5	367.48	20%
	Account Advocate System x Linux	6	6	378.84	20%
	Account Advocate System x Linux	7	7	391.15	20%
	Account Advocate System x Linux	8	8	402.52	20%
	Account Advocate System x Linux	9	9	410.10	20%
	Account Advocate System x Linux	10	10	449.87	20%
	Account Advocate System x Linux	11	20	489.65	20%
	Account Advocate System x Linux	21	30	537.01	20%
	Account Advocate System x Linux	31	40	591.94	20%
	Account Advocate System x Linux	41	50	646.87	20%
	Account Advocate System x Linux	51	60	702.75	20%
	Account Advocate System x Linux	61	70	773.78	20%
	Account Advocate System x Linux	71	80	856.18	20%
	Account Advocate System x Linux	81	90	963.20	20%
	Account Advocate System x Linux	91	100	1073.07	20%
	Account Advocate System x Linux	101	150	1176.30	20%
	Account Advocate System x Linux	151	200	1273.85	20%
	Account Advocate System x Linux	201	250	1428.23	20%
	Account Advocate System x Linux	251	300	1542.83	20%

**Appendix D. Service Offerings**

Account Advocate System x Linux	301	350	1673.53	20%
Account Advocate System x Linux	351	400	1815.60	20%
Account Advocate System x Linux	401	450	1972.82	20%
Account Advocate System x Linux	451	500	2147.08	20%
Account Advocate System x Linux	501	600	2486.15	20%
Account Advocate System x Linux	601	700	2817.63	20%
Account Advocate System x Linux	701	800	3196.47	20%
Account Advocate System x Linux	801	900	3630.25	20%
Account Advocate System x Linux	901	1000	4123.69	20%
Account Advocate System x Linux	1001	1250	4759.19	20%
Account Advocate System x Linux	1251	1500	5429.74	20%
Account Advocate System x Linux	1501	1750	6172.27	20%
Account Advocate System x Linux	1751	2000	7103.27	20%
Account Advocate System x Linux	2001	2500	8090.16	20%

**Appendix D. Service Offerings**

<b>System x Windows</b>		<b>Machine From</b>	<b>Qty To</b>	<b>Windows Monthly Price 8 x 5 (with IFF)</b>	<b>Windows Monthly 24 x 7 Uplift</b>
Account Advocate System x Windows				355.16	20%
Account Advocate System x Windows		2	2	362.74	20%
Account Advocate System x Windows		3	3	371.26	20%
Account Advocate System x Windows		4	4	378.84	20%
Account Advocate System x Windows		5	5	386.42	20%
Account Advocate System x Windows		6	6	402.52	20%
Account Advocate System x Windows		7	7	410.10	20%
Account Advocate System x Windows		8	8	418.62	20%
Account Advocate System x Windows		9	9	429.98	20%
Account Advocate System x Windows		10	10	473.55	20%
Account Advocate System x Windows		11	20	513.33	20%
Account Advocate System x Windows		21	30	560.69	20%
Account Advocate System x Windows		31	40	623.19	20%
Account Advocate System x Windows		41	50	670.55	20%
Account Advocate System x Windows		51	60	741.58	20%
Account Advocate System x Windows		61	70	821.14	20%
Account Advocate System x Windows		71	80	907.32	20%
Account Advocate System x Windows		81	90	1014.35	20%
Account Advocate System x Windows		91	100	1135.58	20%
Account Advocate System x Windows		101	150	1243.55	20%
Account Advocate System x Windows		151	200	1361.93	20%
Account Advocate System x Windows		201	250	1507.79	20%
Account Advocate System x Windows		251	300	1637.54	20%

**Appendix D. Service Offerings**

Account Advocate System x Windows	301	350	1764.45	20%
Account Advocate System x Windows	351	400	1914.10	20%
Account Advocate System x Windows	401	450	2083.63	20%
Account Advocate System x Windows	451	500	2265.47	20%
Account Advocate System x Windows	501	600	2624.42	20%
Account Advocate System x Windows	601	700	2979.59	20%
Account Advocate System x Windows	701	800	3369.79	20%
Account Advocate System x Windows	801	900	3828.29	20%
Account Advocate System x Windows	901	1000	4364.25	20%
Account Advocate System x Windows	1001	1250	5027.22	20%
Account Advocate System x Windows	1251	1500	5722.40	20%
Account Advocate System x Windows	1501	1750	6518.91	20%
Account Advocate System x Windows	1751	2000	7466.20	20%
Account Advocate System x Windows	2001	2500	8523.93	20%



## Appendix D. Service Offerings

### D.3 OPERATIONAL SUPPORT SERVICES

#### D.3.1 Z SERIES

Effective November 15, 2018 - z Systems Premier Software Care Offerings

#### **z Systems Premier Software Care - SOFTWAREXCEL ENTERPRISE EDITION FOR z SYSTEMS (Full Shift)**

<b>MSU</b>	<b>GSA wnFF Price</b>
000 - 0.99 MSU	\$ 992.56
001 MSU	\$ 1,095.80
002 MSU	\$ 1,331.63
003 MSU	\$ 1,567.46
004 MSU	\$ 1,924.51
005 MSU	\$ 2,165.08
006 - 008 MSU	\$ 2,577.07
009 - 015 MSU	\$ 3,109.34
016 - 021 MSU	\$ 3,727.80
022 - 028 MSU	\$ 4,138.84
029 - 037 MSU	\$ 4,468.43
038 - 078 MSU	\$ 4,714.68
079 - 099 MSU	\$ 5,536.77
100 -178 MSU	\$ 7,651.65
179 - 285 MSU	\$ 8,145.09
286 -450 MSU	\$ 9,060.94
451 - 949 MSU	\$ 9,652.88
950 - 1449 MSU	\$ 9,901.96
1450 -1949 MSU	\$ 10,157.68
1950 - 2449 MSU	\$ 10,420.03
2450 - 2949 MSU	\$ 10,689.95
2950 - 3449 MSU	\$ 10,967.46
3450 - 3949 MSU	\$ 11,249.69
3950 - 4449 MSU	\$ 11,542.35
4450 - 4949 MSU	\$ 11,842.58
4950 - 5449 MSU	\$ 12,152.28
5450 - 5949 MSU	\$ 12,470.51
5950 and up MSU	\$ 12,796.31

**Appendix D. Service Offerings**

**z Systems Premier Software Care - SOFTWAREXCEL ENTERPRISE EDITION FOR z SYSTEMS (Prime Shift)**

<b>MSU</b>	<b>GSA wnFF Price</b>
000 - 0.99 MSU	\$ 391.15
001 MSU	\$ 494.39
002 MSU	\$ 730.22
003 MSU	\$ 966.05
004 MSU	\$ 1,323.10
005 MSU	\$ 1,563.67
006 - 008 MSU	\$ 1,975.66
009 - 015 MSU	\$ 2,507.93
016 - 021 MSU	\$ 3,126.39
022 - 028 MSU	\$ 3,537.43
029 - 037 MSU	\$ 3,867.02
038 - 078 MSU	\$ 4,113.27
079 - 099 MSU	\$ 4,935.36
100 -178 MSU	\$ 7,050.24
179 - 285 MSU	\$ 7,543.68
286 -450 MSU	\$ 8,459.53
451 - 949 MSU	\$ 9,051.47
950 - 1449 MSU	\$ 9,300.55
1450 -1949 MSU	\$ 9,556.27
1950 - 2449 MSU	\$ 9,818.62
2450 - 2949 MSU	\$ 10,088.54
2950 - 3449 MSU	\$ 10,366.05
3450 - 3949 MSU	\$ 10,648.28
3950 - 4449 MSU	\$ 10,940.94
4450 - 4949 MSU	\$ 11,241.17
4950 - 5449 MSU	\$ 11,550.87
5450 - 5949 MSU	\$ 11,869.10
5950 and up MSU	\$ 12,194.90

**z Systems Premier Software Care - ALERT AND RESOLVE FOR z SYSTEMS**

**Monthly Rate: \$543.64**

**D.4 MACHINE MOVEMENT AND MODIFICATION SERVICES- SEE APPENDIX C FOR PRICES.**