

Requisition
SHERIFF'S LAW ENFORMENT FACILITY

Req # 00179802

PO #

Date: 08/03/10

*Consent
 #22323
 8/10/2010*

Bill To: x
 x

Vendor: 255319
 i2 INC.
 1430 SPRINGHILL ROAD SUITE 600
 MCLEAN VA 22102
 FAX (703)921-0196

Ship To: SHERIFF'S LAW ENFORMENT FACILITY
 711 EL CIBOLO RD.
 EDINBURG TX 78539

Contact: MYRA MONTOYA
 956-393-6024

Contract No:

Special Instructions:

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QUANTITY	UOM	DESCRIPTION	UNIT PRICE	AMOUNT
		DO NOT DUPLICATE ORDER		
1.00	EACH	i2 ANALYST'S NOTEBOOK ENGLISH SUPPORT, 10/01/2010 THRU 09/30/2011, ITEM# 73918	906.00	906.00
1.00	EACH	i2 ANALYST'S NOTEBOOK ENGLISH SUPPORT, 10/01/2010 THRU 09/30/2011, ITEM# 70304	906.00	906.00
		<u>Account No</u>	<u>Encumbrance</u>	
		0-1100-421-00-280-001-0-336	1,812.00	
			Freight	.00
			Total	1,812.00
		REPORT ROAD HAZARDS 1-866-HCR-SAFE OR 1-866-427-7233		

Authorized By: _____



Annual Support Program – Commercial Quote

Date: 7/28/2010

To: Myra Montoya
Hidalgo County Sheriffs Department
711 El Cibolo Rd
Edinburg, TX 78539

Quote Reference SF018156
Re: Support & Maintenance Annual Renewal
Contract: HDLGO002_10.1A

Quantity	Dongle	Product Name	Start Date	End Date	Months	Unit Price	Total Price
1	73918	i2 Analyst's Notebook English Support	10/1/2010	9/30/2011	12	USD 906.00	USD 906.00
1	70304	i2 Analyst's Notebook English Support	10/1/2010	9/30/2011	12	USD 906.00	USD 906.00
		** See Terms			Total (excluding tax)		USD 1,812.00

*For Shipments to AZ, CA, DC, FL, GA, MD, NJ, NY, OH, VA, WA and WV: Please Add Appropriate Tax or include Tax Exempt Certificate

Note: For California renewals; per regulation 1502, support is taxed at half of the taxable jurisdiction rate.

Software Warranty and Annual Support Program (See i2 Software License Agreement for details.)

i2 software products are covered by a 90-day warranty which warrants software functionality as described in product documentation, and media and documents that are free from physical defects. i2's Annual Support Program services and benefits include: software upgrades including corrections of identified errors in the software, software maintenance upgrades, and new product releases ranging from the extended functionality of plug-ins to new major product releases; technical assistance for guidance and troubleshooting via telephone and e-mail, Monday through Friday, 8:00 am to 5:00 pm, excluding holidays; membership in i2's Online Forum offering information on all i2 products, FAQs from the support team, tips and tricks for using i2 software, a User-Only Discussion Forum, and downloads including additional icons, case studies and sample charts; and license synchronization, license consolidation, security key reconfiguration and lost key replacement. All copies of software licensed to each customer must be included in the support program

Terms

Delivery: 2 weeks after receipt of order
Payment Terms: Net 30 days
i2 accepts checks, VISA, Mastercard, and pre-approved purchase orders.

Susan Drummond
Account Manager

i2 Inc., 1430 Spring Hill Road, Suite 600, McLean, VA 22102 703-921-0195

888-546-5242 Fax: 703-921-0196 e-mail: info@i2inc.com Internet: www.i2inc.com

Support

i2's annual support program is the most cost-efficient way to maximize your experience with the world's most advanced investigative analysis software like *Analyst's Notebook*. It provides a variety of benefits that protect your investment in i2 software. Participating customers have access to the most recent software releases, updates, technical support and product information.

Benefits of Our Support Program

Customers who maintain support never have to worry about falling behind the technology curve. As i2 continually updates its software, adding functionality and improving ease of use, supported customers qualify to receive new versions at no additional cost. Because i2 software is always "backwards compatible", you will not lose work as you upgrade to new versions.

Free i2 software upgrades include:

- Product plug-ins that extend the functionality of i2 software
- Maintenance releases that keep your software running smoothly
- Completely new releases of your software at no additional charge

Technical Support

i2 maintains a dedicated team of technical support professionals to provide unmatched troubleshooting and guidance. Our technical support team responds faster than any other.

Supported customers who never experience a technical issue can still benefit from technical support. In addition to providing expert technical guidance, our team is more than happy to field 'how to' questions. Although this is no substitute for software training, it is an invaluable resource should you need assistance during an important case.

Technical support offers:

- » Convenient assistance via email, phone and Web
- » Easy access to a tech support rep from 8 AM to 6 PM EST

Online Forum

Exclusively for supported i2 customers, the Online Forum is your community resource. It is an excellent source of information on i2 software and enables analysts around the world to share ideas in a password-protected environment.

This unique Web site offers:

- » Tips and tricks for using i2 software
- » User-only discussion forums to exchange ideas and benefit from the experience of other analysts
- » Detailed product information including release notes and pending product launches
- » Free downloads for additional icons, case studies and sample charts

Matilde Faz

From: Myra Montoya [myra.montoya@hidalgoso.org]
Sent: Thursday, August 05, 2010 10:48 AM
To: 'Matilde Faz'
Subject: FW: i2 Annual Support Renewal
Attachments: Support Program Description.pdf

-----Original Message-----

From: Luella Janosa [mailto:Luella.Janosa@i2group.com]
Sent: Thursday, August 05, 2010 6:34 AM
To: Myra Montoya
Subject: RE: i2 Annual Support Renewal

Myra,

There is no agreement to be signed for the support services. As long as you are current on support, you receive the services on the attached document. Let me know if you have any questions.

Regards,

Luella Janosa
License Renewal Analyst
i2 INC
1430 Spring Hill Road
McLean, VA 22102
Office- (703) 921-0195
Fax- (703) 921-0196

www.i2inc.com

-----Original Message-----

From: Myra Montoya [mailto:myra.montoya@hidalgoso.org]
Sent: Wednesday, August 04, 2010 5:05 PM
To: Luella Janosa
Subject: RE: i2 Annual Support Renewal

Luella,

Is there any type of agreement that we need to sign, something explaining the terms and conditions?

Thanks,
Myra

-----Original Message-----

From: Luella Janosa [mailto:Luella.Janosa@i2group.com]
Sent: Wednesday, July 28, 2010 6:03 AM
To: Myra Montoya
Subject: RE: i2 Annual Support Renewal

Myra,