



# 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:**

CONTRA COSTA COUNTY  
DEPT OF INFO TECHNOLOGY  
DATA CENTER  
30 DOUGLAS DR  
MARTINEZ CA 94553-4053

**Customer Billing Address:**

CONTRA COSTA COUNTY  
NIMI PATEL  
625 COURT ST  
FINANCE BLDG  
MARTINEZ CA 94553-1274

**Master Services Attachment Number:** MAN3PF6

**Statement of Work Number:** AWCQ8C

**Change Authorization Number:**

**Customer Number:** 02159000

**Schedule Number:** AWCQ8C

**Revised Schedule:** No

**Schedule Effective Date:** 12/23/2015

**Proposal Reference Date:** 04/01/2016

**Transaction Contract Period:**

**Start Date:** 04/01/2016

**End Date:** 03/31/2019

**Renewal Contract Period:** 3 Year(s)

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

- WSU One Time Charges: 0.00
- HWMA Re-estab 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

**Charge Period:**

- Start Date:** 130,124.47
- End Date:** 16,519.34
- Calendar Year:** 146,643.81
- Alignment:** 1

**Accumulated Adjustment Invoicing option:** N

**Automatic Inventory Increase Option Applies:** N **Price Protection Option:** Opt#2 Full Price Protection  
**Machine Maintenance Services Option #1:** N **Pricing Method:** Line Item  
**Software Services Option #2:** N

**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:

Agreed to:

**CONTRA COSTA COUNTY**

**International Business Machines Corporation**

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

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



# Schedule for ServiceElite

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

Customer No.	Customer Name	Customer Location	Charges <sup>4</sup>
02093876	CONTRA COSTA COUNTY	30 DOUGLAS DR; DEPT OF INFO TECHNOLOGY, MARTINEZ CA 94553-4053	2,055.61
02122422	CONTRA COSTA COUNTY	30 DOUGLAS DR; DATA PROCESSING, MARTINEZ CA 94553-4053	111,855.58
02134570	CONTRA COSTA COUNTY	30 DOUGLAS DR; DATA PROCESSING, MARTINEZ CA 94553-4053	5,626.08
02159000	CONTRA COSTA COUNTY	30 DOUGLAS DR; DATA CENTER, MARTINEZ CA 94553-4053	27,106.54
<b>Total</b>			<b>146,643.81</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. Reinstating Maintenance Services after a lapse in Services may require payment of additional charges.

Mfg	Type	Mod/ Feat	Add/ Reim	Order/ Serial Number	Related Order/ Serial Number	Product Description	Qty.	Type of Svc <sup>2</sup>	Maint. Svc	Charges Start <sup>3</sup>	Charges Stop <sup>3</sup>
				Specified Location: 02122422		City, State: MARTINEZ CA 94553-4053					
IBM	1726	HC4		0013KOM33		SYSTEM STORAGE DS3400	1	A	1	1,438.15	H
<b>Subtotal</b>	<b>Without</b>									<b>1,438.15</b>	
<b>MES</b>											
<b>Subtotal</b>	<b>With</b>									<b>1,438.15</b>	
<b>MES</b>											

Mfg	Type	Mod/ Feat	Add/ Reim	Order/ Serial Number	Related Order/ Serial Number	Product Description	Qty.	Type of Svc <sup>2</sup>	Maint. Svc	Charges Start <sup>3</sup>	Charges Stop <sup>3</sup>
				Specified Location: 02093876		City, State: MARTINEZ CA 94553-4053					
IBM	1746	C4A		0013D01FB		SYSTEM STORAGE DS3524	1	B	1	1,122.79	H
<b>Subtotal</b>	<b>Without</b>									<b>1,122.79</b>	
<b>MES</b>											
<b>Subtotal</b>	<b>With</b>									<b>1,122.79</b>	
<b>MES</b>											

Mfg	Type	Mod/ Feat	Add/ Reim	Order/ Serial Number	Related Order/ Serial Number	Product Description	Qty.	Type of Svc <sup>2</sup>	Maint. Svc	Charges Start <sup>3</sup>	Charges Stop <sup>3</sup>
				Specified Location: 02122422		City, State: MARTINEZ CA 94553-4053					
IBM	3581	L38		0078B7057		LVD TAPE AUTOLOADER	1	A	1	2,144.71	H
IBM	7017	S85		0000D5AA		P SERIES 680	1	B	1	59,571.60	H
IBM	7133	D40		0000KF765		SERIAL DISK SYSTEM	1	B	1	3,183.72	H
IBM	7310	CR3		0000C329A		RACK-MOUNTED HMC	1	B	1	871.56	H
IBM	9111	520		0000FFA5D		ESERVER P5 520	1	B	1	3,577.20	H
IBM	9117	570		0000FD7B		ESERVER	1	B	1	17,177.88	H
<b>Subtotal</b>	<b>Without</b>									<b>86,526.67</b>	
<b>MES</b>											
<b>Subtotal</b>	<b>With</b>									<b>86,526.67</b>	
<b>MES</b>											

Mfg	Type	Mod/ Feat	Add/ Reim	Order/ Serial Number	Related Order/ Serial Number	Product Description	Qty.	Type of Svc <sup>2</sup>	Maint. Svc	Charges Start <sup>3</sup>	Charges Stop <sup>3</sup>
				Specified Location: 02134570		City, State: MARTINEZ CA 94553-4053					
IBM	1814	20A		0078KONX8		DS5020 MIDRANGE DISK	1	B	1	5,626.08	H

See Legend for Details



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## Maintenance Machine List

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Mfg	Type	Mod/Feat	Add/Reim	Order/Serial Number	Related Order/Serial Number	Product Description	Qty.	Type of Svc <sup>2</sup>	Maint. Svc	Charges <sup>4</sup>	Charges Start <sup>5</sup>	Charges Stop <sup>6</sup>	
<b>Specified Location: 02159000 City, State: MARTINEZ CA 94553-4053</b>													
IBM	3494	L10		000010385		TAPE LIBRARY DATASERVER	1	B	1	16,453.50	EH	01/31/2017	
IBM	3494	D14		000026271		DRIVE UNIT FOR 3590-B1A+A00	1	B	1	847.40	EH	01/31/2017	
IBM	3494	D14		000029812		DRIVE UNIT FOR 3590-B1A+A00	1	B	1	847.40	EH	01/31/2017	
IBM	7133	D40		000034289		SERIAL DISK SYSTEM	1	B	1	3,183.72	H		
IBM	7133	D40		000039782		SERIAL DISK SYSTEM	1	B	1	3,183.72	H		
IBM	8203	E4A		0000385E4		POWER SYSTEM 520	1	B	1	1,706.88	H		
<b>Subtotal Without MES</b>											<b>5,626.08</b>		
<b>Subtotal With MES</b>											<b>5,626.08</b>		

Mfg	Type	Mod/Feat	Add/Reim	Order/Serial Number	Related Order/Serial Number	Product Description	Qty.	Type of Svc <sup>2</sup>	Maint. Svc	Charges <sup>4</sup>	Charges Start <sup>5</sup>	Charges Stop <sup>6</sup>	
<b>Specified Location: 02122422 City, State: MARTINEZ CA 94553-4053</b>													
IBM	7042	CR5		0000F156B		IBM 7042 CR5	1	B	1	798.96	H		
IBM	7042	CR5		0000F157B		IBM 7042 CR5	1	B	1	798.96	H		
IBM	8203	E4A		0000AEEB5		POWER SYSTEM 520	1	B	1	2,384.76	H		
IBM	8204	E8A		0000AEEC5		POWER SYSTEM 550	1	B	1	5,205.48	H		
<b>Subtotal Without MES</b>											<b>9,188.16</b>		
<b>Subtotal With MES</b>											<b>9,188.16</b>		

**Total Charge Period Charges for Maintenance Machine List Without MES \$130,124.47**

See Legend for Details



# 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/ Reim	Order/ Serial Number	Related Order/ Serial Number	Product Description	Qty.	Type of Svc <sup>2</sup>	Maint. Svc <sup>3</sup>	Charges <sup>4</sup>	Charges Start <sup>5</sup>	Charges Stop <sup>6</sup>
Total Charge Period Charges for Maintenance Machine List With MES												
											\$130,124.47	

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 <sup>4</sup>	Services Start	Charges Start <sup>5</sup>	Charges Stop <sup>5</sup>
		<b>Specified Location: 02093876</b>		<b>City, State: MARTINEZ CA 94553-4053</b>					
			SL STOR ENTRY LEVEL DISK SYS	FULL SHIFT	1	932.82			
1746	C4A	0013D01FB							
		<b>Subtotal</b>		<b>City, State: MARTINEZ CA 94553-4053</b>		<b>932.82</b>			
		<b>Specified Location: 02122422</b>		<b>City, State: MARTINEZ CA 94553-4053</b>					
		SWMA FOR AIX STD EDITION		SOFTWARE MAINTENANCE H5	6	7,607.46			
7017	S85	00000D5AA		CHARGEABLE PROCESSORS FULL SHIFT	1				
		SWMA FOR AIX STD EDITION		SOFTWARE MAINTENANCE D5	2	883.92			
9111	520	0000FFA5D		CHARGEABLE PROCESSORS FULL SHIFT	1				
		SWMA FOR AIX STD EDITION		SOFTWARE MAINTENANCE F5	4	3,796.49			
9117	570	0000FDF7B		CHARGEABLE PROCESSORS FULL SHIFT	1				
		MCP REMOTE SUPPORT		CHARGEABLE SYSTEM FULL SHIFT		323.45			

**See Legend for Details**



# Schedule for ServiceElite

## Services List

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

Type	Model	Serial/ Order Number	Support Service	Product Group / Service Option	Qty.	Charges <sup>4</sup>	Services Start	Charges Start	Charges Stop
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7310	CR3	0000C329A			1				
<b>Subtotal</b>						<b>12,611.32</b>			

**Specified Location: 02159000 City, State: MARTINEZ CA 94553-4053**

SWMA FOR AIX STD EDITION

SOFTWARE MAINTENANCE									
D5									
			CHARGEABLE PROCESSORS		2				
			FULL SHIFT						
8203	E4A	0000385E4			1				
<b>Subtotal</b>						<b>883.92</b>			

**Specified Location: 02122422 City, State: MARTINEZ CA 94553-4053**

SWMA FOR AIX STD EDITION

SOFTWARE MAINTENANCE									
E5									
			CHARGEABLE PROCESSORS		4				
			FULL SHIFT						
8204	E8A	0000AEEC5	MCP REMOTE SUPPORT		1				
						323.45			
7042	CR5	0000F156B			1				
<b>Subtotal</b>						<b>2,091.28</b>			
<b>Total Charge Period Charges for Services List</b>						<b>\$ 16,519.34</b>			

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)

**2. 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)

**3. 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

**4. 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