

May 22, 2017

SEALED BID:AN5P9Y

BUYER: State of West Virginia

SOLICITATION NO.:0210-ISC1700000021

BID OPENING DATE: 05/15/2017

BID OPENING TIME:05/23/2017

FAX NUMBER: 972-906-3252

IBM REP: Angela Carmouche  
[carmouch@us.ibm.com](mailto:carmouch@us.ibm.com)  
972-906-3150

05/22/17 16:49:55  
WV Purchasing Division

May 22 2017 04:36pm  
No. 0170 P. 1  
P001

Received:9729063252

May. 22. 2017 3:38PM

# 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:**

STATE OF WEST VIRGINIA  
 WVDHSEM ADMIN  
 1900 KANAWHA BLVD EAST  
 BLDG 1 RM EB-80 1900  
 CHARLESTON WV 25305-0009

**Customer Billing Address:**

**Master Services Attachment Number:** MAX9DDP  
**Statement of Work Number:** AN5P9Y  
**Change Authorization Number:**  
**Customer Number:** 07913993

**Schedule Number:** AN5P9Y  
**Revised Schedule:** No  
**Schedule Effective Date:** 05/22/2017  
**Proposal Reference Date:** 07/01/2017

**Transaction Contract Period:**  
**Start Date:** 07/01/2017  
**End Date:** 06/30/2021  
**Renewal Contract Period:** 4 Year(s)

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

WSU One Time Charges: 0.00  
 HWMA Re-estab One Time Charges: 97,836.00  
 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  
 One Time Charges: 0.00

**Maintenance Charges:** 104,699.07  
**Service Charges:** 0.00  
**TOTAL CHARGE PERIOD CHARGES:** 202,535.07  
**Monthly Billing Frequency:** Calendar Year Alignment

**Charge Period:**  
**Start Date:** 07/01/2017  
**End Date:** 06/30/2018

**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 Special Bid

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:

STATE OF WEST VIRGINIA

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

Agreed to:

International Business Machines Corporation

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

May 22, 2017 3:38 PM

Received: 9/29/06392

May 22 2017 04:36pm  
No. 0170 P. 2

P002

# IBM Schedule for ServiceElite

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

Customer No.	Customer Name	Customer Location	Charges
07913993	STATE OF WEST VIRGINIA	1900 KANAWHA BLVD EAST, BLDG 1 RM EB-90 1900, CHARLESTON WV 25305-0009	104,699.07
<b>Total</b>			<b>104,699.07</b>

Note: One Time Charges are not included in the Total

May 22, 2017 3:38PM

Received: 9729063252

May 22, 2017 04:35pm  
No. 0170 P. 3

P003



# 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. Reinstating Maintenance Services after a lapse in Services may require payment of additional charges.

Mfg	Type	Mod/Feat	Add/Rem	Order/Serial Number	Related Order/Serial Number	Product Description	Qty	Type of Svc	Maint Svc	Charges	Charges Start	Charges Stop
				<b>Specified Location: 07913993</b>		<b>City, State: CHARLESTON WV 25305-0009</b>						
IBM	3584	L23 1643 1644		0000A4125		TS3500 TAPE LIBRARY INTERMED. CAP. ON DEMAND BASE CAPACITY ON DEMAND	1 1 1	B	1	3,790.44		
IBM	3957	V06 3442 4015 5240		0000H4070		VIRTUALIZATION ENGINE TS7740 FICON LONG WAVELENGTH ATTACH GRID ENABLEMENT ATTACH 3592 TAPE DRIVES	1 2 1 1	B	1	3,096.25 E		07/31/2017 07/31/2017 07/31/2017
IBM	3957	VEA 3442 4015		0000H4077		TS7720 VIRTUAL ENGINE SERVER FICON LONG WAVELENGTH ATTACH GRID ENABLEMENT	1 2 1	B	1	2,994.72 E		07/31/2017 07/31/2017 07/31/2017
IBM	2828	H06 5794 5796 5951		000068D77		ZENTERPRISE BC12 IFL ZHP 2-WAY PROCESSOR S02	1 2 1 1	B	1	94,817.66		07/31/2017
<b>Subtotal Without MES</b>										<b>104,699.07</b>		
<b>Subtotal With MES</b>										<b>104,699.07</b>		
<b>Total Charge Period Charges for Maintenance Machine List Without MES</b>										<b>\$104,699.07</b>		
<b>Total Charge Period Charges for Maintenance Machine List With MES</b>										<b>\$104,699.07</b>		

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	Services Start	Charges Start	Charges Stop
			<b>Specified Location: 07913993</b>	<b>City, State: CHARLESTON WV 25305-0009</b>					
			HWMA REESTABLISHMENT FEE	LAPSED MONTHS OF HWMA COVERAGE	16				
3957	VEA	000CH4077			1	46,355.00 O			07/31/2017
			HWMA REESTABLISHMENT FEE	LAPSED MONTHS OF HWMA COVERAGE	17				
3957	V06	000GH4070			1	47,940.00 C			07/31/2017
			HWMA REESTABLISHMENT FEE	LAPSED MONTHS OF HWMA COVERAGE	17				
3584	L23	000GA4123			1	3,528.00 O			
<b>Subtotal</b>						<b>0.00</b>			
<b>Total Charge Period Charges for Services List</b>						<b>\$ 0.00</b>			

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

May 22, 2017 3:38 PM

Received: 979063252

May 22 2017 04:36pm  
 No. 0170 P. 5

P005

# IBM Schedule for ServiceElite

May 22, 2017 3:38 PM

Received: 9729063252

May 22, 2017 04:36 PM  
No. 0170 P. 6

## 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 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

### <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 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.

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