



APPENDIX D TABLE OF CONTENTS

SERVICE OFFERINGS

D.1 IBM SUPPORT SERVICES.....	2
D.1.1 Support Line.....	2
D.2. IBM SOFTWARE SUPPORT SERVICES – ACCOUNT ADVOCATE- SYSTEM I/P.....	3
D3. OPERATIONAL SUPPORT SERVICES.....	7
D.3.1 zSeries.....	8
D.3.2 pSeries.....	9
D.3.3 iSeries.....	9
D.4 MACHINE MOVEMENT AND MODIFICATION SERVICES – SEE APPENDIX C FOR PRICES.....	9
D.5 ON DEMAND SERVICES.....	9-12



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	\$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
Power System Blade Center	\$568.26



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 8x5 (with IFF)	Monthly Price 24x7 Uplift	Per Server Monthly Price 8x5 (with IFF)	Monthly Price 24x7 Uplift
	Account Advocate pSeries	C5	355.16	20%	45.46	20%
	Account Advocate pSeries	D5	355.16	20%	45.46	20%
	Account Advocate pSeries	E5	355.16	20%	51.14	20%
	Account Advocate pSeries	F5	451.77	20%	95.66	20%
	Account Advocate pSeries	G5	451.77	20%	95.66	20%
	Account Advocate pSeries	H5	467.87	20%	190.05	20%
	Account Advocate pSeries	P05	355.16	20%	45.46	20%
	Account Advocate pSeries	P10	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	P5	467.87	20%	196.05	20%
	Account Advocate pSeries	P50	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



System x Linux		Machine From	Qty To	Linux Monthly Price 8 x 5 (with IFF)	Linux Monthly Price 24 x 7 Uplift
	Account Advocate System x Linux	1	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

System x Windows		Machine From	Qty To	Windows Monthly Price 8 x 5 (with IFF)	Windows Monthly 24 x 7 Uplift
	Account Advocate System x Windows	1	1	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%



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)

	MSU	GSA w/IFF Price
SOFTWAREXCEL ENTERPRISE EDITION FOR z SYSTEMS (FS)	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	



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

SOFTWAREXCEL ENTERPRISE EDITION PRIME SHIFT FOR z SYSTEMS	MSU	GSA w/IFF Price	
	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.3.2 pSERIES

Alert for pSeries

Monthly Rate: \$47.36 per report destination

D.3.3 iSERIES

Alert for iSeries

Monthly Rate: \$47.36 per report destination

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

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. Startup 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



Appendix D. Service Offerings

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).

Appendix D. Service Offerings

Startup 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.



Appendix D. Service Offerings

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.