

IBM Global Services Labor Based Services

As of June 17, 2003

Multi-Platform Labor Based Services

(These services may be used on most IBM platforms, and some non-IBM platforms as well).

Offering ID: 6950-60C Business Partner Custom Contracts

6942-70C Custom Contracts
Feature Code 4215: Under 500 hours
Feature Code 4214: 500+ Hours
9251-X02 Fixed Price

Offering ID: 6950-12A Planning Services for ...

6942-56B MQSeries Solutions

Offering ID: 6940- 15A Design Services for ...

Offering ID: 6950-80A Implementation Services for ...

6942-16A WebSphere
6942-31B WebSphere MQ Integrator
6942-82N WebSphere Portal for Multiplatforms
6942-86A WebSphere Edge Server

Offering ID: 6950-16A Installation Services for ...

9251-M04 Hardware Installation Management
6942-86B WebSphere Application Server Advanced Edition

Offering ID: 6950-21S High Availability Services for ...

6942-31E WebSphere MQ
6942-62S Server Assessment for Small and Medium Businesses

Offering ID: 6950-24S IBM Networking Consulting Services for ...

6942-01W Product Services for IBM eNetwork Communications

Offering ID: 6950-22S IBM Performance Management, Capacity Planning and Testing Services

Offering ID: 6950-31S Asset Services

6942-15S Rollout Services

Offering ID: 6950-02X Relocation Services

6942-90B Equipment Modification
6942-90D Multi Service Contracts
6942-90C Relocation/Rearrangement Services

Offering ID: 6950-04X Connectivity Services

6942-07F Small and Medium Network Environments
9251-M03 Cabling

Offering ID: Power Protection Services

6942-05M UPS 200VA - 3kVa
6942-06M UPS 3.1 - 14.9 kVa
6942-07M UPS 15 - 1000 kVa
6942-08M UPS Post-Warranty Services
6942-09M Surge Suppressor Services
6942-10M Engine Generator Services less than 500 kW
6942-11M Engine Generator Services 500kW and larger

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Storage Labor Based Services

Offering ID: 6950-12A Planning Services for ...

6942-26B 3494 Automated Tape Library and VTS

Offering ID: 6950- 15A Design Services for ...

6942-07B 3494 Automated Tape Library and VTS

6942-31N Assessment and Consulting Services for Storage Virtualization

Offering ID: 6950-80A Implementation Services for ...

6942-09C SAN Fabric Components

6942-29K StorWatch Expert

6942-29T LTO Tape Library for machine type 3583

6942-29U LTO Tape Library for machine type 3584

6942-68H TotalStorage NAS products

6942-99M TotalStorage SAN Volume Controller

6942-99G TotalStorage FAStT copy

6942-68M Peer to Peer Remote Copy - extended distance

6942-99I Virtual Tape Server advanced policy management

6942-86J Tivoli Storage Manager

6942-86K Tivoli Storage Manager for Enterprise Edition

6942-86L Tivoli Storage Manager for Hardware

6942-86M Tivoli Storage Manager for Mail

6942-86N Tivoli Storage Manager for Databases

6942-99B IBM TotalStorage Enterprise Storage Server

6942-82M IBM TotalStorage FAStT

6942-78F Remote DB2 Installation

Offering ID: 6950-16A Installation Services

6942-24C Midrange Server Storage Area Network

6942-62B Assists in the planning and implementation of VTS Peer-to-Peer

6942-67E Installs IBM 3583 Ultrium Scalable Tape Library on Host Server or Storage Area Network

6942-87E SANergy

6942-14F DB2 replication products

Offering ID: 6950-14A Operational Support Services/Software Services for ...

6942-10H Enterprise Storage Server Copy Services

6942-11V Tivoli Storage Manager for LAN Free Backup

6942-12V Tivoli Storage Manager for SANergy Shared Disk

6942-17D 3494 Automated Tape Library with Virtual Tape Server for Import/Export

Offering ID: 6950-13A Migration Services for

6942-11G Assists with B16 to B18 data migration

6942-26E Storage Area Networks

6942-27E VTS for Static Data

6942-82D VTS for New Allocations

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iSeries and AS/400 Labor Based Services

Offering ID: 6950-12A Planning Services for ...

6942-05A Internet Connection (IC) for iSeries and AS/400

Offering ID: 6950- 15A Design Services for ...

Offering ID: 6950-11A SmoothStart Services for ...

6942-02A iSeries and AS/400 - Feature Code 1000

6942-03A iSeries and AS/400 Operating System - Year 2K

6942-20A Lotus Domino for iSeries and AS/400

6942-29A IC for iSeries and AS/400 (Secure Server)

:6942-34A IC for iSeries and AS/400 - WEB - FC 1010

6942-65A iSeries and AS/400 Integration for Windows NT

6942-66A iSeries and AS/400 CIF Hardware Feature Installation

6942-67A TCP/IP for iSeries and AS/400

6942-68A iSeries and AS/400 CSU Hardware Installation

6942-82A WebSphere Commerce Suite for OS/400

Offering ID: 6950-80A Implementation Services for ...

6942-68E iSeries Clustering and Independent Auxiliary Storage Pools

6942-68J iSeries Security

Offering ID: 6950-16A Installation Services

9257-A01 iSeries and AS/400 BRMS Installation

6942-76B Firewall for AS/400e

Offering ID: 6950-13A Migration Services for

6942-04E iSeries and AS/400 System Transition

Feature Codes 4001-4005 - Upgrade Assistant

Feature Codes 4008-4013 - Migration Services

Feature Codes 4017-4021 - Project Management

6942-09E iSeries and AS/400 -- Data Migration

6942-17E OV/400 to Lotus Notes for iSeries and AS/400

6942-18E iSeries and AS/400 Consolidation

9258-A01 iSeries and AS/400 Security Review

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pSeries and RS/6000 Labor Based Services

Offering ID: 6950-12A Planning Services for ...

6942-01B Network Station Manager Healthcheck for pSeries

Offering ID: 6950- 15A Design Services for ...

Offering ID: 6950-11A SmoothStart Services for ...

6942-10A pSeries and RS/6000 SP

6942-12A Lotus Domino for pSeries and RS/6000 (Base)

6942-12A Remote Access Feature for Lotus Domino

6942-12A Server to Server Feature for Lotus Domino

6942-12A Multiprotocol Feature for Lotus Domino

6942-17A Network Station Manager for pSeries and RS/6000

6942-21A Network Station Boot Server for pSeries and RS/6000

6942-25A Multiprotocol Switched Services Server

6942-43A WebSphere Commerce Suite for AIX

6942-57A pSeries and RS/6000 Enterprise Server

6942-58A pSeries and RS/6000 Workstation/Server

Offering ID: 6950-80A Implementation Services for ...

6942-37E IBM eServer Cluster 1600

6942-37L IBM eServer for pSeries LPAR

6942-82L WebSphere Commerce Business Ed for AIX

Offering ID: 6950-16A Installation Services

6942-04B Firewall for AIX

6942-39B WebSphere Payment Manager for AIX w/ WebSphere Commerce Suite

Offering ID: 6950-13A Migration Services for

6942-02E pSeries and RS/6000 SP

6942-03E pSeries and RS/6000 Workstation/Server & Enterprise Server

6942-27G eServer Cluster 1600

6942-34D Migration for pSeries

9253-R01 Performance Analyzer for AIX Systems

9253-R02 AIX Performance Healthcheck

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xSeries and Personal Systems Labor Based Services

Offering ID: 6950-12A Planning Services for ...

6942-08B Network Station Healthcheck for Windows NT

Offering ID: 6950-11A SmoothStart Services for ...

6942-15A PC Clustered Services

6942-36A Network Station Boot Server for Windows NT

6942-37A Network Station Manager for Windows NT

6942-41A WebSphere Commerce Suite for Windows NT

6942-46A DB2 Universal Database Enterprise Edition for Windows NT

Offering ID: 6950-80A Implementation Services for ...

6942-82K WebSphere Commerce Business Edition for Windows

Offering ID: 6950-16A Installation Services

6942-40B WebSphere Payment Manager for Windows NT with WebSphere Commerce Suite

Offering ID: 6950-13A Migration Services for

6942-01H Evaluation for Migrating to Windows 2000

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zSeries and S/390 Labor Based Services

Offering ID: 6950-12A Planning Services for ...

6942-73B CICS Web Enablement

Offering ID: 6950-11A SmoothStart Services for ...

6942-33A WebSphere Commerce Suite for OS/390

6942-44A zSeries and S/390 Open Systems Adapter 2

6942-59A OS/390 Firewall

Offering ID: 6950-14A Operational Support Services for ...

6942-07D RAMAC Virtual Array and SnapShot

Offering ID: 6950-80A Implementation Services for ...

Offering ID: 6950-16A Installation Services

Offering ID: 6950-13A Migration Services for

¹6942-01E S/390 Data

Offering ID: 6950-74A Software Services for ...

6942-65H CustomPac for z/OS and OS/390

Offering ID: 6950-50I Network Integration and Deployment Services

6942-59E zSeries Fiber Cabling

6942-73N Enterprise Fiber Cabling

¹Requests for quotes, fees, remarketer discounts, or contracts may be submitted to IBM Channel Services Marketing using the SERVOPPS application on IBMLink, e-mail to channels@us.ibm.com, or by contacting PartnerLine at 800-426-9990.

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METHODS TO SELL IBM SERVICES

IBM Systems Business Partners can resell IBM services in one of two modes, Fee or Remarketed, as defined by the Business Partner Exhibit for Services, Z125-5505, Svcs. Please refer to this Exhibit for terms and conditions. Please refer the Business Partner Operations Guide for further information on selling IBM services. The following describes the different methods and roles for both the Business Partner and IBM.

A. Fee

1. Lead/Pass Fee

Business Partner receives a fee for passing a qualified lead to IBM, if IBM closes the business within six months from the date the lead was submitted

- Contracts, sold for a Lead Pass Fee, will be signed by the end user and owned by IBM.
- IBM will work with the customer to close the deal and obtain a signed contract.
- Once the lead is qualified and passed to IBM, the Business Partner is not required to be involved in the sale
- The invoice will be billed directly to the end user and the Business Partner will be paid a fee as stipulated by the Business Partner Exhibit.
- Fees will be paid to the Business Partner within 30 days after service is completed.
- Lead/Pass Fees are capped at \$50,000 per contract.

2. Closed Contract Fee

- Business Partner works with the customer to close the sale and obtain signed contracts and PO, if applicable
- The contract is between IBM and the customer
- An invoice is generated to the customer for payment
- Fees will be paid to the Business Partner within 30 days after service is completed

B. Remarketed

1. General

- After September 1, 2001, Systems Business Partners in the US will be required to be authorized by IBM and be in good credit standing before remarketing any Integrated Technology Service, excluding ServicePacs
- End users will be required to sign IBM Statement of Work contracts. However, the service agreement is between the Business Partner and IBM
- The Business Partner will be invoiced by IBM
- The Business Partner may choose to bill the customer a different price from invoiced price

2. Discount

- Business Partner receives a discounted price on contracted services
- This sales method is available to all Tier 1 Business Partners (Distributors, Solution Providers/1s, System Integrators)
- General discount is stated in the current Business Partner Exhibit (Z125-5505 - SVC), however discounts may vary by specific offering description.
- Business Partners need to submit the Attachment to the Business Partner Agreement in order to remarket services. The Business Partner Profile must reflect the "Attachment for Project Support Services for Remarketers" (Z125-4385)
- When a Business Partner remarkets a custom services contract for a discount, IBM will bill the Business Partner for these services at the completion of the contract for a fixed price contract, or monthly if an hourly priced contract is selected. The IBM invoice will reflect the discount associated with this service.

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3. Net Price

- Net price applies to most service offerings in the Business Partner Exhibit

Net Price Services should be used for locally delivered services when there are not any pre-priced, prepackaged services solution available on the IBM Business Partner Exhibit or this Labor Based Services Offering Description Matrix, when the standard offering must be more customized to satisfy a customer requirement

- IBM provides a bottom line Net Price for the service. Our Business Partners can remarket to their end users at prices and terms that they determine. The Net Price is NOT subject to any fees or remarketing discounts.