

Requisition

Req # 00154635

PO #

Date: 05/08/09

Comment
#15448
5/19/09

Bill To: x
 x

Vendor : 298778
ALBANESE CONSULTING, INC.
319 EAST MADISON
SUITE 3E
SPRINGFIELD IL 62701

Ship To: EMERGENCY SERVICES
100 E CANO, 2ND FLOOR
EDINBURG TX 78539

Contact: Yolanda Orozco
956-318-2656

Contract No:

Special Instructions:

QUANTITY	UOM	DESCRIPTION	UNIT PRICE	AMOUNT
		DO NOT DUPLICATE ORDER		
1.00	YEAR	Renewal of maintenance/support for Fire Investigators software for arson, fire reporting and tracking to cover the period of May 15, 2009 to May 15, 2010. User under Juan Martinez, Chief Deputy Fire Marshal.	299.00	299.00
3.00	YEAR	New maintenance/support for Fire Investigators Software for arson, fire reporting and tracking to be effective upon approval of Commissioners' Court. User under the following Deputy Fire Marshals: Wesley Bradley, Javier Garcia and Marco Romero (These users already have the license from previous year.)	149.00	447.00
1.00	YEAR	New full license and maintenance/support for Fire Investigators for Fire Investigators Software of Arson, Fire Reporting and Tracking. To be effective upon approval from Commissioners' Court. User under Tommy Ureste, Deputy Fire Marshal. (Support and service included for first year.)	1,098.00	1,098.00
		Account No _____	Encumbrance	
		9-1100-422-10-300-001-0-336	1,844.00	
			Freight	.00
			Total	1,844.00
		REPORT ROAD HAZARDS 1-866-HCR-SAFE OR 1-866-427-7233		
		P. 3:00 PM		

Authorized By: _____

Fire Files Support and Service Level Agreement (SLA)

for

Hidalgo County Fire Marshal's Office

by

 albx solutions
 BIZEX

Effective Date: April 27, 2009

Company Name:	Hidalgo County Fire Marshal
Client Relationship Manager:	BIZEX

1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between ALBX Solutions and [Client] to support and sustain FireFiles Software.

This Agreement remains valid until superseded by a revised agreement. Changes will be recorded in an Amendments section of this Agreement and are effective upon mutual endorsement by both parties.

This Agreement outlines the parameters of all support services covered as they are mutually understood by all parties.

The **purpose** of this Agreement is to ensure that resources are in place to provide consistent service, support and delivery to the Client(s) by the Service Provider(s).

1. The following Client(s) will be used as the basis of the Agreement

Client	Contact Information
Hidalgo County Fire Marshal	Juan Martinez

2. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Date of Termination**.

The **Client Relationship Manager** is responsible for regular reviews of this document.



The **Client Relationship Manager** will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Client Relationship Manager: [Client Relationship Manager]

Review Period: Annually

Previous Review Date: [Last or Previous Review Date]

Next Review Date: [Next Review Date]

3. Service Agreement

The following detailed services are the responsibility of the Service Provider in the ongoing support of this Agreement.

3.1. Service Scope

The following Services are covered by this Agreement;

Service
Online Support
Telephone Support
Software upgrades

3.2. Client Requirements

Client responsibilities and/or requirements in support of this Agreement include: Payment of annual service agreement, notification of service issue by email and telephone.

3.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include: Training of client staff on features and functionality of software upon initial purchase; via online meeting tool. To provide timely response time for service and support issues initiated by client. Notification of available software upgrades.

3.4. Service Level Reporting

The Service Provider will supply the Client with the following reports on the intervals indicated:

Report Name	Interval
Software Upgrade	TBA as upgrades become available



3.5. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Client within the following time frames:

Service	Response Time
Online internet support	http://www.arsonsoftware.com/support/support.asp
User related functionality issues	By telephone and/or email within 24 hours
System conflict related to software	By telephone and/or email within 48 hours
Software not functioning properly	By telephone and/or email within 48 hours

3.6. Service Exceptions

Any deviations from current policies, processes and standards are noted by the following Service Exceptions:

Service	Exception(s)
Telephone Support	Monday – Friday 9:00 AM to 5:00 PM Central Time

I have read and accepted the above terms and conditions.

ALBX Software Solutions:

Address: 319 East Madison
Suite 3E
Springfield, Illinois 62701-3127

Hidalgo County Fire Marshal's Office.

100 E. Cano 2nd Floor
Suite 202
Edinburg, TX 78539

Signature
Name: Lawrence L. Bell
Title: Business Development Manager
Date: _____

Signature
Name: _____
Title: _____
Date: _____



QUOTE/PURCHASE ORDER

To

**Chief Deputy Fire Marshall
Juan Martinez
100 E. Cano 2nd Floor
Suite 202
Edinburg, TX 78539**

Customer #BIZJM04309

Terms

Salesperson Robert W. Englert

Reseller **BIZEXC**

Ship To

Order #	Delivery Via	Routing
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Item	Quantity Ordered	Description	Unit Count	Unit Price	Total Amount
1	1	Fire Files Support and Service priced per year. Wesley Bradley Javier Garcia Marco Romero	3	\$149.00 yr	\$447.00
Total					\$447.00

<p>Special Instructions: The Normal MSRP for File Files yearly support and service is \$299.00 per year. ALBX will honor the \$149.00 per seat quotes of 04-15-09 on a one-time basis price due to our clerical error.</p>	Date	Approval Signature
	Purchaser Signature	
	Title	





Fire Files Support and Service Level Agreement (SLA)

for

Hidalgo County Fire Marshal's Office

by

Effective Date: 27 April 2009

Company Name:	Hidalgo County Fire Marshal
Client Relationship Manager:	Albx Solutions; Mark Cleary

1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between ALBX Solutions and [Client] to support and sustain FireFiles Software.

This Agreement remains valid until superseded by a revised agreement. Changes will be recorded in an Amendments section of this Agreement and are effective upon mutual endorsement by both parties.

This Agreement outlines the parameters of all support services covered as they are mutually understood by all parties.

The **pur pose** of this Agreement is to ensure that resources are in place to provide consistent service, support and delivery to the Client(s) by the Service Provider(s).

1. The following Client(s) will be used as the basis of the Agreement

Client	Contact Information
Hidalgo County Fire Marshal	Yolanda

2. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Date of Termination**.

The **Client Relationship Manager** is responsible for regular reviews of this document.



The **Client Relationship Manager** will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Client Relationship Manager: Mark Cleary
Review Period: Annually
Previous Review Date: March 15, 2008
Next Review Date: April 27, 2009

3. Service Agreement

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Software Upgrade	TBA as upgrades become available



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I have read and accepted the above terms and conditions.

ALBX Software Solutions:

Address: 319 East Madison
Suite 3E
Springfield, Illinois 62701-3127

Hidalgo County Fire Marshal's Office.

100 E. Cano 2nd Floor
Suite 202
Edinburg, TX 78539



Signature

Name: Mark Cleary

Title: Senior Account Manager

Date: April 27, 2009

Signature _____

Name: _____

Title: _____

Date: _____



QUOTE/PURCHASE ORDER

To

**Chief Deputy Fire Marshall
Juan Martinez
100 E. Cano 2nd Floor
Suite 202
Edinburg, TX 78539**

Customer # N/A

Terms

Salesperson Mark Cleary

Ship To

Order #	Delivery Via	Routing
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Item	Quantity Ordered	Description	Unit Count	Unit Price	Total Amount
1	1	Fire Files Support and Service priced per year. 3/15/09 - 3/15/10 Juan Martinez	1	\$299.00yr	\$299.00
Total					\$299.00

<p>Special Instructions: This quote reflects the current pricing structure for annual support from ALBX Solutions</p>	Date	Approval Signature
	Purchaser Signature	
	Title	



Fire Files Licence and Service Level Agreement (SLA)
for
Hidalgo County Fire Marshal's Office
by

Effective Date: May 11, 2009

Company Name:	Hidalgo County Fire Marshal
Client Relationship Manager:	BIZEXC

1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between ALBX Solutions and [Client] to support and sustain FireFiles Software.

This Agreement remains valid until superseded by a revised agreement. Changes will be recorded in an Amendments section of this Agreement and are effective upon mutual endorsement by both parties.

This Agreement outlines the parameters of all support services covered as they are mutually understood by all parties.

The **pur pose** of this Agreement is to ensure that resources are in place to provide consistent service, support and delivery to the Client(s) by the Service Provider(s).

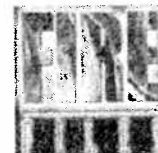
1. The following Client(s) will be used as the basis of the Agreement

Client	Contact Information
Hidalgo County Fire Marshal	Juan Martinez

2. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Date of Termination**.

The **Client Relationship Manager** is responsible for regular reviews of this document.



The **Client Relationship Manager** will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Client Relationship Manager: Robert W. Englert of BIZEXC

Review Period: Annually

Previous Review Date: N/A

Next Review Date: TBA

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I have read and accepted the above terms and conditions.

ALBX Software Solutions:

Address: 319 East Madison
Suite 3E
Springfield, Illinois 62701-3127

Hidalgo County Fire Marshal's Office.

100 E. Cano 2nd Floor
Suite 202
Edinburg, TX 78539

Signature

Name: Lawrence L. Bell

Title: Business Development Manager

Date: _____

Signature

Name: _____

Title: _____

Date: _____



QUOTE/PURCHASE ORDER

To

**Chief Deputy Fire Marshall
Juan Martinez
100 E. Cano 2nd Floor
Suite 202
Edinburg, TX 78539**

Customer #BIZJM04309

Terms

Salesperson Robert W. Englert

Reseller **BIZEXC**

Ship To

Order #	Delivery Via	Routing
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Item	Quantity Ordered	Description	Unit Count	Unit Price	Total Amount
1	1	Fire Files 6.02 License and 12 months of Service Support.	1	\$1098.00	\$1098.00
Total					\$1098.00

Special Instructions:	Date	Approval Signature
	Purchaser Signature	
	Title	

Tommy Urute - Deputy Fire Marshall

