



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	2
D.3 OPERATIONAL SUPPORT SERVICES	4
<i>D.3.1 z Series</i>	4
<i>D.3.2 pSeries</i>	5
<i>D.3.3 iSeries</i>	5
D.4 MACHINE MOVEMENT SERVICES	6
D.5 ON DEMAND SERVICES	7



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

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

	Platform	Base Price
	Enterprise Disk	\$1,511.00
	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

Notes:

- Standard Coverage is Prime Shift (9 x 5)



- Full Shift Coverage (24 x 7) carries a 35% price uplift

D.2 IBM SOFTWARE SUPPORT SERVICES - ACCOUNT ADVOCATE

iSeries and pSeries	Server	Processor Group	BASE CHARGES		Per Server	
			Base Monthly		Monthly	Monthly
			Price 8x5 (with IFF)	Monthly Price 24x7 Uplift	Price 8x5 (with IFF)	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 iSeries	P05	378	20%	43	20%
	Account Advocate iSeries	P10	378	20%	43	20%
	Account Advocate iSeries	P20	378	20%	49	20%
	Account Advocate iSeries	P30	378	20%	49	20%
	Account Advocate iSeries	P40	411	20%	80	20%
	Account Advocate iSeries	P5	411	20%	145	20%
	Account Advocate iSeries	P50	411	20%	145	20%
	Account Advocate iSeries	P60	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	Quantity 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
			Monthly Price 8 x 5 (with IFF)	Linux 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 and up MSU	\$11,020	\$1,102	\$2,021	\$4,891

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

PM iSeries

Report Frequency Option	Electronic	Hard Copy
Monthly	\$84	\$200
Quarterly	N/A	\$367

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.

