

EXHIBIT "A"
HIDALGO COUNTY REQUEST FOR PROPOSALS
"SUPPORT & MAINTENANCE OF HIDALGO COUNTY PHONE SYSTEM"
BID NO: 2008-152-04-23-LRM

OVERVIEW:

TO PROVIDE support and equipment on an as needed basis to Hidalgo County Phone System for 12 months with the option to renew for four (4) additional one (1) year terms. County of Hidalgo is seeking to expand their existing ShoreTel Voice Communications Systems.

a) **SCOPE OF SERVICES AND RESPONSIBILITIES:** Vendor must be an authorize ShoreTel distributor.

1) Price for ShoreTel ShoreCare Enterprise Support for the following equipment count:

ShoreGear 40/8	9
ShoreGear 60/12	10
ShoreGear 120/24	23
ShoreGear T1	9
Extension & Mailbox License	1,268
Extension-only License	119
Softphone License	30
Distributed Voice Services License	6
Personal Call Manager	1,387
Operator Call Manager	10
Supervisor Call Manager	80

a) As an option include a price for ShoreTel ShoreCare Enterprise support for the following equipment:

ShorePhone IP 110 – Black	12
ShorePhone IP560 – Black	1,267
ShorePhone BB 24 – Black	12

2) The County is also interested in purchasing additional ShoreTel equipment. **NOTICE TO SUBMITTER:** Submitter should submit pricing based upon the following equipment specifications to be purchased on an as needed basis:

Item Number	Item Name
10142	ShoreGear 40/8
10168	ShoreGear 60/12
10134	ShoreGear 120/24
10259	ShoreGear 50
10260	ShoreGear 90
10144	ShoreGear T1
10261	ShoreGear 220T1

10229	ShoreGear 220T1A
10177	ShorePhone IP 110 - Black
10216	ShorePhone IP 115 - Silver (requires v7.5 software)
10217	ShorePhone IP 115 - Black (requires v7.5 software)
10199	ShorePhone IP212k - Silver
10198	ShorePhone IP212k - Black
10197	ShorePhone IP230 - Silver
10196	ShorePhone IP230 - Black
10218	ShorePhone IP 265 - Silver (requires v7.5 software)
10219	ShorePhone IP 265 - Black (requires v7.5 software)
10148	ShorePhone IP560 - Silver
10156	ShorePhone IP560 - Black
10203	ShorePhone IP560g - Silver
10204	ShorePhone IP560g - Black
10220	ShorePhone IP565 - Silver (requires v7.5 software)
10221	ShorePhone IP565 - Black (requires v7.5 software)
10174	ShorePhone BB 24 - Silver
10175	ShorePhone BB 24 - Black
10274	ShorePhone IP8000 - Conference Phone
10269	ShorePhone Gig Power Adaptor 10/100/1000
10126	ShorePhone AP100 (minimum 3)
29122	ShoreTel 7.0 Software (Controlled Release)
29123	ShoreTel 7.5 Software (Controlled Release)
30035	Extension & Mailbox License
30039	Extension-only License
30040	Mailbox-only License
30006	Softphone License
30043	SIP Trunk Software License
30044	Additional Site License
30049	ShoreTel TAPI Application Server License
30048	ShoreTel Remote Web Reporting License
10243	Base Unit, Conference Bridge, Max 48 Ports
10244	Enhanced, Conference Bridge, Max 96 Ports
10245	Base, Audio Conference SW with 12 Ports
10246	Base, Audio & Web Conference SW with 12 Ports
10247	Add-on, Audio Conference SW (12 Ports)
10248	Add-on, Audio & Web Conference SW (12 Ports)
10249	Base, Conference Bridge Upgrade, 1st 12 Web Ports
10250	Base, Conference Bridge Upgrade, additional 12 Web Ports
10251	Upgrade, 12 Document Ports to Application Sharing
30001	Personal Call Manager
40002	Operator Call Manager
40003	Agent Call Manager
40004	Supervisor Call Manager
30051	Mobile Call Manager (requires ShoreTel v7.5 or later)
10195	IP110 / 115 / BB24 Wall Mount Kit
10211	IP212k/ 230/ 265 Wall Mount Kit
10169	IP560 Wall Mount Kit

(NO SUBSTITUTIONS WILL BE ACCEPTED)

Enterprise Support Agreement without Phones

Prepared for ShoreTel Customer: Hidalgo County							
Quote Generated:		04/21/2008		Agreement Term:		Enterprise Support	
Current ShoreCare Expiration:							
	Qty	Port/Client Count	List Price*	1Yr	3Yr	5Yr	
ShoreGear 40/8	9	72	\$ 17,955	\$ 718.20	\$ 1,939.14	\$ 3,052.35	
ShoreGear 60/12	10	120	\$ 29,950	\$ 1,198.00	\$ 3,234.60	\$ 5,091.50	
ShoreGear 120/24	23	552	\$ 114,885	\$ 4,595.40	\$ 12,407.58	\$ 19,530.45	
ShoreGear T1	9	-	\$ 31,455	\$ 1,258.20	\$ 3,387.14	\$ 5,347.35	
Extension & Mailbox License	1,268	1,268	\$ 253,600	\$ 40,576.00	\$ 109,555.20	\$ 172,448.00	
Extension-only License	119	119	\$ 16,660	\$ 2,665.60	\$ 7,197.12	\$ 11,328.80	
Softphone License	30	-	\$ 4,500	\$ 720.00	\$ 1,944.00	\$ 3,080.00	
Distributed Voice Services License	6	-	\$ 5,970	\$ 955.20	\$ 2,579.04	\$ 4,059.60	
Personal Call Manager	1,387	N/A	\$ -	\$ -	\$ -	\$ -	
Operator Call Manager	10	N/A	\$ 5,950	\$ 952.00	\$ 2,570.40	\$ 4,046.00	
Supervisor Call Manager	80	N/A	\$ 47,600	\$ 7,616.00	\$ 20,563.20	\$ 32,368.00	
TOTAL Partner Price of All ShoreTel Products:				\$ 61,254.60	\$ 165,387.42	\$ 260,332.05	
Additional Discounts:				\$ 6,125.46	\$ 16,538.74	\$ 26,033.21	
TOTAL Price of All ShoreTel Products after Discounts:				\$ 55,129.14	\$ 148,848.68	\$ 234,298.84	

Exhibit "B"

Enterprise Support Agreement with Phones

Prepared for ShoreTel Customer: Hidalgo County							
		Quote Generated: 04/21/2008					
		Current ShoreCare Expiration:		Agreement Term:		Enterprise Support	
	Qty	Port/Client Count		List Price*	1Yr	3Yr	5Yr
ShoreGear 40/8	9	72	\$	17,955	\$ 718.20	\$ 1,939.14	\$ 3,052.35
ShoreGear 60/12	10	120	\$	29,950	\$ 1,198.00	\$ 3,234.60	\$ 5,091.50
ShoreGear 120/24	23	552	\$	114,885	\$ 4,595.40	\$ 12,407.58	\$ 19,530.45
ShoreGear T1	9	-	\$	31,455	\$ 1,258.20	\$ 3,397.14	\$ 5,347.35
ShorePhone IP 110 - Black	12	-	\$	1,788	\$ 178.80	\$ 482.76	\$ 942.28
ShorePhone IP560 - Black	1,267	-	\$	442,183	\$ 44,218.30	\$ 119,389.41	\$ 233,030.44
ShorePhone BB 24 - Black	12	-	\$	3,588	\$ 358.80	\$ 988.76	\$ 1,890.88
Extension & Mailbox License	1,268	1,268	\$	253,600	\$ 40,576.00	\$ 109,555.20	\$ 172,448.00
Extension-only License	119	119	\$	16,660	\$ 2,665.60	\$ 7,197.12	\$ 11,328.80
Softphone License	30	-	\$	4,500	\$ 720.00	\$ 1,944.00	\$ 3,060.00
Distributed Voice Services License	6	-	\$	5,970	\$ 955.20	\$ 2,579.04	\$ 4,059.60
Personal Call Manager	1,387	N/A	\$	-	\$ -	\$ -	\$ -
Operator Call Manager	10	N/A	\$	5,950	\$ 952.00	\$ 2,570.40	\$ 4,046.00
Supervisor Call Manager	80	N/A	\$	47,600	\$ 7,616.00	\$ 20,563.20	\$ 32,368.00
TOTAL Partner Price of All ShoreTel Products:					\$ 106,010.50	\$ 286,228.35	\$ 496,195.64
Additional Discounts:					\$ 10,601.05	\$ 28,622.84	\$ 49,619.58
TOTAL Price of All ShoreTel Products after Discounts:					\$ 95,409.45	\$ 257,605.51	\$ 446,576.08

Lava Concepts & Consulting
 3908 Warbler Ave.
 McAllen, TX 8504
 Lee Gonzalez
 856-648-9559

Lava Concepts & Consulting Proposed Equipment Price List

Customer: Hidalgo County
2802 So. Business 281
Edinburg, Texas 78539
Attn: Martha L. Salazar
Date: 21-Apr-08

Description	Quantity	SKU #	Unit List	List Price	Net Price
ShoreGear Voice Switches:					
ShoreGear 40/8	1	10142	\$ 1,995.00	\$ 1,995.00	\$ 1,596.00
ShoreGear 60/12	1	10168	\$ 2,995.00	\$ 2,995.00	\$ 2,396.00
ShoreGear 120/24	1	10134	\$ 4,995.00	\$ 4,995.00	\$ 3,996.00
ShoreGear 50	1	10259	\$ 1,995.00	\$ 1,995.00	\$ 1,596.00
ShoreGear 90	1	10260	\$ 2,995.00	\$ 2,995.00	\$ 2,396.00
ShoreGear T1	1	10144	\$ 3,495.00	\$ 3,495.00	\$ 2,796.00
ShoreGear 220T1	1	10281	\$ 7,495.00	\$ 7,495.00	\$ 5,996.00
ShoreGear 220T1A	1	10229	\$ 8,195.00	\$ 8,195.00	\$ 6,556.00
ShorePhone Telephones:					
ShorePhone IP 110 - Black	1	10177	\$ 149.00	\$ 149.00	\$ 119.20
ShorePhone IP 115 - Silver (requires v7.5 software)	1	10216	\$ 159.00	\$ 159.00	\$ 127.20
ShorePhone IP 115 - Black (requires v7.5 software)	1	10217	\$ 159.00	\$ 159.00	\$ 127.20
ShorePhone IP212k - Silver	1	10199	\$ 299.00	\$ 299.00	\$ 239.20
ShorePhone IP212k - Black	1	10198	\$ 299.00	\$ 299.00	\$ 239.20
ShorePhone IP230 - Silver	1	10197	\$ 259.00	\$ 259.00	\$ 207.20
ShorePhone IP230 - Black	1	10196	\$ 259.00	\$ 259.00	\$ 207.20
ShorePhone IP 265 - Silver (requires v7.5 software)	1	10218	\$ 369.00	\$ 369.00	\$ 295.20
ShorePhone IP 265 - Black (requires v7.5 software)	1	10219	\$ 369.00	\$ 369.00	\$ 295.20
ShorePhone IP560 - Silver	1	10148	\$ 349.00	\$ 349.00	\$ 279.20
ShorePhone IP560 - Black	1	10156	\$ 349.00	\$ 349.00	\$ 279.20
ShorePhone IP560g - Silver	1	10203	\$ 429.00	\$ 429.00	\$ 343.20
ShorePhone IP560g - Black	1	10204	\$ 429.00	\$ 429.00	\$ 343.20
ShorePhone IP565 - Silver (requires v7.5 software)	1	10220	\$ 599.00	\$ 599.00	\$ 479.20
ShorePhone IP565 - Black (requires v7.5 software)	1	10221	\$ 599.00	\$ 599.00	\$ 479.20
ShorePhone BB 24 - Silver	1	10174	\$ 299.00	\$ 299.00	\$ 239.20
ShorePhone BB 24 - Black	1	10175	\$ 299.00	\$ 299.00	\$ 239.20
ShorePhone IP8000 - Conference Phone	1	10263	\$ 1,299.00	\$ 1,299.00	\$ 1,039.20
ShorePhone Power Adaptor for Ethernet speed of 10/100 (min 10 w/o phone order)	10	10157	\$ 35.00	\$ 350.00	\$ 280.00
ShorePhone Gig Power Adaptor 10/100/1000	10	10269	\$ 55.00	\$ 550.00	\$ 440.00
ShorePhone AP100 (minimum 3)	3	10126	\$ 139.00	\$ 417.00	\$ 333.60
ShoreWare Application Server:					
ShoreTel 7.0 Software (Controlled Release)	1	29122	\$ -	\$ -	\$ -
ShoreTel 7.5 Software (Controlled Release)	1	29123	\$ -	\$ -	\$ -
Extension & Mailbox License	1	30035	\$ 200.00	\$ 200.00	\$ 160.00
Extension-only License	1	30039	\$ 140.00	\$ 140.00	\$ 112.00
Mailbox-only License	1	30040	\$ 90.00	\$ 90.00	\$ 72.00
Softphone License	1	30006	\$ 150.00	\$ 150.00	\$ 120.00
SIP Trunk Software License (requires ShoreTel 6. If you have a Conf Bridge, you must upgrade it to Release 5.6)	1	30043	\$ 50.00	\$ 50.00	\$ 40.00

Description	Quantity	SKU #	Unit List	List Price	Net Price	
Converged Conference Bridges:	Additional Site License	1	30044	\$ 495.00	\$ 495.00	\$ 396.00
	ShoreTel TAPI Application Server License	1	30049	\$ 495.00	\$ 495.00	\$ 396.00
	ShoreTel Remote Web Reporting License	1	30048	\$ 2,695.00	\$ 2,695.00	\$ 2,156.00
	Base Unit, Conference Bridge, Max 48 Ports	1	10243	\$ -	\$ -	\$ -
	Enhanced, Conference Bridge, Max 96 Ports	1	10244	\$ 1,000.00	\$ 1,000.00	\$ 800.00
	Base, Audio Conference SW with 12 Ports	1	10245	\$ 9,300.00	\$ 9,300.00	\$ 7,440.00
	Base, Audio & Web Conference SW with 12 Ports	1	10246	\$ 15,600.00	\$ 15,600.00	\$ 12,480.00
	Add-on, Audio Conference SW (12 Ports)	1	10247	\$ 8,700.00	\$ 8,700.00	\$ 6,960.00
	Add-on, Audio & Web Conference SW (12 Ports)	1	10248	\$ 13,200.00	\$ 13,200.00	\$ 10,560.00
	Add-on, Audio & Document Sharing SW (12 Ports) (version 4.5 only)	1	10254	\$ 14,400.00	\$ 14,400.00	\$ 11,520.00
ShoreWare Client Software:	Base, Conference Bridge Upgrade, 1st 12 Web Ports (requires Conf Bridge Release 5.6)	1	10249	\$ 10,320.00	\$ 10,320.00	\$ 8,256.00
	Base, Conference Bridge Upgrade, additional 12 Web Ports	1	10250	\$ 9,480.00	\$ 9,480.00	\$ 7,584.00
	Upgrade, 12 Document Ports to Application Sharing	1	10251	\$ 2,500.00	\$ 2,500.00	\$ 2,000.00
	Personal Call Manager without Phone	1	30001	\$ 125.00	\$ 125.00	\$ 100.00
	Personal Call Manager	1	30001	\$ 125.00	\$ -	\$ -
	Operator Call Manager	1	40002	\$ 595.00	\$ 595.00	\$ 476.00
	Agent Call Manager	1	40003	\$ 295.00	\$ 295.00	\$ 236.00
	Supervisor Call Manager	1	40004	\$ 595.00	\$ 595.00	\$ 476.00
	Mobile Call Manager (requires ShoreTel v7.5 or later)	1	30051	\$ 95.00	\$ 95.00	\$ 76.00
	Other Equipment Pricing Estimate:	IP110 / 115 / BB24 Wall Mount Kit	1	10195	\$ 13.00	\$ 13.00
IP212k/ 230/ 265 Wall Mount Kit		1	10211	\$ 13.00	\$ 13.00	\$ 13.00
IP560 Wall Mount Kit		1	10169	\$ 12.25	\$ 12.25	\$ 12.25
Handset, IP phone		1	10162	\$ 27.00	\$ 27.00	\$ 27.00

Prices does not include shipping cost.

Prices does not include support. Support will be prorated as per the contract specifications.



PURCHASING DEPARTMENT
County Of Hidalgo

Ruberto Lee Gonzalez, Owner
LAVA Concepts & Consulting
3908 Warbler Avenue
McAllen, Tx 78504

Re: Negotiation and/or Clarification RFP-2008-152-02-13-LRM - Support & Maintenance of Hidalgo County Phone System-Hidalgo County

Mr. Gonzalez,

Pursuant to our negotiations meeting held on Friday, June 6, 2008 regarding the referenced RFP, we are hereby requesting further negotiation and/or clarification of the following: Please respond by acknowledging with AGREE or DISAGREE and or, ALTERNATE OFFER. (All responses will become part of the final negotiated contract document as exhibits).

- 1) Lava Concepts & Consulting will provide Hidalgo County with a Shore Tel Enterprise Agreement for the direct maintenance and support for Hidalgo County Shore Tel phone system and equipment. After award Lava Concepts & Consulting agrees to submit a Shore Tel Enterprise Agreement between Lava and Shore Tel for the direct maintenance and support of Hidalgo County Phone System.

Agree _____ Disagree _____ or, Alternate Offer

see Attached

- 2) In the event, the County of Hidalgo chooses to extend its sole option to exercise a one (1) year option to renew/extend (for up to four (4) additional one (1) year terms), the County of Hidalgo requests a fixed fee commitment of \$ 46,859.77 from Lava Concepts & Consulting on an annual amount basis. In addition, if Shore Tel fails to respond, Lava Concepts will commit to a two (2) hour service response time when requested by Hidalgo County.

Agree _____ Disagree _____ or, Alternate Offer

see Attached

Response to this negotiations/clarification is due by no later than 3:00 P.M., June 12, 2008 to via email leticia.saez@co.hidalgo.tx.us and facsimile to (956) 318-2629.

Thank you for your prompt attention and cooperation to this important matter. Should you have any questions or require additional information, please do not hesitate to call me at (956) 292-7000 x-4861.

Respectfully,


Leticia H. Saez, CPPB/Contracts Manager
Hidalgo County Purchasing Department

cc: Renan Ramirez, IT Director
Marina Salazar, CPPB/Purchasing Agent
Ramon Vela, Asst. Purchasing Agent
Laura Renteria-Moya, Buyer #
File

renan@co.hidalgo.tx.us
Marina.salazar@co.hidalgo.tx.us
ramon.vela@co.hidalgo.tx.us
laura.moya@co.hidalgo.tx.us

Leticia,

The following are my responses to the *Negotiation and/or Clarification-RFP-2008-152-02-13-LRM-Support & Maintenance of Hidalgo County Phone System-Hidalgo County*:

- 1) I will provide a ShoreCare Enterprise Support Agreement, which will include my Company Information on page 3 of the agreement.
- 2) I will not commit to a fixed fee commitment. My proposal includes prices for a one year, three year, or five year commitment from Hidalgo County for existing equipment. In order to receive the three or five year reduced prices, Hidalgo County would have to commit upfront to a three or five year commitment that is not optional on a yearly basis. I did provide a one year agreement if Hidalgo County would like to have the option to renew on a yearly basis. Also, the support proposal is based on existing equipment counts. The support prices are prorated throughout the year on purchases of new equipment. Then on each new renewal the equipment count will be evaluated and then a new support price will be determined. Lava Concepts can commit that I will continue to offer Hidalgo County a 10% discount from List Price on Support. Last, Lava Concepts can commit to a two hour response time when requested by Hidalgo County when ShoreTel fails to respond.

To clarify further, Lava Concepts will and can commit to a fixed 10% discount from List Price for Support & Maintenance fees, as well as, a 20% discount from List Price for Equipment Purchases. My Price List will be determined on a yearly basis. List Prices are determined by ShoreTel, Inc. and are subject to change. This is my best and final offer.

Thank You,

Lee Gonzalez
Lava Concepts & Consulting