

# IBM Customer Agreement

## Statement of Work for Project Support Services - Custom Services

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

### FormPAC Plus (8901B-01)

#### 1.0 SCOPE OF SERVICES

The *FormPAC Plus* service offering consists of the following standard AFP services:

<b>FormPAC</b>	Convert preprinted forms to electronic forms.
<b>ModPAC</b>	Redesign or modify existing forms that the ASG Group created.
<b>PagePAC</b>	Create simple to complex page definitions (pagedefs).
<b>ScanPAC</b>	Convert hardcopy images to AFP page segments (psegs).

*FormPAC Plus* resources are produced and delivered, on system media, in the system format specified on the *FormPAC Plus* Order Form. This service provides only the resources; **assistance in implementation and/or tuning is not included as part of these projects.**

#### 1.1 Assumptions

##### General:

1. A form is defined as one (1) single-sided image. A duplex form will be invoiced as two (2) forms. In the case of a form with multiple copies, the copies will be invoiced as ModPACs.
2. None of the information to be converted is categorized as customer-confidential.
3. No performance specifications or guarantees for AFP resources are either made or implied.
4. No travel is required to complete this project.
5. If any of these assumptions change or become invalid, the Charges, Estimated Schedule, and/or other terms and conditions may change.

##### FormPAC and ModPAC:

1. The IBM Application Solutions Group (IBM ASG) will choose the appropriate tool to create electronic forms. **You must specify if you need AFP Utilities.**
2. The forms will be replicated as closely as possible.
3. Fonts will be chosen to match the original as closely as possible. Only standard AFP core and compatibility fonts will be used.
4. A standard form definition (formdef) will be provided for MVS, VM, RS/6000, and VSE forms.
5. **No page definition is created unless an additional order is placed on the FormPac Plus order form.**

##### PagePAC:

1. The pagedef to be created will either:
  - Merge pre-formatted customer application data on the composed page, or
  - Add options such as field processing, conditional processing, font selection, and page formats to an existing pagedef.

**Note:** A maximum of two (2) page formats will be provided if needed. No JCL changes or assistance in helping the customer implement the resources are provided under this contract. If on site assistance is required, a separate contract for additional services can be written.
2. The customer will provide all required materials prior to the project start.
  - Preprinted forms, with and without application data.
  - **Test data** (not to exceed ten (10) test data records) in specified tape format, that represents the complete production variability of the application(s).
  - Other required resources (i.e. record layouts, custom fonts, FCBs, overlays, documentation, etc.).

3. IBM ASG reserves the right to assess the category of pagedef work.

**Note:** Any pagedef, not meeting the assumptions outlined above, will be considered "custom" and will be priced accordingly. We will create the pagedef based on customer input, but may not be able to test resources if test data is not available or test data is not representative of all possibilities. Pagedef is considered complete when leaving Boulder. If additional services are required (implementation, phone support, etc.) are available under separate contract.

A basic formdef may also be included.

**Note:** A maximum of two (2) copygroups will be provided. Basic N-up (not power positioning) may be included.

**ScanPAC:**

1. The quality of the electronic resources created is directly related to the quality of the source provided.
2. All signatures should be submitted on white paper using a fine tip, black felt pen - the signature should be in the exact size desired.
3. All other images should be submitted as "camera ready copy" or as a very high quality, high contrast original (black and white). If artwork is not included in this format an additional charge of \$100 will be incurred.
4. Electronic formats (i.e. TIFF, BMP, etc.) may also be acceptable as source input; however, high contrast originals are still required.
5. IBM ASG reserves the right to reject image source materials due to poor quality or unacceptable size.

**2.0 IBM APPLICATION SOLUTIONS GROUP RESPONSIBILITIES**

1. Provide and deliver the resource(s) requested on the FormPAC 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.

Complete the *FormPac Plus* Order Form.

Acquire and install all necessary software and/or fonts required to print the provided AFP resources.

Install and test the provided resources.

The customer shall have ten (10) business days from the delivery of any resources to test, review, and 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 *FormPAC Plus* Order Form. OGL and PPFA source definitions are provided for MVS, VM, VSE and AIX.

**5.0 ESTIMATED WORK SCHEDULE**

The start date for this SOW is one (1) business day after receipt of this signed *FormPAC 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 *FormPAC Plus* Order Form is one (1) business day 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 submitted for conversion.

#### 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 *FormPAC 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:

<b>FormPAC</b>	\$450.00 per AFP electronic overlay
<b>ModPAC</b>	\$550.00 per form for redesigns \$250.00 per form for modifications
<b>PagePAC</b>	\$1,500.00 and up per pagedef (simple)
<b>ScanPAC</b>	\$450.00 per electronic image (if artwork is not available, the charge will be \$550.00) \$150.00 per electronic signature for one (1) (required for minimum order amount) \$100.00 per electronic signature of two (2) or more

All orders will be assessed a \$50.00 charge for shipping, handling, and electronic media. Rush charge is \$75.00 minimum or 10% of the total 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:  
Company Name \_\_\_\_\_

Agreed to:  
International Business Machines Corporation

By \_\_\_\_\_  
Authorized signature

By \_\_\_\_\_  
Authorized signature

Name (type or print): \_\_\_\_\_

Name: Sharon Foster

Date: \_\_\_\_\_

Date: \_\_\_\_\_

IBM Customer Number: \_\_\_\_\_

IBM Customer Agreement Number: \_\_\_\_\_

Customer address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contract Number: \_\_\_\_\_

IBM Services Group address:  
6300 Diagonal Highway, 003B  
Boulder, Colorado 80301-9191