

# **IBM** Customer Agreement

## Statement of Work for Project Support Services

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*Scope of Services, Completion Criteria, Charges, and other applicable terms:*

### Expanded FontPac Plus

#### **1.0 SCOPE OF SERVICES**

The *Expanded FontPac Plus* service offering includes the following custom AFP font resources:

##### Barcode Symbologies

Code128 Barcode  
UPC Barcode  
Interleave 2 of 5 Barcode  
Plessey/MSI Barcode  
Postal Planet Barcode

##### Encoding Subroutines

PDF417 2-D  
DataMatrix 2-D  
MaxiCode 2-D

If you have requirements for other barcode symbologies or subroutines, please contact our group as we may have them available for purchase.

*Expanded FontPac Plus* resources are produced and delivered via email with documentation for the product ordered. This service provides **only** the resources; assistance in implementation, moving to production, application integration, consulting, and/or tuning, etc. is not included as part of this offering, but is available under a separate contract.

#### **1.1 Assumptions**

1. All sizing requirements on barcodes will be provided by the customer, i.e. bar height, width, pel density, etc.
2. The IBM Application Solutions Group (IBM ASG) does not guarantee any scanning rates for the barcode fonts. **Note:** Successful scanning of barcodes is dependent on the print quality of the printer used and accuracy of the scanning equipment
3. None of the information to be converted is categorized as customer-confidential.
4. Custom fonts are licensed to a single computer system. Additional charges will be applied to license additional systems. Fonts are priced per font density. If both 240/300 required the quantity is two.
5. No travel is required to complete this project.

If any of these assumptions change or become invalid, the Charges, Estimated Schedule, and/or other terms and conditions may change

#### **2.0 IBM APPLICATION SOLUTIONS GROUP RESPONSIBILITIES**

1. Provide and deliver the resource(s) requested on the *Expanded FontPac Plus* Order Form.
2. Arrange and contract for any subcontractor assistance required to perform the services defined in this Statement of Work (SOW).
3. Be responsible for the management of any subcontractors from whom we have contracted for services.

### 3.0 CUSTOMER RESPONSIBILITIES

1. Provide a Project Coordinator to:
  - a. Act as technical contact with the IBM ASG.
  - b. Ensure that all assumptions are met.
  - c. Provide appropriate "sign off", where necessary.
2. Complete the *Expanded FontPac Plus* Order Form.
3. Provide the necessary resources to facilitate the services.
4. Be responsible for any required licensing of source materials (i.e., input fonts).
5. Install and test the provided resources.

The customer shall have ten (10) business days from the delivery accept the resources. If the customer does not notify IBM ASG of any deficiencies, or of their acceptance, within the ten (10) business days, it will be deemed that the customer has accepted the Deliverable. IBM ASG will respond to any deficiencies within five (5) business days after notification.

### 4.0 DELIVERABLE MATERIALS

The Deliverable Materials expected to result from the successful completion of each project are the electronic resource(s) requested on each individual *Expanded FontPac Plus* Order Form.

### 5.0 ESTIMATED WORK SCHEDULE

The start date for this SOW is one (1) business day after receipt of this signed *Expanded FontPac Plus* SOW by IBM ASG. The completion date for this SOW is 31 December 2001.

The estimated start date of each project defined by a specific *Expanded FontPac Plus* Order Form is two (2) business days after receipt of all required resources by IBM ASG. The estimated completion date of each specific project is fifteen (15) business days after the start of the project. Rush orders, subject to IBM ASG workload, are available at an additional charge.

**Note:** Work schedules are dependent on the number of resources requested.

### 6.0 WORK LOCATIONS

The support for this project is expected to be provided by the IBM ASG located in Boulder, CO.

### 7.0 COMPLETION CRITERIA

IBM ASG shall have fulfilled its obligations under this SOW when any of the following first occurs:

1. IBM ASG completes the tasks described in the *Expanded FontPac Plus* Order Form, including delivery of any Deliverables
2. This SOW is terminated in accordance with the provisions of the *IBM Customer Agreement*, of which this SOW is a Transaction Document

### 8.0 CHARGES

The fixed charges for the Services described in this SOW, exclusive of applicable taxes, are as follows:

**Code 128 Barcode** \$2,500 per size/resolution

**UPC Barcode** \$2,500 per size/resolution

**Interleave 2 of 5 Barcode** \$2,500 per size/resolution

**Plessey/MSI Barcode** \$2,500 per size/resolution

**Postal Planet Barcode** \$2,500 per size/resolution

#### Encoding Subroutines

<b>PDF417 2-D</b>	\$21,000 per resolution
<b>DataMatrix 2-D</b>	\$21,000 per resolution
<b>Code 128 Barcode</b>	\$21,000 per resolution

All orders will be assessed a \$50.00 charge for shipping, handling, and electronic media. Rush charge is 10% of the total resource cost. The customer agrees to pay the charges, as described above, and will be invoiced after completion of each individual project.

Prices are subject to change without notice. If you have any questions, please call 303-924-6700.

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

Agreed to: <b>Company Name -</b> _____	Agreed to: <b>International Business Machines Corporation</b>
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By _____ <small>Authorized signature</small>	By _____ <small>Authorized signature</small>
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Name (type or print): _____	Name (type or print): Sharon Foster
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Date: _____	Date: _____
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Customer Number: _____	IBM Customer Agreement Number: _____
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Customer address: _____ _____	Contract Number: _____
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IBM Services group address:  
6300 Diagonal Highway, 003B  
Boulder, CO 80301-9191