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34183
9/25/12



Big Web Apps

Company Address PO Box 7010
Atlanta, GA 30357
US

Created Date 8/10/2012
Expiration Date 8/31/2012
Quote Number 00000332

Prepared By Mike Clements
Phone (866) 996-1200 ext.703
E-mail mike.clements@bigwebapps.com

Contact Name Lee Pena
Phone (956) 292-7010
Email lee.pena@co.hidalgo.tx.us

Bill To Name Hidalgo County
Bill To 100 E. Cano
4th floor
Edinburgh, TX 78541

Ship To Name Hidalgo County

Product	Sales Price	Quantity	Discount	Total Price
✓ Technician Licenses	\$468.00	✓ 24.00	47.00%	\$5,952.96
✓ Asset Manager - 30% Uplift	\$3,369.60	✓ 1.00	47.00%	\$1,785.89
✓ Email Parser - 10% Uplift	\$1,123.20	✓ 1.00	47.00%	\$595.30
✓ LDAP Replicator - 20% Uplift	\$2,246.40	✓ 1.00	47.00%	\$1,190.59
✓ Remote Assistance - 10% Uplift	\$1,123.20	✓ 1.00	47.00%	\$595.30
Additional Departments	\$2,024.01	✓ 3.00		\$6,072.03
✓ Non Profit Discount	(\$4,582.65)			(\$4,582.65)

24804.22
5369.57
10,119.94
16,171.97

Information

Notes Technology Dept: \$3,780.70
Facility Maintenance Dept: \$3,780.70
County Commissioner Pct 4: \$2,024.00
Pct 1 Work Order Support: \$2,024.01

Contract Start Date 8/1/2012
Contract End Date 7/31/2013

Subtotal \$20,583.78
Total Price \$11,609.41
Grand Total \$11,609.41

Quote Acceptance Signature

Signature _____
Name _____
Title _____

Matilde Faz

From: Edna Kirby [edna.kirby@co.hidalgo.tx.us]
Sent: Thursday, September 13, 2012 3:57 PM
To: 'Matilde Faz'
Cc: 'Lee Peña'; 'Martha Salazar'; 'Darlene Betancourt'
Subject: FW: bigWebApps HelpDesk - Renewal
Attachments: Hidalgo County - Renewal 12-13.pdf

Importance: High

Maty,

Please read below as to how the Vendor explains the breakdown. Let me know if this good.

Regards,

Edna Kirby

edna.kirby@co.hidalgo.tx.us

Administrative Assistant II

100 E Cano 4th Floor

Edinburg, Texas 78539

p. 956.292.7010 Ext. 6017

f. 956.318.2152

Hidalgo County, Texas

From: Mike Clements - bigWebApps [mailto:mike.clements@bigwebapps.com]

Sent: Thursday, September 13, 2012 3:45 PM

To: Edna Kirby

Cc: 'Lee Peña'

Subject: RE: bigWebApps HelpDesk - Renewal

Importance: High

Edna,

The way our licensing and add departments works is that we license you for 1 instance of the HelpDesk (\$5,537.38) and then allow you to add multiple instance of the HelpDesk at a discounted rate (\$2,024.01 per instance). The contract should read as such:

1st Department: \$5,537.38

2nd Department: \$2,024.01

3rd Department: \$2,024.01

4th Department: \$2,024.01

Total: \$11,609.41

In the "Notes" section we combined the 1st instance of the HelpDesk (Technology Dept) and the 2nd instance of the HelpDesk (Facility Maintenance Dept) and split the cost evenly between the two departments ($(\$5,537.38 + \$2,024.01) / 2 = \$3,780.70$). However, this is merely a suggestion as I believe this is how the cost was split when the contract was done initially. Let me know if you have any questions on this.

Thanks,

Mike Clements

Phone: 866.996.1200 x 703

mike.clements@bigwebapps.com

bigWebApps

Questeq

Airport Office Park Building 3
420 Rouser Road, Suite LL1
Coraopolis, PA 15108

RE: Hidalgo County Help Desk Software Quote

Attention:

Lee Pena
Hidalgo County
100 E. Cano, 4th Floor
Edinburgh, TX 78541

<u>Description:</u>		<u>Price</u>
bigWebApps HelpDesk	Technician Pricing – 24 Techs ✓	\$9,823
Email Parser ✓		
Remote Assistance ✓		
Asset Manager ✓		
Active Directory Replicator ✓		
Multiple Instances (3) ✓		\$5,895
Sub-Total		\$15,718
Reseller Discount	15%	(\$2,358)
<u>Total</u>		<u>\$13,360</u>

409.22

Rick Letterman
Account Manager
Questeq

Date: _____

Lee Pena
Hidalgo County

Date: _____

Micajah ITS
2152 Briarwood Bluff
Atlanta, GA 30319



Hidalgo County

Estimate # 2010097
Estimate Date August 31st 2012
Estimate Total **\$12,672**

Item	Description	Unit Cost	Quantity	Line Total
Tech License		\$240	24 ✓	\$5760
Email Parser		\$676	1 ✓	\$676
Remdate Asset		\$676	1 ✓	\$676
Asset Manager		\$1162	1 ✓	\$1162
Active Director		\$1162	1 ✓	\$1162
Multi Dept		\$1162	3 ✓	\$3486

Estimate Total \$12,672

Terms

All design agreements require 1/3 down payment and the balance due 30 days from receipt of initial payment or launch date, which ever comes first.