

IBM Schedule for ServiceElite

Req. 240926

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

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: A404JC
 Change Authorization Number:
 Customer Number: 04261394

Schedule Number: A404JC
 Revised Schedule: No
 Schedule Effective Date: 10/04/2012
 Proposal Reference Date: 10/01/2013

Transaction Contract Period:
 Start Date: 10/01/2013
 End Date: 09/30/2018
 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: 1,920.69
 Service Charges: 700.14
TOTAL CHARGE PERIOD CHARGES: 2,620.83
 Quarterly

Charge Period:
 Start Date: 10/01/2013
 End Date: 12/31/2013

¹Accumulated Adjustment Invoicing option: N

Automatic Inventory Increase Option Applies:
 Machine Maintenance Services Option #1: N
 Software Services Option #2: N

Price Protection Option: Opt#1 Annual 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.

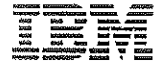
The Parties need not sign this Schedule, unless either of us requests it.

Agreed to:

By: Ramon Garcia
Authorized signature
 Name (type or print): Hon. Ramon Garcia County Judge
 Date: 9/1/13

Agreed to:

International Business Machines Corporation
 By: _____
Authorized signature
 Name (type or print): _____
 Date: _____



Schedule for ServiceElite

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

Customer No.	Customer Name	Customer Location	Charges ⁴
04261394	HIDALGO COUNTY	100 N CLOSNER, EDINBURG TX 78539-3523	2,620.83
Total			2,620.83

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 ²	Maint. Svc ³	Charges ⁴	Charges Start ⁷	Charges Stop ⁵
				Specified Location: 04261394		City, State: EDINBURG TX 78539-3523						
IBM	3581	L28		0078B2895		ULTRIUM TAPE 2U AUTOLOADER	1	B	1	558.63 H		
IBM	9113	550		00005BE8A		IBM ESERVER P5 550	1	B	1	1,362.06 H		
Subtotal Without MES										1,920.69		
Subtotal With MES										1,920.69		
Total Charge Period Charges for Maintenance Machine List Without MES										\$1,920.69		
Total Charge Period Charges for Maintenance Machine List With MES										\$1,920.69		

See Legend for Details



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 ⁴	Services Start	Charges Start ⁵	Charges Stop ⁵
			Specified Location: 04261394	City, State: EDINBURG TX 78539-3523					
			SL MIDRANGE/ENTRY TAPE SYSTEMS	FULL SHIFT		130.71			
3581	L28	0078B2895	SWMA FOR AIX		1	569.43			
				SUPPORT SUBSCRIPTION E5 CHARGEABLE PROCESSORS FULL SHIFT	4				
9113	550	00005BE8A			1				
Subtotal						700.14			
Total Charge Period Charges for Services List						\$ 700.14			

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

IBM Schedule for ServiceElite

Legends:

¹ 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)

²TYPE 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)

³MAINTENANCE SERVICES

- 1) Maintenance of IBM Machines
- 2) Maintenance of Non-IBM Machines
- 3) Warranty Service Upgrade
- 4) Maintenance of Non-IBM Machines - 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
- 11) Spare Machine
- 12) Key Operator Support
- 13) Maintenance of non-IBM Machines during the Manufacturer's Warranty Period
- 16) IBM Maintenance Services - First Line Maintenance for Wincor Nixdorf ATMs
- 17) IBM Maintenance Services - Applications Maintenance Services for Wincor Nixdorf ATMs
- 18) Post Installation Coverage (PIC) Service Upgrade, for selected Non-IBM Machines

⁴Charges 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 CHIS 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 a Miscellaneous Equipment Specification (MES) on order is not installed 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 a Machine or Service with coverage on a non-CHIS contract.
- 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. These charges are included in the related Machine.

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