

Date Entered: 7/21/09
 Requisition #: 159205
 Date Approved: _____
 P.O. #: _____

**HIDALGO COUNTY SHERIFF'S OFFICE
EXECUTIVE BRANCH**

ADMINISTRATION

DATE: 07/09/09
REQUESTED BY: MONICA J. HINOJOSA
BUDGET: 9-1100-421-00-280-001-0-
OBJECT NUMBER: 336-COMPUTER SERVICES
CURRENT BALANCE: \$20,037.00
EXPENDITURE AMOUNT: \$795.00
NEW BALANCE: \$19,242.00
PURPOSE OF EXPENDITURE: ONE YEAR SUPPORT AGREEMENT FOR THE OWS500 CALL ACCOUNTING SUPPORT SUBSCRIPTION WITH METROPOLIS TECHNOLOGIES, INC. FOR THE SHERIFF'S OFFICE IN THE AMOUNT OF \$ 795.0

LINE #	ITEM DESCRIPTION	ITEM #	NIGP #	QTY	UOM	UNIT PRICE	AMOUNT
1	CALL ACCOUNTING SUPPORT SUBSCRIPTION (12 MONTHS) INCLUDES 24/7 SUPPORT, SOFTWARE UPDATES, QUARTERLY AREA CODE UPDATES, QUARTERLY PREFIX UPDATES AND QUARTERLY RATE TABLE UPDATES.	OWS500		1	YEAR	\$795.00	\$795.00

TOTAL: \$795.00

AWARDED VENDOR:
METROPOLIS TECHNOLOGIES
6278 N. FEDERAL HIGHWAY # 413
FORT LAUDERDALE, FL 33308

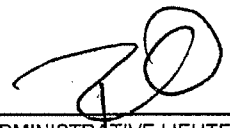
INTERNAL NOTES:

CONTACTED VENDOR:

CONTACTED VENDOR:

AUTHORIZED BY:

 DIVISION COMMANDER

APPROVED BY: 

 ADMINISTRATIVE LIEUTENANT

REVIEWED BY:

 PROCUREMENT SPECIALIST

APPROVED BY:

 CHIEF DEPUTY

JUL 16 2009

Metropolis Technologies, Inc.
Support Renewal Dept
6278 N. Federal Highway #413
Ft. Lauderdale, FL 33308

Hidalgo County Sheriff's Dept
Javier Chapa/Monica Hinojosa Accounts Payable/Telecom Dept
711 El Cibolo Rd
Edinburg, TX 78539

Support Expiration Pending

06/12/09

Dear Hidalgo County Sheriff's Dept, Edinburg, TX:

Our records indicate that your support subscription for your OfficeWatch Call Accounting software will soon expire. A support subscription entitles you to 24-hour support 7 days a week, quarterly rate table updates, area code updates, prefix table updates, and updates to the most recent version of your software (available on-demand from the Metropolis website). We pride ourselves on our excellent customer service and software which is why the great majority of our clients renew their support subscription every year.

To renew your support subscription, please sign the enclosed service agreement and remit payment as indicated on the enclosed Courtesy Invoice.

Please note: If you do not have a support subscription and you experience any problems with your system, including revenue generation issues, our technical support staff will be unable to assist you or your vendor until your support subscription payment arrives by mail.

If you choose to not renew your support subscription, you may disregard this notice and your support service will automatically expire. If your subscription expires, you may rejoin for a \$250 processing fee in addition to the price listed on the Courtesy Invoice.

We at Metropolis Technologies thank you for your purchase and we will strive to provide the highest quality of service and software.

Sincerely,



Erynn Torrenga
954-941-1010 x765 / etorrenga@metropolis.com

[Faint, illegible text at the bottom of the page, likely bleed-through from the reverse side.]

Courtesy Invoice

Metropolis Technologies, Inc
6278 N. Federal Highway #413
Fort Lauderdale, FL 33308

BILL TO:

Hidalgo County Sheriff's Dept
Javier Chapa/Monica Hinojosa Accounts Payable/Telecom Dept
711 El Cibolo Rd
Edinburg, TX 78539

P.O. Number	Invoice #	Date	Terms
	185191-0809	06/12/09	Due on receipt

Item #	Description	Cost
OWS500	Call Accounting Support Subscription (12 months) (includes 24/7 support, software updates, quarterly area code updates, quarterly prefix updates and quarterly rate table updates.)	\$795

Total \$795

To ensure uninterrupted service of your system and to avoid a \$250 reactivation fee, please remit payment within 30 days of the invoice date listed above.

Questions? Please call Erynn Torrenga at 954-941-1010 x765 (etorrenga@metropolis.com)

Metropolis Technologies, Inc.

Tel 954-941-1010
Fax 954-301-0819
6278 N. Federal Highway #413
Ft. Lauderdale, FL 33308

Service Agreement

Customer: Hidalgo County Sheriff's Dept

Date: 06/12/09

Address: 711 El Cibolo Rd

City: Edinburg State: TX Zip: 78539

This agreement covers: OfficeWatch-Extension 500 Call Accounting Software distributed by Metropolis Technologies, Inc.

Metropolis Technologies, Inc. agrees to provide service for the system above, effective 08/01/09 for a period of 12 (twelve) months for the price of US\$795.

This is a legal Agreement between you (the "Customer") and Metropolis Technologies, Inc. covering the provision of standard product support services by Metropolis Technologies, Inc. to the Customer. As long as the Customer maintains this service agreement current, Metropolis Technologies, Inc. will supply the services as described herein. This Agreement will terminate automatically if the user uses or permits the use of the Software in any manner not permitted by this Agreement. The Customer will not: (a) disassemble, reverse engineer, decompile, or otherwise attempt to discover the source code of the Software; (b) translate, modify, or create any derivative work of the Software; (c) disclose, publish, sublicense, sell, lend, rent, lease, or transfer the Software; (d) copy or reproduce the Software, except to produce sufficient copies of the Software for safe usage; (e) operate the Software on more than one computer at a time, unless specified as a network version.

Services Provided: The services provided under this Agreement include support services 24 hours a day, 7 days a week. Metropolis Technologies, Inc. will also provide four (4) data file updates per year and the latest version of the Software, to be downloaded via the Internet. This Agreement does not cover equipment relocation, system reconfiguration, program changes or equipment failure due to physical abuse, misuse, water, lightning, fire, theft or acts of nature. This agreement does not cover service or maintenance on any equipment not specifically mentioned above.

Payment Terms: Payment is due prior to commencement of this agreement. Metropolis Technologies, Inc. reserves the right to decline service if payment has not been received. Renewal of this agreement is subject to approval by Metropolis Technologies, Inc.

Assignment and Subcontracting: Neither party shall assign this Agreement or any right granted or to be granted under it without the prior written consent of the other, which agreement may not be unreasonably withheld. However, notwithstanding this clause, Metropolis Technologies, Inc. may, at its sole discretion, assign or sub-contract the fulfillment of its obligations under this Agreement.

Liabilities and Responsibilities: Metropolis Technologies, Inc. shall not be held liable for more than the repair of the Software to manufacturer specifications. Metropolis Technologies, Inc. shall not be held responsible for any indirect or consequential damages or commercial loss resulting from any cause whatsoever. Metropolis Technologies, Inc. shall not be liable for any loss or injury to Customer's personnel, agents, employees, assignees, customers of lessees, or loss or damage to Customer's property arising from the use of the said Software maintained by Metropolis Technologies, Inc.

Dispute Resolution: The parties to this Agreement shall exert their best efforts to resolve any disagreements emerging in the course of fulfilling their obligations under this Agreement. Every reasonable attempt shall be made to resolve such disagreement quickly, simply and inexpensively by negotiation in attempts to meet one another's needs. The parties agree that unresolved disputes arising from this Agreement shall be submitted for binding arbitration and heard by the American Arbitration Association. Each party shall bear its own costs in arbitration.

Entire Agreement: These terms and conditions supersede all prior oral and written understandings between the parties on the topic of this Agreement, and constitute the entire agreement between them relating to the services covered. On these topics there are no understandings or representations, expressed or implied, not specifically set out in this Agreement.

Applicable Law: This Agreement shall be governed by the law of Broward County, State of Florida.

In Witness whereof, the parties hereto have caused this agreement to be properly executed intending that it shall be legally binding upon them.

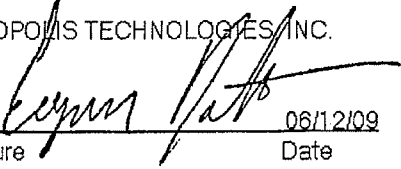
Hidalgo County Sheriff's Dept
Customer

Signature

Date

Juan D. Salinas III County Judge
Printed Name/Title

METROPOLIS TECHNOLOGIES, INC.


Signature

06/12/09
Date

Erynn Torrenga
Printed Name

Required: Email new support code to: (jchapa@hidalgo.org,monica.hinojosa@hidalgo.org)
