

# IBM Schedule for ServiceElite

This Schedule contains a listing of the Eligible Machines at the Specified Locations identified below for which IBM will provide the identified Services as described in the referenced Master Services Attachment and any referenced Statements of Work and Change Authorizations. The complete agreement between us about these Services consists of 1) this Schedule 2) the referenced Master Services Attachment and any referenced Statements of Work and Change Authorizations, and 3) the IBM Customer Agreement (or any equivalent agreement in effect between us).

**Name and Address of Customer:**

HIDALGO COUNTY  
100 N CLOSNER  
EDINBURG TX 78539-3523

**Customer Billing Address:**

HIDALGO COUNTY  
INFORMATIONS TECHNOLOGY  
100 N CLOSNER 1ST FLR  
EDINBURG TX 78539-3523

**Master Services Attachment Number:** MAF3HBH

**Statement of Work Number:** A88D05

**Change Authorization Number:**

**Customer Number:** 04261394

**Schedule Number:** A88D05  
**Revised Schedule:** No  
**Schedule Effective Date:** 10/15/2008  
**Proposal Reference Date:**

**Transaction Contract Period:**  
**Start Date:** 10/01/2008  
**End Date:** 09/30/2013  
**Renewal Contract Period:** 5 Year(s)

**Charge Period Charges / Payment Plan (Inclusive of MES):**

WSU One Time Charges: 0.00  
SWMA ALF One Time Charges: 0.00  
MMS for CISCO HW One Time Charges: 0.00  
MMS for CISCO SW One Time Charges: 0.00  
MMS for Nortel One Time Charges: 0.00  
One Time Charges: 0.00

**Maintenance Charges:**  
**Service Charges:**

6,988.32  
2,805.21

**Charge Period:**  
**Start Date:** 01/01/2012  
**End Date:** 12/31/2012

**TOTAL CHARGE PERIOD CHARGES:**  
Annually

9,793.53

<sup>1</sup> Accumulated Adjustment Invoicing option: N

**Automatic Inventory Increase Option Applies:**

**Machine Maintenance Services Option #1:** N  
**Software Services Option #2:** N

**Price Protection Option:** Opt#2 Full Price Protection  
**Pricing Method:** Line Item

**Type of Discount(s) Applied:** Term Incentive

\*Charges are based on the current inventory and services identified in this Schedule. Actual charges may vary with any additions, deletions, or changes to the inventory or services. Any applicable taxes are not included in the charge amounts herein but will be added to your invoice.  
For a Machine subject to usage charges, in addition to the Service charge identified herein, you will be separately billed for usage in accordance with applicable usage rates and billing cycles.

**The Parties need not to sign this Schedule, unless either of us requests it.**

Agreed to:

HIDALGO COUNTY

By:

Name (type or print): Hon. Yvonne Garcia Authorized signature  
Date: 11/29/11  
Edin County Judge

Agreed to:

International Business Machines Corporation

By:

Name (type or print): \_\_\_\_\_ Authorized signature  
Date: \_\_\_\_\_

# Schedule for ServiceElite

## Enterprise Total for Charge Period by Customer Number Inclusive of MES:

Customer No.	Customer Name	Customer Location	Charges <sup>4</sup>
04261394	HIDALGO COUNTY	100 N CLOSNER, EDINBURG TX 78539-3523	9,793.53
<b>Total</b>			<b>9,793.53</b>

Note: One Time Charges are not included in the Total



# Schedule for ServiceElite

## Maintenance Machine List

--Eligible Machine Description-- A Machine is only considered "Eligible" if it is operational and in conformance with its official published specifications on the contract start date.

Mfg	Type	Mod/ Feat	Add/ Rem	Order/ Serial Number	Related Order/ Serial Number	Product Description	Qty.	Type of Svc <sup>2</sup>	Maint Svc	Charges <sup>1</sup>	Charges <sup>3</sup> Start	Charges <sup>3</sup> Stop
IBM	3581	L28		Specified Location: 04261394								
				0078B2895		ULTRIUM TAPE 2U AUTOLOADER	1	B	1	2,080.80		
IBM	9113	550		00005BE8A		IBM ESERVER P5 550	1	B	1	4,907.52		
Subtotal Without MES										6,988.32		
Subtotal With MES										6,988.32		

Total Charge Period Charges for Maintenance Machine List Without MES

\$6,988.32

Total Charge Period Charges for Maintenance Machine List With MES

\$6,988.32

See Legend for Details

# IBM Schedule for ServiceElite

## Services List

Customer Technical Contact Name (if applicable):  
 Customer Primary Technical Contact name :  
 Customer Primary Technical Contact phone number :

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group / Service Option	Qty.	Charges <sup>4</sup>	Services Start	Charges Start <sup>5</sup>	Charges Stop <sup>5</sup>
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Specified Location: 04261394 City, State: EDINBURG TX 78539-3523

SL MIDRANGE/ENTRY TAPE SYSTEMS

FULL SHIFT

511.21

3581 L28 0078B2895 SWMA FOR AIX

FULL SHIFT

1

2,294.00

SUPPORT  
 SUBSCRIPTION  
 E5  
 CHARGEABLE PROCESSORS  
 FULL SHIFT

4

1

9113 550 00005BEE8A

Subtotal

Total Charge Period Charges for Services List

2,805.21  
 \$ 2,805.21

Note: One Time Charges are not included in these totals.  
 See Legend for Details



## Schedule for ServiceElite

### Legends:

<sup>1</sup> Charge adjustments related to inventory and service changes will be accumulated and invoiced with your next standard invoicing cycle (may be sooner for annual or semiannual payment plans)

### <sup>2</sup> TYPE OF SERVICE

- A) On-Site Repair/Exchange Services, Monday through Friday (excluding holidays), 8am to 5pm, next business day
- B) On-Site Repair/Exchange Services, 7 days a week, 24hrs/day.
- C) On-Site Repair/Exchange Services, Monday through Friday (excluding holidays), 8am to 5pm, 4 hour response objective  
This type of repair service includes a response objective and is not a guarantee.
- D) On-Site Repair/Exchange Services, 7 days a week, 24hrs/day, 2 hour response objective.  
This type of repair service includes a response objective and is not a guarantee.
- X) EasyServe (remotely delivered services)

### <sup>3</sup> MAINTENANCE SERVICES

- 1) Maintenance of IBM Machines
- 2) Maintenance of non-IBM Machines
- 3) Warranty Service Upgrade
- 4) Maintenance of Cisco Products
- 5) Maintenance of IBM Machines - Enhanced Service Response
- 6) Service for Machines Withdrawn from IBM Maintenance
- 7) Non-IBM Service for Machines Withdrawn from IBM Maintenance
- 8) Maintenance of IBM Machines (Labor Only)
- 9) Non-IBM Memory Exchange
- 10) Enhanced Parts Inventory
- 1-1) Spare Machine
- 1-2) Key Operator Support
- 1-3) Maintenance of non-IBM Machines during the Manufacturer's Warranty Period
- 1-6) IBM Maintenance Services - First Line Maintenance for WinCor Nixdorf ATMs
- 1-7) IBM Maintenance Services - Applications Maintenance Services for WinCor Nixdorf ATMs
- 1-8) Post Installation Coverage (PLIC) Service Upgrade, for selected Non-IBM Machines

### <sup>4</sup> Charges shown are for the Charge Period

- A (C) indicates a Machine that will have Usage Charges billed separately
- An (E) indicates a Machine that has been announced as withdrawn from generally available Maintenance Service
- An (F) indicates an Assumptive Product included in the total Charge Period Price that has a manually inserted serial number and configuration provided by the customer
- An (H) identifies a Machine on an existing ServiceElite/ServiceSuite/ ServiceElect CHS contract with duplicate Maintenance Services Coverage
- A (K) indicates Assumptive Products included in the total Charge Period Price that are based on the customer provided configuration
- An (M) indicates an MES on order is not shown and applicable pricing not included
- An (N) indicates that the product is a non-GSA Schedule item
- An (O) indicates a One Time Charge
- A (P) indicates averaged billing or annual prepayment
- An (R) indicates the usage charge rate (Feet, Hours, or Impressions) for a machine under a usage plan
- An (S) indicates a manual order installation date change
- A (U) indicates Usage Charges which are measured in either Feet, Hours, or Impressions
- A (W) indicates a Machine under Warranty
- An (X) indicates On-order Products which are shown for planning purposes only
- A (Y) indicates On-order MES products which are shown for planning purposes only.

<sup>5</sup> Charges Start/Stop dates shown are those that differ from the Contract Period Start/End Dates