



County of Santa Cruz 0115

INFORMATION SERVICES DEPARTMENT

701 OCEAN STREET, SUITE 530, SANTA CRUZ, CA 95060-4073

(831) 454-2030 FAX: (831) 454-2122 TDD: (831) 454-2123

KENNETH D. WEDDERBURN, DIRECTOR

December 28, 2000

Agenda: January 9, 2001

Board of Supervisors
County of Santa Cruz
701 Ocean Street
Santa Cruz, CA 95060

IBM Corporation Computer Maintenance Contract (#00532) Renewal

Dear Members of the Board:

Your board approved at the February 7, 1995 hearing, a five-year renewal of the County's agreement with IBM Corporation. This is a comprehensive hardware maintenance agreement for maintaining the main computer system, terminals, and network devices. That agreement is now up for renewal for another five-year term, effective January 1, 2001. Entering into this five-year agreement gives the County substantial maintenance discounts and important price increase caps. We have reviewed the County's maintenance service alternatives and conclude that the quality of IBM service in our area, particularly in maintaining proprietary equipment and their resources for addressing difficult problems involving operating system issues, is superior to that of other vendors, and the discounted cost offered to the County under the five-year agreement is competitive with other vendors. A copy of the agreement to be renewed and the current pricing schedule is attached as Exhibit I for your reference.

It is **RECOMMENDED** that your Board approve the attached five-year agreement with IBM Corporation for computer maintenance service and authorize the Information Services Director to sign the agreement.

Sincerely,

Kenneth D. Wedderburn
Information Services Director

RECOMMENDED:

SUSAN A. MAURIELLO
County Administrative Officer

COUNTY OF SANTA CRUZ
REQUEST FOR APPROVAL OF AGREEMENT

TO: Board of Supervisors
County Administrative Officer
County Counsel
Auditor-Controller

FROM:

01 16

Information Services (Dept.)

(Signature) 1/29/00 (Date)

The Board of Supervisors is hereby requested to approve the attached agreement and authorize the execution of the same.

1. Said agreement is between the County (Agency) Santa Cruz, Information Services Department
and, IBM Corporation (Name & Address)
2. The agreement will provide Hardware maintenance for main computer system terminals,
and network devices
3. The agreement is needed, To insure on-going operation of the County's computer network
4. Period of the agreement is from January 1, 2001 to December 31, 2000 June 30, 2001
5. Anticipated cost is \$ 135,000 mlf / year (Fixed amount; Monthly rate; Not to exceed)
6. Remarks: Price increases require prior notification
7. Appropriations are budgeted Information SVCS, Data Processing 424000 (Index#) 3360 (Subject)

NOTE: IF APPROPRIATIONS ARE INSUFFICIENT, ATTACH COMPLETED FORM AUD-74

Appropriations are available and have been encumbered. Contract No. CO-00532 Date 1/2/01
are not will be

GARY A. KNUTSON, Auditor - Controller

By Cathy Small Deputy.

Proposal reviewed and approved. It is recommended that the Board of Supervisors approve the agreement and authorize the
to execute the same on behalf of the

(Agency). County Administrative Officer

Remarks:

(Analyst) By Date

Agreement approved as to form. Date

Distribution:

Bd. of Supv. - White
Auditor-Controller - Blue
County -
Co. Admin. Officer - Canary
Auditor-Controller - Pink
Originating Dept. - Goldenrod

*To Orig. Dept. if rejected.

State of California)
County of Santa Cruz) SS

I _____ ex-officio Clerk of the Board of Supervisors of the County of Santa Cruz,
State of California, do hereby certify that the foregoing request for approval of agreement was approved by
said Board of Supervisors as recommended by the County Administrative Officer by an order duly entered
in the minutes of said Board on

County Administrative Officer

By Deputy Clerk

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ISD-SANTACRUZ-COUNTY

TEL:834542122

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IBM Change Authorization for Services

Each of us agrees to modify the referenced Statement of Work and any applicable terms as follows:

The following is added:

Special Bid Option for Machine Services

This Statement of Work replaces IBM's existing Attachment for Systems Services Availability signed March 15, 1995 in its entirety and changes the end date to December 31, 2004. This change is effective January 1, 2004.

Each of us agrees that the complete agreement between us about these Services consists of 1) this Change Authorization, 2) the referenced Statement of Work and its prior Change Authorizations which have not been replaced by this one, and 3) the referenced Agreement.

Agreed to (Customer Name):
Santa Cruz County

By _____
Authorized signature

Name (type or print):

Date:

Customer number: 10000000

Customer address:
Santa Cruz County
701 Green Street
Santa Cruz, CA 95060-4000

Customer telephone number:

Customer billing address:

Agreed to:
International Business Machines Corporation

By _____
Authorized signature

Name (type or print):

Date:

Reference Agreement number:

HQ12391

Reference Statement of Work number:

AE2370

Change Authorization number:

IBM address:
2323 N. Central Avenue
Phoenix, AZ 85012



Lisa M. Charlton
RS6K/SP Field Manager
San Francisco Bay Area
Western Region
IBM Global Services

4000 Executive Parkway
San Ramon, CA 94583

Tel 925 331 45

Fax 925 277 5001

Pager 800 410 9356

charlton@us.ibm.com

JAN -02' 01(TUE) 15:22

ISD-SANTACRUZ-COUNTY

TEL:831 4542122

P.003

0119

IBM Statement of Work for Services**ServiceElect****1. Scope of Services**

We will provide to you the Services described in this Statement of Work for the Machines we specify (called "Eligible Machines"). We will identify the Eligible Machines, the Services that apply to them, and the charges for these in a Schedule to this Statement of Work. The Schedule will also identify the Specified Locations at which the Services will be provided. A Specified Location may be your entire information processing environment, or a portion thereof, which may be resident at multiple sites or a single building.

These Services are available for Machines normally used for business, professional, or trade purposes, rather than personal, family, or household purposes.

Machine maintenance Services will include correction of data related errors only if the Machines are IBM Machines whose Specifications state that they are "Year 2000 Ready." "Year 2000 Ready" means that the IBM Machine, when used in accordance with IBM associated documentation is capable of correctly processing, providing and/or receiving date data within and between the twentieth and twenty-first centuries, provided that all products (for example, hardware, software, and firmware) used with the IBM Machine properly exchange accurate date data with it. All other included Services do not address the capability of your systems to handle date data within and between the twentieth and twenty-first centuries. You acknowledge that it is your responsibility to assess your current systems and take appropriate action to migrate to Year 2000 ready systems. Please refer to IBM Product Specifications or IBM's Internet venue at <http://www.ibm.com/year2000> to determine whether IBM Products are Year 2000 ready.

2. Contract Period

Start Date: 01/01/2001

End Date: 12/31/2005

Each of us agrees that the complete agreement between us about this transaction consists of 1) this Statement of Work and its Schedules, 2) supplemental terms referenced herein, and 3) the IBM Customer Agreement (or my equivalent agreement in effect between us) identified below.

Agreed to:
SANTA CRUZ COUNTY

Agreed to:
International Business Machines

By _____
Authorized signature

By 
Authorized signature

Name (type or print):

Name (type or print): MARK UMPHRESS

Date:

Date: 1/2/01

Customer Company address:

INF SVC DEPT RM 530
701 OCEAN ST
SANTA CRUZ, CA 95060-4003

Statement of Work number: A6297H

Agreement number: HQ12291

Customer number: 07813302

Telephone number:

IBM address:

4111 NORTHSIDE PARKWAY
ATLANTA, GA 30327-3015

Billing address:

INF SVC DEPT RM 530
701 OCEAN ST
SANTA CRUZ, CA 95060-4003

After signing, please return a copy of this Statement of Work to the "IBM address" shown above.

ServiceElect

1. Scope of Services

We will provide to you the Services described in this Statement of Work for the Machines we specify (called "Eligible Machines"). We will identify the Eligible Machines, the Services that apply to them, and the charges for these in a Schedule to this Statement of Work. The Schedule will also identify the Specified Locations at which the Services will be provided. A Specified Location may be your entire information processing environment, or a portion thereof, which may be resident at multiple sites or a single building.

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Agreed to:
SANTA CRUZ COUNTY

Agreed to:
International Business Machines

By _____
Authorized signature

By _____
Authorized signature

Name (type or print):

Name (type or print):

Date:

Date:

Customer Company address:
INF SVC DEPT RM 530
701 OCEAN ST
SANTA CRUZ, CA 95060-4003

Statement of Work number: **A8Z97H**

Agreement number: HQ12291

Customer number: 07913302

Telephone number:

Billing address:
INF SVC DEPT RM 530
701 OCEAN ST
SANTA CRUZ, CA 95060-4003

IBM address:
4111 NORTHSIDE PARKWAY
ATLANTA, GA 30327-3015

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After signing, please return a copy of this Statement of Work to the IBM address shown above

To meet your business requirements, the start date reflects the addition of an initial adjustment period of less than one year. Therefore, Contract Period yearly anniversaries will take place on January 1.

Eligible Machines, Specified Locations, or new Services, added to this Statement of Work following its Start Date will assume the remaining portion of the existing contract period.

Renewal Contract Period (years): 5

We will renew the Services that apply for each Specified Location on the Contract Period End Date for the number of years (called the "Renewal Contract Period") specified above. Thereafter, we will automatically renew for same length periods unless you notify us in advance of your desire to change the length of the renewal. Charges will be recalculated based on the length of the Renewal Contract Period and each subsequent renewal period. Either of us can select not to renew by providing written notification (at least one month prior to the end of the current contract period) to the other of their decision not to renew.

3. Your Responsibilities

You agree:

1. to provide us with an inventory in which you identify all Eligible Machines to be covered at each Specified Location. All Eligible Machines of the same type at a Specified Location must be included in the coverage. You also agree to identify all Eligible Machines for which we are to provide warranty service;
2. to notify us whenever you wish to add Eligible Machine types to an existing Specified Location or set up new Specified Locations;
3. to ensure that any access codes we provide to you are used only by those who are authorized to do so;
4. to provide us with information we request which is related to our provision of these Services to you and notify us of any changes;
5. to use any electronic diagnostic and service delivery facilities we provide to you only in support of Eligible Machines identified in the Schedule to this Statement of Work;
6. that electronic access to our support centers and certain databases may require a separate network services agreement for an additional charge;
7. to pay any communications charges associated with accessing these Services unless we specify otherwise;
8. to use the information obtained under these Services only for the support of the information processing requirements within your Enterprise; and
9. that your acceptance of any software Services does not alter your responsibilities for DSLO licenses.

4. Mutual Responsibilities

If at any time either of us requests a review of the inventory count, each of us will cooperate in updating the last formal inventory.

5. Services Program License

The following terms apply to each Program we provide with a Service that is not otherwise accompanied by a license agreement.

We grant you a nonexclusive license to use the Program on the Eligible Machine we designate to assist us in problem determination or other system support in conjunction with these Services.

If we do not supply a backup copy, you may make one copy of the Program for backup purposes provided you reproduce the copyright notice and any other legend of ownership on the copy. The backup copy is subject to the same terms as the original. You may not 1) modify the Program's machine readable instructions or data or merge them into another Program, 2) reverse assemble, reverse compile, or otherwise translate the Program.

sublicense, assign, or transfer the license for the Program, or 4) distribute the Program to any third party. We provide the Program WITHOUT WARRANTIES OF ANY KIND.

Your license terminates when 1) the Service terminates, is withdrawn or expires and is not renewed, 2) the Program is no longer needed to perform the Service, or 3) the Eligible Machine which we designated for the Program is removed from productive use **within your** Enterprise. 0122

We may terminate your license if you fail to comply with these terms.

Upon termination, you agree to destroy the Program and any backup copy you were given or made.

6. Charges and Payment

Your charges are calculated taking into account your Machine volumes, Service selections, and payment options.

We may revise charges in accordance with the terms of our Agreement, however, any rate increase will not take effect until the next yearly anniversary of the start of the contract period. Also, an increase will not apply for any period for which you have prepaid. All newly added Eligible Machines and Services, as well as changes to existing Eligible Machine configurations and Services, will assume the charge rate that applied for these at the previous yearly anniversary of the start of the contract period. Eligible Machines and Services that become generally available during the contract period will be added at the charge rate that applied on their initial availability date.

Total Services charges may be adjusted whenever:

1. a review of the inventory count indicates a change from the last accounting; or
2. a Specified Location, Eligible Machine type, or Service is added, deleted, or changed.

For all Service charges based on usage, upon our request you will provide us with the actual meter reading recording the actual usage.

7. Termination

You have committed to continue Services for the entire contract period. However, you may terminate Services for an Eligible Machine, on notice to us, if you permanently remove it from productive use within your Enterprise. You may also terminate Services immediately prior to the start of any fiscal year for which funds have not been appropriated. You agree to request such funds from the applicable legislative body.

Otherwise, if you choose to terminate Services and these are not being replaced by equivalent Services, you may do so by providing us one month's written notice, after the Services have been covered under this Statement of Work for at least one fiscal year.

Termination adjustment fees will not apply and you will receive a credit for any remaining prepaid period associated with Services you terminate in accordance with the provisions of this Statement of Work.

8. Governing Law

The laws of your State govern our Agreement and this Statement of Work.

9. Maintenance Services

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Maintenance of IBM Machines

We will provide Service for Machines, as described in our Agreement, for those Eligible IBM Machines specified in the Schedule.

Maintenance of Non-IBM Machines

We will provide Service for Machines, as described in our Agreement, for those Eligible non-IBM Machines specified in the Schedule. Repair of non-IBM Machines is subject to the availability of repair parts and any technical support required of the original manufacturer. Repair parts will be functionally equivalent to those replaced. They may be new or used and may have been manufactured by other than the original manufacturer. You may request that we use repair parts manufactured by the original manufacturer when these are available, but there may be an additional charge for these parts.

Our support does not cover:

1. Machine installation, engineering change activity, or preventive maintenance;
2. correction of date related errors. IBM will make the final determination of whether a date related error is the source of the problem;
3. service of microcode or firmware;
4. service of features, parts, or devices not supplied by either 1) the Machine's original manufacturer or 2) us during the performance of this Service;
5. service for accessories, supply items, and certain parts, such as batteries, frames, and covers;
6. service of a Machine damaged by misuse, accident, modification, unsuitable physical or operating environment, or improper maintenance by you;
7. service of a Machine with removed or altered Machine or parts identification labels;
8. failures caused by a product for which we are not responsible; or
9. service of Machine alterations.

Upon written notice, we may terminate coverage for an Eligible non-IBM Machine due to lack of available repair parts or lack of original manufacturer technical support.

Eligible non-IBM Machines must meet our safety and serviceability requirements. We reserve the right to inspect a Machine within one month from the start of Service. If the Machine is not in an acceptable condition for Service, we will notify you and terminate coverage.

10. Support Services

System/390 Software Services

Alert provides electronic notification of and information about potential problems with selected IBM Products. We provide you:

1. automatic daily notification of the most critical and potentially harmful eligible Program problems;
2. information regarding the installation of new releases of Products or installation of temporary fixes for eligible Programs (called "PTFs");
3. access to Product cross-reference information;
4. the ability to order PTFs and request their electronic or physical delivery; and
5. the ability to order preventive service packages.

Resolve provides electronic Services to assist you in identifying and resolving problems with the operation of your Eligible System/390 Machines and eligible Programs installed on them. We provide you:

0 1 2 4

1. tracking of Authorized Program Analysis Reports (called "APARs") and PTFs;
2. the ability to electronically report code-related problems to the IBM support center and receive an electronic response;
3. access to Product cross-reference information;
4. access to information on the maintenance of Products and diagnostic information on non-IBM problems;
- 5'. access to eligible Program technical information databases, including a question and answer library;
6. the ability to order PTF's electronically and request electronic or physical delivery;
7. the ability to order preventive service packages;
8. the ability to report a suspected hardware problem to IBM electronically; and
9. the ability to view eligible Program source code listings.

International Business Machines Corporation

September 19, 2000

Dear Customer:

Thank you for your interest in IBM Global Services. As we discussed, this proposal will allow you to customize your service contract to meet your current and future requirements. The attached Statement of Work and Schedule contains the services we discussed and will allow you to add additional services as your requirements change.

This Statement of Work will become a contract once it is signed by both parties. The prices, terms and conditions, and statements of work are valid for three months from the date of this proposal. After this date, prices are subject to change and another quote may be necessary. This will allow enough time for your decision making process.

We look forward to delivering these services so that you can begin to realize the benefits as soon as possible. Thank you again for the opportunity to provide these services which are critical to the success of your business.

Sincerely,

IBM Schedule for Services

This Schedule contains a listing of the Eligible Machines at the Specified Locations identified below for which we will provide the identified Services as described in the referenced Statement of Work. These terms are in addition to those of the referenced Statement of Work and IBM International Customer Agreement (or any equivalent agreement signed by both of us and identified below).

Customer Name and Billing Address

SANTA CRUZ COUNTY
INF SVC DEPT RM 530
701 OCEAN ST
SANTA CAUZ, CA 95060-4003

Agreement No.: **HO12291**
Statement of Work No.: **A8Z97H**
Customer No.: 07913302
Revised Schedule (Yes/No): No
Schedule Effective Date: **09/19/2000**

Charges and Payment Plan:

☒ Quarterly

Charge Period

Start Date: **01/01/2001**
End Date: **12/31/2001**
Total Charges: **\$ 246,783.87**

*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.

For a machine under a usage plan, in addition to the fixed maintenance charge, a separate usage charge will be billed monthly at your current usage rate.

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

Agreed to:
SANTA CRUZ COUNTY

Agreed to:
International Business Machines Corporation

By _____
Authorized signature

Name (type or print):

Date:

By _____
Authorized signature

Name (type or print):

Date:

IBM Schedule for Services

Enterprise Total for Charge Period by Customer Number:

<u>Customer No.</u>	<u>Customer Name</u>	<u>Location</u>	<u>Charges*</u>
7908304	SANTA CRUZ COUNTY	SANTA CRUZ,CA	\$5203.18
7908356	SANTA CRUZ COUNTY	SANTA CRUZ,CA	\$20.09
7908736	SANTA CRUZ COUNTY	SANTA CRUZ,CA	\$179.42
7913302	REAL APPLICATIONS LTD	SANTA CRUZ,CA	\$2,315.40
1913302	ENTEX INFORMATION SERVICE	SANTA CRUZ,CA	\$4,024.80
1913302	LOGICAL DESIGN INC	SANTA CRUZ,CA	\$0.00
7913302	PIONEER-STANDARD ELECTRON	SANTA CRUZ,CA	\$0.00
7913302	SANTA CRUZ COUNTY	SANTA CRUZ,CA	\$235,040.98
8404143	SANTA CRUZ COUNTY	SANTA CRUZ,CA	\$0.00

Total : \$246,783.87

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09/19/2000 -- 13:15:00

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IBM Schedule for Services

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

Specified Location	Manufacturer			Order/ Serial	Related Order/ Serial	Maintenance Service			Charges start**	Charges Stop**	Service Programs provided by IBM***
	Machine Type	Mod				Type of I Repair	Qty.	Charges*			
7908304 SANTA CRUZ,CA.	IBM	2625	2E9	078BDVD0		X	1	\$179.42			
	IBM	2625	2E9	078BDXC9		X	1	\$179.42			
	IBM	2625	2E9	078BFCB7		X	1	\$179.42			
	IBM	2625	2E9	078BFDY2		X	1	\$179.42			
	IBM	2625	2E9	078BFFG9		X	1	\$179.42			
	IBM	2625	2E9	078BFFW0		X	1	\$179.42			
	IBM	2625	2E9	078BFGK9		X	1	\$179.42			
	IBM	2625	2E9	078BFGP8		X	1	\$179.42			
	IBM	2625	2E9	078DFZZ2		X	1	\$179.42			
	IBM	2625	2E9	078DGAM6		X	1	\$179.42			
	IBM	2625	2E9	078DGDPE		X	1	\$179.42			
	IBM	2625	2E9	078DGHK8		X	1	\$179.42			
	IBM	2625	2E9	078DGLP7		X	1	\$179.42			
	IBM	2625	2E9	078DGRF2		X	1	\$179.42			
	IBM	2825	2E9	078DGRG7		X	1	\$179.42			
	IBM	2625	2E9	078DGTW4		X	1	\$179.42			
	IBM	2625	2E9	078DGV82		X	1	\$179.42			
	IBM	2625	2E9	078DGVV2		X	1	\$179.42			
	IBM	2625	2E9	078DGVV7		X	1	\$179.42			
	IBM	2625	2E9	078DGVW4		X	1	\$179.42			
	IBM	2625	2E9	078DGWA1		X	1	\$179.42			
	IBM	2625	2E9	078DGWD2		X	1	\$179.42			
	IBM	2625	2E9	078DGWM6		X	1	\$179.42			
	IBM	2625	2E9	078DGWR2		X	1	\$179.42			
	IBM	2625	2E9	078DGWR8		X	1	\$179.42			
	IBM	2625	2E9	078DGWV3		X	1	\$179.42			
	IBM	2625	2E9	078DGWW8		X	1	\$179.42			
	IBM	2625	2E9	078DGWX1		X	1	\$179.42			
	IBM	2625	2E9	078DGWY0		X	1	\$179.42			
	= = = =										
									\$5,203.18		

IBM Schedule for Services

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

Specified Location	Manufacturer		Order/ Serial	Related Order/ Serial	Maintenance Service			Charges Start**	Charges Stop**	Service Programs Provided by IBM***
	Machine Type	Mod			Type of I Repair	Qty.	Charges*			
7908356 SANTA CRUZ,CA.	IBM 6561	60U	023LLV20		A	1	\$20.09 W	10/10/2001		
							= = = =			
							\$20.09			
7900736 SANTA CRUZ,CA.	IBM 6588	42U	023RMF50		A	1	\$179.42			
							= = = =			
							\$179.42			
7913302 SANTA CRUZ,CA.	IBM 2210	24E	000PA145		B	1	\$324.60			
	IBM 2210	24E	000PA146		B	1	\$324.80			
	IBM 2210	24E	000PA334		B	1	\$324.60			
	IBM 2210	24E	000PA335		B	1	\$324.60			
	IBM 2210	24E	000PA336		B	1	\$324.60			
	IBM 2210	24E	000PA337		B	1	\$324.60			
	IBM 2210	24M	000TA113		B	1	\$367.80			
							= = = =			
							\$2,315.40			
7913302 SANTA CRUZ,CA.	IBM 2210	14T	000KA871		B	1	\$324.60			
	IBM 2210	14T	000KA882		B	1	\$324.60			
	IBM 2210	14T	000KA883		B	1	\$324.60			
	IBM 2210	14T	000KA884		B	1	\$324.60			
	IBM 2210	14T	000KA887		B	1	\$324.60			
	IBM 2210	14T	000KG659		B	1	\$324.60			
	IBM 2210	14T	000KG663		B	1	\$324.60			
	IBM 2210	14T	000KG700		B	1	\$324.60			
	IBM 2210	14T	000KG716		B	1	\$324.60			
	IBM 2210	24M	000TB674		B	1	\$367.80			
	IBM 2210	24M	000TK733		B	1	\$367.80			
	IBM 2210	24M	000TM077		B	1	\$367.80			
							= = = =			
							\$4,024.80			

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IBM Schedule for Services

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

Specified Location	Manufacturer			Related Order/ Serial	Maintenance Service			Charges start**	Charges Stop**	Service Programs Provided by IBM***
	Machine Type	Mod	Order/ Serial		Type of I Repair	Qty, #	Charges*			
7913302 SANTA CRUZ,CA.	IBM	2210	12T	000DB434	1	B	1	\$270.48		
	IBM	2210	12E	000GA918	1	B	1	\$227.16		
	IBM	2210	12E	000GA919	1	B	1	\$227.16		
	IBM	2210	14T	000HA001	1	B	1	\$302.96 W	01/25/2001	
	IBM	2210	14T	000HA005	1	B	1	\$302.96 W	01/25/2001	
	IBM	2210	14T	000HA116	1	B	1	\$302.96 W	01/25/2001	
	IBM	2210	14T	000HA131	1	B	1	\$302.96 W	01/25/2001	
	IBM	2210	14T	000H1778	1	B	1	\$324.60		
	IBM	2210	24T	000MK380	1	B	1	\$400.32		
	IBM	2210	24T	000N4829	1	B	1	\$400.32		
	IBM	2210	24T	000N4835	1	B	1	\$400.32		
	IBM	2210	24T	000N4953	1	B	1	\$400.32		
	IBM	2210	123	00080640	1	B	1	\$270.48		
	IBM	2210	123	00080644	1	B	1	\$270.48		
	IBM	2210	123	00080881	1	B	1	\$270.48		
	IBM	2626	MNU	0AF1HG50	1	X	1	\$134.05 w	04/02/2001	
	IBM	2645	4AU	078WBF01	1	X	1	\$0.00 w	08/25/2002	
	IBM	2645	4AU	078WBY58	1	X	1	\$0.00 w	08/25/2002	
	IBM	2645	4AU	078WCK83	1	X	1	\$0.00 w	08/25/2002	
	IBM	3116	002	000M1172	1	B	1	\$908.88		
	IBM	3116	002	000M1176	1	B	1	\$908.88		
	IBM	3116	002	000M1181	1	B	1	\$908.88		
	IBM	3116	002	000M1270	1	B	1	\$908.88		
	IBM	3116	002	000M1272	1	B	1	\$908.88		
	IBM	3116	002	000M1277	1	B	1	\$908.88		
	IBM	3130	02D	00010687	1	B	1	\$3,927.48		
	IBM	3160	001	00010107	1	B	1	\$11,360.16		
	IBM	3160	001	00010587	1	B	1	\$11,360.16		
	IBM	3174	11R	000AR623	1	B	1	\$568.20		
	IBM	3174	11R	000AR624	1	B	1	\$283.10		
	IBM	3174	11R	000AR625	1	B	1	\$283.10		
	IBM	3174	11R	000AR626	1	B	1	\$283.10		

IBM Schedule for Services

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

Specified Location	Manufacturer			Related Order/Serial	Maintenance Service			Charges*	charges start**	Charges Stop**	Service Programs Provided by IEM***
	Machine Type	Mod	Order/Serial		Type of Repair	Qty.	#				
7913302 SANTA CRUZ,CA.	IBM	3174	11R	000AR627		1	B	1	\$283.10		
	IBM	3174	11R	000AR628		1	B	1	\$509.40		
	IBM	3174	11R	000AR629		1	B	1	\$283.10		
	IBM	3174	11R	000AR630		1	B	1	\$572.51		
	IBM	3174	21L	000KC444		1	B	1	\$564.40		
	IBM	3174	21L	000KC578		1	B	1	\$564.40		
	IBM	3174	21R	000KC600		1	B	1	\$548.17		
	IBM	3174	21R	000KC603		1	B	1	\$548.17		
	IBM	3174	21R	000KC606		1	B	1	\$548.17		
	IBM	3174	21R	000KC607		1	B	1	\$548.17		
	IBM	3174	21R	000KC608		1	B	1	\$548.17		
	IBM	3174	21R	000KC609		1	B	1	\$548.17		
	IBM	3174	21R	000KC610		1	B	1	\$548.17		
	IBM	3174	21R	000KC611		1	B	1	\$548.17		
	IBM	3174	21R	000KC612		1	B	1	\$548.17		
	IBM	3174	21R	000KC769		1	B	1	\$548.17		
	IBM	3174	21R	000KC770		1	B	1	\$548.17		
	IBM	3174	21R	000KC771		1	B	1	\$548.17		
	IBM	3174	21R	000KC961		1	B	1	\$491.37		
	IBM	3174	21R	000KC962		1	B	1	\$548.17		
	IBM	3174	21R	000KC963		1	B	1	\$491.37		
	IBM	3174	21R	000KC964		1	B	1	\$548.17		
	IBM	3174	21R	000KC965		1	B	1	\$548.17		
	IBM	3174	21R	000KC966		1	B	1	\$548.17		
	IBM	3174	21R	000KC967		1	B	1	\$491.37		
	IBM	3174	21L	000KG442		1	B	1	\$841.19		
	IBM	3174	21L	000KG443		1	B	1	\$551.78		
	IBM	3174	61R	000V9116		1	B	1	\$228.10		
	IBM	3174	61R	000V9117		1	B	1	\$228.10		
	IBM	3174	61R	000W3530		1	B	1	\$331.79		
	IBM	3174	61R	000W5378		1	B	1	\$316.46		
	IBM	3174	61R	000W5379		1	B	1	\$316.46		

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IBM Schedule for Services

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

Specified Location	Manufacturer		Order/ Serial	Related order/ Serial	Maintenance Service			Charges Start**	Charges Stop**	Service Programs Provided by IBM***
	Machine Type	Mod			Type of Repair	Qty.	Charges*			
7913302 SANTA CRUZ, CA.	IBM	3174	61R	000W5380	1	B	1	\$373.26		
	IBM	3174	61R	000W5381	1	B	1	\$316.46		
	IBM	3174	61R	000W5382	1	B	1	\$316.46		
	IBM	3174	91R	00035985	1	B	1	\$120.81		
	IBM	3174	91R	00040742	1	B	1	\$120.81		
	IBM	3174	91R	00040743	1	B	1	\$120.81		
	IBM	3174	91R	00040744	1	B	1	\$120.81		
	IBM	3174	91R	00040745	1	B	1	\$120.81		
	IBM	3174	91R	00040747	1	B	1	\$120.81		
	IBM	3174	91R	00040748	1	B	1	\$120.81		
	IBM	3174	91R	00040749	1	B	1	\$120.81		
	IBM	3174	91R	00040750	1	B	1	\$120.81		
	IBM	3174	91R	00040751	1	B	1	\$120.81		
	IBM	3174	91R	00040752	1	B	1	\$120.81		
	IBM	3174	91R	00040753	1	B	1	\$120.81		
	IBM	3174	91R	00040754	1	B	1	\$120.81		
	IBM	3174	91R	00040755	1	B	1	\$120.81		
	IBM	3274	D41	000K7850	1	B	1	\$508.56		
	IBM	3274	D41	00093380	1	B	1	\$508.56		
	IBM	3422	A01	000A0957	1	B	1	\$6,513.24		
	IBM	3422	B01	00080608	1	B	1	\$2,488.44		
	IBM	3490	A20	00062071	1	B	1	\$7,627.56		
	IBM	3490	B40	00070542	1	B	1	\$8,179.32		
	IBM	3490	B40	00072143	1	B	1	\$8,179.32		
	IBM	3745	170	00033706	1	B	1	\$3,296.24		
	IBM	4019	E01	000BMN76	1	A	1	\$151.47		
	IBM	4019	E01	000BMW48	1	A	1	\$151.47		
	IBM	4019	E01	000BNK38	1	A	1	\$151.47		
	IBM	4019	001	00062486	1	A	1	\$151.47		
	IBM	4019	001	000C2896	1	A	1	\$151.47		
	IBM	4019	001	000C2930	1	A	1	\$151.47		
	IBM	4019	001	000M5495	1	A	1	\$151.47		

IBM Schedule for Services

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

Specified Location	Manufacturer			Related Order/ Serial	Maintenance Service			Charges start**	Charges Stop**	Service Programs Provided by IBM***
	Machine Type	Mod	Order/ Serial		Type of Repair	Qty.	Charges*			
7913302 SANTA CRUZ,CA.	IBM	4019	E01	000XA689	1	A	1	\$151.47		
	IBM	4019	E01	000XB050	1	A	1	\$151.47		
	IBM	4019	E01	000xc974	1	A	1	\$151.47		
	IBM	4019	E01	000XC984	1	A	1	\$151.47		
	IBM	4019	E01	000XD014	1	A	1	\$151.47		
	IBM	4019	E01	000XD170	1	A	1	\$151.47		
	IBM	4019	E01	000XD180	1	A	1	\$151.47		
	IBM	4019	E01	000XD181	1	A	1	\$151.47		
	IBM	4019	E01	000XD185	1	A	1	\$151.47		
	IBM	4019	E01	000XD192	1	A	1	\$151.47		
	IBM	4019	E01	000XD211	1	A	1	\$151.47		
	IBM	4019	E01	000XD226	1	A	1	\$151.47		
	IBM	4019	E01	000XD234	1	A	1	\$151.47		
	IBM	4019	E01	000XD352	1	A	1	\$151.47		
	IBM	4019	E01	000XD361	1	A	1	\$151.47		
	IBM	4019	E01	000XH996	1	A	1	\$151.47		
	IBM	4019	E01	000XH998	1	A	1	\$ 1 5 1 . 4 7		
	IBM	4019	E01	000XK001	1	A	1	\$151.47		
	IBM	4019	E01	000XK309	1	A	1	\$151.47		
	IBM	4019	E01	000XK748	1	A	1	\$151.47		
	IBM	4019	E01	000XL052	1	A	1	\$151.47		
	IBM	4019	E01	000XL054	1	A	1	\$151.47		
	IBM	4019	E01	000XL080	1	A	1	\$151.47		
	IBM	4019	E01	000XL096	1	A	1	\$151.47		
	IBM	4019	E01	000XL115	1	A	1	\$151.47		
	IBM	4019	E01	000XL161	1	A	1	\$151.47		
	IBM	4019	E01	000XM139	1	A	1	\$151.47		
	IBM	4019	E01	000XM259	1	A	1	\$151.47		
	IBM	4019	E01	000XM306	1	A	1	\$151.47		
	IBM	4019	E01	000XM340	1	A	1	\$151.47		
	IBM	4019	E01	000XM344	1	A	1	\$151.47		
	IBM	4019	E01	000XM345	1	A	1	\$151.47		

IBM Schedule for Services

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

Specified Location	Manufacturer			Related Order/ Serial	Maintenance Service			Charges start**	Charges Stop**	Service Programs Provided by IBM***
	Machine Type	Mod	Order/ Serial		Type of Repair	Qty.	Charges*			
7913302 SANTA CRUZ,CA.	IBM	4019	E01	000XM346		1	A	1	\$151.47	
	IBM	4019	E01	000XM448		1	A	1	\$151.47	
	IBM	4019	E01	000XM487		1	A	1	\$151.47	
	IBM	4019	E01	000YD872		1	A	1	\$151.47	
	IBM	4019	E01	000YF234		1	A	1	\$151.47	
	IBM	4019	E01	000YF236		1	A	1	\$151.47	
	IBM	4019	E01	000YF237		1	A	1	\$151.47	
	IBM	4019	E01	000YF239		1	A	1	\$151.47	
	IBM	4019	E01	000YF242		1	A	1	\$151.47	
	IBM	4019	E01	000YF259		1	A	1	\$151.47	
	IBM	4019	E01	000YF263		1	A	1	\$151.47	
	IBM	4019	E01	000YF266		1	A	1	\$151.47	
	IBM	4019	E01	000YF268		1	A	1	\$151.47	
	IBM	4019	E01	000YF271		1	A	1	\$151.47	
	IBM	4019	E01	000YF274		1	A	1	\$151.47	
	IBM	4019	E01	000YF285		1	A	1	\$151.47	
	IBM	4019	E01	000YF322		1	A	1	\$151.47	
	IBM	4019	E01	000YF518		1	A	1	\$151.47	
	IBM	4019	E01	000YL468		1	A	1	\$151.47	
	IBM	4019	E01	000YL562		1	A	1	\$151.47	
	IBM	4019	E01	000YL563		1	A	1	\$151.47	
	IBM	4019	E01	000YL568		1	A	1	\$151.47	
	IBM	4019	E01	000YL569		1	A	1	\$151.47	
	IBM	4019	E01	000YL571		1	A	1	\$151.47	
	IBM	4019	E01	000YL654		1	A	1	\$151.47	
	IBM	4019	E01	000YL708		1	A	1	\$151.47	
	IBM	4019	E01	000YL781		1	A	1	\$151.47	
	IBM	4019	E01	000YM210		1	A	1	\$151.47	
	IBM	4019	E01	000YM318		1	A	1	\$151.47	
	IBM	4019	E01	OIIAMB94		1	A	1	\$151.47	
	IBM	4019	E01	011CAH93		1	A	1	\$151.47	
	IBM	4029	042	OIIAA602		1	A	1	\$183.93	

IBM Schedule for Services

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

Specified Location	Manufacturer			Related Order/ Serial	Maintenance Service			Charges start**	Charges Stop**	Service Programs Providedby IBM***
	Machine Type	Mod	Order/ Serial		Type of Repair	Qty.	Charges*			
7911302 SANTA CRUZ,CA.	OEM 4039	10P	011DD531	1	A	2	\$129.83			
	OEM 4039	10P	011DM991	1	A	2	\$129.83			
	OEM 4039	10P	011FD498	1	A	2	\$129.83			
	OEM 4039	10P	011 HK592	1	A	2	\$129.83			
	OEM 4039	10P	011 HK605	1	A	2	\$129.83			
	OEM 4039	10P	011 HK607	1	A	2	\$129.83			
	OEM 4039	10P	011 HK608	1	A	2	\$129.83			
	OEM 4039	10P	OIIHK610	1	A	2	\$129.83			
	OEM 4039	10P	OIIHK611	1	A	2	\$129.83			
	OEM 4039	10P	011HK615	1	A	2	\$129.83			
	OEM 4039	10P	011HK625	1	A	2	\$129.83			
	OEM 4039	10P	011HN962	1	A	2	\$129.83			
	OEM 4039	10P	011 HP025	1	A	2	\$129.83			
	OEM 4039	10P	OIIHP150	1	A	2	\$129.83			
	OEM 4039	10P	OIIHP194	1	A	2	\$129.83			
	OEM 4039	10P	011WG949	1	A	2	\$129.83			
	OEM 4039	10P	011 WM352	1	A	2	\$129.83			
	OEM 4039	10P	011 WM464	1	A	2	\$129.83			
	OEM 4039	10P	011 WM472	1	A	2	\$129.83			
	OEM 4039	10P	OIIWM750	1	A	2	\$129.83			
	OEM 4039	10P	011 WM771	1	A	2	\$129.83			
	OEM 4039	10P	011WX601	1	A	2	\$129.83			
	OEM 4039	10P	011YD089	1	A	2	\$129.83			
	IBM 4317	001	00103311	1	A	1	\$337.20			
	IBM 4317	001	00116271	1	A	1	\$337.20			
	IBM 4317	001	00117226	1	A	1	\$337.20			
	IBM 4317	001	00117246	1	A	1	\$337.20			
	IBM 4317	001	00117434	1	A	1	\$337.20			
	IBM 4317	001	00118413	1	A	1	\$337.20			
	IBM 4317	001	00118534	1	A	1	\$337.20			
	IBM 4317	001	00124417	1	A	1.	\$337.20			
	IBM 4317	001	00128154	1	A	1	\$337.20			

IBM Schedule for Services

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

Specified Location	Manufacturer			Order/ Serial	Related Order/ Serial	Maintenance Service			Charges Start**	Charges stop**	Service Programs Provided by IBM***
	Machine Type	Mod	Type			Type of I Repair	Qty.	#			
7913302 SANTA CRUZ,CA.	IBM	4317	001	00128155			1	A	1	\$337.20	
	IBM	4317	001	00128158			1	A	1	\$337.20	
	IBM	4317	001	00128159			1	A	1	\$337.20	
	IBM	4317	001	00128240			1	A	1	\$337.20	
	IBM	4317	001	00141508			1	A	1	\$337.20	
	IBM	4317	001	00141520			1	A	1	\$337.20	
	IBM	4317	001	00141524			1	A	1	\$337.20	
	IBM	5822	018	00083890			1	A	1	598.27	
	IBM	5822	018	00083891			1	A	1	\$98.27	
	IBM	5822	018	00083892			1	A	1	598.27	
	IBM	5822	018	00083893			1	A	1	598.27	
	IBM	5822	018	00083895			1	A	1	598.27	
	IBM	5822	018	00083912			1	A	1	598.27	
	IBM	5822	018	00083919			1	A	1	598.27	
	IBM	5822	018	04183889			1	A	1	598.27	
	IBM	5853	00Z	000C3636			1	A	1	\$59.51	
	IBM	6262	014	00010464			1	B	1	\$3,343.08	
	IBM	6262	014	00010556			1	B	1	\$3,343.08	
	IBM	6275	60U	023P4815			1	A	1	\$0.00	w 02/15/2003
	IBM	6282	66U	023NKLK5			1	A	1	\$89.26	
	IBM	6282	66U	023NKMV2			1	A	1	\$89.26	
	IBM	6282	66U	023NKNR2			1	A	1	\$89.26	
	IBM	6282	66U	023NKNX9			1	A	1	\$89.26	
	IBM	6282	66U	023NKNY0			1	A	1	\$89.26	
	IBM	6282	66U	023NKNY9			1	A	1	\$89.26	
	IBM	6282	66U	023NKRFO			1	A	1	\$89.26	
	IBM	6282	66U	023NKRK5			1	A	1	\$89.26	
	IBM	6282	66U	023NKRLL6			1	A	1	\$89.26	
	IBM	6282	66U	023NKRN8			1	A	1	\$89.26	
	IBM	6282	66U	023NKRW9			1	A	1	\$89.26	
	IBM	6282	66U	023NLPF4			1	A	1	\$89.26	
	IBM	6282	75U	023YFDD6			1	A	1	\$89.26	

IBM Schedule for Services

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

Specified Location		Manufacturer Machine		Order/ Serial	Related Order/ Serial	Maintenance Service			Charges start**	Charges stop**	Service Programs Provided by IBM***
		Type	Mod			Type of Repair	Qty.	#	Charges*		
7913302	SANTA CRUZ,CA.	IBM	6282	75U	023YFDT0		1	A	\$89.26		
		IBM	6282	75U	023YFDT1		1	A	\$89.26		
		IBM	6282	75U	023YFHD3		1	A	\$89.26		
		IBM	6561	53U	023AACY7		1	A	\$52.08	W	06/01/2001
		IBM	6561	13U	023AAV18		1	A	\$67.21	W	03/30/2001
		IBM	6561	34U	023AAV21		1	A	\$66.96	W	04/01/2001
		IBM	6561	13U	023AA299		1	A	\$72.42	W	03/09/2001
		IBM	6561	13U	023AA314		1	A	\$72.42	W	03/09/2001
		IBM	6561	13U	023AA375		1	A	\$72.42	W	03/09/2001
		IBM	6581	13U	023AA377		1	A	\$72.42	W	03/09/2001
		IBM	6561	13U	023AA405		1	A	\$72.42	W	03/09/2001
		IBM	6561	13U	023AA444		1	A	\$74.40	w	03/01/2001
		IBM	6561	13U	023AA566		1	A	\$72.42	W	03/09/2001
		IBM	6561	34U	023ABP47		1	A	\$66.96	W	03/31/2001
		IBM	6561	34U	023AB P57		1	A	\$66.96	W	04/01/2001
		IBM	6561	34U	023AB P58		1	A	\$75.15	w	02/28/2001
		IBM	6561	34U	023ABP67		1	A	\$66.96	W	04/01/2001
		IBM	6561	34U	023ABR57		1	A	\$66.96	W	04/01/2001
		IBM	6561	34U	023ABV17		1	A	\$66.96	W	04/01/2001
		IBM	6561	13U	023AB627		1	A	\$71.67	W	03/12/2001
		IBM	6561	13U	023AB844		1	A	\$71.67	W	03/12/2001
		IBM	6561	13U	023AB864		1	A	\$71.67	W	03/12/2001
		IBM	6561	13U	023AC402		1	A	\$71.67	W	03/12/2001
		IBM	6561	13U	023AC428		1	A	\$71.67	W	03/12/2001
		IBM	6561	13U	023AC641		1	A	\$71.67	W	03/12/2001
		IBM	6561	13U	023AF160		1	A	\$71.67	W	03/12/2001
		IBM	6561	13U	023AF342		1	A	\$72.42	W	03/09/2001
		IBM	6561	13U	023AF792		1	A	\$72.42	W	03/09/2001
		IBM	6561	13U	023AF848		1	A	\$71.67	W	03/12/2001
		IBM	6561	13U	023AF993		1	A	\$72.42	W	03/09/2001
		IBM	6561	13U	023AF998		1	A	\$71.67	W	03/12/2001
		IBM	6561	13U	023AH285		1	A	\$72.42	W	03/09/2001

IBM Schedule for Services

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

Specified Location	Manufacturer				Related Order/Serial	Maintenance Service			Charges Start**	Charges stop**	Service Programs Provided by IBM***
	Machine Type	Mod	Order/Serial	Type of Repair		Qty.	#	##			
7913302 SANTA CRUZ,CA.	IBM 6561	13U	023AH302			1	A	1	\$72.42 W	03/09/2001	
	IBM 6561	13U	023AH303			1	A	1	\$72.42 W	03/09/2001	
	IBM 6581	13U	023AH315			1	A	1	\$72.42 W	03/09/2001	
	IBM 6561	10U	023A1124			1	A	1	\$52.08 W	06/01/2001	
	IBM 6561	13U	023A1176			1	A	1	\$69.69 W	03/20/2001	
	IBM 6561	42U	023GMN29			1	A	1	\$66.96 W	04/01/2001	
	IBM 6561	42U	023GNK80			1	A	1	\$61.51 W	04/23/2001	
	IBM 6561	42U	023GNL73			1	A	1	\$61.51 W	04/23/2001	
	IBM 6561	42U	023GNMD4			1	A	1	\$66.96 W	04/01/2001	
	IBM 6561	42U	023GNM28			1	A	1	\$60.27 W	04/28/2001	
	IBM 6561	42U	023GNM42			1	A	1	\$61.51 W	04/23/2001	
	IBM 6561	30U	023GXY31			1	A	1	\$60.27 W	04/28/2001	
	IBM 6561	30U	023GX485			1	A	1	\$60.27 W	04/28/2001	
	IBM 6561	30U	023GX544			1	A	1	\$60.27 W	04/28/2001	
	IBM 6561	30U	023GX856			1	A	1	\$62.50 W	04/19/2001	
	IBM 6561	30U	023GX918			1	A	1	\$60.27 W	04/28/2001	
	IBM 6561	30U	023GX963			1	A	1	\$60.27 W	04/28/2001	
	IBM 6561	30U	023GY110			1	A	1	\$60.27 W	04/28/2001	
	IBM 6561	30U	023GY 116			1	A	1	\$60.27 W	04/28/2001	
	IBM 6561	30U	023GY7YY			1	A	1	\$60.27 W	04/28/2001	
	IBM 6561	60U	023LLM70			1	A	1	\$19.84 W	10/11/2001	
	IBM 6561	30U	023LMM42			1	A	1	\$16.87 W	10/23/2001	
	IBM 6587	79T	023GVYG1			1	A	1	\$179.42		
	IBM 6588	61U	023ACNT0			1	A	1	\$141.03 w	03/18/2001	
	IBM 6588	61U	023ACPZ6			1	A	1	\$141.03 w	03/18/2001	
	IBM 6588	42U	023BCFV6			1	A	1	\$179.42		
	IBM 6588	42U	023BCXK6			1	A	1	\$179.42		
	IBM 6588	42U	023BCXP6			1	A	1	\$179.42		
	IBM 6588	42U	023BCXP7			1	A	1	\$179.42		
	IBM 6588	42U	023BCXP8			1	A	1	\$179.42		
	IBM 6588	42U	023BCXT6			1	A	1	\$179.42		
	IBM 6588	42U	023BCYK0			1	A	1	\$179.42		

IBM Schedule for Services

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

Specified Location		Manufacturer		Order/ Serial	Related Order/ Serial	Maintenance Service			Charges Start**	Charges Stop**	Service Programs Provided by IBM***
		Machine Type	Mod			Type of Repair	Qty.	I #			
7913302 SANTA CRUZ,CA.	IBM	6588	42U	023BCYK1			1	A	1	\$179.42	
	IBM	6588	42U	023BCYP1			1	A	1	\$179.42	
	IBM	6588	42U	023BCYP2			1	A	1	\$179.42	
	IBM	6588	42U	023BCYP5			1	A	1	\$179.42	
	IBM	6588	12U	023DDXV0			1	A	1	\$179.42	
	IBM	6588	12U	023DMMG6			1	A	1	\$179.42	
	IBM	6588	12U	023DMPM9			1	A	1	\$179.42	
	IBM	6588	12U	023DMRT1			1	A	1	\$179.42	
	IBM	6588	12U	023DMRT5			1	A	1	\$179.42	
	IBM	6588	12U	023DMTB9			1	A	1	\$179.42	
	IBM	6588	12U	023DMVA7			1	A	1	\$179.42	
	IBM	6588	12U	023DMVN4			1	A	1	\$179.42	
	IBM	6588	12U	023DMVV9			1	A	1	\$179.42	
	IBM	6588	12U	023DMVX1			1	A	1	\$179.42	
	IBM	6588	12U	023DMWA3			1	A	1	\$179.42	
	IBM	6588	12U	023DMWV3			1	A	1	\$179.42	
	IBM	6588	12U	023DMXV4			1	A	1	\$179.42	
	IBM	6588	12U	023DMZW4			1	A	1	\$ 1 7 9 . 4 2	
	IBM	6588	12U	023DPMW0			1	A	1	\$179.42	
	IBM	6588	12U	023DPMW1			1	A	1	\$179.42	
	IBM	6588	12U	023DPNK0			1	A	1	\$164.97 W	01/30/2001
	IBM	6588	12U	0230 PVH2			1	A	1	\$179.42	
	IBM	6588	12U	023DPVH3			1	A	1	\$179.42	
	IBM	6588	12U	023DPXT5			1	A	1	\$179.42	
	IBM	6588	12U	023DPYZ4			1	A	1	\$179.42	
	IBM	6588	12U	023NZG52			1	A	1	\$134.55 w	04/01/2001
	IBM	6588	12U	023NZN31			1	A	1	\$134.55 w	04/01/2001
	IBM	6588	12U	023NZN40			1	A	1	\$134.55 w	04/01/2001
	IBM	8588	12U	023NZN46			1	A	1	\$134.55 w	04/01/2001
	IBM	6588	12U	023PAT31			1	A	1	\$179.42	
	IBM	6588	12U	023PBC13			1	A	1	\$179.42	
	IBM	6588	12U	023PBC70			1	A	1	\$179.42	

IBM Schedule for Services

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

Specified Location	Manufacturer			Related Order/Serial	Maintenance Service			Charges start**	Charges stop**	Service Programs Provided by IBM***
	Machine Type	Mod	Order/Serial		Type of Repair	Qty.	Charges*			
7913302 SANTA CRUZ, CA.	IBM 6588	12U	023PBG83		A	1	\$179.42			
	IBM 6588	42U	023RLM98		A	1	\$179.42			
	IBM 6588	42U	023RLR43		A	1	\$179.42			
	IBM 6588	42U	023RLV08		A	1	\$179.42			
	IBM 6588	42U	023RND88		A	1	\$179.42			
	IBM 6588	41U	023R2M98		A	1	\$179.42			
	IBM 6588	51U	023TBZ57		A	1	\$125.08 W	04/20/2001		
	IBM 6588	51U	023TBZ71		A	1	\$140.03 w	03/20/2001		
	IBM 6588	51U	023TB275		A	1	\$142.03 W	03/16/2001		
	IBM 6588	61U	023TKR34		A	1	\$145.51 w	03/09/2001		
	IBM 6588	61U	023TLB30		A	1	\$135.05 w	03/30/2001		
	IBM 6588	61U	023TNX02		A	1	\$148.50 W	03/03/2001		
	IBM 6862	HLN	023BAP49		A	1	\$ 0 . 0 0 w	09/18/2002		
	IBM 6862	HLN	023BAT39		A	1	\$ 0 . 0 0 w	09/18/2002		
	IBM 6862	HLN	023BAT87		A	1	\$ 0 . 0 0 w	09/18/2002		
	IBM 6862	HLN	023BAT91		A	1	\$0.00 w	09/18/2002		
	IBM 6862	88U	023CRFB9		A	1	\$17.12 W	11/23/2001		
	IBM 6862	N4U	0236ND19		A	1	\$ 0 . 0 0 w	09/18/2002		
	IBM 6885	T8H	023HDVPH		A	1	\$179.42			
	IBM 7043	140	00094707		B	1	\$703.20			
	IBM 8230	002	000D0 197		B	1	\$294.82			
	IBM 8230	002	00001229		B	1	\$294.82			
	IBM 8230	002	000D1262		B	1	\$294.82			
	IBM 8230	002	00003302		B	1	\$294.82			
	IBM 8230	002	023C0439		B	1	\$294.82			
	IBM 8230	002	023C0998		B	1	\$294.82			
	IBM 8230	002	023C1265		B	1	\$294.82			
	IBM 8230	002	023C1341		B	1	\$294.82			
	IBM 8230	002	023C1351		B	1	\$294.82			
	IBM 8230	002.	02303381		B	1	\$294.82			
	IBM 8230	002	023C3389		B	1	\$294.82			
	IBM 8230	002	023C3532		B	1	\$294.82			

IBM Schedule for Services

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

Specified Location	Manufacturer			Related Order/Serial	Type of Repair			Maintenance Service		Charges start**	charges Stop**	service Programs Provided by IBM***
	Machine Type	Mod	Order/Serial		Qty.	#	##	I	Charges*			
7913302 SANTA CRUZ, CA.	IBM	8230	002	023C4593	1	B	1		\$294.82			
	IBM	8230	002	023C8565	1	B	1		\$294.82			
	IBM	8230	002	023C8651	1	B	1		\$294.82			
	IBM	8230	002	023C9168	1	B	1		\$294.82			
	IBM	8230	002	023C9169	1	B	1		\$294.82			
	IBM	8230	002	023D0820	1	B	1		\$294.82			
	IBM	8230	213	023RB965	1	B	1		\$342.81			
	IBM	8230	213	023RC221	1	B	1		\$342.61			
	IBM	8230	213	023RD485	1	B	1		\$342.61			
	IBM	8230	213	023RD795	1	B	1		\$342.61			
	IBM	8230	213	023RD879	1	B	1		\$342.61			
	IBM	8230	213	023RD881	1	B	1		\$342.61			
	IBM	8230	213	023RD884	1	B	1		\$342.61			
	IBM	8230	213	023RD885	1	B	1		\$342.81			
	IBM	8230	213	023RD886	1	B	1		\$342.61			
	IBM	8230	213	023RD893	1	B	1		\$342.61			
	IBM	8230	213	023RD932	1	B	1		\$ 3 4 2 . 6 1			
	IBM	8230	213	023RE061	1	B	1		\$ 3 4 2 . 6 1			
	IBM	8230	213	023RF064	1	B	1		\$342.61			
	IBM	8230	213	023RG029	1	B	1		\$342.61			
	IBM	8230	213	023RG201	1	B	1		\$342.61			
	IBM	8230	213	023RH317	1	B	1		\$342.61			
	IBM	8230	213	023RH323	1	B	1		\$342.61			
	IBM	8230	213	023R9261	1	B	1		\$342.61			
	IBM	8230	213	023R9266	1	B	1		\$342.61			
	IBM	8230	213	023R9270	1	B	1		\$342.61			
	IBM	8230	213	023R9271	1	B	1		\$342.61			
	IBM	8230	002	02311075	1	B	1		\$294.82			
	IBM	8230	002	02313475	1	B	1		\$294.82			
	IBM	8230	002	02313479	1	B	1		\$294.82			
	IBM	8230	002	02313480	1	B	1		\$294.82			
	IBM	8230	002	02313483	1	B	1		\$294.82			

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IBM Schedule for Services

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

Specified Location	Manufacturer			Related Order/ Serial	Maintenance Service			Charge.5 Start**	Charges stop**	Service Programs Provided by IBM***
	Machine Type	Mod	Order/ Serial		Type of Repair	Qty.	Charges*			
7913302 SANTA CRUZ,CA.	IBM	8230 002	02313485		B	1	\$294.82			
	IBM	8230 002	02313716		B	1	\$294.82			
	IBM	8230 002	02314295		B	1	\$294.82			
	IBM	8230 002	02314301		B	1	\$294.82			
	IBM	8230 002	02314315		B	1	\$294.82			
	IBM	8230 002	02314316		B	1	\$294.82			
	IBM	8230 002	02314482		B	1	\$294.82			
	IBM	8230 213	03R11531		B	1	\$342.61			
	IBM	8230 213	03R11534		B	1	\$342.61			
	IBM	8230 213	03R11535		B	1	\$342.61			
	IBM	8230 213	03R11536		B	1	\$342.61			
	IBM	8230 213	03R11537		B	1	\$342.61			
	IBM	8230 213	03R11538		B	1	\$342.61			
	IBM	8230 213	03R11539		B	1	\$342.61			
	IBM	8555 031	00101713		A	1	\$192.94			
	IBM	8640 ESS	023PA345		A	1	\$901.60			
	IBM	8640 PBO	023TT441		A	1	\$901.60			
	IBM	8640 PBO	023YX241		A	1	\$608.55 W	04/28/2001		
	IBM	8659 2SY	023F7027		B	1	\$135.24 w	11/25/2001		
	IBM	8660 4su	023K3750		B	1	\$293.02 W	10/13/2001		
	IBM	8660 5su	023L3430		B	1	\$0.00 w	02/23/2002		
	IBM	8660 5su	023L3564		B	1	\$0.00 w	02/24/2002		
	IBM	8660 5su	023L4248		B	1	\$45.08 W	12/19/2001		
	IBM	8660 5su	023L4284		B	1	\$0.00 w	03/23/2002		
	IBM	8661 4RY	023A7634		B	1	\$0.00 w	04/13/2002		
	IBM	8661 4RY	023A7829		B	1	\$0.00 w	04/30/2002		
	IBM	8661 4RY	023A7960		B	1	\$0.00 w	08/27/2002		
	IBM	8661 5RY	02305801		B	1	\$0.00 w	09/10/2002		
	IBM	9348 001	00030772		B	1	\$1,644.48			
	IBM	9394 002	00000062		B	1	\$5,323.08			
	IBM	9394 002	00000240		B	1	\$5,323.08			
	IBM	9395 B23	00000916		B	1	\$638.28			

IBM Schedule for Services

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

Specified Location		Manufacturer			Related Order/ Serial	Type of Repair		Maintenance Service		Charges start**	Charges stop**	Service Programs Provided by IBM***
		Machine Type	Mod	Order/ Serial		Qty.	#	Charges*	I			
7913302	SANTA CRUZ,CA.	IBM	9395	B23	00001126	1	B	1		\$638.28		
		IBM	9395	B23	00001127	1	B	1		\$638.28		
		IBM	9395	B23	00001137	1	B	1		\$638.28		
		IBM	9395	B23	00001163	1	B	1		\$638.28		
		IBM	9395	B23	00001171	1	B	1		\$638.28		
		IBM	9395	023	00001172	1	B	1		\$638.28		
		IBM	9395	B23	00001179	1	B	1		\$638.28		
		IBM	9395	B23	00001195	1	B	1		\$638.28		
		IBM	9395	B23	00001202	1	B	1		\$838.28		
		IBM	9395	B23	00001216	1	B	1		\$638.28		
		IBM	9395	B23	00001224	1	B	1		\$638.28		
		IBM	9395	B23	00001225	1	B	1		\$638.28		
		IBM	9395	B23	00001230	1	B	1		\$638.28		
		IBM	9395	B23	00001231	1	B	1		\$638.28		
		IBM	9395	B23	00001239	1	B	1		\$638.28		
		IBM	9395	B13	00002998	1	B	1		\$497.64		
		IBM	9395	B13	00003040	1	B	1		\$497.64		
		IBM	9395	B13	00003051	1	B	1		\$497.64		
		IBM	9395	B13	00003098	1	B	1		\$497.64		
		IBM	9395	B23	00050065	1	B	1		\$638.28		
		IBM	9395	B23	00050218	1	B	1		\$638.28		
		IBM	9395	B23	00050259	1	B	1		\$638.28		
		IBM	9395	B23	00050262	1	B	1		\$638.28		
		IBM	9395	B23	00050264	1	B	1		\$638.28		
		IBM	9395	B23	00050266	1	B	1		\$638.28		
		IBM	9395	B23	00050267	1	B	1		\$638.28		
		IBM	9395	B23	00050269	1	B	1		\$638.28		
		IBM	9395	B23	00054204	1	B	1		\$638.28		
		IBM	9395	B23	00054207	1	B	1		\$638.28		
		IBM	9395	B23	00054235	1	B	1		\$638.28		
		IBM	9395	B23	00054238	1	B	1		\$638.28		
		IBM	9549	1AU	078A5607	1	X	1		\$141.53 w	03/17/2001	

IBM Schedule for Services

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

Specified Location	Manufacturer		Order/ Serial	Related Order/ Serial	Maintenance Service			Charges Start**	Charges stop**	service Programs Provided by IBM***
	Machine Type Mod				Type of Repair	I				
					Qty.	#	##	Charges*		
791'4302 SANTA CRUZ,CA.	IBM	9672 R24	00040546		1	B	1	\$37,975.44		
								=====		
								\$227,489.14		

IBM Schedule for Services

Customer Technical Contact Name (if applicable):

---Eligible Machine Description---

Machine Typo Mod	Proc Order/ Feat Serial	svc Grp Support Service	Product Group/ Service Option	Qty	Charges'	Charges Start"	Charges Stop**
Specified Location: 7913302 SANTA CRUZ,CA.							
		S/390 ALERT	S/390 ALERT USERID	2	\$4,241.16		
		S/390 RESOLVE	S/390 RESOLVE USERID	2	\$3,310.68		
					= = = =		
					\$ 7,551.84		

IBM Schedule for Services

Legends

Type of Repair Service:

- A) On-Site Repair/Exchange Services, Monday through Friday (excluding holidays), 8am to 5pm
- B) On-Site Repair/Exchange Services, 7 days a week, 24hrs/day
- 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)

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
- 6) Maintenance of IBM Machines (Labor Only)
- 9) Non-IBM Memory Exchange
- 10) Enhanced Parts Inventory
- 11) Spare Machine
- 12) Key Operator Support
- 13) Warranty Service Support for SUN Microsystems Machines

*Charges shown are for the Charge Period

An (E) indicates a Machine that has been announced as withdrawn from generally available Maintenance Service

An (O) indicates a One Time Charge

A (P) indicates averaged billing or annual prepayment

A (U) indicates Usage Charges which are measured in either Feet, Hours, or Impressions

A (W) indicates a Machine/Model/Feature under Warranty (W without a date represents a machine off warranty, but which may have Warranty content)

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 charges

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

***These Programs are subject to the Services Program License Section of the referenced Statement of Work

MARSH USA INC.

PRODUCE?
MARSH USA INC.
1166 AVENUE OF THE AMERICAS
NEW YC RK, NY 10036

23055 -IBM--

INSURED

INTERNATIONAL BUSINESS MACHINES
CORP. 6. ANY OTHER SUBSIDIARY CORP.
OWNED OR CONTROLLED BY THE INSURED
MD 301
1133 WESTCHESTER AVENUE
NEW OF CHARD ROAD
WHITE PLAINS, NY 10604

CERTIFICATE OF INSURANCE

CERTIFICATE NUMBER
NYC-000284021-00

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS
NO RIGHTS UPON THE CERTIFICATE HOLDER OTHER THAN THOSE PROVIDED IN THE
POLICY. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE
AFFORDED BY THE POLICIES DESCRIBED HEREIN.

COMPANIES AFFORDING COVERAGE

COMPANY A	AMERICAN HOME ASSURANCE	0147
COMPANY B	LIBERTY MUTUAL INSURANCE COMPANY	
COMPANY C		
COMPANY D		

COVERAGES

This certificate supersedes and replaces any previously issued certificate.

0

THIS IS TO CERTIFY THAT POLICIES OF INSURANCE DESCRIBED HEREIN HAVE BEEN ISSUED TO THE INSURED NAMED HEREIN FOR THE POLICY PERIOD INDICATED.
NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THE CERTIFICATE MAY BE ISSUED OR MAY
PERTAIN. THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, CONDITIONS AND EXCLUSIONS OF SUCH POLICIES. LIMITS SHOWN
MAY HAVE BEEN REDUCED BY PAID CLAIMS.

CO LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> OCCUR <input type="checkbox"/> OWNER'S & CONTRACTOR'S PROT E	RMGL 6122708	15/21/00	15/21/01	GENERAL AGGREGATE \$ 10,000,000
					PRODUCTS - COMP/OP AGG \$ 5,000,000
					PERSONAL & ADV INJURY \$ 5,000,000
					EACH OCCURRENCE \$ 5,000,000
					FIRE DAMAGE (Any one fire) \$ 5,000,000
					MED EXP (Any one person) \$ 25,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS	RMCA 320 9894 (AOS) RMCA 320 9895 (TX)	15/21/00 15/21/00	15/21/01 15/21/01	COMBINED SINGLE LIMIT \$ 5,000,000
					BODILY INJURY (Per person) \$
					BODILY INJURY (Per accident) \$
					PROPERTY DAMAGE \$
	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$
					OTHER THAN AUTO ONLY \$
					EACH ACCIDENT \$
					AGGREGATE \$
	EXCESS LIABILITY <input type="checkbox"/> UMBRELLA FORM <input type="checkbox"/> OTHER THAN UMBRELLA FORM				EACH OCCURRENCE \$
					AGGREGATE \$
					\$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY <input type="checkbox"/> THE PROPRIETOR/ PARTNERS/EXECUTIVE OFFICERS ARE: <input type="checkbox"/> INCL <input type="checkbox"/> EXCL	WA1 62D 004158-441 WA1-62D-004158-671 WC2-621-004158-151	11/01/01 11/01/01 11/01/01	11/01/02 11/01/02 11/01/02	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER \$
					EL EACH ACCIDENT \$ 5,000,000
					EL DISEASE-POLICY LIMIT \$ 5,000,000
					EL DISEASE-EACH EMPLOYEE \$ 5,000,000
	OTHER				

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/SPECIAL ITEMS (LIMITS MAY BE SUBJECT TO DEDUCTIBLES OR RETENTIONS)

RE: SERVICES ALL OPERATIONS INCIDENTAL TO THE CONDUCT OF INSURED'S BUSINESS IN THE UNITED STATES OF AMERICA.

CERTIFICATE HOLDER'

COUNTY OF SANTA CRUZ INFORMATION
SERVICES
701 OCEAN STREET
SANTA CRUZ, CA 95060

CANCELLATION

SHOULD ANY OF THE POLICIES DESCRIBED HEREIN BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF
THE INSURER AFFORDING COVERAGE WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE
CERTIFICATE HOLDER NAMED HEREIN. BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO LIABILITY ON
LIABILITY OF ANY KIND UPON THE INSURER AFFORDING COVERAGE, ITS AGENTS OR REPRESENTATIVES.

MARSH USA INC.

By: Michael J. Denike

Michael J. Denike

MM1(9/99)

VALID AS OF: 12/26/00