

**APPROVED****AI-21026****28.A.4.****Support & Maintenance Of Hidalgo County Phone System****CC REGULAR****Date:**

05/04/2010

**Submitted By:**

Vangie Garcia, PURCHASING DEPT.

**Submitted For:**

Marty Salazar

**Department:**

PURCHASING DEPT.

**Agenda Category:** Purchasing Department**Sub-category:** Hidalgo County**Information****CAPTION**

- a. Requesting authority to exercise the second year (of the four(4)-one(1)year) extension as provided in the current extended contract #E-09-249-05-26 for the Service and Maintenance Support of Hidalgo County Phone System (Shore Tel Direct Maintenance & Support)to include Shore Tel's upgraded pricing structure support catalog pricing for the renewal year to be effective as of June 17, 2010, and or in the alternative;
- b. Requesting approval of the sixty (60) day grace period extension as provided in the current contract between Hidalgo County and Ruperto Lee Gonzalez dba Lava Concepts & Consulting so as to have no lapse in services while procurement process is completed, and
- c. Requesting authority to advertise for "Support & Maintenance Service of Hidalgo County's Phone System" inasmuch as specifications and requirements will be modified.

**BACKGROUND**

IT Department's Director has been notified of upcoming contract's status (see attached response) Lava Concepts & Consulting has also been notified via certified mail and email(see attachment)

**Fiscal Impact****FISCAL YEAR:** 2010**ACCT. #:** 0-1100-415-00-200-002-0-336**FUNDS AVAILABLE Y/N?:** Y**MATCHING FUNDS Y/N?:****BUDGETARY IMPACT:**

No list provided to verify the funding. To be submitted on monday.

**Attachments**Link: CONTRACT DOCUMENTATIONLink: SIXTY DAY EXTENSION REQUESTLink: RENEWAL/EXTENSION LETTER (2ND YEAR)Link: IT DEPT'S CORRESPONDENCELink: LAVA CONCEPT'S CORRESPONDENCE**Form Routing/Status**

<b>Route Seq</b>	<b>Inbox</b>	<b>Approved By</b>	<b>Date</b>	<b>Status</b>
1	Purchasing Department	Marty Salazar	04/29/2010 01:24 PM	APRV
2	Budget & Management	Erika Zamora	04/29/2010 03:00 PM	APRV
3	Rosalinda Cantu	Rosie Cantu	04/30/2010 05:10 PM	APRV
4	Auditor's Office		04/30/2010 05:38 PM	NEW

Form Started By: Vangie Garcia      Started On: 04/29/2010 09:25 AM  
Final Approval Date: 04/30/2010

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b) Other ongoing county owned building construction, renovation repair projects

c) Emergency situations occurring since last agenda meeting

NO ACTION taken on items 28.A.1-3.a, b, & c.

\* 4. **AI-21026 a. Requesting authority to exercise the second year (of the four(4)-one(1)year) extension as provided in the current extended contract #E-09-249-05-26 for the Service and Maintenance Support of Hidalgo County Phone System (Shore Tel Direct Maintenance & Support)to include Shore Tel's upgraded pricing structure support catalog pricing for the renewal year to be effective as of June 17, 2010, and or in the alternative;**

\* On motion of Commissioner Flores, seconded by Commissioner Cuellar, the Court made a UNANIMOUS vote of approval.

**b. Requesting approval of the sixty (60) day grace period extension as provided in the current contract between Hidalgo County and Ruperto Lee Gonzalez dba Lava Concepts & Consulting so as to have no lapse in services while procurement process is completed, and**

NO ACTION taken on this item.

**c. Requesting authority to advertise for "Support & Maintenance Service of Hidalgo County's Phone System" inasmuch as specifications and requirements will be modified.**

NO ACTION taken on this item.

5. **AI-21013 Requesting approval of a request for payment for a "permit" in the amount of \$300.00 to the Hidalgo County Irrigation District No. 1 (HCID No. 1) to (install a storm sewer bleeder line into TXDOT's inlet located on the east side of the property, North of Schunior Street in connection to the "Hidalgo County Primary Care and Substance Abuse Facility" project and as submitted and requested by "project engineer" Quintanilla, Headley & Associates, Inc., with authority for County Auditor to review and complete processing procedures and for County Treasurer to issue payment.**

On motion of Commissioner Flores, seconded by Commissioner Cuellar, the Court made a UNANIMOUS vote of approval.

**B. Pct. 2**

1. **AI-21023 Approval of requests for payment for the following listed invoices submitted by CAS Companies, L.P., with authority for County Auditor to review and complete processing procedures and for County Treasurer to issue payment in connection with: "Hidalgo County Precinct No. 2 - South Tower CRC/Park Pending Construction Items"- (2010-403-11-06-MSS);**

Purchase Order NO.	Invoice No.	Invoice Description	Invoice Amount
614127	0840806-4	Final Invoice	\$186,671.85
614127	0840806-5	Retainage Release	\$27,656.25

On motion of Commissioner Palacios, seconded by Commissioner Flores, the Court made a UNANIMOUS vote of approval, with correction on contract number to read 2008-403-11-06.



Hidalgo County Purchasing Department  
2812 S. Business Highway 281  
New Administration Building  
Edinburg, Texas 78539  
(956) 318-2626/ Fax: (956) 318-2629

April 21, 2010

Rupeto Lee Gonzalez dba  
Lava Concepts& Consulting  
3908 Warbler Avenue  
McAllen, Texas 78504

Via: Certified Mail #7099-3220-0002-9744-8659  
Email: lee@lavaconcepts.com

Re: Extension Of Agreement No: E-09-249-05-26-“Support & Maintenance  
Of Hidalgo County Phone System”

Dear Mr. Gonzalez:

Hidalgo County Purchasing Department will be requesting Commissioners' Court to consider the County's sole option to exercise an extension as provided in the current contract. According to the contract in place under Exhibit B-Vendor's Proposal, for such yearly renewals, Lava Concepts will have to initiate an updated equipment count and a new support pricing. Please proceed in contacting Mr. Renan Ramirez, IT Department Director for discussion if IT Department intends to recommend services to be renewed so that equipment count with new support pricing for the renewal year can be forwarded to my attention for agenda backup.

This notice will be sent via certified mail as well as by email, please forward back this acknowledge receipt of notice of such request in order to proceed forward in placement on the Commissioners' Court meeting of Tuesday, May 4, 2010 for discussion, consideration and action, by signing below and returning to the Purchasing Department, by no later than 10:00 a.m., Wednesday, April 28, 2010, via facsimile to (956) 956-318-2629 or email to: evangelina.garcia@co.hidalgo.tx.us so as to meet the agenda request form deadlines.

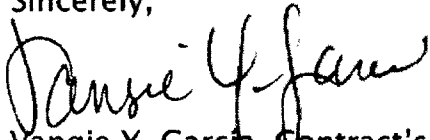
By: \_\_\_\_\_

Date: \_\_\_\_\_

Additionally, we are requesting your company provide an updated certificate of insurance as required through Hidalgo County's Request for (Bid, Quote, Proposal, Statement of Qualification).

Should you have any questions or require additional information, please do not hesitate to contact me at (956) 318-2626. Your cooperation in this matter is greatly appreciated and we hope your company continues its business relationship with Hidalgo County.

Sincerely,



Vangie Y. Garcia, Contract's Manager  
Hidalgo County Purchasing Department

cc:

department  
auditors

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**Evangelina Garcia**

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**From:** Renán Ramirez [renan@co.hidalgo.tx.us]  
**Sent:** Tuesday, May 04, 2010 8:32 AM  
**To:** 'Evangelina Garcia'  
**Subject:** FW: Lava Concepts Pricing for the ShoreTel Catalog  
**Attachments:** Lava Concepts Pricing.xlsx

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**Renán Ramirez**



Please refrain from printing this email unless completely necessary. Go Green!

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**From:** Lee Gonzalez [mailto:lee@lavaconcepts.com]  
**Sent:** Tuesday, May 04, 2010 7:56 AM  
**To:** Vangie Garcia; Renan Ramirez  
**Cc:** Shelley Guerrero  
**Subject:** Lava Concepts Pricing for the ShoreTel Catalog

Vangie,

Here is the new ShoreTel Catalog and pricing for this year.

Lee

IP Telephony

Manufacturer	Part/Model Number	Description	Unit of Measure (e.g. Each/hr/Day, etc...)	ShoreTel MSRP List Price	Discount	Net Price	Support Price
		<b>ShoreGear Voice Switches</b>					
Shoretel	600-1025-25	ShoreGear 120 - 1U full width - Max Capacities: 120 IP phones, 16 Analog exts, 0 LS trunks, 8 Universal ports. Not all maximum capacities can be reached at the same time.	1	\$4,995.00	20%	\$3,996.00	\$574.43
Shoretel	600-1062-01	ShoreGear SIP-BRI 8	1	\$1,495.00	20%	\$1,196.00	\$171.93
Shoretel	620-1057-02	Kit, rack mounting tray, for ShoreGear Switch 1U half width, holds two 1U half width switches	1	\$95.00	20%	\$76.00	\$10.93
Shoretel	600-1058-05	ShoreGear 90BRI - 1U half width, Max Capacities - 90 IP phones, 4 Analog exts, 4 BRI trunks (8 channels), 0 Universal ports. Not all maximum capacities can be reached at the same time. Requires one Tray (SKU 10223) for every two units.	1	\$3,495.00	20%	\$2,796.00	\$401.93
Shoretel	600-1057-07	ShoreGear 220T1A - 1U half width, Max Capacities - 1 T1, 220 IP phones, 4 Analog exts, 2 LS trunks, 0 Universal ports. When digital trunk capacity is reached, IP phone capacity is still 70. Requires one Tray (SKU 10223) for every two units.	1	\$6,495.00	20%	\$5,196.00	\$746.93
Shoretel	600-1041-06	ShoreGear 50 - 1U half width, Max Capacities - 50 IP phones, 2 Analog exts, 4 LS trunks, 0 Universal ports. Not all maximum capacities can be reached at the same time. Requires one Tray (SKU 10223) for every two units.	1	\$1,995.00	20%	\$1,596.00	\$229.43
Shoretel	600-1042-06	ShoreGear 90 - 1U half width, Max Capacities - 90 IP phones, 4 Analog exts, 8 LS trunks, 0 Universal ports. Not all maximum capacities can be reached at the same time. Requires one Tray (SKU 10223) for every two units.	1	\$2,995.00	20%	\$2,396.00	\$344.43
Shoretel	600-1043-03	ShoreGear 220T1 - 1U half width, Max Capacities - 1 T1, 220 IP phones, 0 analog exts, 0 LS trunks, 0 universal ports. When digital trunk capacity is reached, IP phone capacity is still 100. Requires one Tray (SKU 10223) for every two units.	1	\$5,995.00	20%	\$4,796.00	\$689.43
Shoretel	600-1044-06	ShoreGear 220E1 - 1U half width, Max Capacities - 1 E1, 220 IP phones, 0 analog exts, 0 LS trunks, 0 universal ports. When digital trunk capacity is reached, IP phone capacity is still 70. Requires one Tray (SKU 10223) for every two units.	1	\$5,995.00	20%	\$4,796.00	\$689.43
Shoretel	600-1072-02	ShoreGear 30BRI - 1U half width, Max Capacities - 30 IP phones, 2 Analog exts, 1 BRI trunk (2 channels). Not all maximum capacities can be reached at the same time. Requires one Tray (SKU 10223) for every two units. (requires ShoreTel 8.1 or later)	1	\$1,595.00	20%	\$1,276.00	\$183.43

IP Telephony

Shoretel	600-1071-04	ShoreGear 30 - 1U half width, Max Capacities - 30 IP phones, 2 Analog exts, 2 LS trunks, 0 Universal ports. Not all maximum capacities can be reached at the same time. Requires one Tray (SKU 10223) for every two units. (requires ShoreTel 8 or later)	1	\$1,595.00	20%	\$1,276.00	\$183.43
Shoretel	600-1073-02	ShoreGear 24A - 1U full width, Max Capacities - 24 Analog extensions. No IP Phone or trunk support. (requires ShoreTel 8 or later)	1	\$2,995.00	20%	\$2,396.00	\$344.43
Shoretel	600-1069-06	ShoreGear T1k - 1U half width, Max Capacities - 1 T1, 0 IP phones, 0 Analog exts, 0 LS only trunks, 0 Universal ports. Digital trunk support only. Requires one Tray (SKU 10223) for every two units. (requires ShoreTel 8 or later)	1	\$3,495.00	20%	\$2,796.00	\$401.93
Shoretel	600-1068-05	ShoreGear E1k (International only) - 1U half width, Max Capacities - 1 E1, 0 IP phones, 0 Analog exts, 0 LS only trunks, 0 Universal ports. Digital trunk support only. Requires one Tray (SKU 10223) for every two units. (requires ShoreTel 8.1 or later)	1	\$3,495.00	20%	\$2,796.00	\$401.93
Shoretel	600-1059-04	ShoreGear 50V - 1U half width. 50 IP phones, 2 Analog exts, 4 LS trunks, 50 mailboxes, 22 hours of storage. Not all max capacities can be reached at the same time. Requires one Tray (SKU 10223) for every two units. (requires ShoreTel 8.1 or later)	1	\$2,495.00	20%	\$1,996.00	\$286.93
Shoretel	600-1060-05	ShoreGear 90V - 1U half width. 90 IP phones, 4 Analog exts, 8 LS trunks, 90 mailboxes, 56 hours of storage. Not all max capacities can be reached at the same time. Requires one Tray (SKU 10223) for every two units. (requires ShoreTel 8.1 or later)	1	\$3,695.00	20%	\$2,956.00	\$424.93
Shoretel	600-1065-05	ShoreGear 90BRIV - 1U half width. 90 IP phones, 4 Analog exts, 4 BRI trunks (8 channels), 90 mailboxes, 56 hours of storage. Not all max capacities can be reached at the same time. Requires one Tray (SKU 10223) for every two units. (8.1 or later)	1	\$3,995.00	20%	\$3,196.00	\$459.43
Shoretel	630-1007-07	ShorePhone IP560 - Silver	1	\$349.00	20%	\$279.20	\$40.14
Shoretel	630-1011-07	ShorePhone IP560 - Black	1	\$349.00	20%	\$279.20	\$40.14
Shoretel	630-1022-03	ShorePhone BB24 - Silver (requires ShoreTel 6 or later)	1	\$299.00	20%	\$239.20	\$34.39
Shoretel	630-1023-03	ShorePhone BB24 - Black (requires ShoreTel 6)	1	\$299.00	20%	\$239.20	\$34.39
Shoretel	630-1025-03	ShorePhone IP110 - Black (requires ShoreTel 6 or later)	1	\$149.00	20%	\$119.20	\$17.14
Shoretel	630-1026-03	ShorePhone IP230 - Black (6.1 or later)	1	\$259.00	20%	\$207.20	\$29.79
Shoretel	630-1027-03	ShorePhone IP230 - Silver (6.1 or later)	1	\$259.00	20%	\$207.20	\$29.79
Shoretel	630-1028-03	ShorePhone IP212k - Black (6.1 or later)	1	\$299.00	20%	\$239.20	\$34.39
Shoretel	630-1029-03	ShorePhone IP212k - Silver (6.1 or later)	1	\$299.00	20%	\$239.20	\$34.39

IP Telephony

Shoretel	630-1030-02	ShorePhone IP560g - Silver (6.1 or later)	1	\$429.00	20%	\$343.20	\$49.34
Shoretel	630-1031-02	ShorePhone IP560g - Black (6.1 or later)	1	\$429.00	20%	\$343.20	\$49.34
Shoretel	630-1034-01	ShorePhone IP115 - Silver (7.5 or later)	1	\$159.00	20%	\$127.20	\$18.29
Shoretel	630-1035-01	ShorePhone IP115 - Black (7.5 or later)	1	\$159.00	20%	\$127.20	\$18.29
Shoretel	630-1036-01	ShorePhone IP265 - Silver (7.5 or later)	1	\$369.00	20%	\$295.20	\$42.44
Shoretel	630-1037-01	ShorePhone IP265 - Black (7.5 or later)	1	\$369.00	20%	\$295.20	\$42.44
Shoretel	630-1038-01	ShorePhone IP565g - Silver (Version 7.5 build 12.13.1328 or later)	1	\$599.00	20%	\$479.20	\$68.89
Shoretel	630-1039-01	ShorePhone IP565g - Black (Version 7.5 build 12.13.1328 or later)	1	\$599.00	20%	\$479.20	\$68.89
Shoretel	630-1043-01	ShorePhone IP230g - Silver (8.1 or later)	1	\$329.00	20%	\$263.20	\$37.84
Shoretel	630-1044-01	ShorePhone IP230g - Black (8.1 or later)	1	\$329.00	20%	\$263.20	\$37.84
Shoretel	300-1023-01	ShorePhone Power Adapter for Ethernet Speed of 10/100/1000 (min 10 w/o phone order)	1	\$35.00	20%	\$28.00	\$4.03
Shoretel	620-1091-01	Kit, ShorePhone UK Power Adapter for Ethernet Speed of 10/100/1000 (min 10)	1	\$41.00	20%	\$32.80	\$4.72
Shoretel	620-1092-01	Kit, ShorePhone EU Power Adapter for Ethernet Speed of 10/100/1000 (min 10)	1	\$41.00	20%	\$32.80	\$4.72
Shoretel	620-1085-01	ShorePhone IP8000 - Conference Phone, Bundle (Includes 2 SIP Trunk Licenses). For use with ST 7.5 and earlier only.	1	\$1,099.00	20%	\$879.20	\$126.39
Shoretel	620-1096-01	ShorePhone IP 8000 - Conference Phone, Bundle (Includes 1 SIP Device License). For use with ST 8 only. - for US installations only	1	\$1,099.00	20%	\$879.20	\$126.39
Shoretel	630-1048-01	ShorePhone ST230GSA - Black, TAA	1	\$419.00	20%	\$335.20	\$48.19
Shoretel	630-1049-01	ShorePhone ST265GSA - Black, TAA	1	\$569.00	20%	\$455.20	\$65.44
Shoretel	620-1142-01	ShorePhone IP265 Black, Bundled with Extension and Mailbox License - GSA Bundle	1	\$569.00	20%	\$455.20	\$65.44
Shoretel	620-1159-01	ShorePhone IP265 Silver, Bundled with Extension and Mailbox License - GSA Bundle	1	\$569.00	20%	\$455.20	\$65.44
Shoretel	620-1160-01	ShorePhone IP115 Black, Bundled with Extension and Mailbox License - GSA Bundle	1	\$359.00	20%	\$287.20	\$41.29
Shoretel	620-1161-01	ShorePhone IP115 Silver, Bundled with Extension and Mailbox License - GSA Bundle	1	\$359.00	20%	\$287.20	\$41.29
Shoretel	620-1162-01	ShorePhone IP212K Black, Bundled with Extension and Mailbox License - GSA Bundle	1	\$499.00	20%	\$399.20	\$57.39
Shoretel	620-1163-01	ShorePhone IP212K Silver, Bundled with Extension and Mailbox License - GSA Bundle	1	\$499.00	20%	\$399.20	\$57.39
Shoretel	620-1164-01	ShorePhone IP230 Black, Bundled with Extension and Mailbox License - GSA Bundle	1	\$459.00	20%	\$367.20	\$52.79
Shoretel	620-1165-01	ShorePhone IP230 Silver, Bundled with Extension and Mailbox License - GSA Bundle	1	\$459.00	20%	\$367.20	\$52.79

IP Telephony

Shoretel	620-1166-01	ShorePhone IP230g Black, Bundled with Extension and Mailbox License - GSA Bundle	1	\$529.00	20%	\$423.20	\$60.84
Shoretel	620-1167-01	ShorePhone IP230g Silver, Bundled with Extension and Mailbox License - GSA Bundle	1	\$529.00	20%	\$423.20	\$60.84
Shoretel	620-1168-01	ShorePhone IP560 Black, Bundled with Extension and Mailbox License - GSA Bundle	1	\$549.00	20%	\$439.20	\$63.14
Shoretel	620-1169-01	ShorePhone IP560 Silver, Bundled with Extension and Mailbox License - GSA Bundle	1	\$549.00	20%	\$439.20	\$63.14
Shoretel	620-1170-01	ShorePhone IP560g Black, Bundled with Extension and Mailbox License - GSA Bundle	1	\$629.00	20%	\$503.20	\$72.34
Shoretel	620-1171-01	ShorePhone IP560g Silver, Bundled with Extension and Mailbox License - GSA Bundle	1	\$629.00	20%	\$503.20	\$72.34
Shoretel	620-1172-01	ShorePhone IP565g Black, Bundled with Extension and Mailbox License - GSA Bundle	1	\$799.00	20%	\$639.20	\$91.89
Shoretel	620-1173-01	ShorePhone IP565g Silver, Bundled with Extension and Mailbox License - GSA Bundle	1	\$799.00	20%	\$639.20	\$91.89
Shoretel	620-1087-02	Kit, ShorePhone AUS/NZ Power Adapter for Ethernet Speed of 10/100/1000 (min 10)	1	\$41.00	20%	\$32.80	\$4.72
Shoretel	650-1049-01	ShorePhone 565g Bundle. (Requires purchase of VPN Concentrator Model 4500, SKU 60029)	1	\$1,845.00	20%	\$1,476.00	\$212.18
Shoretel	840-1000-02	ShoreTel Voice Mail Quick Reference, Doc. Pack, Qty 25	1	\$10.00	20%	\$8.00	\$1.15
Shoretel	840-1005-03	ShoreTel 110 IP Phone Quick Reference, Doc. Pack, Qty 25	1	\$10.00	20%	\$8.00	\$1.15
Shoretel	840-1006-02	ShoreTel 110 IP Phone User Guide, Doc. Pack, Qty 25	1	\$125.00	20%	\$100.00	\$14.38
Shoretel	840-1007-03	ShoreTel 212k IP Phone Quick Reference, Doc. Pack, Qty 25	1	\$10.00	20%	\$8.00	\$1.15
Shoretel	840-1008-02	ShoreTel 212k IP Phone User Guide, Doc. Pack, Qty 25	1	\$125.00	20%	\$100.00	\$14.38
Shoretel	840-1011-02	ShoreTel 560/560G IP Phone Quick Reference, Doc. Pack, Qty 25	1	\$10.00	20%	\$8.00	\$1.15
Shoretel	840-1012-03	ShoreTel 530/560/560G IP Phone User Guide, Doc. Pack, Qty 25	1	\$125.00	20%	\$100.00	\$14.38
Shoretel	840-1013-02	ShoreTel 115 IP Phone Quick Reference, Doc. Pack, Qty 25	1	\$10.00	20%	\$8.00	\$1.15
Shoretel	840-1014-02	ShoreTel 115 IP Phone User Guide, Doc. Pack, Qty 25	1	\$125.00	20%	\$100.00	\$14.38
Shoretel	840-1015-02	ShoreTel 265 IP Phone Quick Reference, Doc. Pack, Qty 25	1	\$10.00	20%	\$8.00	\$1.15
Shoretel	840-1016-02	ShoreTel 265 IP Phone User Guide, Doc. Pack, Qty 25	1	\$125.00	20%	\$100.00	\$14.38
Shoretel	840-1017-02	ShoreTel 565G IP Phone Quick Reference, Doc. Pack, Qty 25	1	\$10.00	20%	\$8.00	\$1.15
Shoretel	840-1018-02	ShoreTel 565G IP Phone User Guide, Doc. Pack, Qty 25	1	\$125.00	20%	\$100.00	\$14.38
Shoretel	840-1019-02	ShoreTel 230/230G IP Phone Quick Reference, Doc. Pack, Qty 25	1	\$10.00	20%	\$8.00	\$1.15

IP Telephony

Shoretel	840-1020-02	ShoreTel 230/230G IP Phone User Guide, Doc. Pack, Qty 25	1	\$125.00	20%	\$100.00	\$14.38
Shoretel	615-1008-01	ShoreWare Emergency Notification, 5 or fewer	1	\$2,000.00	20%	\$1,600.00	\$230.00
Shoretel	615-1009-01	ShoreWare Emergency Notification, 6 or more	1	\$5,000.00	20%	\$4,000.00	\$575.00
Shoretel	615-1010-01	ShoreTel Call Router Application - System-wide Caller ID and DNIS based routing with web-based Administration	1	\$3,125.00	20%	\$2,500.00	\$359.38
Shoretel	610-1064-01	Distributed Voice Services License	1	\$995.00	20%	\$796.00	\$114.43
Shoretel	610-1149-01	ShoreTel 9.1 Software (General Release)	1		20%		\$0.00
Shoretel	690-1014-01	Softphone License (7.5 and earlier versions)	1	\$150.00	20%	\$120.00	\$17.25
Shoretel	690-1047-01	Extension & Mailbox License	1	\$200.00	20%	\$160.00	\$23.00
Shoretel	690-1051-01	Extension-only License (requires ShoreTel 5.2 or higher)	1	\$140.00	20%	\$112.00	\$16.10
Shoretel	690-1052-01	Mailbox-only License (requires ShoreTel 5.2 or higher)	1	\$90.00	20%	\$72.00	\$10.35
Shoretel	690-1053-01	Add'l Language License (requires ShoreTel 5.2 or higher)	1	\$995.00	20%	\$796.00	\$114.43
Shoretel	690-1054-01	SIP Trunk Software License (requires ShoreTel 6. If you have a Conf Bridge you must upgrade it to Release 5.6)	1	\$50.00	20%	\$40.00	\$5.75
Shoretel	690-1058-01	Additional Site License	1	\$495.00	20%	\$396.00	\$56.93
Shoretel	690-1068-01	ShoreWare Remote Web Reporting License (License to enable generation of CDR reports via the web at remote locations)	1	\$2,695.00	20%	\$2,156.00	\$309.93
Shoretel	690-1064-01	ShoreTel TAPI Application Server License (License to allow control of use of TAPI applications with ShoreTel system)	1	\$495.00	20%	\$396.00	\$56.93
Shoretel	610-1141-01	ShoreWare CSTA Server Software	1		20%		\$0.00
Shoretel	620-1053-06	Branch Office Solution (DVS License + Site License + Server) - Server supports up to 100 users	1	\$1,995.00	20%	\$1,596.00	\$229.43
Shoretel	650-1039-01	ShoreWare Professional Call Manager Demo (requires ShoreTel 8 or later in the US, requires ShoreTel 8.1 internationally, includes Contact Viewer, SoftPhone and Video) - not for resale. For internal use only.	1	\$20.00	20%	\$16.00	\$2.30
Shoretel	650-1048-01	ShoreWare Mobile Solutions Software Bundle	1	\$90.00	20%	\$72.00	\$10.35
Shoretel	610-1017-01	Personal Call Manager (ShoreTel 7.5)	1				
Shoretel	690-1013-01	License, Ext Only (Conference Bridge)	1				
Shoretel	690-1110-01	Mobile Call Manager License (requires ShoreTel 7.5 or later)	1	\$95.00	20%	\$76.00	\$10.93
Shoretel	610-1115-01	ShoreWare Professional Call Manager (requires ShoreTel 8 or later; includes Contact Viewer, SoftPhone and Video)	1	\$80.00	20%	\$64.00	\$9.20
Shoretel	690-1112-01	SIP Device License (License to allow a SIP device to register with ShoreTel system. SIP devices also require SKU 30035 or 30039 to operate) - for US installations only	1	\$30.00	20%	\$24.00	\$3.45

IP Telephony

Shoretel	690-1122-01	SIP Trunk to SIP Device Conversion License (Converts a self-audited SIP Trunk License acquired with ST7.5 or earlier to a single keyed SIP Device License for use with ST8. Requires proof of ownership of SIP Trunk License.)	1					
Shoretel	690-1067-01	ShoreWare CSTA User License - For activating a CSTA monitor extension, per user. Microsoft Office Communicator Remote Call Control. Requires CSTA Server Software (SKU 30066) & implementation service SKU RCC integration for OCS (SKU 93187 / 93188).	1	\$80.00	20%	\$64.00		\$9.20
Shoretel	690-1147-01	Evaluation Licence. Microsoft Integration - Valid 60 days - CSTA monitor extension, per user. Microsoft Office Communicator Remote Call. Requires CSTA Server Software (SKU 30066) & implementation service SKU RCC integration for OCS (SKU 93187 / 93188).	1	\$0.00	20%	\$0.00		\$0.00
Shoretel	610-1004-02	Operator Call Manager (ShoreTel 7.5)	1	\$595.00	20%	\$476.00		\$68.43
Shoretel	610-1010-01	Agent Call Manager (ShoreTel 7.5)	1	\$295.00	20%	\$236.00		\$33.93
Shoretel	610-1018-01	Supervisor Call Manager (ShoreTel 7.5)	1	\$595.00	20%	\$476.00		\$68.43
Shoretel	610-1121-01	ShoreWare Personal Call Manager (requires ShoreTel 8 or later)	1	\$0.00	20%	\$0.00		\$0.00
Shoretel	610-1122-01	ShoreWare Operator Call Manager (requires ShoreTel 8 or later; includes Contact Viewer, SoftPhone and Video)	1	\$595.00	20%	\$476.00		\$68.43
Shoretel	610-1123-01	ShoreWare Agent Call Manager (requires ShoreTel 8 or later; includes SoftPhone)	1	\$295.00	20%	\$236.00		\$33.93
Shoretel	610-1124-01	ShoreWare Supervisor Call Manager (requires ShoreTel 8 or later; includes SoftPhone)	1	\$595.00	20%	\$476.00		\$68.43
Shoretel	690-1139-01	High Resolution Video License. 1024x768 (requires ShoreTel 8.1)	1	\$695.00	20%	\$556.00		\$79.93
Shoretel	610-1104-01	SALESFORCE.COM Call Center Adaptor Software	1	\$165.00	20%	\$132.00		\$18.98
Shoretel	610-1105-01	SALESFORCE.COM Call Center Adaptor Software (Upgrade)	1	\$50.00	20%	\$40.00		\$5.75
Shoretel	851-1167-01	ShoreTel Netsuite CRM Integration Software	1	\$165.00	20%	\$132.00		\$18.98
Shoretel	610-1119-01	ShoreTel Microsoft Dynamics CRM Integration	1	\$165.00	20%	\$132.00		\$18.98
Shoretel	851-1151-01	ShoreTel Web Dialer	1	\$65.00	20%	\$52.00		\$7.48
Shoretel	640-1020-04	Converged Conferencing, 12 Audio Conferencing Ports, IM Server (Software and Hardware)	1	\$9,300.00	20%	\$7,440.00		\$1,069.50
Shoretel	640-1022-01	Add-on, Audio Conferencing SW (12 Ports)	1	\$7,000.00	20%	\$5,600.00		\$805.00
Shoretel	640-1023-01	Add-on, Audio & Web Conferencing SW (12 Ports) Base, Converged Conferencing Upgrade, 1st 12 Web Ports (requires Conf Bridge Release 7.1)	1	\$9,000.00	20%	\$7,200.00		\$1,035.00
Shoretel	640-1024-01	Upgrade, 12 Document Ports to Application Sharing	1	\$6,000.00	20%	\$4,800.00		\$690.00
Shoretel	640-1026-01		1	\$2,500.00	20%	\$2,000.00		\$287.50

IP Telephony

Shoretel	640-1028-01	Add-On, Audio & Documents CONF SW W/12P	1	\$14,400.00	20%	\$11,520.00	\$1,656.00
Shoretel	640-1021-04	Converged Conferencing, 12 Audio & Web Conferencing Ports, IM Server (Software and Hardware)	1	\$15,300.00	20%	\$12,240.00	\$1,759.50
Shoretel	640-1025-01	Base, Conference Bridge Upgrade, Additional 12 Web Ports	1	\$7,000.00	20%	\$5,600.00	\$805.00
Shoretel	851-1079-01	Analysis - 3-10 sites (per test agent)	1	\$150.00	10%	\$135.00	\$0.00
Shoretel	851-1080-01	Analysis - 11-20 sites (per test agent)	1	\$100.00	10%	\$90.00	
Shoretel	851-1068-01	Network Design Service (per hour)	1	\$250.00	10%	\$225.00	
Shoretel	851-1110-01	Analysis - 1st 2 sites & Project Report	1	\$1,500.00	10%	\$1,350.00	
Shoretel	851-1302-01	Converged Conferencing 5.6 to 7.1 Upgrade Service with data preservation.	1	\$1,800.00	10%	\$1,620.00	
Shoretel	851-1337-01	Enterprise Advanced Queue Access 1 year - First Engineer	1	\$18,000.00	10%	\$16,200.00	
Shoretel	851-1338-01	Enterprise Advanced Queue Access 1 year - Additional Engineer	1	\$6,000.00	10%	\$5,400.00	
Shoretel	851-1339-01	Post Install Onsite Service for up to 4 hours during M-F 8am to 5pm	1	\$1,000.00	10%	\$900.00	
Shoretel	851-1340-01	Post Install Onsite Service for up to 8 hours during M-F 8am to 5pm	1	\$1,800.00	10%	\$1,620.00	
Shoretel	851-1341-01	Post Install Onsite Service for up to 4 hours after hours except Sundays and Holidays	1	\$1,500.00	10%	\$1,350.00	
Shoretel	851-1342-01	Post Install Onsite Service for up to 8 hours after hours except Sundays and Holidays	1	\$2,700.00	10%	\$2,430.00	
Shoretel	851-1343-01	Post Install Onsite Service for up to 4 hours during Sundays and Holidays	1	\$2,000.00	10%	\$1,800.00	
Shoretel	851-1344-01	Post Install Onsite Service for up to 8 hours during Sundays and Holidays	1	\$3,600.00	10%	\$3,240.00	
Shoretel	851-1022-01	IPBX Implementation Full Day - Travel and Expenses are not included	1	\$1,800.00	10%	\$1,620.00	
Shoretel	851-1039-01	IPBX Implementation One Half Day - Half Day Rate - Travel and Expenses are not included	1	\$1,000.00	10%	\$900.00	
Shoretel	851-1090-01	Contact Center Implementation Full Day - Travel and Expenses are not included	1	\$1,800.00	10%	\$1,620.00	
Shoretel	851-1112-01	Implementation Service Hourly (addition to Half day) - Travel and Expenses are not included	1	\$250.00	10%	\$225.00	
Shoretel	851-1115-01	ShoreTel Conference Bridge Implementation Full Day - Travel and Expenses are not included	1	\$1,800.00	10%	\$1,620.00	
Shoretel	851-1118-01	Contact Center Implementation Half Day - Travel and Expenses are not included	1	\$1,000.00	10%	\$900.00	
Shoretel	851-1119-01	ECC Implementation SOW	1	\$0.00	10%	\$0.00	

IP Telephony

Shoretel	851-1246-01	Remote Partner Assist Service (Business Hours) - Time and Materials - Hourly Rate (Two hours minimum, 8:00AM-5:00PM Monday - Friday)	1	\$225.00	10%	\$202.50
Shoretel	851-1247-01	Remote Partner Assist Service (Evening Hours and Saturday) - Time and Materials - Hourly Rate (Two hours minimum, 5:01PM-7:59AM Monday - Friday and all day Saturday)	1	\$337.50	10%	\$303.75
Shoretel	851-1248-01	Remote Partner Assist Service (Holiday and Sunday) - Time and Materials - Hourly Rate (Two hours minimum, Holidays and Sunday)	1	\$450.00	10%	\$405.00
Shoretel	851-1249-01	Project Technical Account Manager - Time and Materials - Full Day Rate (Five days minimum, 8:00AM-5:00PM Monday - Friday, Travel and Expense extra)	1	\$1,800.00	10%	\$1,620.00
Shoretel	851-1300-01	Remote Call Control Integration with OCS Full Day - Full day implementation services for integrating ShoreTel with OCS using ShoreWare CSTA server	1	\$2,200.00	10%	\$1,980.00
Shoretel	851-1301-01	Remote Call Control Integration with OCS Half Day - Half day implementation services for integrating ShoreTel with OCS using ShoreWare CSTA server	1	\$1,100.00	10%	\$990.00
Shoretel	615-1003-01	ShoreWare Workgroup Monitor Application - Realtime performance monitor for Shore Tel Workgroups, including graphical views	1	\$3,375.00	10%	\$3,037.50
Shoretel	615-1004-01	Workgroup Exceptional/Abandoned Call Report	1	\$1,350.00	10%	\$1,215.00
Shoretel	615-1005-01	Workgroup Target Service Level Agreement Report	1	\$1,350.00	10%	\$1,215.00
Shoretel	615-1006-01	Workgroup Agent Daily Login/Logout Report	1	\$1,350.00	10%	\$1,215.00
Shoretel	615-1007-01	Bundled Report, includes Abandoned Call, Target SLA, and Agent Daily Login/Logout Reports	1	\$3,375.00	10%	\$3,037.50
Shoretel	650-1045-02	Bundle of three Enhanced ShoreWare Workgroup Reports (Abandoned Call, Target SLA, and Agent Daily Login/Logout) and ShoreWare Workgroup Monitor Application (Realtime performance monitor for ShoreTel Workgroups)	1	\$6,750.00	10%	\$6,075.00
Shoretel	851-1074-01	Professional Services Custom Software (NOTE: Due to inherent variability in delivery timeframe, custom software must be submitted on a separate order and can not be combined in a single order with other products)	1		10%	
Shoretel	615-1000-01	SW Developer, 1 Year Membership	1	\$995.00	10%	\$895.50
Shoretel	615-1001-01	SW Developer, 5 Incidents Support	1	\$2,490.00	10%	\$2,241.00
Shoretel	615-1002-01	SW Developer, 10 Incidents Support	1	\$4,725.00	10%	\$4,252.50

IP Telephony

Shoretel	851-1120-01	Training, WEB CC Advance Report	1	\$2,500.00	10%	\$2,250.00
Shoretel	851-1035-01	Online Enduser Training - Per student	1	\$195.00	10%	\$175.50
Shoretel	851-1036-01	Online Enduser Group Training (up to 8 students)	1	\$795.00	10%	\$715.50
Shoretel	851-1037-01	Online System Admin - per student	1	\$595.00	10%	\$535.50
Shoretel	851-1038-01	Online System Admin Group Training (up to 6 students)	1	\$1,600.00	10%	\$1,440.00
Shoretel	851-1040-01	Personal Call Manager-Onsite Training/Day plus T&E (up to 80 students)	1	\$2,500.00	10%	\$2,250.00
Shoretel	851-1041-01	Onsite Sys Admin Training (2 sessions of 8 students)	1	\$2,500.00	10%	\$2,250.00
Shoretel	851-1042-01	Implementing the ShoreTel IP System (5 days at ShoreTel, per student)	1	\$2,500.00	10%	\$2,250.00
Shoretel	851-1043-01	Implementing the ShoreTel IP System class (5 days onsite, per student)	1	\$2,800.00	10%	\$2,520.00
Shoretel	851-1051-01	Online System Admin Train-the-Trainer Training	1	\$1,500.00	10%	\$1,350.00
Shoretel	851-1054-01	Onsite Train-the-Trainer Training (Enduser or System Admin, per student)	1	\$2,500.00	10%	\$2,250.00
Shoretel	851-1055-01	Custom Training (per Statement of Work)	1	\$0.00	10%	\$0.00
Shoretel	851-1085-01	CC Sys Admin Online Training / Student	1	\$395.00	10%	\$355.50
Shoretel	851-1087-01	CC Supervisor Online Training / Student	1	\$195.00	10%	\$175.50
Shoretel	851-1088-01	CC Agent Online Training / Student	1	\$99.00	10%	\$89.10
Shoretel	851-1089-01	Implementing the ShoreTel CC Training	1	\$2,500.00	10%	\$2,250.00
Shoretel	851-1106-01	CC Supervisor Onsite Training (12 students)	1	\$4,000.00	10%	\$3,600.00
Shoretel	851-1107-01	CC Agent-Onsite (per Day plus T&E, up to 120 students)	1	\$2,500.00	10%	\$2,250.00
Shoretel	851-1108-01	CC Sys Admin Onsite Training (12 students)	1	\$2,500.00	10%	\$2,250.00
Shoretel	851-1093-01	Advanced System and Maintenance (4 days at ShoreTel, per student)	1	\$2,500.00	10%	\$2,250.00
Shoretel	851-1094-01	Implementing the ShoreTel CC (Onsite)	1	\$2,800.00	10%	\$2,520.00
Shoretel	851-1095-01	Advanced System and Maintenance (4 days onsite, per student)	1	\$2,800.00	10%	\$2,520.00
Shoretel	851-1104-01	Implementing the ShoreTel IP System Course Final Exam	1	\$495.00	10%	\$445.50
Shoretel	851-1105-01	Certification, ShoreTel Sales Training	1	\$1,495.00	10%	\$1,345.50
Shoretel	690-1023-01	LICENSE, ECC INBOUND 5 VOICE - 5 concurrent agent and 5 concurrent IVR Port licenses. Incremental licenses over ECC base 10 package.	1	\$7,500.00	20%	\$6,000.00
Shoretel	690-1024-01	LICENSE, ECC OUTBOUND VOICE 5 -5 concurrent agent licenses for outbound campaigns. Add on to inbound voice licenses. Consumed once an agent logs to a outbound group. IVR ports not included.	1	\$2,000.00	20%	\$1,600.00

IP Telephony

Shoretel	690-1025-01	LICENSES, ECC 5 EMAIL - 5 concurrent agent licenses for emails. Add on to inbound voice license. License consumed everytime an agent logs into a email group.	1	\$2,000.00	20%	\$1,600.00	\$230.00
Shoretel	690-1026-01	LICENSES, ECC 5 WEB - 5 concurrent agent licenses for web chat, co-browsing and web callbacks. Add on to inbound voice licenses. Consumed everytime an agent logs into a chat group.	1	\$2,000.00	20%	\$1,600.00	\$230.00
Shoretel	640-1015-03	CC Base 10 Package- Includes 10 concurrent voice Lic (also used for scheduled/abandoned callback), 1 Super Admin Lic. 256 IVR ports included can only be used for queuing calls / playing announcements. 1 Base Package is needed per server.	1	\$5,462.00	20%	\$4,369.60	\$628.13
Shoretel	690-1028-01	LICENSE, CC INBOUND 5 VOICE - 5 concurrent agent licenses for inbound voice calls. Incremental licenses over the CC base 10 package which include 10 agent licenses.	1	\$2,500.00	20%	\$2,000.00	\$287.50
Shoretel	690-1031-01	LICENSE, CC AGENT BOARD OPTION - Capability for Supervisors to send messages, real time statistical information to agent PC's. One license is required per system. Only required for CC edition.	1	\$500.00	20%	\$400.00	\$57.50
Shoretel	690-1032-01	LICENSE, CC WALL BOARD OPTION - Enables Supervisors to send messages, statistical information to external wallboards (not included). One license required per system. Only required for CC edition.	1	\$500.00	20%	\$400.00	\$57.50
Shoretel	690-1035-01	LICENSE, CC FORMULA EDITOR OPTION - Enables capability for special formulas to be created in the historical reporting application. One license required per system. Only required for CC edition.	1	\$500.00	20%	\$400.00	\$57.50
Shoretel	690-1036-01	LICENSE, CC WORK FORCE MGMT CONN - Capability for connecting to a WFM appl like Blue Pumpkin for exporting historical reporting information. One license required per system. Only required for CC edition.	1	\$500.00	20%	\$400.00	\$57.50
Shoretel	640-1016-03	ECC BASE 10 PACKAGE - Includes server software, 10 concurrent Agent lic for inbound voice, 10 concurrent IVR Ports, 1 Supervisor Admin, Wall board, Agent board and Forumla Editor lic for the whole system. 1 Base Package is needed per server.	1	\$15,462.00	20%	\$12,369.60	\$1,778.13
Shoretel	690-1048-01	LICENSE, CC SERVER UPGRADE - Upgrade a CC Base 10 Package license to an ECC Base 10 Package	1	\$10,000.00	20%	\$8,000.00	\$1,150.00
Shoretel	690-1049-01	LICENSE, CC AGENT UPGRADE - Upgrade a CC 5 inbound license to an ECC 5 inbound license	1	\$5,000.00	20%	\$4,000.00	\$575.00
Shoretel	690-1050-01	LICENSE, 5 IVR PORTS - 5 IVR port license, incremental licenses over either the ECC Base 10 Package/ECC Base 10 IVR Package	1	\$1,000.00	20%	\$800.00	\$115.00

IP Telephony

Shoretel	640-1027-01	ECC Base 10 IVR PKG - Needed only for stand alone IVRself service applications. Includes server software, 10 concurrent IVR ports. Only one Base Package is needed per server. No agents can be assigned to or used by this IVR server.	1	\$11,462.00	20%	\$9,169.60	\$1,318.13
Shoretel	690-1061-01	UPGRADE TO FULL ECC SUPERVISOR - Upgrade a Supervisor Monitor only license to a full Supervisor Administrator license	1	\$2,892.00	20%	\$2,313.60	\$332.58
Shoretel	690-1117-01	ShoreTel Contact Center TAPI App Server License - Allows use of Contact Center TAPI apps with ST system. Needed if the app is on distributed servers for each additional server other than the primary saerver.	1	\$495.00	20%	\$396.00	\$56.93
Shoretel	690-1145-01	CC-ECC Redundant Server License 5 - (Not for use with CC-ECC 4.66) - License for the redundant or warm standby CC/ECC server. Will be configured with the same licenses as the primary server. Includes a server dongle and the TAPI App Server Lic.	1	\$6,500.00	20%	\$5,200.00	\$747.50
Shoretel	690-1149-01	LICENSE,CC/ECC SUPERVISOR 5.0 - (Not for use with CC-ECC 4.66) - Access real time status, skill set management, access/administer historical reports, call flows, wallboards and agent boards.	1	\$4,731.00	20%	\$3,784.80	\$544.07
Shoretel	690-1150-01	LIC, CC/ECC SPVSR 5.0 (MONITOR ONLY) - (Not for use with CC-ECC 4.66) - Access real time information, control agent activities, ST Reseller CC Demo & Training Kit (not for resale). Full ECC In-house Demo System - limit one per reseller (5-inbound/outbound/chat/email, 1 SupAdmin lic). Only for partners, not for customers.	1	\$1,838.00	20%	\$1,470.40	\$211.37
Shoretel	600-1055-01		1	\$3,000.00	20%	\$2,400.00	\$345.00
Shoretel	620-1046-01	Rack Mount Ears (10 pairs, 8 screws per pair)	1	\$150.00	20%	\$120.00	\$0.00
Shoretel	330-1037-01	Harmonica for ShoreGear 40/8	1	\$43.00	20%	\$34.40	\$4.95
Shoretel	180-1027-01	EU ShoreGear Power Cord	1		20%		\$0.00
Shoretel	180-1082-01	UK ShoreGear Power Cord	1		20%		\$0.00
Shoretel	310-1008-01	Handset, IP Phone	1	\$27.00	20%	\$21.60	\$3.11
Shoretel	620-1026-04	IP560 (S2/S6) Wall Mount Kit	1	\$12.25	20%	\$9.80	\$1.41
Shoretel	600-1051-19	ShoreTel Reseller Rolling Demo System (North America) utilizing the ST9.x ShoreWare	1	\$5,495.00	20%	\$4,396.00	\$631.93
Shoretel	600-1050-19	ShoreTel Reseller Rolling Demo System (EMEA) utilizing the ST9.x ShoreWare	1	\$5,495.00	20%	\$4,396.00	\$631.93
Shoretel	600-1049-19	ShoreTel Reseller Rolling Demo System (APAC) utilizing the ST9.x ShoreWare	1	\$5,495.00	20%	\$4,396.00	\$631.93
Shoretel	620-1027-03	IP110 / IP115 / BB24 Wall Mount Kit	1	\$13.00	20%	\$10.40	\$1.50

IP Telephony

Shoretel	620-1028-04	IP212K/230/265 Wall Mount Kit	1	\$13.00	20%	\$10.40	\$1.50
Shoretel	370-1026-01	Demo Kit Soft Bag (stand alone)	1	\$395.00	20%	\$316.00	\$45.43
Shoretel	600-1085-01	ShoreTel Reseller Rolling Demo System (ALT) utilizing the ST9.x ShoreWare. For Mexico only.	1	\$5,495.00	20%	\$4,396.00	\$631.93
Shoretel	690-1134-01	VPN Concentrator Add-on licenses : Qty 5. For Model 4500 / 5300 Concentrators	1	\$600.00	20%	\$480.00	\$69.00
Shoretel	690-1135-01	VPN Concentrator Add-on licenses : Qty 10. For Model 5300 Concentrator only	1	\$1,000.00	20%	\$800.00	\$115.00
Shoretel	690-1136-01	VPN Concentrator Add-on licenses : Qty 25. For Model 5300 Concentrator only	1	\$2,300.00	20%	\$1,840.00	\$264.50
Shoretel	614-1035-01	VPN Concentrator Model 4500 . Bundle (Includes Licenses for 5 connections). For use with ST 8.1 or later only	1	\$2,495.00	20%	\$1,996.00	\$286.93
Shoretel	620-1104-01	VPN Concentrator Model 4500 . Bundle (Includes Licenses for 10 connections). For use with ST 8.1 or later only	1	\$2,995.00	20%	\$2,396.00	\$344.43
Shoretel	614-1034-01	VPN Concentrator Model 5300 . Bundle (Includes Licenses for 10 connections). For use with ST 8.1 or later only	1	\$4,995.00	20%	\$3,996.00	\$574.43
Shoretel	620-1106-01	VPN Concentrator Model 5300 . Bundle (Includes Licenses for 25 connections). For use with ST 8.1 or later only	1	\$5,995.00	20%	\$4,796.00	\$689.43
Shoretel	620-1107-01	VPN Concentrator Model 5300 . Bundle (Includes Licenses for 50 connections). For use with ST 8.1 or later only	1	\$7,995.00	20%	\$6,396.00	\$919.43
Shoretel	620-1108-01	VPN Concentrator Model 5300 . Bundle (Includes Licenses for 100 connections). For use with ST 8.1 or later only	1	\$9,995.00	20%	\$7,996.00	\$1,149.43
Shoretel	620-1112-01	DMI-4 PBX Link	1	\$1,428.00	20%	\$1,142.40	\$164.22
Shoretel	620-1113-02	DMI-4+ PBX Link	1	\$1,428.00	20%	\$1,142.40	\$164.22
Shoretel	620-1114-01	PBX Link 48	1	\$3,995.00	20%	\$3,196.00	\$459.43
Shoretel	620-1118-01	Demo Kit AOpen Server with WIN2K3 Server License. Requires one of the following: (SKU# 60068 or SKU# 60069 or SKU# 60070)	1	\$1,495.00	20%	\$1,196.00	\$171.93
Shoretel	620-1119-01	Kit. Analog Harmonica & Telco 25PR (FF) Cable For ShoreGear 120/24, 30, 50, 90, 220T1A, and 24A Switches	1	\$99.00	20%	\$79.20	\$11.39
Shoretel	610-1137-02	USB Flash Drive, recovery images for Asus M1A-F1, Dell D630 and Aopen Server on Demo System. (AMER)	1	\$85.00	20%	\$68.00	\$9.78
Shoretel	620-1204-01	Demo System Software Upgrade Bundle, ST9.x. (Americas) Includes USB Flash Drives for all hardware platforms (ie, D630, D520, ASUS, & AOPEN Server). ECC Dongle - 3AGT/1SUP, and MS Office Std. 2007.	1	\$495.00	20%	\$396.00	\$56.93
Shoretel	620-1207-01	Upgrade Bundle for D520 to ST 9.x Demo Kit. Requires one of the corresponding 16 GB Recovery Flash Drives: APAC (Asia/Pacific) SKU# 60069; EMEA (Europe, Middle East & African) SKU# 60070; Americas (North, Central & South American) SKU# 60068	1	\$2,995.00	20%	\$2,396.00	\$344.43

IP Telephony

Shoretel	620-1208-01	Upgrade Bundle for D510 to ST 9.x Demo Kit. Requires one of the corresponding 16 GB Recovery Flash Drives: APAC (Asia/Pacific) SKU# 60069; EMEA (Europe, Middle East & African) SKU# 60070; Americas (North, Central & South American) SKU# 60068	1	\$3,995.00	20%	\$3,196.00	\$459.43
Shoretel	260-1168-01	Overlay, IP212 Slv, Fch-Can (25PK)	1	\$22.00	20%	\$17.60	\$2.53
Shoretel	260-1171-01	Overlay, IP212 Blk, Fch-Can (25PK)	1	\$22.00	20%	\$17.60	\$2.53
Shoretel	260-1172-01	Overlay, IP230/560 Slv, Fch-Can (25PK)	1	\$22.00	20%	\$17.60	\$2.53
Shoretel	260-1173-01	Overlay, IP230/560 Blk, Fch-Can (25PK)	1	\$22.00	20%	\$17.60	\$2.53
Shoretel	260-1174-01	Overlay, IP110 Slv, Fch-Can (25PK)	1	\$22.00	20%	\$17.60	\$2.53
Shoretel	260-1175-01	Overlay, IP110 Blk, Fch-Can (25PK)	1	\$22.00	20%	\$17.60	\$2.53
Shoretel	260-1176-01	Overlay, IP212 Blk, German (25PK)	1	\$35.00	20%	\$28.00	\$4.03
Shoretel	260-1177-01	Overlay, IP212 Slv, German (25PK)	1	\$35.00	20%	\$28.00	\$4.03
Shoretel	260-1178-01	Overlay, IP110/115 Blk, German (25PK)	1	\$35.00	20%	\$28.00	\$4.03
Shoretel	260-1179-01	Overlay, IP110/115 Slv, German (25PK)	1	\$35.00	20%	\$28.00	\$4.03
Shoretel	260-1180-01	Overlay, IP230 Blk, German (25PK)	1	\$35.00	20%	\$28.00	\$4.03
Shoretel	260-1181-01	Overlay, IP230 Slv, German (25PK)	1	\$35.00	20%	\$28.00	\$4.03
Shoretel	260-1182-01	Overlay, IP560 Slv, German (25PK)	1	\$35.00	20%	\$28.00	\$4.03
Shoretel	260-1183-01	Overlay, IP560 Blk, German (25PK)	1	\$35.00	20%	\$28.00	\$4.03
Shoretel	614-1051-01	SIPARATOR 19, Bundle (Includes SIP trunking module & 5 traversal licences for up to 5 simultaneous SIP trunk calls)	1	\$1,600.00	20%	\$1,280.00	\$184.00
Shoretel	614-1052-01	SIPARATOR 19, Bundle (Includes SIP trunking module & 25 traversal licences for up to 25 simultaneous SIP trunk calls - T1 equivalent bundle)	1	\$2,640.00	20%	\$2,112.00	\$303.60
Shoretel	614-1053-01	SIPARATOR 19, Bundle (Includes SIP trunking module & 30 traversal licences for up to 30 simultaneous SIP trunk calls - E1 equivalent bundle)	1	\$2,890.00	20%	\$2,312.00	\$332.35
Shoretel	614-1054-01	SIPARATOR 50, Bundle (Includes SIP trunking module & 50 traversal licences for up to 50 simultaneous SIP trunk calls - 2 x T1 equivalent bundle)	1	\$7,410.00	20%	\$5,928.00	\$852.15
Shoretel	614-1055-01	SIPARATOR 50, Bundle (Includes SIP trunking module & 60 traversal licences for up to 60 simultaneous SIP trunk calls - 2 x E1 equivalent bundle)	1	\$7,760.00	20%	\$6,208.00	\$892.40
Shoretel	614-1056-01	Licence, additional 5 supplementary traversal (or SIP trunk call) to an existing SIPARATOR	1	\$350.00	20%	\$280.00	\$40.25
Shoretel	600-1045-01	ST Reseller ECC Demo & Training Kit (not for resale). Full ECC In-house Demo System - limit one per reseller (5-inbound/outbound/chat/email, 1 SupAdmin lic). Include 1 seat in the TC-201 class. Only for partners, not for customers.	1	\$4,500.00	20%	\$3,600.00	\$517.50



2. Company hereby promises and agrees to render and provide, during the term of this Contract, and shall be obligated to render and provide the services in accordance with the Specifications within **Hidalgo County** following a request for Services by the **Hidalgo County** or his designated agent. Company agrees in performing the Services that it will use proper professional standards, comply with any and all appropriate laws and regulations in providing the Services, and devote such time as is necessary to safely and efficiently provide the Services.

3. **This Contract shall be for a period of one (1) year ("on an as needed basis"), with the County's at its sole option to renew/extend for or up to an additional four (4) one (1) year term. County also reserves the right to continue this bid for an additional sixty (60) day Grace Period, under the same rates terms and conditions.**

4. As a condition of this Contract, Company shall hold and maintain throughout the term of this Contract all licenses and permits required, or which may be required by any authority during the term hereof to provide the Services.

5. All vehicles operated by the Company to perform the Services shall contain all equipment required by any authority to operate on streets and roads and all persons in the employment of Company who operate such vehicles shall have the required licenses, qualifications, skill and expertise to perform such Services and shall comply with all laws, rules and regulations prescribed by any agency or authority having jurisdiction with regard to the operation of such vehicles in providing the Services.

6. As consideration for rendering the Service provided for in this Contract, the County agrees to pay Company the amounts specified in Exhibit "B" attached hereto payable against written

invoice submitted by Company.

7. Company shall provide insurance in force on all its vehicles and all persons connected with providing services under this Contract naming County as an additional insured (with the coverages and in the amounts described on Exhibit "C" attached hereto and incorporated herein at this point for all purposes), and shall furnish to County certificates of such insurance coverage.

8. Company shall provide a sufficient number of trucks, vehicles, personnel and equipment available to safely and efficiently provide the Services.

9. Company shall indemnify and hold harmless County, its elected officials, employees and agents from any and all claims, damages, losses, and expenses including attorney's fees for the defense of any action against County arising out of, resulting from, or connected with the provision of the Service by Company under this Contract. Said indemnity shall cover any act or failure to act by the Company, its agents or employees.

10. This Contract shall not be assignable in whole or in part by either party without prior written consent of the other party.

11. It is expressly agreed that this Contract and the performance by the parties hereunder does not create any agency relationship or master-servant relationship, that County has no supervision of the performance of the Services provided by Company, and that Company is an independent contractor under this Contract.

12. Any notice required or permitted to be given hereunder shall be in writing and shall be delivered personally or sent by certified mail, postage prepaid, as set forth below:

to County:

**The County of Hidalgo  
Attn: County Judge  
100 E. Cano  
Edinburg, Texas 78539**

If to Company

**Rupert Lee Gonzalez d/b/a  
LAVA Concepts & Consulting  
3908 Warbler Avenue  
McAllen, Texas 78504**

13. In case any one or more of the provisions contained in this Agreement shall for any reason be held to be invalid, illegal or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect any other provision thereof and this Agreement shall be construed as if such invalid, illegal, or unenforceable provision had never been contained herein.

14. This Agreement may be terminated by either party without cause upon thirty (30) days written notice.

15. This Agreement shall be binding upon and inure to the benefit of and be enforceable by the parties hereto and their respective heirs, executors, administrators, legal representatives, successors, and assigns where permitted by this Agreement.

16. This Agreement shall be governed by and construed in accordance with the laws of the State of Texas and shall be performable in Hidalgo County.

WITNESS our hands in duplicate originals this 17<sup>th</sup> day of June, 2008.

**APPROVED AS TO FORM:**

Atlas & Hall, LLP  
By: [Signature]  
Atlas & Hall, LLP

**COUNTY OF HIDALGO**

By: [Signature]  
Juan D. Salinas, III, County Judge

**ATTEST:**

[Signature]  
Arturo Guajardo, Jr., County Clerk

**COMPANY:** Ruperto Lee Gonzlaez d/b/a  
LAVA Concepts & Consulting

By: [Signature]

Printed Name: Ruperto Lee Gonzlaez

Title: Owner

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EXHIBIT "A"  
SPECIFICATIONS

**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:

<b>ShoreTel ShoreGear:</b>	
ShoreGear 40/8	9
ShoreGear 60/12	10
ShoreGear 120/24	23
ShoreGear T1	9
<b>ShoreWare Application Server:</b>	
Extension & Mailbox License	1,268
Extension-only License	119
Softphone License	30
Distributed Voice Services License	6
<b>ShoreTel Call Managers:</b>	
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:

<b>ShorePhone Telephones:</b>	
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:

	<b>Item Name</b>
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)**

**II. GENERAL TERMS AND CONDITIONS**

**ADDITIONAL INFORMATION:**

- 1) Hidalgo County is requesting that sealed proposals be routed to  
**Martha L. Salazar, CPPB, Hidalgo County Purchasing Agent**  
**Hidalgo County Purchasing Department**

**US Postal Mail/Courier Address**

**2812 S. Business Hwy 281.  
Hidalgo County New Administration Building  
Edinburg, Texas 78539**

**Physical Location:**

**2802 S. Business Hwy. 281  
Hidalgo County New Administration Building  
(Southeast of Canton Rd & Business 281)  
Edinburg, Texas 78539**

- 2) **BOND REQUIREMENTS:** the following bond requirements are applicable for this project:
- |                  |     |
|------------------|-----|
| Bid Bond         | YES |
| Performance Bond | YES |
| Payment Bond     | YES |

Reference NO 18 eighteen on Hidalgo County Legal Notice pertaining to bonds.

- 3) **QUESTIONS AND ANSWERS:** WRITTEN QUESTION WILL BE ACCEPTED VIA FACSIMILE BY NO LATER THAN Wednesday, January 30, 2008, at 5:00 p.m. at (956) 318-2629. Response will be sent to all applicants via facsimile by Friday, February 1, 2008. TELEPHONE AND EMAIL INQUIREIS WILL NOT BE ACCEPTED.

**PROPOSER'S AFFIDAVIT:** Respondents to this RFP must submit a signed Proposer's Affidavit (attached herein in Exhibit "E") certifying that the submission is (1) not the result of Collusion as described in the Proposer's Affidavit, (2) that the Respondent does not have a Conflict of Interest as described in the Proposer's Affidavit, or that the Respondent has not and will not attempt to lobby directly or indirectly as described in the Proposer's Affidavit.

**NON-COLLUSION:** Submitters, by submitting a signed submission, certify that the accompanying submission is not the result of, or affected by, any unlawful act of collusion with any other person or company engaged in the same line of business or commerce, or any other fraudulent act punishable under Texas or United States law.

**NON-DISCRIMINATION:** Submitters, during the performance of this contract, will not discriminate against any employee or applicant for employment because of race, religion, sex, national origin or disability except where religion, sex, national origin or disability is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor.

**PROCESSING TIME FOR PAYMENT:** Submitters are advised that a minimum of thirty (30) days is required to process invoices for payment.

**ELECTRONIC TRANSMISSION OF BIDS:** Hidalgo County's Purchasing Department will not accept telegraphic or electronically transmitted submissions.

**PROOF OF FINANCIAL AND BUSINESS CAPABILITY:** Submitters must, upon request, furnish satisfactory evidence of their ability to furnish products or services in accordance with the terms and conditions of these requirements. Hidalgo County will make the final determination as to the submitter's ability.

**SUBMITTER DEFAULT:** Hidalgo County reserves the right, in case of submitter default, to procure the articles or services from other sources and hold the defaulting submitter responsible for any excess costs occasioned thereby.

**RESTRICTIVE OR AMBIGUOUS REQUIREMENTS:** It is the responsibility of the submitter to review the Request for Proposal (RFP) packet and to notify the Purchasing Department if the requirements are formulated in a manner that would unnecessarily restrict competition. Any such protest or question regarding the requirements or proposers procedures must be received in the Purchasing Department not less than seventy-two hours prior to the time set for the opening. These criteria also apply to requirements that are ambiguous.

**PROPOSAL DELIVERY:** Hidalgo County requires submitters, when hand delivering proposals, to have a Purchasing Department representative time/date stamp and initial the envelope when dropping RFP off.

**SIGNING OF PROPOSALS:** In order to be considered all submittals must be signed. Please sign the original in blue ink.

**WAIVING OF INFORMALITIES:** Hidalgo County reserves the right to waive minor informalities or technicalities when it is in the best interest of Hidalgo County.

**SUBCONTRACTING:** The successful submitter may not subcontract the award without the written consent of the Commissioners' Court of Hidalgo County.

## **SECTION II - RFP REQUIREMENTS**

**Request For Proposal:** The required contents and limitations for the preparation of the RFP are described in this section. Failure to provide the requested information or adhere to any County limitations will result in disqualification of the submitted RFP. A total of one (1) original and nine (9) copies of the RFP shall be submitted to the address on the cover letter.

**Contents:** The required contents for the RFP are presented below in the order they should be incorporated into the submitted document.

### **UNDERSTANDING OF THE PROJECT:**

This section should demonstrate the administrator understands of the project needs, the work required, and any local issues or concerns. This description should be concise, candid, and limited to 3 pages in length.

### **REQUIREMENTS:**

**Personnel and Staffing:** The firm should provide an organizational chart for the project and a summary paragraph of the project work to be performed by each proposed staff member. Biographic summaries that highlight the experience relevant to the specific project responsibilities should be provided for all proposed personnel. There is a one (1) page limitation for each biographic summary provided. Information regarding the firm's credentials, education and experience with Training Equipment Operator's projects is required and

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will be scored accordingly during the evaluation process. The attached questionnaire needs to be completely answered.

**Required Certificates and Submittal:** This section will contain any licenses, registrations and certifications as required by the STATE OF TEXAS, and HIDALGO COUNTY that you possess that deem you as a qualified provider. The consulting services firm(s) should add copies of their Professional Liability Insurance.

# QUESTIONNAIRE

ALL QUESTIONS MUST BE ANSWERED. DO NOT LEAVE BLANKS AND FILL IN N/A IF NON-APPLICABLE.

1. How many years of experience has your business had, on support & maintenance for ShoreTel equipment?

i. 1 year

2. List years of experiences on those technicians that will be assigned to assist Hidalgo County on support & maintenance

ii. 1 year minimum experience

iii. 1 year maximum experience

3. List Similar accomplished installations of ShoreTel Equipment within a governmental Entity or Private Sector

a) 1 year - Doctor's Hospital at Renaissance

b) \_\_\_\_\_

c) \_\_\_\_\_

d) \_\_\_\_\_

e) \_\_\_\_\_

4. How many experienced technicians will be assigned to Hidalgo County

a) 2

\* The following numbers are for installation only.  
Support will be provided by the ShoreTel Enterprise Support Team.

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## **SECTION II – RFP REQUIREMENTS**

### **UNDERSTANDING OF THE PROJECT**

Thank you for offering Lava Concepts & Consulting the opportunity to prepare a proposal estimate for you. I am confident that I can make your project a complete success. Lava Concepts & Consulting brings the knowledge, experience, planning, implementation, training and support to implement you project quickly, with minimal interruption to maximize your return on investment.

Because of my expertise and extensive knowledge of the ShoreTel VOIP solution and the architecture and design process, I can offer Hidalgo County a smooth transition in implementing a VOIP phone solution. I can provide both ShoreTel Enterprise Support and hardware solutions, including consultation and installation of hardware.

Lava Concepts & Consulting offers local representation that can address the needs of Hidalgo County. Lava Concepts can offer onsite analysis, as well as, the ability to respond to emergency situations. My office is located just fifteen minutes from both the courthouse and annex building of Hidalgo County. I can assist with critical support issues when an onsite presence is needed or requested. Lava Concepts & Consulting can provide disaster recovery solutions, and will be accessible during critical times of crisis.

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## COMPANY HISTORY

Since 1988, I have been involved with computer programming on various levels. At the age of 17, as a senior in high school, I wrote my first computer program and sold it to Finery Design, a maquiladora company in the McAllen Foreign Trade Zone. The program was an inventory system that provided automated inventory replenishment based on new and current orders in production. This helped set the stage for a career in the programming field. My work and expertise consists of database programming for maquiladoras and private industry, which included invaluable experiences with companies such as, L & F Distributors and Ticket Master in the Rio Grande Valley. While at Ticket Master, I served as the lead programming engineer in the development and implementation of HERMES, their automated ticket ordering system. In 2002, I began consulting projects in the areas of finance, accounting, accounts payable, accounts receivable, fixed assets and payroll. I currently provide financial software consulting for Hidalgo and Starr County, as well as many school districts throughout the Valley. I have implemented many projects for Starr County including the design, implementation and training of the employee leaves system and direct deposit module for payroll. I also provide extensive support for Rio Grande City Consolidated Independent School District, where I have improved their day to day processes in all areas of finance, as well as, providing custom reports and I have been involved in many projects in the areas of finance and payroll.

Lava Concepts & Consulting currently provides the hardware for Hidalgo County's TAAP solution and has been involved in the development process between the hardware and software interface. Lava Concepts has also demonstrated the ability to sell, plan, implement, install, and provide support for the ShoreTel VOIP solution, with a full design plan for Doctor's Hospital at Renaissance. DHR currently has deployed solutions for there Women's Hospital, Behavioral Hospital, Oncology Center, and several remotes sites. Lava is the sole provider for all of DHR's VOIP solution needs.

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## **PERSONNEL AND STAFFING**

I am the sole employee of Lava Concepts & Consulting and will be providing all services needed to implement this project.

Again, thank you for the opportunity to present my proposed solution. Lava Concepts & Consulting provides full service deployment, detailed training and support, with an ongoing commitment of excellence in quality, service, and value. I look forward to the opportunity to show you the creativity, expertise and commitment I have to solving your business needs.

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**EXHIBIT "B"**  
**VENDOR'S PROPOSAL**



PURCHASING DEPARTMENT  
County Of Hidalgo

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

Re: Negotiation and/or Clarification RFP-2008-152-02-13-URM - 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 [lfc@luisgonzalez@co.hidalgo.tx.us](mailto:lfc@luisgonzalez@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. Soerz, CPPB/Contracts Manager  
Hidalgo County Purchasing Department

cc: Ramon Ramirez, IT Director  
Martha Salazar, CPPB/Purchasing Agent  
Ramon Vela, Asst. Purchasing Agent  
Laura Rentaria-Maya, Buyer II  
File

[ramon@co.hidalgo.tx.us](mailto:ramon@co.hidalgo.tx.us)  
[Marthasalazar@co.hidalgo.tx.us](mailto:Marthasalazar@co.hidalgo.tx.us)  
[ramonvela@co.hidalgo.tx.us](mailto:ramonvela@co.hidalgo.tx.us)  
[laura.moya@co.hidalgo.tx.us](mailto:laura.moya@co.hidalgo.tx.us)

100 E. Cano, 4th Floor, Adm. Bldg. ★ Edinburg, Texas 78539 ★ (956) 318-2626 ★ Fax (956) 318-2629

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

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Lava Concepts & Consulting  
 3808 Winder Ave  
 Houston, TX 77044  
 Lav Gonzalez  
 281-445-6534

Lava Concepts & Consulting Proposed Equipment Price List with Support

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

Description	Quantity	SKU #	List Price	Net Price	Support Price
<b>ShoreGear Voice Switches:</b>					
ShoreGear 4006	1	10142	\$ 1,995.00	\$ 1,696.00	\$ 79.50
ShoreGear 6012	1	10166	\$ 2,995.00	\$ 2,396.00	\$ 119.50
ShoreGear 12074	1	10194	\$ 4,995.00	\$ 3,996.00	\$ 199.50
ShoreGear 60	1	10296	\$ 1,995.00	\$ 1,596.00	\$ 79.50
ShoreGear 90	1	10290	\$ 2,995.00	\$ 2,396.00	\$ 119.50
ShoreGear 11	1	10144	\$ 3,495.00	\$ 2,796.00	\$ 139.50
ShoreGear 22011	1	10281	\$ 7,495.00	\$ 5,996.00	\$ 299.50
ShoreGear 22017A	1	10279	\$ 8,195.00	\$ 6,596.00	\$ 327.50
<b>ShoreWare Application Server:</b>					
ShoreTel 1.3 Software (Contracted Release)	1	29122	\$ -	\$ -	\$ -
ShoreTel 1.3 Software (Contracted Release)	1	29123	\$ -	\$ -	\$ -
Extension & Mailbox License	1	30035	\$ 200.00	\$ 160.00	\$ 32.00
Estimator-only License	1	30039	\$ 140.00	\$ 112.00	\$ 22.40
Mailbox-only License	1	30040	\$ 90.00	\$ 72.00	\$ 14.40
Saltbox License	1	30006	\$ 150.00	\$ 120.00	\$ 24.00
SIP Trunk Software License (requires ShoreTel 6. If you have a Call Bridge, you must upgrade it to Release 6.6)	1	30043	\$ 50.00	\$ 40.00	\$ 8.00
Additional Site License	1	30044	\$ 495.00	\$ 396.00	\$ 79.20
ShoreTel TAPI Application Server License	1	30048	\$ 495.00	\$ 396.00	\$ 79.20
ShoreTel Remote Web Reporting License	1	30048	\$ 2,895.00	\$ 2,196.00	\$ 431.20
<b>Converged Conference Bridges:</b>					
Base Unit, Conference Bridge, Max 48 Ports	1	10243	\$ -	\$ -	\$ -
Enhanced, Conference Bridge, Max 96 Ports	1	10244	\$ 1,090.00	\$ 800.00	\$ 160.00
Base, Audio Conference SW with 12 Ports	1	10245	\$ 9,300.00	\$ 7,440.00	\$ 1,488.00
Base, Audio & Web Conference SW with 12 Ports	1	10246	\$ 15,800.00	\$ 12,480.00	\$ 2,496.00
Add-on, Audio Conference SW (12 Ports)	1	10247	\$ 8,700.00	\$ 6,960.00	\$ 1,392.00
Add-on, Audio & Web Conference SW (12 Ports)	1	10248	\$ 13,200.00	\$ 10,560.00	\$ 2,112.00
Base, Conference Bridge Upgrade, 1st 12 Web Ports (requires Call Bridge Release 6.6)	1	10254	\$ 14,400.00	\$ 11,520.00	\$ 2,304.00
Base, Conference Bridge Upgrade, additional 12 Web Ports	1	10249	\$ 10,320.00	\$ 8,256.00	\$ 1,651.20
Upgrade, 12 Document Ports to Application Sharing	1	10250	\$ 9,480.00	\$ 7,584.00	\$ 1,516.80
Upgrade, 12 Document Ports to Application Sharing	1	10251	\$ 2,500.00	\$ 2,000.00	\$ 400.00
<b>ShoreWare Client Software:</b>					
Personal Call Manager without Phone	1	30001	\$ 125.00	\$ 100.00	\$ 20.00
Personal Call Manager	1	30001	\$ -	\$ -	\$ -
Operator Call Manager	1	40002	\$ 595.00	\$ 476.00	\$ 95.20
Agent Call Manager	1	40003	\$ 295.00	\$ 236.00	\$ 47.20
Supervisor Call Manager	1	40004	\$ 585.00	\$ 476.00	\$ 95.20
Mobile Call Manager (requires ShoreTel v7.5 or later)	1	30051	\$ 95.00	\$ 76.00	\$ 15.20

Prices does not include shipping cost  
 Support Prices are for 1 year of Emergency Support. Support will be provided as per the contract specifications.

**Enterprise Support Agreement without Phones**

Prepared for ShoreTel Customer: Hidalgo County

Quote Generated: 04/21/2008

Current ShoreCare Expiration:  Port/Client Count

Agreement Term:

Description	Qty	Port/Client Count	List Price*	Enterprise Support		
				1Yr	3Yr	5Yr
ShoreGear 40/8	9	72	\$ 17,955	\$ 718.20	\$ 1,938.14	\$ 3,082.35
ShoreGear 80/12	10	120	\$ 28,950	\$ 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	\$ 1,268.20	\$ 3,387.14	\$ 5,347.35
<b>Extension &amp; Mailbox License</b>	<b>1,268</b>	<b>1,268</b>	<b>\$ 253,800</b>	<b>\$ 40,576.00</b>	<b>\$ 109,555.20</b>	<b>\$ 172,448.00</b>
Extension-only License	119	119	\$ 16,680	\$ 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	\$ 995.20	\$ 2,579.04	\$ 4,059.80
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	\$ 47,800	\$ 7,616.00	\$ 20,663.20	\$ 32,368.00
<b>TOTAL Partner Price of All ShoreTel Products:</b>				<b>\$ 61,254.60</b>	<b>\$ 185,387.42</b>	<b>\$ 280,332.05</b>
<b>Additional Discounts:</b>				<b>\$ 6,123.48</b>	<b>\$ 16,538.74</b>	<b>\$ 26,033.21</b>
<b>TOTAL Price of All ShoreTel Products after Discounts:</b>				<b>\$ 55,129.14</b>	<b>\$ 148,848.68</b>	<b>\$ 234,298.84</b>

Lava Concepts & Consulting  
 3908 Warbler Ave.  
 McAllen, TX 78504  
 Lee Gonzalez  
 956-448-8539

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

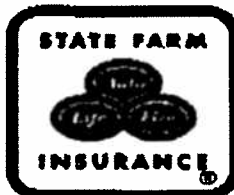
Description	Quantity	SKU #	Unit List	List Price	Net Price
<b>ShoreWare Voice Switches:</b>					
ShoreGear 40/8	1	10142	\$ 1,985.00	\$ 1,985.00	\$ 1,596.00
ShoreGear 60/12	1	10188	\$ 2,995.00	\$ 2,995.00	\$ 2,396.00
ShoreGear 120/24	1	10134	\$ 4,995.00	\$ 4,995.00	\$ 3,996.00
ShoreGear 50	1	10258	\$ 1,985.00	\$ 1,985.00	\$ 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	10	10261	\$ 7,495.00	\$ 7,495.00	\$ 5,996.00
ShoreGear 220T1A	1	10228	\$ 8,195.00	\$ 8,195.00	\$ 6,596.00
<b>ShorePhone Telephones:</b>					
ShorePhone IP 110 - Black	1	10177	\$ 149.00	\$ 149.00	\$ 119.20
ShorePhone IP 115 - Silver (requires V7.5 software)	1	10218	\$ 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	10187	\$ 259.00	\$ 259.00	\$ 207.20
ShorePhone IP230 - Black	1	10186	\$ 259.00	\$ 259.00	\$ 207.20
ShorePhone IP 285 - Silver (requires V7.5 software)	1	10219	\$ 369.00	\$ 369.00	\$ 295.20
ShorePhone IP 285 - Black (requires V7.5 software)	1	10218	\$ 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 IP965 - Silver	1	10174	\$ 299.00	\$ 299.00	\$ 239.20
ShorePhone IP965 - Black (requires V7.5 software)	1	10175	\$ 299.00	\$ 299.00	\$ 239.20
ShorePhone 88 24 - Black	1	10263	\$ 1,299.00	\$ 1,299.00	\$ 1,039.20
ShorePhone IP9000 - Conference Phone	10	10157	\$ 35.00	\$ 35.00	\$ 280.00
ShorePhone Power Adaptor for Ethernet speed of 10/100 (min 10 wire phone order)	10	10289	\$ 55.00	\$ 55.00	\$ 440.00
ShorePhone Gig Power Adaptor 10/100/1000	3	10126	\$ 139.00	\$ 417.00	\$ 333.60
<b>ShoreWare Application Server:</b>					
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
<b>Converged Conference Bridges:</b>					
Additional Site License	1	30044	\$ 485.00	\$ 485.00	\$ 398.00
ShoreTel TAPI Application Server License	1	30049	\$ 495.00	\$ 495.00	\$ 398.00
ShoreTel Remote Web Reporting License	1	30048	\$ 2,895.00	\$ 2,895.00	\$ 2,156.00
<b>ShoreWare Client Software:</b>					
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
Base, Conference Bridge Upgrade, additional 12 Web Ports	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
<b>Other Equipment Pricing Estimate:</b>					
Personal Call Manager without Phone	1	30001	\$ 125.00	\$ 125.00	\$ 100.00
Personal Call Manager	1	30001	\$ 125.00	\$ 125.00	\$ 100.00
Operator Call Manager	1	40002	\$ 595.00	\$ 595.00	\$ 478.00
Agent Call Manager	1	40003	\$ 295.00	\$ 295.00	\$ 238.00
Supervisor Call Manager	1	40004	\$ 595.00	\$ 595.00	\$ 478.00
Mobile Call Manager (requires ShoreTel v7.5 or later)	1	30051	\$ 95.00	\$ 95.00	\$ 76.00
IP110 / 115 / BB24 Wall Mount Kit	1	10195	\$ 13.00	\$ 13.00	\$ 13.00
IP212V / 230V 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 provided as per the contract specifications.

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**EXHIBIT "C"**  
**INSURANCE REQUIREMENTS**



STATE FARM INSURANCE  
LEONEL (LEO) RODRIGUEZ, AGENT  
740 NOLANA, STE. 4  
MCALLEN, TEXAS 78504  
OFFICE (956) 682-1345  
FAX (956) 618-1480

\* AUTO, FIRE, HEALTH & LIFE INSURANCE \*

FACSIMILE TRANSMITTAL SHEET

TO: City of Hidalgo	FROM: Derek A. Rodriguez
COMPANY:	DATE: MAY 13, 2009
FAX NUMBER: 1-877-793-5282	TOTAL NO. OF PAGES INCLUDING COVER: 2
PHONE NUMBER:	SENDER'S REFERENCE NUMBER:
RE: Certificate of Insurance: Ruperto Lee Gonzalez	YOUR REFERENCE NUMBER:

URGENT     FOR REVIEW     PLEASE COMMENT     PLEASE REPLY     PLEASE RECYCLE

NOTES/COMMENTS:

The information contained in this facsimile message contains confidential business material intended for the sole use of the individual(s) named above. If you are not an intended recipient listed above, you are hereby notified that any disclosure, duplication, or distribution of this information or the taking of any action in reliance on the contents of this transmission, without the express written consent of State Farm, is STRICTLY PROHIBITED. If you have received this transmission in error, please notify us immediately by telephone, so we can arrange for the return of this material at no cost to you.



# CERTIFICATE OF INSURANCE

**SUCH INSURANCE AS RESPECTS THE INTEREST OF THE CERTIFICATE HOLDER NAMED BELOW WILL NOT BE CANCELED OR OTHERWISE TERMINATED WITHOUT GIVING 10 DAYS PRIOR WRITTEN NOTICE TO THE CERTIFICATE HOLDER, BUT IN NO EVENT SHALL THIS CERTIFICATE BE VALID MORE THAN 30 DAYS FROM THE DATE WRITTEN. THIS CERTIFICATE OF INSURANCE DOES NOT CHANGE THE COVERAGE PROVIDED BY ANY POLICY DESCRIBED BELOW.**

- This certifies that:
- STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY of Bloomington, Illinois
  - STATE FARM FIRE AND CASUALTY COMPANY of Bloomington, Illinois
  - STATE FARM COUNTY MUTUAL INSURANCE COMPANY OF TEXAS of Dallas, Texas
  - STATE FARM INDEMNITY COMPANY of Bloomington, Illinois, or
  - STATE FARM GUARANTY INSURANCE COMPANY of Bloomington, Illinois

has coverage in force for the following Named Insured as shown below:

NAMED INSURED: RUPERTO LEE GONZALEZ - DBA LAVA CONCEPTS & CONSULTING							
ADDRESS OF NAMED INSURED: 3908 WARKLER AVE., MCALLEN, TEXAS 78504							
POLICY NUMBER	092 8994-A07-53D						
EFFECTIVE DATE OF POLICY	JANUARY 7, 2009	THRU JULY 7, 2009					
DESCRIPTION OF VEHICLE (Including VIN)	2008 TOYOTA HIGHLANDER JTEDS42A382060469						
LIABILITY COVERAGE	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
LIMITS OF LIABILITY							
a. Bodily Injury							
Each Person	100,000						
Each Accident	300,000						
b. Property Damage							
Each Accident	100,000						
c. Bodily Injury & Property Damage							
Single Limit							
Each Accident							
PHYSICAL DAMAGE COVERAGES							
a. Comprehensive	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
	\$ 500 Deductible	\$ Deductible	\$ Deductible	\$ Deductible	\$ Deductible	\$ Deductible	\$ Deductible
b. Collision	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
	\$ 500 Deductible	\$ Deductible	\$ Deductible	\$ Deductible	\$ Deductible	\$ Deductible	\$ Deductible
EMPLOYERS NON-OWNED CAR LIABILITY COVERAGE	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
HIREN CAR LIABILITY COVERAGE	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
FLEET - COVERAGE FOR ALL OWNED AND LICENSED MOTOR VEHICLES	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO

*Leo Rodriguez* By: *Ned C. J.* AGENT 53-6426 05/13/2009  
 Signature of Authorized Representative Title Agent's Code Number Date

Name and Address of Certificate Holder	Name and Address of Agent
HIDALGO COUNTY	LEONEL LEO RODRIGUEZ 740 NOLANA, SUITE #4 MCALLEN, TEXAS 78504

INTERNAL STATE FARM USE ONLY:  Request permanent Certificate of Insurance for liability coverage.  
 Request Certificate Holder to be added as an Additional Insured.  
 122429.3 Rev. 07-26-2006

# ACORD CERTIFICATE OF LIABILITY INSURANCE

DATE  
5/13/2009

**PRODUCER**

TECHINSURANCE  
1301 Central Expy South, Suite 115  
Allen, TX, 75013  
(800) 668-7020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

**INSURERS AFFORDING COVERAGE**

**INSURED**

Ruperto Lee Gonzalez dba Lava Concepts & Consulting  
135 Paseo Del Prado Ave Ste 55  
Edinburg, TX 78539

INSURER A: The Hartford

INSURER B:

INSURER C:

INSURER D:

INSURER E:

**COVERAGES**

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSURER	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY	46SBMUB0851	3/27/2009	3/27/2010	EACH OCCURRENCE \$ 1000000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY				DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300000
	<input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR				MED EXP (Any one person) \$ 10000
					PERSONAL & ADV INJURY \$ 1000000
					GENERAL AGGREGATE \$ 2000000
					PRODUCTS - COMPROP AGG \$ 2000000
					GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC
	AUTOMOBILE LIABILITY				COMBINED SINGLE LIMIT (Ea accident) \$
	<input type="checkbox"/> ANY AUTO				BODILY INJURY (Per person) \$
	<input type="checkbox"/> ALL OWNED AUTOS				BODILY INJURY (Per accident) \$
	<input type="checkbox"/> SCHEDULED AUTOS				PROPERTY DAMAGE (Per accident) \$
	<input type="checkbox"/> HIRED AUTOS				
	<input type="checkbox"/> NON-OWNED AUTOS				
	GARAGE LIABILITY				AUTO ONLY - EA ACCIDENT \$
	<input type="checkbox"/> ANY AUTO				OTHER THAN AUTO ONLY: EA ACC \$
					AGG \$
	EXCESS LIABILITY				EACH OCCURRENCE \$
	<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE				AGGREGATE \$
	<input type="checkbox"/> DEDUCTIBLE				\$
	RETENTION \$				\$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY				WC STATUTORY LIMIT OTH-ER
					E.L. EACH ACCIDENT \$
					E.L. DISEASE - EA EMPLOYEE \$
					E.L. DISEASE - POLICY LIMIT \$
	OTHER PROFESSIONAL LIABILITY (Errors & Omissions)				CLAIMS MADE OCCURRENCE AGGREGATE
	FIDELITY BOND (Third Party Employee Dishonesty)				EACH OCCURRENCE
	EMPLOYMENT PRACTICES LIABILITY				EACH OCCURRENCE

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS

**CERTIFICATE HOLDER**

Hidalgo County  
2802 S. Business Hwy. 281  
New Administration Building  
Edinburg, TX 78539  
ATTN: Vangle Y. Garcia

ADDITIONAL INSURED; INSURER LETTER: A

**CANCELLATION**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

*James Cochran*

## Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

**Name (as shown on your income tax return)**  
**Ruperto Lee Gonzalez**

**Business name, if different from above**  
**Lava Concepts & Consulting**

Check appropriate box:  Individual/Sole proprietor     Corporation     Partnership  
 Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ .....     Exempt payee  
 Other (see instructions) ▶

**Address (number, street, and apt. or suite no.)**  
**135 Paseo Del Prado, Suite 55**

**City, state, and ZIP code**  
**Edinburg, TX 78539**

**Requester's name and address (optional)**

List account number(s) here (optional)

**Part II Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

**Social security number**

or

**Employer identification number**  
 20 : 3621077


**Note.** If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

**Part III Certification**

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below).

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

**Sign Here**    **Signature of U.S. person**     **Date** ▶ 4/30/2009

**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Purpose of Form**

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

**Note.** If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

**Affidavit & Indemnity Agreement**

Date: April 3, 2006

Affiant: LAVA Concepts & Consulting

Affiant on oath swears that the following statements are true and are within the personal knowledge of Affiant.

Affiant Ruperto Lee Gonzalez states she is a sole proprietor doing business as LAVA Concepts & Consulting with Hidalgo County under \_\_\_\_\_ dated \_\_\_\_\_. Affiant will provide services for Hidalgo County under a Hidalgo County Purchase Order # \_\_\_\_\_ as approved on \_\_\_\_\_.

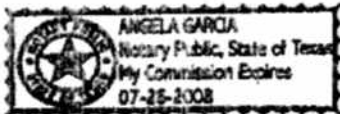
Affiant further states that he has no employees and does not anticipate employing any during the term of this contract. In the event Affiant does employ any staff during the contract, Affiant shall immediately notify Hidalgo County and obtain the Workers Compensation required by law. Affiant further acknowledges that failure to do so will result in cancellation of the purchase order.

Affiant agrees to indemnify, defend and hold harmless the County of Hidalgo and its agents, employees and elected officials from and against any and all claims, suits, demands and causes of action, of any kind or nature, arising out of or in any way relating to the services performed by Affiant

Further Affiant sayeth not.

Ruperto Lee Gonzalez  
Printed Name of Affiant: Ruperto Lee Gonzalez

SWORN AND SUBSCRIBED TO under oath before me on 3<sup>rd</sup> day of April, 2006



Angela Garcia  
Notary Public, State of Texas

**AI-9756****17.A.11.**

**Hidalgo County IT - Negotiated Service Contract-Support & Maintenance of Hidalgo County Phone System-  
CC REGULAR**

**Date:** 06/17/2008**Submitted By:** Letty Saenz, PURCHASING DEPT.**Submitted For:** Letty Saenz**Department:** PURCHASING DEPT.**Agenda Area:** Purchasing Department**Purchasing only:** Hidalgo County**Information****CAPTION**

Presentation for discussion, consideration, acceptance and approval of the final negotiated (as approved for negotiations by CC on 5/19/08) of a Service Contract (as reviewed and approved as to form by legal counsel) between Hidalgo County and Lava Concepts & Consulting (to supply and provide direct Shore Tel Enterprise maintenance and support services) in connection to RFP No. 2008-152-04-23-LRM for the "Support and Maintenance of Hidalgo County's Phone System".

**BACKGROUND**

Vendor will provide support and maintenance over the phone (not on sight), therefore, no insurance will be needed.

**Fiscal Impact****FISCAL YEAR:** 2008**ACCT. #:** 8-1100-415-00-200-002-0-336**FUNDS AVAILABLE Y/N?:** Y**MATCHING FUNDS Y/N?:****BUDGETARY IMPACT:**

Available balance as of 06/13/2008 \$94,922.22

**Attachments**

Link: [Draft Service Contract](#)

Link: [Exhibit A & B](#)

**Form Routing/Status**

Route Seq	Inbox	Approved By	Date	Status
1	Purchasing Department	Marty Salazar	06/12/2008 06:15 PM	APRV
2	Budget & Management	Dina Trevino	06/13/2008 08:31 AM	APRV
3	Andres Castro	Andres Castro	06/13/2008 05:16 PM	APRV
4	Auditor's Office	Arcilia Duran	06/13/2008 04:42 PM	NEW

Form Started By: Letty Saenz      Started On: 06/11/2008 04:37 PM  
Final Approval Date: 06/13/2008