IBM Customer Agreement

Statement of Work for Project Support Services

The terms of this Transaction Document are in addition to those of the IBM Customer Agreement:

Statement of Work for Project Support Services

1.0   SCOPE OF SERVICES

JumpPAC is designed to help AS/400 customers with their requirements to integrate electronic forms, signatures, and bar codes into their own applications. AS/400 JumpPAC offers customized on-site AFP assistance and implementation skills transfer, allowing AS/400 customers to receive just the assistance they require to implement new print applications.

1.1   Assumptions

1. The class will be limited to no more than ten (10) students.

   NOTE: The customer will be charged an additional $500.00 per day for any attendees in excess of ten (10).

2. The services personnel will have access to all necessary and appropriate resources (manuals, user id's, system programmers, PC personnel, host systems, printers, etc.).

3. The AS/400 Jumpstart class will include, but is not limited to the following topics:

   - AS/400 Advanced Function Printing Fundamentals
   - AS/400 Advanced Function Printing Utilities, Concepts and Operations
   - Host Print Transform/AS400, Client Access & Viewer
   - PSF/400 Configuration
   - Basic Scanning, Image, Logo, and Page Segment Concepts
   - AS/400 Printer File Parameters
   - Discussion on Fonts and Bar Code Fonts

2.0   IBM PRINTING SYSTEMS RESPONSIBILITIES

In support of this project, IBM Printing Systems will:

1. Provide the services designed to help AS/400 customers with their requirements to integrate electronic forms, signatures, and bar codes into their own applications.

2. Review the SOW and associated attachments, with the customer, during the project initiation and startup period to discuss the responsibilities of both parties.

3. Manage, control, and direct all IBM services personnel and IBM-provided subcontractors engaged in the project.

3.0   CUSTOMER RESPONSIBILITIES

1. Provide necessary and consistent facilities to conduct AFP Jumpstart skills transfer (i.e., foil projector, white board, test printers, etc.).

2. Ensure all appropriate hardware, software, and fonts are installed and operational, prior to the start of this engagement.

3. Participate in a conference call with IBM services personnel to verify site readiness, prior to the start of this engagement.

4.0   MATERIALS

No specific deliverables will result from the performance of this project.

5.0   ESTIMATED WORK SCHEDULE

The estimated start date and class schedule will be determined upon receipt of the signed contract, by IBM services personnel.

6.0   WORK LOCATIONS

The AFP Jumpstart class is expected to be conducted at the customer site.

7.0 COMPLETION CRITERIA

IBM Printing Systems shall have fulfilled its obligations under this Statement of Work when any of the following first occurs:

1. IBM Printing Systems completes the tasks described in the **IBM Printing Systems Responsibilities** section, including delivery of the items listed in the **Deliverable Materials** section of this Statement of Work.

2. The Statement of Work is terminated in accordance with the provisions of the IBM Customer Agreement.

8.0 COMPENSATION

The fixed charge for the services described in this SOW, exclusive of applicable taxes and shipping charges, is:

1. 1 day class - $2,500

2. 2 day class - $5,000

3. 3 day class - $7,500

The above pricing does not include travel and living expenses. These costs will be added to your class charge when invoicing. The customer agrees to pay the charges, as described above, and will be invoiced after completion of the class. If the contract is canceled after it has been signed and perform resources have been scheduled, a cancellation fee of $2000.00 will be imposed on the customer.

Both of us agree that the complete agreement between us about these Services will consist of 1) this Statement of Work and 2) the IBM Customer Agreement (or any equivalent agreement signed by both parties).

Agreed to:
Customer - _____

By_____

Name (type or print):_____

Date:_____

Customer Number:_____

Customer address:_____

             _____

             _____

Agreed to:
International Business Machines Corporation

By_____

Name (type or print):

Date:_____

IBM Customer Agreement Number:_____

Contract Number:_____

IBM Services group address:
   The IBM Printing Systems Division
   6300 Diagonal Highway, 003B
   Boulder, CO 80301-9191