

Requisition

Req # 00174243

PO #

Date: 04/20/10

Bill To: X

X

Ship To:

INFORMATION TECHNOLOGY DEPARTMENT
100 E. CANO, 4TH FLOOR
EDINBURG TX 78540

Contact:

EDNA KIRBY
956-292-7010

Contract No:

Special Instructions:

Vendor : 152285

AUSTIN RIBBON & COMPUTER SUPPLIES INC
9211 WATERFORD CENTRE BLVD STE 202
AUSTIN TX 78758

QUANTITY	UOM	DESCRIPTION	UNIT PRICE	AMOUNT
30.00	EACH	WYS/902175-01L WYSE C10LE Thin Client	245.18	7,355.40
30.00	EACH	WYS/906207-01 TCX Suite VDI	28.71	861.30
30.00	EACH	WYS/730958-04 WYSE: Thin Blazer Maintenance 3 years	12.30	369.00
30.00	EACH	WYS/730973-03 TCX Suite VDI - 3 Year Maintenance	17.22	516.60
30.00	EACH	QNE/9923-16476 Workspace Desktop Edition including EOP	104.29	3,128.70
1.00	EACH	(3 Years Business Critical Support Maintenance) ARCHW/DEPLOY ARC Onsite Professional Deployment Services (see attached statement of work)	18,717.00	18,717.00
16.00	EACH	ARC Remote Support Services	115.00	1,840.00
Account No 0-1100-415-00-200-001-0-745				
Encumbrance 32,788.00				
Freight				.00
Total				32,788.00
DIR-SDD-886 DIR-SDD-601 DIR-SDD-293 QUOTE SQ-106150 DO NOT DUPLICATE ORDER				
REPORT ROAD HAZARDS 1-866-HCR-SAFE OR 1-866-427-7233				

Authorized By:



9211 Waterford Centre Blvd., Suite 202
 Austin, Texas 78758
 Phone: 512-452-0651
 Fax: 512-452-0691

AUSTIN RIBBON + COMPUTER
 www.arc-texas.com

SALES QUOTE

3/30/2010 SQ-106150

Customer

Quote for New Account
 *Quoted Prices are TAX EXEMPT
 TERMS - COD
 AUSTIN TX 78731

Contact

Hidalgo County
 *Quoted Prices are TAX EXEMPT
 TERMS - COD
 AUSTIN TX 78731

Ship To

Ref Cust. PO #

Account

Terms

Account Rep

Quotation

PO #

Reference

Ship VIA

Page Printed

SQ-106150

VENDOR CARRIER

1

5/12/2010 8:42:47AM

Item	Description	Qty	Price	UM	Amount
1	Wyse C10LE Thin Client	30	\$245.18	EA	\$7,355.40
2	VIA 1 GHz - 512 MB RAM - 128 MB Flash - Wyse Thin OS	30			
3	TCX Suite VDI	30	\$28.71	EA	\$861.30
4	WYSE: Thin Blazer Maintenance 3 years	30	\$12.30	EA	\$369.00
5	TCX Suite VDI - 3 Year Maintenance	30	\$17.22	EA	\$516.60
6	DIR-SDD-601 15/0 15/0 15/0	30			
7	End Date Time : 5/10/2010 11:47:30 AM Total Date Time (h:mm:ss): 0: 0: 7 Workspace Desktop Edition Including EOP (3 Years Business Critical Support Maintenance)	30	\$104.29	EA	\$3,128.70
8	DIR-SDD-293 15/0 15/0 15/0	1	\$18,717.00	EA	\$18,717.00
9	ARC Onsite Professional Deployment Services (see attached statement of work)				
10	ARC Remote Support Services	16	\$115.00	EA	\$1,840.00
11	DIR-SDD-886				
12					
Tax Details					\$0.00
Taxable					\$0.00
EXEMPT \$0.000					
Total Tax					\$0.00
Exempt					\$32,788.00
Total					\$32,788.00
Balance					\$32,788.00

check twice

15/0 15/0 15/0

Customer Austin TX 78731
Contact Hidalgo County
 *Quoted Prices are TAX EXEMPT
 *TERMS - COD
 AUSTIN TX 78731

Account Quote for New Account
 RFB 11/24/09

Terms C.O.D.

Account Rep Nathan Tart

Ref Cust. PO #

Ship To

Quotation SQ-106150
PO #
Reference
Ship VIA
Page 1
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Vendor CARRIER
 4/16/2010
 8:12:31AM

Item	Description	Qty	Price	UM	Amount
1	DIR-SDD-886 and DIR-SDD-601 and DIR-SDD-293	30	\$299.00	EA	\$8,970.00
2	Wyse C10LE Thin Client 2010	30			
3	VIA 1 GHz - 512 MB RAM - 128 MB Flash - Wyse Thin OS 2010	30			
4	TCX Suite VDI - 2010	30	\$35.00	EA	\$1,050.00
5	WYSE Thin Blazer Maintenance 3 years - 2010	30	\$15.00	EA	\$450.00
6	TCX Suite VDI - 2010	30	\$21.00	EA	\$630.00
7	WYSE Thin Blazer Maintenance 3 years - 2010	30	\$21.00	EA	\$630.00
8	TCX Suite VDI - 3 Year Maintenance 2010	30	\$117.21	EA	\$3,516.30
9	Workspace Desktop Edition including EOP (3 2010) Years Business Critical Support Maintenance) - 2010	1	\$18,717.00	EA	\$18,717.00
10	ARC Onsite Professional Deployment Services (see attached statement of work) 2010	16	\$115.00	EA	\$1,840.00
11	ARC Remote Support Services 2010				
12	ARCHW/DEPLOY				

Item	Description	Qty	Price	UM	Amount
Balance					\$35,173.30
Total Tax Exempt					\$35,173.30
Total Tax					\$0.00
Taxable					\$0.00

Tax Details
 EXEMPT \$0.000

Handwritten: 11/24/09

Handwritten: 4/16/10

Handwritten: [Signature]

3. Product and Service Offerings

A. Products
 Products available under this Contract are limited to Wyse branded hardware and software. Vendor may incorporate changes to their product offering; however, any changes must be within the scope of products awarded based on the posting described in Section I.B above.

B. Services
 Services available under this Contract are limited to installation, maintenance, support and training. Vendor may incorporate changes to their service offering; however, any changes must be within the scope of services awarded based on the posting described in Section I.B above.

4. Pricing

A. Manufacturer's Suggested Retail Price (MSRP)
 MSRP is defined as the product sales price suggested by the manufacturer or publisher of a product.

B. Customer Discount

Wyse Products	Customer Discount
Winterm Thin Client	18%
Hardware	
Device Management	23%
Streaming Manager	23%
Services	Customer Discount
Services	23%

C. Customer Price

1) The price to the Customer shall be calculated as follows:

$$\text{Customer Price} = \text{MSRP} - \text{Customer Discount}$$

2) Customers purchasing products and services under this Contract may negotiate more advantageous pricing or participate in special promotional offers. In such event, a copy of such better offerings shall be furnished to DIR upon request.

3) If pricing for products or services available under this Contract are provided at a lower price to: (i) an eligible Customer who is not purchasing those products or services under this Contract or (ii) any other entity or consortia authorized by Texas law to sell said products and services to eligible Customers, then the available Customer Price in this

$$\text{Customer Price} = \text{MSRP} - \text{Customer Discount}$$

1) The price to the Customer shall be calculated as follows:

C. Customer Price

Verisign	1.49% - 9.96%
Quest	9.97% - 99.39%
Ericom	25.38%
Business Objects	3.57% - 31.24%
Services (including maintenance)	Customer Discount
Verisign	5.25% - 9.96%
Quest	26.84% - 26.91%
Ericom	25.38%
Business Objects	3.52% - 30.43%
Software and Services	Customer Discount

Customer Discount includes the DIR Administrative Fee specified in Section 5.

The minimum Customer discount for all products and services will be the percentage off MSRP as specified below.

B. Customer Discount

A. Manufacturer's Suggested Retail Price (MSRP) is defined as the product sales price suggested by the manufacturer or publisher of a product.

4. Pricing

B. Services available under this Contract are limited to installation, support services, warranty, product maintenance, and product training. Vendor may incorporate changes to their service offering; however, any changes must be within the scope of services awarded based on the posting described in Section 1.B above.

A. Products available under this Contract are limited to Business Objects, Quest, and Verisign Software Products. Vendor may incorporate changes to their product offering; however, any changes must be within the scope of products awarded based on the posting described in Section 1.B above.

3. Product and Service Offerings

Vendor Contract No. _____

DIR Contract No. DIR-SDD-293

Technology Upgrade/Migration and Transformation

1) Definition: Technology Upgrade/Migration may be required to increase business functionality, reengineer a business function, keep current with vendor upgrades or when upgrading existing technology. Technology Transformation may be accomplished by converting/migrating legacy applications to new technology either with or without new business functionality or it may include introducing new technology into the enterprise. Technology Upgrade/Migration may also include providing website content accessibility compliance.

2) Examples of included services: assessments of the current application portfolio, evaluation of the technology assets before beginning technology transformation and Business Case development for justification of an initiative. Also included are: technology transformations, which may include, appropriate Return on Investment (ROI), benchmarks and milestones. The following activities may also be included: planning, analysis, requirements development, proof of concept, deployment, implementation, integration, remediation, data migration, documentation, application programming and support services; and training support.

4.

Statement of Work (SOW) / Purchase Order Issuance

A. In order to be awarded a Purchase Order hereunder, Vendor must respond, in writing, to a Statement of Work (SOW) for services as issued by Customers, consistent with the Terms and Conditions of this Contract. Vendor shall only respond to SOWs for Technology Categories which Vendor has been awarded in this Contract. Customer SOWs must be complete, signed by an authorized representative of Customer and must be in the form contained in Appendix C. Vendor understands that no work under any SOW issued by Customer shall commence until receipt of Purchase Order.

B. Service provided under this Contract shall be based on the Statement of Work form set forth in Appendix C of this Contract. Customers may negotiate the terms and conditions of a SOW to suit their business needs, so long as the SOW terms and conditions do not conflict with or weaken the terms of this Contract. Vendor shall perform its work in compliance with this Contract and the agreed upon Statement of Work with Customer.

C. The value of any one SOW may not exceed \$10 million including all extensions, renewals and change orders.

5. Pricing

A. Customer Price

Customers purchasing services under this Contract shall negotiate pricing directly with the Vendor in accordance with the Customer's Statement of Work.

B. DIR Administrative Fee

The administrative fee specified in Section 5 below shall not be broken out as a separate line item when pricing or invoice is provided to Customer.

ARC Manager of Professional Services: Russell Harris, 512-496-3932, Russell.Harris@arc-texas.com
ARC Program Manager: Sasha Vrajich, 512-940-8524, Sasha.Vrajich@arc-texas.com

Version 3.0

April 15, 2010

Virtual Desktop Infrastructure Integration Services - DIR-SDD-886

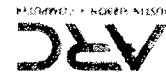
Hidalgo County

Proposal for Virtual Desktop Infrastructure Lab Deployment for:



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Professional Services

1. Background

Hidalgo County TX is currently evaluating the use of a Virtual Desktop Infrastructure and has requested ARC to setup a Proof of Concept lab "VDI Lab".

This services proposal is in accordance with the Department of Information Resources (DIR) contract DIR-SDD-886.

ARC is pleased to submit this proposal to assist Hidalgo in designing and setting up best of breed VDI solution.

2. Objectives

This project will deliver a VDI lab with 30 thin client terminals utilizing virtualized desktops. This VDI lab will prove out the following success criteria:

- a) Deployment of a virtual desktop on up to 30 thin client terminals (similar to standard desktops)
- b) Microsoft Office2007 applications operate as expected (similar to standard desktops)
- c) Microsoft Internet Explorer web applications (flash based) work as expected (similar to standard desktops)
- d) Printing to network attached printers is successful
- e) The use of SCSI scanners operates successfully
- f) The City's internet content filtering system, Lightspeed, operates as expected

3. Scope Statement

The following services and deliverables are in scope for the duration of this project:

In Scope

- Utilize 2 customer provided 'dual core' server to be used as the Hypervisors
 - Customer to build 2 provided servers to Operating System level (Windows 2008 R2)
 - ARC to install/configure/enable VMware ESX4.0 on 1 customer provided server
 - ARC to install/configure/enable Guest broker on 1 customer provided Virtual Machine server
- Install and setup hypervisor server to support up to 30 Virtual Desktops
 - Includes imaging/deployment of the software specified in Appendix B
- Install and setup Guest broker to support up to 30 Virtual Desktops using "desktop redirection"
- Install and setup Wyse Manager on 1 customer provided Virtual Machine Server
 - Installation and configuration of up to 30 TCX licenses for multimedia support
 - Installation and deployment of 30 thin clients to 1 Hidalgo specified lab or classroom
 - Knowledge transfer on VDI solution administration and support (4 hrs max)
- Installation and configuration of 1 Wyse management console on one virtual desktop

Out of Scope

- Application testing and/or application migration to AD
- Migration services, outside of pilot testing & validation
- Storage, network, and backup configuration changes to existing environment
- Testing, installation, and deployment of any applications not listed in Appendix B
- Troubleshooting and/or resolution of items listed in Appendix D
- Installation or configuration of additional features/functionality not listed in Appendix C
- Any other activities not referenced in the above scope section or noted in a customer approved change request
- Cabling, power, or other infrastructure related tasks

4. Customer Mandates

In order to effectively deliver the products and services described herein, it is expected that the customer will assist ARC by providing the following:

- Workspace to perform expected duties
- Provide network personnel to make appropriate changes to networks, routers, DNS, in order to enable proper email or webmail access
 - 1 Dedicated VLAN for the POC lab
 - 100Mb connection to the desktop/thin client from router or switch to VDI servers
- IT administrator to assist in changes to servers and/or applications as needed
- Network drops, power, cooling, and rack space to support the number of systems identified in section 3 above
- All software and/or application licensing for software listed in Appendix B to be provided by customer *prior* to project start
- Provide all Ethernet cables to connect to the terminals and connect to the servers where applicable
- Provide power and power strips where applicable for the terminals in the in scope locations

5. Deliverables & Completion Criteria

The following deliverables will be developed during the life of the project. This table defines what the deliverable is and the measurable completion criteria for it, in order to know that the project is complete. The project will be considered complete when all the deliverables identified below are complete. At that time all ongoing work will transition to the sustaining organization. The project will be considered complete with successful implementation, testing and/or conclusion of the following:

Deliverable	Description	Completion Criterion
Configure 2 - VMWare server w/Virtual Desktops	Hypervisor servers with 30 virtual desktops and in scope applications published	Installed and in production



ARC - AUSTIN RIBBON & COMPUTER

Deliverable	Description	Completion Criterion
1 Guest Broker & Wyse management server	1 customer provided server will run Guest Broker services, and Wyse management services	Installed and in production
30 VDI Terminals	30 Wyse thin clients installed and provide a virtual desktop with in scope applications	On-line with desktop and applications delivered
Application Demonstration	Demonstrate the functionality of the applications listed in Appendix B	Demonstration Checklist
Printing features	Demonstrate the functionality of the features listed in Appendix C	Demonstration Checklist
Image creation and application deployment	Demonstrate the ease of creating an image and adding a new application to the customer environment	Demonstration Checklist

ARC will, upon completion of the effort required by this Scope of Work, provide to Customer a Services Completion Form executed by the ARC cognizant Project Manager. This form will indicate that to the best of ARC's knowledge and belief all work required to be expended by ARC under this Project has been successfully completed in accordance with the Statement of Work. Customer's will indicate its acceptance of the work by either countersigning the form and returning it to ARC, or by making payment on the final invoice associated with the Project.

5. Solution Approach

ARC will utilize industry best practices to deliver an efficient VDI solution. This strategy will be jointly developed and closely coordinated with HIDALGO personnel.

Based on ARC's understanding of the current project scope and depth, ARC is proposing the following approach:

- a) Install, configure VMware ESX 4.0 & base image (est. 2 days)
- b) Application installation (est. 1 days)
- c) Virtual desktop creation/cloning (est. 1 day)
- d) Thin client imaging and physical deployment (est. 2 days)
- e) Broker installation & application group setup (est. 1/2 day)
- f) Test & validate hardware and apps (est. 2 days)

ARC believes that a 30 unit VDI lab can be delivered in less than 2 weeks. Once delivered, this infrastructure can be used as the base for expanding the VDI offering into all Hidalgo locations and/or business units.

* Note: Any dates or timelines presented are estimations only. Named resources may be unavailable during later phases and can be substituted at ARC discretion.

7. Risks

Risk	Area of Impact	Potential Effect on Program Success	Proposed Mitigation
Software/hardware usability issues	Schedule, Budget	May impact POC success	Follow up and verify with customer that all in-scope software and/or hardware has been identified prior to project start
Change in project scope	Schedule and Budget	Adding tasks and dependencies beyond original scope that could cause project team to miss the execution completion deadline	Carefully control scope changed via change of plan (COP) to the original project plan, PD and WO.
Access to lab and/or server closet	Schedule	Limited access to lab and/or server room will delay project completion	Schedule appropriate rooms availability for in scope

B. Assumptions

Pricing is based upon the following assumptions:

No.	General Assumptions
1	The customer and ARC shall assign a POC as the Project Manager and each shall have the authority in all aspects of the project
2	The Customer and ARC shall follow the Communication Management Plan
3	The Customer Project Manager shall obtain and provide project requirements, information, data, decisions and approvals according to the project plan unless both parties agree to a different response time and provided the information is available from the customer
4	The Customer shall provide ARC Project personnel with reasonable and safe access to the project site and adequate office space, as required.
5	The Customer Project Manager shall assist in resolving project issues and communicate issues to the appropriate persons within customer's organization, as required.
6	Internet Access will be available to the ARC technicians
7	The Customer shall provide access to and use of information, data, customer facilities, equipment, and internal resources as applicable to the project
8	The Customer shall provide all Login ID's passwords, domain specifications, and access issues prior to the scheduled services
9	Customer shall provide the technical points of contact that have a working knowledge of the enterprise components to be considered during this project. ARC may request that meetings be scheduled with these contacts
10	All hardware and software required for the project is on-site and ready for deployment.



11	Scope of this project is based on information gathered to-date and is subject to re-scoping in the event additional tasks or technical issues arise. Any time spent beyond the projected project hours will be billed to the customer at the project staff standard hourly rate.
12	ARC project team is not responsible for any application configurations malfunctions.
13	ARC project team assumes no responsibility for unprotected data.
14	Customer is responsible for removing any viruses or providing disaster recovery services
15	Customer shall provide custom scripting if required
16	Customer shall be responsible for storage configuration, performance tuning, system optimization or other similar services unless specifically noted herein.
17	Additional ARC and/or Customer's resources will be made available where appropriate.
18	Vendor and suppliers will be able to make the promised date for delivery.
19	Planned holidays or vacations will be taken into account for the project schedule
20	Customer will be responsible for the purchase of all customer required application software licenses pertaining to the server.
21	ARC and Customer's management will promptly resolve issues and obstacles to success.
22	Core team and extended team resources will be committed to the project and efforts supported by management.
23	The implementation schedule may be adjusted depending on the delivery dates of the hardware.



No.	IT Environment and Technical Assumptions
1	ARC can leverage the customer's network to perform the Services if required for data transfer; network is not used for batch jobs or backups which would impact delivery of Services.
2	All login IDs, passwords, domain specifications and personal settings for each end user are provided.
3	Network infrastructure is stable and is the same across all customer sites.
4	ARC is not responsible for application malfunctions or conflicts between customer applications.
5	Customer has a Windows 2003 or higher Active Directory infrastructure in place
6	Customer will provide remote access (VPN and/or Remote Desktop Protocol) to in scope servers for remote installation and configuration
7	Customer has purchased user CALs for their environment



9. Deployment Service Pricing

The base price for the Services to be performed by ARC, applicable cancellation and rescheduling fees for the Services are listed below:

Value Added Services to be Performed		Quantity	Total Price
Virtualization	Included		
VDI Deployment Services	Included		
Project Manager (Technical)	Included		
Microsoft VECD Licenses – First Year	Included	30	
Microsoft Windows Server 2008 R2	Included	2	
Total Price			\$18,717.00
Time & Material Rates:		Rate	Units
Remote Support Services	\$115 per hour	16	\$1,840.00
Remote Support Services	\$115 per hour		
On-site Support Services	\$145 per hour	Minimum 8	

Notes:

- Prices and/or scope of services will be adjusted by ARC to reflect the actual operating environment if the assumptions are found to be incorrect or there is a material failure of Customer to perform its responsibilities as set forth in this SOW. Any time spent beyond the projected project hours will be billed to Customer at the Project Staff standard T&M hourly rate.
- Prices exclude costs for procurement of any hardware or software (attached).
- Prices include travel expenses.
- Price per unit may change if an approved change request is received to add or remove units
- Microsoft VECD Licenses are based on a 3 year commitment.



Project Acceptance

1. Change Management

When ARC or Customer determines that a change is necessary to refine a process, procedure, or specific responsibility identified in this SOW, the party proposing the change will document the request using the change request form provided in Project Kickoff Meeting. The request will be presented in a change management meeting where both parties will mutually agree to accept or reject the change request. This change management meeting should be within 5 business days of the request. A conference call between both parties that addresses the change request would be considered a change management meeting as long as both parties are present.

The receiving party will review the proposed Change Request and determine whether the change is acceptable or requires modifications. Both parties will review the proposed Change Request and will (i) approve it, (ii) agree to further investigation, or (iii) reject it ("Change Management Process"). When the parties agree to the change, they will sign the Change Request, which upon signing by both parties will constitute authorization to implement the change.

2. Acceptance

Customer shall either accept or reject ARC's Services or Work Product within a reasonable number of days from performance. For this Project SOW, Services or Work Product shall be accepted or rejected within 5 days from performance. Services or Work Product will be deemed acceptable to Customer if it conforms in all material respects with Services described in this SOW.

a) Remedy \ Warranty

- If Customer gives notice of rejection, then ARC will have an additional ten (10) days, within which to cure any deficiencies identified in writing by Customer.
- ARC services have a 30 day warranty upon completion of deployment. Customer's written notification of deficiencies must occur within this 30 day period otherwise T&M rates will apply.

3. Payment Terms

ARC agrees to invoice Customer based on milestones completed as outlined in the Pricing table. Customer upon receipt of the weekly invoice agrees to a net payment term of (30) days.



4. Approval

IN WITNESS WHEREOF, The Customer and ARC have caused this SOW to be signed and delivered by their duly authorized representatives as of the date of last signature below (the "Effective Date").

Customer	By:	
Printed Name:	Printed Name: Russell Harris	
Title:	Title: Professional Services Manager	
Date:	Date:	
ARC Assigned Project Manager	By:	
Printed:	Printed:	
Date:	Date:	
Austin Ribbon & Computer (ARC)	By:	



Appendix A - Change Request Form

Case# 000000	Between:	ARC-Customer	ARC-Vendor	Priority (select one) Emergency, High, Medium, Low
------------------------	-----------------	--------------	------------	--

Client Name (there must be a name in this field)	Date	Related Issue # (indicates if this was moved to the Issue/Activity log)	Change Manager (there must be a name in this field)
--	-------------	---	---

Prepared by	Phone	Email
Change Owner (there must be a name in this field)	Phone	Email
Client/Vendor Contact	Phone	Email

DESCRIPTION OF EXISTING STATE ↑

Details: (Select from SOW, Clearly state process to be changed, Cite rationale for original design)

SUGGESTED CHANGE ↑	IMPACT →	Cost	Schedule	Quantity or	Related SOW Section
---------------------------	-----------------	-------------	-----------------	--------------------	----------------------------

Details: (Include Rationale, Scope of Change, Specific requirements to be implemented identify personnel changes)

IMPACT ↑

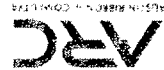
Details: (Include Itemized Costs, Specific New schedule)

Total Cost of this Change \$	Paid By → (keep all that apply)	VENDOR/SUPPLIER	CUSTOMER	ARC
-------------------------------------	---	------------------------	-----------------	------------

REVISIONS TO SUGGESTED CHANGE OR REASON FOR REJECTION AND NEXT STEPS

(Include date and explanation-submit to Change Manager for re-consideration--Significant changes must be approved by either the Change Review Board or the Solution Design Center)

ARC	CUSTOMER/VENDOR
Signature	Signature
Name	Name



Appendix B -- Software Applications

Application List:

- Microsoft Office 2007:
 - Word
 - Excel
 - Power Point
 - Outlook
- Internet Applications and Plugins
 - Internet Explorer 7
 - Windows Media Player 11
 - Quicktime -- Version 7.2
 - Shockwave -- Version 11
 - Flash -- Version 10
- Time & Attendance (Hidalgo County provided application)
- Adobe Writer v9.x
- Ableterm (Tyler Technologies/The Software Group)

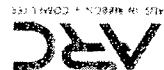


Appendix C - Features and Functions

Features List:

The current solution set will need to provide the following features and/or functions:

- Network printing
- Scanning from SCSI scanners



Appendix B -- Known Issues and Limitations

Issues List:

The current solution set may present the following limitations or conflicts which do not currently have a fix:

- High definition audio/video multimedia performance may have some limitations