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Prepared for: Renan Ramirez
Hidalgo County
Information Technology
100 East Cano 4th Floor
Edinburg, TX 78539
956-292-7010

Quantity	Description	Unit Price	Ext. Price
1.00	Shoretel Partner Support (No Phones) includes remote support and monitoring of ShoreTel Server and Switches Software updates and patches from ShoreTel Extends Hardware Replacement Coverage on ShoreTel Equipment for term of Support Contract Covered Equipment includes all hardware and licenses on "Attachment 1: Hidalgo County Shoretel Equipment List" DIR Contract #: DIR-SDD-1603 Richline Technical Services, Inc. Vendor ID:14605204313	59,178.00	59,178.00
Total:			59,178.00

Please see the attached documentation for a detailed description of the services. Labor estimations are just that and reflect the amount of time that should be required to complete the scope of the project barring any unforeseen difficulties or the addition of labor outside the original scope of work including but not limited to oversites or requests by the customer or other outside vendors. Prices are subject to change.

Signature: _____ Date: _____

Attachment 1:
Hidalgo County ShoreTel Equipment List

Qty	ShoreTel Product	Serial Number	Ship Date	Asset Status	Unit Cost	Extended Cost	PO # (if Applicable)	Support List
1	ShoreGear 50 Switch	S50J08330CC81A	10/22/2008	Covered	\$1,995.00	\$1,995.00	51073-853	\$229.43
1	ShoreGear 50 Switch	S50J08330CC81C	10/22/2008	Covered	\$1,995.00	\$1,995.00	51073-853	\$229.43
1	ShoreGear 50 Switch	S50J08330CC81D	10/22/2008	Covered	\$1,995.00	\$1,995.00	51073-853	\$229.43
1	ShoreGear 50 Switch	S50J08330CC81E	10/22/2008	Covered	\$1,995.00	\$1,995.00	51073-853	\$229.43
1	ShoreGear 50 Switch	S50J08330CC81F	10/22/2008	Covered	\$1,995.00	\$1,995.00	51073-853	\$229.43
1	ShoreGear 50 Switch	S50J08330CC821	10/22/2008	Covered	\$1,995.00	\$1,995.00	51073-853	\$229.43
1	ShoreGear 50 Switch	S50J08330CC822	10/22/2008	Covered	\$1,995.00	\$1,995.00	51073-853	\$229.43
1	ShoreGear 50 Switch	S50J08330CC828	10/22/2008	Covered	\$1,995.00	\$1,995.00	51073-853	\$229.43
1	ShoreGear 50 Switch	S50J08330CC82A	10/22/2008	Covered	\$1,995.00	\$1,995.00	51073-853	\$229.43
1	ShoreGear 50 Switch	S50J08330CC84D	10/22/2008	Covered	\$1,995.00	\$1,995.00	51073-853	\$229.43
1	ShoreGear 50 Switch	S50J08330CC85A	10/22/2008	Covered	\$1,995.00	\$1,995.00	51073-853	\$229.43
1	ShoreGear 50 Switch	S50J08330CC867	10/22/2008	Covered	\$1,995.00	\$1,995.00	51073-853	\$229.43
1	ShoreGear 50 Switch	S50J08330CC86C	10/22/2008	Covered	\$1,995.00	\$1,995.00	51073-853	\$229.43
1	ShoreGear 50 Switch	S50J08360CC8BF	10/22/2008	Covered	\$1,995.00	\$1,995.00	51073-853	\$229.43
1	ShoreGear 60 Switch	12JC05400202A3	10/17/2005	Covered	\$2,995.00	\$2,995.00	1411 - release#3	\$344.43
1	ShoreGear 60 Switch	12JC05400202A7	10/17/2005	Covered	\$2,995.00	\$2,995.00	1411 - release#3	\$344.43
1	ShoreGear 60 Switch	12CM0510005B36	5/31/2005	Covered	\$2,995.00	\$2,995.00	1411	\$344.43
1	ShoreGear 60 Switch	12CM0426003AA0	8/5/2004	Covered	\$2,995.00	\$2,995.00	040307 - Courthouse 1	\$344.43
1	ShoreGear 60 Switch	12CM0429003D2E	8/5/2004	Covered	\$2,995.00	\$2,995.00	040307 - Courthouse 1	\$344.43
1	ShoreGear 60 Switch	12CM0442004806	12/20/2004	Covered	\$2,995.00	\$2,995.00	040413 - JP Morales	\$344.43
1	ShoreGear 60 Switch	12CM043600416E	9/30/2004	Covered	\$2,995.00	\$2,995.00	040354 - Constable Pct1 West	\$344.43
1	ShoreGear 60 Switch	12CM043600417E	9/30/2004	Covered	\$2,995.00	\$2,995.00	040346 - County Elections	\$344.43
1	ShoreGear 60 Switch	12CM043600417A	9/30/2004	Covered	\$2,995.00	\$2,995.00	040356 - JP L Garza	\$344.43
1	ShoreGear 60 Switch	12CM0510005B26	5/31/2005	Covered	\$2,995.00	\$2,995.00	1411	\$344.43
1	ShoreGear-120 Switch	24CM0448004BE8	12/20/2004	Covered	\$4,995.00	\$4,995.00	040414 - Budget Office	\$574.43
1	ShoreGear-120 Switch	24CM425003A2A	8/5/2004	Covered	\$4,995.00	\$4,995.00	040307 - Courthouse 1	\$574.43
1	ShoreGear-120 Switch	24CM425003850	8/5/2004	Covered	\$4,995.00	\$4,995.00	040307 - Courthouse 1	\$574.43
1	ShoreGear-120 Switch	24CM425003A02	8/5/2004	Covered	\$4,995.00	\$4,995.00	040307 - Courthouse 1	\$574.43
1	ShoreGear-120 Switch	24CM0429003CB8	9/30/2004	Covered	\$4,995.00	\$4,995.00	040346 - County Elections	\$574.43
1	ShoreGear-120 Switch	24CM051400604A	5/31/2005	Covered	\$4,995.00	\$4,995.00	1411	\$574.43
1	ShoreGear-120 Switch	24CM0514006052	5/31/2005	Covered	\$4,995.00	\$4,995.00	1411	\$574.43

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Hidalgo County ShoreTel Equipment List

Qty	ShoreTel Product	Serial Number	Ship Date	Asset Status	Unit Cost	Extended Cost	PO # (if Applicable)	Support List
1	ShoreGear-120 Switch	241C05420205FD	12/12/2005	Covered	\$4,995.00	\$4,995.00	1540	\$574.43
1	ShoreGear-120 Switch	241C0547020E13	12/12/2005	Covered	\$4,995.00	\$4,995.00	1540	\$574.43
1	ShoreGear-120 Switch	241C062103BC50	7/12/2006	Covered	\$4,995.00	\$4,995.00	1688	\$574.43
1	ShoreGear-120 Switch	241C062103BC54	7/12/2006	Covered	\$4,995.00	\$4,995.00	1688	\$574.43
1	ShoreGear-120 Switch	241C062103BCBE	7/12/2006	Covered	\$4,995.00	\$4,995.00	1688	\$574.43
1	ShoreGear-120 Switch	24CM051700621C	10/17/2005	Covered	\$4,995.00	\$4,995.00	1411 - release#3	\$574.43
1	ShoreGear-120 Switch	24CM052100647A	10/17/2005	Covered	\$4,995.00	\$4,995.00	1411 - release#3	\$574.43
1	ShoreGear-120 Switch	24CM0521006482	10/17/2005	Covered	\$4,995.00	\$4,995.00	1411 - release#3	\$574.43
1	ShoreGear-120 Switch	24CM0521006486	10/17/2005	Covered	\$4,995.00	\$4,995.00	1411 - release#3	\$574.43
1	ShoreGear-120 Switch	24CM0521006488	10/17/2005	Covered	\$4,995.00	\$4,995.00	1411 - release#3	\$574.43
1	ShoreGear-120 Switch	24CM052100648E	10/17/2005	Covered	\$4,995.00	\$4,995.00	1411 - release#3	\$574.43
1	ShoreGear-120 Switch	24CM0521006490	10/17/2005	Covered	\$4,995.00	\$4,995.00	1411 - release#3	\$574.43
1	ShoreGear-120 Switch	24CM0521006494	10/17/2005	Covered	\$4,995.00	\$4,995.00	1411 - release#3	\$574.43
1	ShoreGear-120 Switch	24CM05210064D8	10/17/2005	Covered	\$4,995.00	\$4,995.00	1411 - release#3	\$574.43
1	ShoreGear-120 Switch	24CM05210064DA	10/17/2005	Covered	\$4,995.00	\$4,995.00	1411 - release#3	\$574.43
1	ShoreGear-120 Switch	24CM05210064E0	10/17/2005	Covered	\$4,995.00	\$4,995.00	1411 - release#3	\$574.43
1	ShoreGear-120 Switch	241C08470E6106	2/26/2009	Covered	\$4,995.00	\$4,995.00	51073-221905	\$574.43
1	ShoreGear-120 Switch	241C1034192AC6	12/22/2010	Covered	\$4,995.00	\$4,995.00	51073-649596	\$574.43
1	ShoreGear-40 Switch	081C053401F6FF	10/17/2005	Covered	\$1,995.00	\$1,995.00	1411 - release#3	\$229.43
1	ShoreGear-40 Switch	081C061803B636	7/12/2006	Covered	\$1,995.00	\$1,995.00	1688	\$229.43
1	ShoreGear-40 Switch	081C061803B666	7/12/2006	Covered	\$1,995.00	\$1,995.00	1688	\$229.43
1	ShoreGear-40 Switch	081C061803B66C	7/12/2006	Covered	\$1,995.00	\$1,995.00	1688	\$229.43
1	ShoreGear-40 Switch	081C0650057C9F	12/27/2006	Covered	\$1,995.00	\$1,995.00	50274-1872	\$229.43
1	ShoreGear-40 Switch	08CM043900434A	9/24/2004	Covered	\$1,995.00	\$1,995.00	40341	\$229.43
1	ShoreGear-40 Switch	08CM05090058BE	5/31/2005	Covered	\$1,995.00	\$1,995.00	1411	\$229.43
1	ShoreGear-40 Switch	08CM051800629C	5/31/2005	Covered	\$1,995.00	\$1,995.00	1411	\$229.43
1	ShoreGear-40 Switch	08CM043900438A	9/30/2004	Covered	\$1,995.00	\$1,995.00	040357 - JP Contreras	\$229.43
1	ShoreGear-T1 Switch	T1CM04380041F4	9/30/2004	Covered	\$3,495.00	\$3,495.00	040346 - County Elections	\$401.93
1	ShoreGear-T1 Switch	T1CM0429003C6E	8/5/2004	Covered	\$3,495.00	\$3,495.00	040307 - Courthouse 1	\$401.93
1	ShoreGear-T1 Switch	T1CM0249003C62	8/5/2004	Covered	\$3,495.00	\$3,495.00	040307 - Courthouse 1	\$401.93
1	ShoreGear-T1 Switch	T1JC061003A866	7/7/2006	Covered	\$3,495.00	\$3,495.00	1689	\$401.93

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1	ShoreGear-T1 Switch	T1CM04380042CE	9/29/2004	Covered	\$3,495.00	\$3,495.00	Purchased RMA	\$401.93
1	ShoreGear-T1 Switch	T1JC053201F649	10/7/2005	Covered	\$3,495.00	\$3,495.00		\$401.93
1	ShoreGear-T1 Switch	T1JC053401F79F	10/17/2005	Covered	\$3,495.00	\$3,495.00	1411 - release#3	\$401.93
1	ShoreGear-T1 Switch	T1JC053401F7B7	10/17/2005	Covered	\$3,495.00	\$3,495.00	1411 - release#3	\$401.93
1	ShoreGear-T1 Switch	T1JC053401F7E1	10/17/2005	Covered	\$3,495.00	\$3,495.00	1411 - release#3	\$401.93
1	ShoreGear-T1 Switch	T1JC08210CB5DF	10/22/2008	Covered	\$3,495.00	\$3,495.00	51073-853	\$401.93
1	ShoreGear-T1 Switch	T1JC08210CB629	10/22/2008	Covered	\$3,495.00	\$3,495.00	51073-853	\$401.93
1	ShoreGear-T1 Switch	T1JC08210CB66D	10/22/2008	Covered	\$3,495.00	\$3,495.00	51073-853	\$401.93
42	ShorePhone 560		1/26/2005	Not Covered	\$429.00	\$18,018.00	040449 - JP Tel	\$0.00
25	ShorePhone 560		7/7/2006	Not Covered	\$349.00	\$8,725.00	1689	\$0.00
55	ShorePhone 560		8/5/2004	Not Covered	\$429.00	\$23,595.00	040307 - Courthouse 1	\$0.00
15	ShorePhone 560		9/30/2004	Not Covered	\$429.00	\$6,435.00	040346 - County Elections	\$0.00
6	ShorePhone 560		9/24/2004	Not Covered	\$429.00	\$2,574.00	040341 - JP Trevino Switches	\$0.00
10	ShorePhone 560		9/30/2004	Not Covered	\$429.00	\$4,290.00	040348 - JP Saenz	\$0.00
3	ShorePhone 560		11/17/2004	Not Covered	\$429.00	\$1,287.00	040353 - Constable Pct1 West	\$0.00
10	ShorePhone 560		11/29/2004	Not Covered	\$429.00	\$4,290.00	040394 - Drainage Dept	\$0.00
4	ShorePhone 560		11/29/2004	Not Covered	\$429.00	\$1,716.00	040386 - Planning & Zoning	\$0.00
4	ShorePhone 560		11/17/2004	Not Covered	\$429.00	\$1,716.00	040352 - Constable Pct3 Missi	\$0.00
6	ShorePhone 560		8/20/2004	Not Covered	\$429.00	\$2,574.00	040323 - 93rd Court Dist	\$0.00
3	ShorePhone 560		12/17/2004	Not Covered	\$429.00	\$1,287.00	040411 - Info Tech Dept	\$0.00
5	ShorePhone 560		11/17/2004	Not Covered	\$429.00	\$2,145.00	040358 - JP Jackson	\$0.00
5	ShorePhone 560		11/17/2004	Not Covered	\$429.00	\$2,145.00	040359 - JP Espinosa	\$0.00
2	ShorePhone 560		10/8/2004	Not Covered	\$429.00	\$858.00	040351 - Constable Pct3 Missi	\$0.00
5	ShorePhone 560		1/26/2005	Not Covered	\$429.00	\$2,145.00	040452 - Master Court #2	\$0.00
29	ShorePhone 560		1/26/2005	Not Covered	\$429.00	\$12,441.00	040451 - 370th Dist Court	\$0.00
5	ShorePhone 560		1/26/2005	Not Covered	\$429.00	\$2,145.00	040450 - 389th Dist Court	\$0.00
200	ShorePhone 560		5/31/2005	Not Covered	\$429.00	\$85,800.00	1411	\$0.00
23	ShorePhone 560		10/8/2004	Not Covered	\$429.00	\$9,867.00	040351	\$0.00
1	ShorePhone 560		9/30/2004	Not Covered	\$429.00	\$429.00	040354 - Constable Pct1 West	\$0.00
5	ShorePhone 560		9/30/2004	Not Covered	\$429.00	\$2,145.00	040355 - JP Ochoa	\$0.00
5	ShorePhone 560		9/30/2004	Not Covered	\$429.00	\$2,145.00	040356 - JP L Garza	\$0.00

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3	ShorePhone 560		9/30/2004	Not Covered	\$429.00	\$1,287.00	040357 - JP Contreras	\$0.00
11	ShorePhone 560		12/20/2004	Not Covered	\$429.00	\$4,719.00	040414 - Budget Office	\$0.00
1	ShorePhone 560		12/20/2004	Not Covered	\$429.00	\$429.00	040413 - JP Morales	\$0.00
5	ShorePhone 560		12/20/2004	Not Covered	\$429.00	\$2,145.00	040412 - 370th District Court	\$0.00
7	ShorePhone 560		2/28/2005	Not Covered	\$429.00	\$3,003.00	040496 - Tax Assessor	\$0.00
5	ShorePhone 560		1/26/2005	Not Covered	\$429.00	\$2,145.00	040453 - 206th Dist Court	\$0.00
4	ShorePhone 560		12/20/2004	Not Covered	\$429.00	\$1,716.00	040416 - Tax Assess/ Collector	\$0.00
44	ShorePhone 560		12/20/2004	Not Covered	\$429.00	\$18,876.00	040415 - County Clerk	\$0.00
12	ShorePhone Button Box 24 Black		11/7/2005	Not Covered	\$349.00	\$4,188.00	1522	\$0.00
1	ShorePhone Button Box 24 Black		6/3/2009	Not Covered	\$299.00	\$299.00	51073-221-801	\$0.00
12	Shorephone IP110 Black		11/7/2005	Not Covered	\$149.00	\$1,788.00	1522	\$0.00
100	Shorephone IP230 Black		3/8/2009	Not Covered	\$259.00	\$25,900.00	51073-221-909	\$0.00
180	Shorephone IP230 Black		10/22/2008	Not Covered	\$259.00	\$46,620.00	51073-853	\$0.00
15	Shorephone IP230 Black		8/18/2010	Not Covered	\$259.00	\$3,885.00	51073-HID1538	\$0.00
15	Shorephone IP230 Black		8/23/2010	Not Covered	\$259.00	\$3,885.00	51073-HID-1538	\$0.00
235	Shorephone IP230 Black		12/22/2010	Not Covered	\$259.00	\$60,865.00	51073-649596	\$0.00
20	Shorephone IP230 Black		12/22/2010	Not Covered	\$259.00	\$5,180.00	51073-647902	\$0.00
7	Shorephone IP560 Black		9/11/2006	Not Covered	\$349.00	\$2,443.00		\$0.00
3	Shorephone IP560 Black		10/30/2006	Not Covered	\$349.00	\$1,047.00		\$0.00
500	Shorephone IP560 Black		10/17/2005	Not Covered	\$429.00	\$214,500.00	1411 - release#3	\$0.00
100	Shorephone IP560 Black		4/16/2007	Not Covered	\$349.00	\$34,900.00	1411	\$0.00
100	Shorephone IP560 Black		7/12/2006	Not Covered	\$349.00	\$34,900.00	1688	\$0.00
9	Shorephone IP560 Black		12/27/2006	Not Covered	\$349.00	\$3,141.00	50274-1872	\$0.00
25	Shorephone IP560 Silver		10/23/2007	Not Covered	\$349.00	\$8,725.00	50728-1227	\$0.00
55	ShoreWare Client: Multi-Site License		8/5/2004	Covered	\$200.00	\$11,000.00	040307 - Courthouse 1	\$1,265.00
10	ShoreWare Client: Operator Call Manager		7/12/2006	Covered	\$595.00	\$5,950.00	1688	\$684.25
80	ShoreWare Client: Supervisor Call Manager		10/17/2005	Covered	\$795.00	\$63,600.00	1411 - release#3	\$7,314.00
25	ShoreWare Extension & Mailbox Client		10/23/2007	Covered	\$200.00	\$5,000.00	50728-1227	\$575.00
28	ShoreWare Extension & Mailbox Client		10/22/2008	Covered	\$200.00	\$5,600.00	51073-853	\$644.00
500	ShoreWare Extension & Mailbox Client		10/17/2005	Covered	\$200.00	\$100,000.00	1411 - release#3	\$11,500.00
100	ShoreWare Extension & Mailbox Client		4/16/2007	Covered	\$200.00	\$20,000.00	1411	\$2,300.00

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25	ShoreWare Extension & Mailbox Client		7/7/2006	Covered	\$200.00	\$5,000.00	1689	\$575.00
28	ShoreWare Extension & Mailbox Client		5/31/2005	Covered	\$200.00	\$5,600.00	1411	\$644.00
9	ShoreWare Extension & Mailbox Client		12/27/2006	Covered	\$200.00	\$1,800.00	50274-1872	\$207.00
42	ShoreWare Extension & Mailbox Client		1/26/2005	Covered	\$200.00	\$8,400.00	040449 - IP Tel	\$966.00
12	ShoreWare Extension & Mailbox Client		10/7/2005	Covered	\$200.00	\$2,400.00		\$276.00
6	ShoreWare Extension & Mailbox Client		9/24/2004	Covered	\$200.00	\$1,200.00	040341 - JP Trevino Switches	\$138.00
10	ShoreWare Extension & Mailbox Client		9/27/2004	Covered	\$200.00	\$2,000.00	040530 - County Elections	\$230.00
15	ShoreWare Extension & Mailbox Client		9/30/2004	Covered	\$200.00	\$3,000.00	040346 - County Elections	\$345.00
3	ShoreWare Extension & Mailbox Client		12/17/2004	Covered	\$200.00	\$600.00	040411 - Info Tech Dept	\$69.00
5	ShoreWare Extension & Mailbox Client		12/20/2004	Covered	\$200.00	\$1,000.00	040412 - 370th Distric Court	\$115.00
6	ShoreWare Extension & Mailbox Client		8/20/2004	Covered	\$200.00	\$1,200.00	040323 - 93rd Court Dist	\$138.00
1	ShoreWare Extension & Mailbox Client		12/20/2004	Covered	\$200.00	\$200.00	040413 - JP Morales	\$23.00
11	ShoreWare Extension & Mailbox Client		12/20/2004	Covered	\$200.00	\$2,200.00	040414 - Budget Office	\$253.00
44	ShoreWare Extension & Mailbox Client		12/20/2004	Covered	\$200.00	\$8,800.00	040415 - County Clerk	\$1,012.00
4	ShoreWare Extension & Mailbox Client		11/17/2004	Covered	\$200.00	\$800.00	040352 - Constable Pct3 Missi	\$92.00
4	ShoreWare Extension & Mailbox Client		11/29/2004	Covered	\$200.00	\$800.00	040386 - Planning & Zoning	\$92.00
1	ShoreWare Extension & Mailbox Client		9/30/2004	Covered	\$200.00	\$200.00	040354 - Constable Pct1 Westl	\$23.00
6	ShoreWare Extension & Mailbox Client		1/26/2005	Covered	\$200.00	\$1,200.00	040453 - 206th Dist Court	\$138.00
7	ShoreWare Extension & Mailbox Client		2/28/2005	Covered	\$200.00	\$1,400.00	040496 - Tax Assessor	\$161.00
200	ShoreWare Extension & Mailbox Client		5/31/2005	Covered	\$200.00	\$40,000.00	1411	\$4,600.00
6	ShoreWare Extension & Mailbox Client		1/26/2005	Covered	\$200.00	\$1,200.00	040452 - Master Court #2	\$138.00
29	ShoreWare Extension & Mailbox Client		1/26/2005	Covered	\$200.00	\$5,800.00	040451 - 370th Dist Court	\$667.00
7	ShoreWare Extension & Mailbox Client		1/26/2005	Covered	\$200.00	\$1,400.00	040450 - 389th Dist Court	\$161.00
10	ShoreWare Extension & Mailbox Client		11/29/2004	Covered	\$200.00	\$2,000.00	040394 - Drainage Dept	\$230.00
4	ShoreWare Extension & Mailbox Client		12/20/2004	Covered	\$200.00	\$800.00	040416 - Tax Assess/ Collector	\$92.00
3	ShoreWare Extension & Mailbox Client		9/30/2004	Covered	\$200.00	\$600.00	040357 - JP Contreras	\$69.00
5	ShoreWare Extension & Mailbox Client		11/17/2004	Covered	\$200.00	\$1,000.00	040359 - JP Espinosa	\$115.00
5	ShoreWare Extension & Mailbox Client		9/30/2004	Covered	\$200.00	\$1,000.00	040356 - JP L Garza	\$115.00
5	ShoreWare Extension & Mailbox Client		9/30/2004	Covered	\$200.00	\$1,000.00	040355 - JP Ochoa	\$115.00
100	ShoreWare Extension & Mailbox Client		7/12/2006	Covered	\$200.00	\$20,000.00	1688	\$2,300.00
50	ShoreWare Extension Only Client		11/9/2009	Covered	\$140.00	\$7,000.00	51073-630017	\$805.00

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Qty	ShoreTel Product	Serial Number	Ship Date	Asset Status	Unit Cost	Extended Cost	PO # (If Applicable)	Support List
200	ShoreWare Extension Only Client		12/22/2010	Covered	\$140.00	\$28,000.00	51073-649596	\$3,220.00
1	ShoreWare Extension Only Client		2/28/2005	Covered	\$140.00	\$140.00	040496 - Tax Assessor	\$16.10
18	ShoreWare Extension Only Client		12/12/2005	Covered	\$140.00	\$2,520.00	1540	\$289.80
100	ShoreWare Extension Only Client		10/17/2005	Covered	\$140.00	\$14,000.00	1411 - release#3	\$1,610.00
152	ShoreWare Extension Only Client		10/22/2008	Covered	\$140.00	\$21,280.00	51073-853	\$2,447.20
200	ShoreWare Personal Call Manager		12/22/2010	Covered	\$0.00	\$0.00	51073-649596	\$0.00
1	ShoreWare Server Software		10/7/2005	Covered	\$0.00	\$0.00		\$0.00
1	ShoreWare Server Software		8/5/2004	Covered	\$0.00	\$0.00	040307 - Courthouse 1	\$0.00
5	ShoreWare SIP Trunk License		6/15/2010	Covered	\$50.00	\$250.00	51073-641544	\$28.75
30	ShoreWare SoftPhone		8/5/2004	Covered	\$150.00	\$4,500.00	040307 - Courthouse 1	\$517.50

Support List Total: \$85,444.43

ShoreTel Partner Support for Hidalgo County from **\$59,178.00**
Richline Technical Services:

Effective Discount: 30.74% off List

Note: Quoted Price for Partner Support of \$59,178.00 represents an approximately 30.74% discount off list price(as opposed to the 28% off list initially represented). As per agreement negotiated with Renán Ramirez, Richline Technical Services will honor the quoted price for the first year of support. Support for subsequent years will be negotiated based on the 28% off list with considerations to be made for the number of support incidents. DIR contract guarantees Support Contracts at a minimum of 10% off list.

Please Note: By law, Richline Technical Service, LLC is required to charge Sales Tax on all support contracts. This is because software updates are provided by ShoreTel, Inc. as part of the annual support agreement. The software updates portion of the ShoreCare support agreement does not contain VSOE (eg fair market value for that portion) and cannot be broken out separately, and therefore by law, ShoreTel Partner-Richline Technical Services, LLC must collect sales tax on the entire support amount. All appropriate State, County, and City taxes will be applied at the time of invoicing.

Partner Support provides fundamental service components to channel partners that prefer to provide their own branded services and to support their customers directly.

Benefits:

- Telephone technical assistance 7 x 24 for the partner to ask questions regarding customer situations that the partner is troubleshooting
- Advanced exchange, next-business-day delivery for ShoreGear® switches
- Advanced exchange, ground delivery for covered ShorePhone™ IP telephones
- Software documentation, patches, updates and upgrades

Partner Support provides ShoreTel Partners with backup services in three critical areas: telephone technical support, hardware replacement, and software upgrades. Partners purchase a separate Partner Support Agreement for each customer that is covered. Partners that choose Partner Support typically add additional services, like training, to create a post-implementation package that they brand, market and sell to their customers.

Partner Support versus the Enterprise Service Program

ShoreTel strongly recommends that a post-implementation service agreement be part of the complete solution that is offered to customers and is discussed early in the sales process. Based on the partner's business model they can either purchase Partner Support and be responsible for service delivery to the customer, or they can resell ShoreTel's Enterprise Service Program to the customer in which case the customer calls ShoreTel when they need assistance and ShoreTel delivers the service. In either case the partner purchases an annual contract that is tied to a named account.

Both Partner Support and the Enterprise Service Program include telephone technical support, advanced hardware replacement and software upgrades. In addition to these services the Enterprise Service Program also includes access to the ShoreCare web portal as well as web-based instructor-led administrator and end user training.

Telephone Technical Support

Partners that purchase partner Support own the customer relationship. The partner takes the customer calls and troubleshoots the problem. If the partner needs to escalate, ShoreTel technical support engineers are ready to answer questions 24 hours a day, seven days a week via a toll-free phone number so that the partner can quickly respond to the customer. Non-urgent questions can be submitted on-line and are responded to within 24 hours.

Hardware Replacement

Advanced hardware replacement is vital to minimizing the customer's business-crippling downtime. In the unlikely event the partner's customer experiences a hardware failure, the partner's on-line request for a ShoreGear switch is immediately logged and shipped for next-business-day delivery to the address the partner designates. ShorePhone telephone replacements that are covered under contract receive the same advanced shipment attention but are sent via ground delivery.

Software Upgrades

Software updates and upgrades keep customers on the leading edge of technology. When new software is released, the detailed notes explaining the new features help the partner decide the best time to upgrade the customer. Software files and documentation can be downloaded, at the partner's convenience, from the ShoreTel web site and distributed to customers under the terms of the current Partner Support Agreement. ShoreTel's technical support team is available to answer any partner questions that may arise regarding upgrades.

Partner Support Requirements

Partner Support requires the partner to be the face to the customer, accepting full responsibility for the support relationship. Partners that purchase Partner Support must be able to take the first call for technical assistance, manage the troubleshooting and respond to all requests for hardware replacement and software updates.

Service Programs Comparison Chart

ShoreCare Service Feature	Enterprise Service Program All services are delivered to the customer by ShoreTel	Partner Support All services are delivered to the customer by the partner. A Partner Support contract must be purchased for each customer that is supported by the partner	Product Warranty Services covered under warranty are delivered to the customer by ShoreTel
Telephone Technical Support	Customer access to ShoreTel's Technical Assistance Center 7 x 24 via a toll-free phone number. Calls are handled live from ShoreTel's Technical Assistance Center in California from 11 PM Sunday Pacific Time until 11 PM Friday, Pacific Time. Calls placed between 11 PM Pacific on Fridays and 11 PM Pacific on Sundays are returned within one hour.	Technical support access is exclusively for the partner. Response times are the same as the Enterprise Service Program.	Warranty does not include telephone technical support.
Hardware Replacement	Hardware replacements are shipped upon request for next-business-day delivery. Telephones that are covered under contract are shipped upon request via ground delivery.	Hardware replacement time frames are the same as the Enterprise Service Program. The Partner designates the destination (partner or end user) on a case-by-case basis.	Product must be returned to factory for repair/replacement with reasonable efforts return delivery.
Software	Published patches, fixes, updates, upgrades and documentation are available for download from the ShoreTel web site.	The Partner has access to published software and documentation that is then provided to the customer based on the terms of the current Partner Support Agreement.	Software is warranted to perform as sold. ShoreTel will provide a patch in the event a bug is discovered in the version purchased.
Training	Eight seats in ShoreTel's web-based, instructor-led the System Administrator course. Sixteen seats in ShoreTel's web-based, instructor-led the end user training course.	Partner training is covered in the ShoreTel Reseller Agreement. No additional training for the partner or end user is included as part of Partner Support.	No training is included in the product warranty.
Web Services	Customers are provided password access to the ShoreCare Web portal and locked documents. Customers can submit and manage hardware replacement and technical support cases on-line.	The partner is provided access to the ShoreCare Web portal and locked documents. Partners can submit and manage hardware replacement and technical support cases on-line.	Only the public areas of the ShoreTel web site can be accessed.

Guidelines Based on the Partner's Business Model

Partner's Preferred Business Model	Partner Owns the Service Relationship	ShoreTel Owns the Service Relationship
Criteria	<ul style="list-style-type: none"> • Delivery of support is a sustainable business model • There is sufficient sales volume to justify investment in an extensive dedicated support infrastructure • Partner is financially able to address resource intensive support issues that may arise 	<ul style="list-style-type: none"> • Partner does not have the sales volume or the desire to be in the post-sales service delivery business • Investment in support infrastructure does not make good business sense for the partner • Partner prefers not to assume the risk of unplanned post-implementation support expenses
Process	The partner purchases Partner Support Service from ShoreTel and sells partner branded services. The customer calls the partner for support.	The partner sells the ShoreTel Enterprise Support Program to the customer. The customer calls ShoreTel for support services.
Benefits	<ul style="list-style-type: none"> • Partner manages their own service margins • Partner has a direct service relationship with the customer • Partner has 24x7 phone access to ShoreTel technical support when they need to escalate 	<ul style="list-style-type: none"> • Partner earns good margins on the initial sale and renewals of the Enterprise Support Program • Partner continues to proactively manage the customer relationship after the sale • Customers receive expert support without partner investment in support infrastructure



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Dear ShoreTel Customer:

The below document will allow you to submit a request to ShoreTel directly to change your partner of record. This request will allow you to be supported by another ShoreTel Partner of your choice.

Instructional Information:

- The form **MUST BE SUBMITTED** on **COMPANY LETTERHEAD** in order to process, or it will be rejected.
- Identify the partners you are moving FROM and TO.
- Indicate the reason(s) why the change is being requested.
- Send the completed document via email to *shorecare_admin@shoretel.com*.
- The completed request will be sent to the previous partner and the ShoreTel Area Sales Manager for approval.
- The new partner will be alerted of the change after it has been approved & processed.

Important Notes:

- *A customer can only be supported by one partner.*
- *The Change of Partner request can take up to two weeks to process.*

Should you have any questions, please contact the ShoreTel Area Sales Manager or Client Services Manager for your territory.

ShoreTel Change of Partner Request

Date:
Company Name:
Contact Name:
Phone#:
Email:

ShoreTel Inc,

Please change my ShoreTel Partner of Record:

FROM:

TO:

Reason for request:

In submitting a ShoreTel Change of Partner Request, I understand and agree to the following:

- My previous partner will be notified by ShoreTel of my change of partner request.
- The Change of Partner request can take **up to** two weeks to process from date request is received by ShoreTel.

Authorized Customer Contact Signature: _____ Date: _____

Title: _____

Please submit the completed document to shorecare_admin@shoretel.com.