



# Application Form

for

**IBM Solution Provider Agreement,**

**IBM Reseller Agreement,**

or

**IBM Service Provider Agreement**

**(For IBM Business Partners Acquiring IBM Products From Distributors)**

# IBM Solution Provider / Reseller / Service Provider Application

## Overview

IBM Systems & Technology Group Business Partners in North America focus on remarketing IBM servers, Systems Storage, Point of Sale products, and related IBM Services. Most IBM Business Partners combine their application software solutions and technical services with IBM Systems ( i, p, x, or z ) when marketing to customers.

Applicants are required to meet certain selection criteria, invest in extensive IBM product training and education, and meet minimum IBM revenue objectives. An IBM authorized Distributor can provide you more information about this program.

## Selection Criteria

Here are selection criteria for Business Partners who acquire products from an IBM Distributor.

To be eligible for a Solution Provider, Reseller or Service Provider relationship, or to apply for additional product approval, you must meet the criteria in the table. The footnotes modify or explain the table. Contact your IBM Distributor if you have questions about your eligibility or the approval process.

Criteria	Group 1	Group 2
Platform Family	IBM System i – Mid/Low End IBM System i – High End Only IBM System p – High/Mid/Low End	IBM System i - Low End Only IBM System p - Low End Only IBM System x Point of Sale Software Storage Systems IBM Global Services
Total Number of Employees	System p - High/Mid/Low Minimum of 10 System i High/Mid/Low Minimum of 5	Minimum of 3
Prior 12-month Gross Sales	Minimum of \$700,000 (Canadian), \$500,000 (U.S.)	N/A
Value Added Enhancement	Required	Required for System i - Low End, System p - Low End and Point of Sale except Kiosk and Self Checkout; not required for other Group 2 Products
Product Certification	Required	Product Specific (contact your Distributor)
References Required	Required, two per product or VAE	Required, two per product or VAE

### Footnotes:

- When totaling number of employees, only full-time W-2 (U.S)/T4 (Canada) employees qualify. Full-time means that the employee works a minimum of 32 hours per week for the Business Partner firm. Contractors, agents, or consultants cannot be used to meet employee requirements.
- IBM Certification or education requirements must be met by full-time W2 (U.S.)/T4 (Canada) employees within six months of Contract Start Date unless otherwise stated in an announcement letter. Full-time means that the employee works a minimum of 32 hours per week for the Business Partner firm. Contractors, agents, or consultants cannot be used to meet employee minimum requirements.
- Currently approved Group 2 Business Partners requesting new Group 1 products or VAEs must meet Group 1 Selection Criteria.
- System i - High End models include i595. IBM certification is required.
- System i – Low End models include 9406-520 Value Edition and 9405-520 Express Edition. IBM certification is required.
- System p - Low End machine types include p5-185, p5-505, p5-510, p5-520, IS Power 285 and IS Power 275. IBM certification is required.
- Storage categories S2, S3 and S7 require IBM Certification.

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### Key IBM Business Partner Agreement terms

These terms apply to applicants who acquire products from an IBM Distributor.  
IBM Business Partner Agreement for Solution Providers and Resellers:

- 24 month contract period
- Renewal subject to meeting minimum IBM revenue objectives
- Sell only to unaffiliated end users, not to resellers

Under the Agreement you agree to:

- Provide a solution approved by IBM as a Value Added Enhancement when marketing IBM products which require a VAE
- Provide IBM access to your facilities to review contract compliance
- Be responsible for customer satisfaction
- Provide an installation and support plan for the end user customer
- Be the primary contact for IBM product and technical information and operational advice to the end user

Either party may terminate the Agreement, with or without cause, on 3 month's written notice.

This summary highlights the major responsibilities, and should not be used as a replacement for reading the actual IBM Business Partner Agreement.

### Minimum Attainment Revenue objectives

These objectives apply to applicants who acquire products from an IBM Distributor.

The IBM Solution Provider, Reseller, and Service Provider Business Partner Agreements are for a two-year term. A renewal criteria is meeting the minimum attainment (MA) revenue objective.

The current MA objective is \$100,000 U.S. (\$140,000 Canadian).

The MA objective is \$50,000 US (\$70,000 Canadian) for IBM Business Partners approved for IBM System i products as their only authorization.

The MAA is \$10,000 U.S. (\$14,000 Canadian) for Point of Sale as well as IBM System x.

The relationship MA or MAA objective is met through marketing IBM products eligible for IBM PartnerRewards, an IBM Business Partner incentive program. The following IBM product families participate in PartnerRewards: IBM System i, IBM System p, IBM System z (hardware), Storage, and Point of Sale. IBM reserves the right to change which products participate in PartnerRewards at any time, without notice. Also, at this time, even though revenue from IBM System x servers is not eligible for PartnerRewards, it does count toward the MA objective.

### Minimum Annual Attainment (MAA) revenue objectives:

IBM products may have product-specific revenue objectives. At this time, IBM System z software has a separate MAA objective for SW3A1, SW3B1, and SW3C1 in order to maintain that specific product approval. The System z software MAA is \$50,000 U.S. (\$70,000 Canadian). IBM System z software also counts toward the relationship MA objective.

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1. Application is for an IBM Business Partner relationship for the following IBM products: (check all that apply)

Group 1 Product Family:

- IBM System i5 – Mid/Low End  
 IBM System i5 – High End Only  
 IBM System p5 – High/Mid/Low End

Group 2 Product Family:

- IBM System i5 – Low End Only  
 IBM System p5 – Low End Only (AIX & Linux)  
 IBM System p5 – Low End Only (Linux Only)  
 POS SureMark Printer  
 POS SureOne  
 POS SurePOS 300  
 POS SurePOS 500  
 POS SurePOS 700  
 POS Kiosk  
 POS Self Checkout  
 Software – Specify \_\_\_\_\_  
 Storage\*\*\* - Specify categories \_\_\_\_\_  
 System x only  
 Other, please specify \_\_\_\_\_

NOTE: When a System i, System p, POS, or Storage only product is applied for, System x is included with those authorizations as is Storage categories S1, S8, and S9 (depending on the selected Distributor) and do not need to be requested separately. System x only requests includes storage category S1 authorization.

2. For this North America relationship, in which country will you purchase IBM products?  
US Only \_\_\_\_\_ Canada Only \_\_\_\_\_ Both US and Canada \_\_\_\_\_
3. What is your language preference for the IBM Contracts?  
\_\_\_\_\_ English \_\_\_\_\_ French
4. For Products related to this application, who manufactures the hardware products you most often represent?  
Primary: \_\_\_\_\_ Secondary: \_\_\_\_\_

**SECTION ONE: COMPANY INFORMATION - Please indicate the company name for the contracting location (HQ):**

5. Company (Legal) Name: \_\_\_\_\_  
DBA (if applicable) \_\_\_\_\_  
Street Address (No P.O. Box): \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_  
Country: \_\_\_\_\_ County/Division/District: \_\_\_\_\_  
Telephone: (\_\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_\_) \_\_\_\_\_  
Date Established: \_\_\_\_\_ State Incorporated: \_\_\_\_\_  
Web site: \_\_\_\_\_  
Key Contact Name (person responsible for the IBM relationship):  
\_\_\_\_\_  
Key Contact Title: \_\_\_\_\_

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Key Contact E-mail: \_\_\_\_\_

Signing Officer/Executive Name: \_\_\_\_\_

Signing Officer/Executive Title: \_\_\_\_\_

Signing Officer/Executive E-mail: \_\_\_\_\_

6. Number of full-time (W-2/T4) employees:            Total: \_\_\_\_\_

Sales: \_\_\_\_\_    Technical Support: \_\_\_\_\_    Services: \_\_\_\_\_    Other: \_\_\_\_\_

7. Company's prior year annual sales (\$ in K):            Total: \$ \_\_\_\_\_

Hardware: \$ \_\_\_\_\_    Software: \$ \_\_\_\_\_    Services: \$ \_\_\_\_\_    Other: \$ \_\_\_\_\_

What percentage of your annual sales is derived from the sale of Information Technology (IT) products, services, or software? \_\_\_\_\_%

8. Briefly describe the business in which the company is engaged, including its targeted markets or customers: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Please circle your primary industry segment market:

Education	State/Local Government
Finance	Cross
Health	Telecommunications
Distribution	Transportation
Manufacturing	Federal Government

10. Is this company a subsidiary of another company or a parent or a holding company? (Y or N) \_\_\_\_\_  
If yes, please explain, including the name of the parent or holding company: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

11. Has your company been involved in a merger or acquisition within the past 12 months? (Y or N) \_\_\_\_\_  
If yes, is this application the result of an acquisition or a merger with a firm who is currently an IBM Systems and Services Business Partner? (Y or N): \_\_\_\_\_

In addition to this application, a completed Merger and Acquisition (M/A) Document is required.

(a) If yes, please provide any pertinent comments relating to the Merger or Acquisition: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(b) If yes, do you want to apply for all the Value Added Enhancements (VAE) and/or all of the products of the company being acquired? (Y or N): \_\_\_\_\_

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12. (a) List the names of the Owner(s), CEO, and President of the firm and their previous employer:

CEO: \_\_\_\_\_  
 Previous Employer: \_\_\_\_\_

President: \_\_\_\_\_  
 Previous Employer: \_\_\_\_\_

Owner(s): \_\_\_\_\_  
 Previous Employer(s): \_\_\_\_\_

13. (a) Are any Owner(s), or officers currently employed by or have been employed by another company with an IBM Business Partner relationship? (Y or N) \_\_\_\_\_

If yes, provide name and other/former employer(s): \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

(b) Are you, or any officer of your company, a current or past employee of the IBM Corporation? (Y or N) \_\_\_\_\_

If yes, please provide the name(s) of the individual(s), and as applicable, in what division of IBM they work(ed) and the month/year their employment ended at IBM.

Name	IBM Dept.	Separation Date
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

(c) Has your company or any owner(s), or officers ever been involved in a legal dispute with IBM? (Y or N) \_\_\_\_\_

If yes, describe the dispute, identify the individuals involved and provide approximate dates.

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

14. Is this company in the computer equipment leasing, used equipment business, or private label business, or subsidiary of one that is? (Y or N) \_\_\_\_\_

If yes, describe: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

If yes, what percentage of your total company revenue is from:

Leasing: \_\_\_\_\_%  
 Used Equipment (refurbished): \_\_\_\_\_%  
 Private Label (White Box): \_\_\_\_\_%

**NEW APPLICANTS ONLY NEED TO COMPLETE ITEMS 15 THROUGH 17.**

**In order to help ensure IBM complies with its legal obligations and internal policies regarding anti-corruption, anti-bribery, and government procurement regulations which affect our Business Partner authorization processes, please answer these final questions about ownership and control.**

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15. Please identify your ownership and control structure, including any and all persons or entities with 5% or more, direct or indirect, ownership or control. Specifically identify any such ownership or control, by any government entity, government official, or government employee. "Indirect" ownership includes ownership through familial relationships.

Name	Title	% Ownership
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

16. To the best of your knowledge, are any of your company's employees, board members, or officers: 1. Government officials, or 2. do they have indirect ties to government (e.g., through familial relationships) that allow them to influence or approve any government spending, procurement, and/or investment decisions? (Y or N) \_\_\_\_\_

If yes, describe and identify the individuals involved: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

17. To the best of your knowledge, have you or any of your employees, board members, or officers ever been investigated for, or charged by, any jurisdiction with engaging in illegal activity related to unethical conduct, such as bribery or corruption? (Y or N) \_\_\_\_\_

If yes, describe and identify the individuals involved: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**NEW APPLICANTS FOR NON VAE PRODUCTS MAY SKIP QUESTIONS 18 THROUGH 24.**

**SECTION TWO: VALUE ADDED ENHANCEMENT.**

**QUESTION 18 THROUGH 27 SHOULD BE COMPLETED INDIVIDUALLY FOR EACH REQUESTED VAE. MAKE ADDITIONAL COPIES OF THIS SECTION IF NEEDED. THIS IS VAE PAGE # \_\_\_ of \_\_\_**

18. Check the VAE Category you are applying for:

Application   
  Cross Industry Technology   
  Customer Growth \*  
 Public Sector   
  Additional

\*Candidates for the Customer Growth (Coverage Sales and Support) VAE are to complete the Sales Location Addendum rather than this Form.

19. Are you applying for the \*Managed Services Attachment\*? (Y or N) \_\_\_\_\_  
 If yes, what is being hosted? List name of application, solution or workload.

\_\_\_\_\_

\*Managed Services are services or solutions that end user customers outsource to IT firms. These services or solutions are sometimes provided remotely via the internet or other network connection and sometimes at the customer's location. Examples include hosting of application software, providing e-commerce solutions, handling IT help desk support, etc. IBM Business Partners approved to resell IBM servers, Retail Store Systems, and Storage Products can either resell or retain ownership of the IBM products that they acquire through this program. The products acquired through the Managed Services Program must be used exclusively for providing managed services.\*

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20. (a) Enter the VAE Name: \_\_\_\_\_

Note: When IBM has provided funding to a Business Partner firm to assist in developing a software application solution, that solution cannot be approved as that Business Partner's VAE/Solution when the Business Partner is in a remarketing relationship with IBM.

(b) Is this an IBM Standard VAE? (Y or N) \_\_\_\_\_

(c) If you are the owner of the software solution, did IBM provide funding for its development? (Y or N) \_\_\_\_\_

(d) In what industry is the solution sold? (e.g. health, manufacturing, cross industry):  
\_\_\_\_\_

(e) Is the requested VAE the primary reason an end user would be acquiring the IBM product? (Y or N) \_\_\_\_\_

21. If this is not a Standard IBM VAE, what is the typical solution price, and the percentage breakdown among hardware, software, and services, when this VAE is sold:

Total (in \$K): \$ \_\_\_\_\_ Hardware: \_\_\_% Software: \_\_\_% Services: \_\_\_%

22. (a) Which IBM Platform(s) are you requesting approval for the Value Added Enhancement (VAE)?  
\_\_\_\_\_

(b) Is the proposed Value Added Enhancement (VAE) ported/installed on the requested IBM Platform? (Y or N) \_\_\_\_\_  
If no, when will the porting be completed? \_\_\_\_\_

(c) For non-Standard VAEs, list the minimum set of base or core modules which will always be installed. (For example, the minimum set of modules in a physician's management system might include: patient scheduling, patient history, physician scheduling, insurance billing and accounts receivables.) :  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

23. (a) Does this VAE solution include software? (Y or N) \_\_\_\_\_ **If No, go to question #25.** If yes and the software is non-IBM, **go to question #24.**

(b) If yes and the software is an IBM product, name of the solution offering:  
\_\_\_\_\_ ; **then go to question #25.**

24. (a) If this VAE includes non-IBM software, what is the name of the solution offering?  
\_\_\_\_\_

Are you the owner or author (ISV) of the software? (Y or N) \_\_\_\_\_

(b) If "yes" answer these questions:

- What is the web site address where the software is described? \_\_\_\_\_

- Is this solution offering listed in IBM's Global Solutions Directory? (Y or N) \_\_\_\_\_

(c) If the answer is "no", who is the ISV? \_\_\_\_\_

- What is the web site address where the software is described? \_\_\_\_\_

- Is this solution offering listed in IBM's Global Solutions Directory? (Y or N) \_\_\_\_\_

- Have you obtained marketing rights for the software or have you entered into a joint marketing agreement with the ISV?

\_\_\_\_\_ Marketing Rights \_\_\_\_\_ Joint Marketing

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- Have you obtained marketing rights or joint marketing rights for the software in:  
U.S only \_\_\_\_\_ Canada only \_\_\_\_\_ U.S. and Canada \_\_\_\_\_

- Are you jointly marketing the solution offerings with the ISV or the ISV's Agent/Reseller in the U.S.? (Y or N) \_\_\_\_\_ If yes, what is their name? \_\_\_\_\_

- Are you jointly marketing the solution offerings with the ISV or the ISV's Agent/Reseller in Canada? (Y or N) \_\_\_\_\_ If yes, what is their name? \_\_\_\_\_

25. Certain IBM products require certification or product education. Has this requirement been met? (Y or N) \_\_\_\_\_ **If no, go to question 27**

If yes, please list employees who are certified or have completed IBM product education:

Name: \_\_\_\_\_ Date completed: \_\_\_\_\_

Name: \_\_\_\_\_ Date completed: \_\_\_\_\_

26. Certain IBM VAEs require certification or product education. Has this requirement been met? (Y or N) \_\_\_\_\_ **If no, go to question 27**

If yes, please list employees who are certified or have completed IBM VAE education:

Name: \_\_\_\_\_ Date completed: \_\_\_\_\_

Name: \_\_\_\_\_ Date completed: \_\_\_\_\_

27. For each IBM product or VAE being applied for please provide 2 references. If requesting either the Competitive Focus or Competitive System Conversion VAE's please include the "from" and "to" machines and what application was converted or moved under the machine/model installed section. For Marketing Rights the applicant must provide the references. For Joint Marketing the ISV may provide the references.

(a) Applicant installed \_\_\_\_\_ ISV installed \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

Country: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Contact's Title: \_\_\_\_\_ Phone Number: (\_\_\_\_\_) \_\_\_\_\_

Machine/Model installed: \_\_\_\_\_ Industry: \_\_\_\_\_

(b) Applicant installed \_\_\_\_\_ ISV installed \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

Country: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Contact's Title: \_\_\_\_\_ Phone Number: (\_\_\_\_\_) \_\_\_\_\_

Machine/Model installed: \_\_\_\_\_ Industry: \_\_\_\_\_

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A company officer must authorize submission of this application to join the IBM System and Services Business Partner Program.

Applicant Firm Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

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

e-mail Address: \_\_\_\_\_

### **Applicant Checklist**

The following supporting documentation should be provided to your distributor.

- Two customer reference letters on customer letterhead per VAE, product, or service. (not required for IBM System x)
- Product experience profiles or technical personnel who will support this VAE or product.
- A copy of relevant pages from financial statement or tax form, or a letter from your CPA confirming at least \$500,000 (\$700,000 in Canada) in revenue during the prior 12 months. (For group 1 requests only)
- If required by your distributor, a business plan showing ability to meet minimum attainment and certification or education requirements.

### **Distributor Checklist**

By sending this application on to IBM, you confirm the following:

- The IBM Systems & Technology Group Business Partner application is complete and signed by the applicant. Each VAE statement accurately defines the VAE. The applicant is aware of IBM's VAE strategy, and understands the VAE-related concept of Billed Value Measurement (BVM), the need for a face-to-face meeting, VAE certification and product certification requirements.
- I reviewed the required customer reference letters per VAE or non-VAE product category. The reference letters will be retained on file with this application. If a reference letter did not provide the required information, the reference was called and the completed Referral Account Questionnaire is also retained on file.
- We have retained on file documentation from the applicant firm verifying they had gross revenues in excess of \$500,000 (\$700,000 in Canada) during the prior 12 months (for group 1 requests only), and if we requested it, a business plan depicting their go to market strategy for the IBM product(s) for which they are requesting approval.
- The applicant meets the IBM Systems & Technology Group Business Partner selection criteria for the relationship they are requesting.

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## DISTRIBUTOR REFFERAL ACCOUNT QUESTIONNAIRE:

*If the customer testimonial letter does not provide the required reference information, contact the references customer and complete the form. Retain completed forms in applicant's file.*

CANDIDATE COMPANY NAME \_\_\_\_\_

REFFERAL ACCOUNT NAME \_\_\_\_\_

PERSON CONTACTED \_\_\_\_\_ TITLE \_\_\_\_\_

PHONE \_\_\_\_\_

VAE/NON-VAE PRODUCT CATEGORY NAME \_\_\_\_\_

The following questions should be asked during your referral call.

1. Are you currently using the solution? Y or N \_\_\_\_\_

If no, explain \_\_\_\_\_

2. What system units or products were used for the solution? \_\_\_\_\_

3. Are you satisfied with the performance of the solution? \_\_\_\_\_

If no, explain \_\_\_\_\_

\_\_\_\_\_

4. Did the support and service from (Candidate name) meet your expectations? Y or N \_\_\_\_\_

If no, explain \_\_\_\_\_

\_\_\_\_\_

5. Any other comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Distributor Employee Name (Printed)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date