

Zimbra

evangelina.garcia@co.hidalgo.tx.us

Re: FY14 TEX-AN Requirements, Service Agreement for (PH56000)

From : Evangelina Garcia
<evangelina.garcia@co.hidalgo.tx.us>

Fri, Oct 04, 2013 09:53 AM

Subject : Re: FY14 TEX-AN Requirements, Service Agreement
for (PH56000)

To : Lee Pena <lee.pena@co.hidalgo.tx.us>

Cc : Edna Kirby <edna.kirby@co.hidalgo.tx.us>, Renan
Ramirez <renan.ramirez@co.hidalgo.tx.us>

Good Morning Lee:

I will need to place an agenda item for court's approval. Let me get back to you to let you know the agenda item number and date. Need to ask you why there are AT&T Invoices still being placed by as claims by the Sheriff's Office and Health & Human Services on the next week's court. Marty is needing to know. Can you please get back to me on this.

Thanks

From: "Lee Pena" <lee.pena@co.hidalgo.tx.us>
To: "Evangelina Garcia" <evangelina.garcia@co.hidalgo.tx.us>
Cc: "Edna Kirby" <edna.kirby@co.hidalgo.tx.us>, "Renan Ramirez"
<renan.ramirez@co.hidalgo.tx.us>
Sent: Monday, September 30, 2013 4:30:36 PM
Subject: Fwd: FY14 TEX-AN Requirements, Service Agreement for (PH56000)

Ms. Vangie,

What is the process to get this service agreement updated? The last service agreement you worked on was in January 22, 2013 (AI-36401 Regular).

DIR/CTS updated our service agreement to reflect the current Texas Legislative Code reference and to remove the requirement of a yearly purchase order. Therefore, a new Service Agreement is required of every Inter-local and Higher Education customer. DIR requires a Service Agreement to be on file for all non-state customers.

"Lee" Leonila Pena | Information Technology Administrator
Hidalgo County | Tel: 956.292.7010 | lee.pena@co.hidalgo.tx.us

From: "Karen Williamson" <karen.williamson@dir.texas.gov>
To: "Lee Pena" <lee.pena@co.hidalgo.tx.us>
Sent: Monday, September 30, 2013 3:15:42 PM
Subject: FW: FY14 TEX-AN Requirements, Service Agreement for (PH56000)

Here is the service agreement.

Thank you for using TEX-AN,

Karen Williamson
DIR Communications Technology Services
Manager of Service Delivery
1001 W. North Loop
Austin, TX 78756

512-463-4044

From: Benavides, Grace
Sent: Tuesday, June 25, 2013 4:58 PM
To: eli.gracia@co.hidalgo.tx.us; edna.kirby@co.hidalgo.tx.us; oralia@co.hidalgo.tx.us
Subject: FY14 TEX-AN Requirements, Service Agreement for (PH56000)

June 25, 2013

ELI GARCIA
EDNA KIRBY
ORALIA REGINO

COUNTYOF HILDALGO TEXAS

Re: FY14 TEX-AN Requirements, Service Agreement for (PH56000)

Dear Customer:

The Department of Information Resources/Communications Technology Services Division (DIR/CTS) is currently providing you with TEX-AN communications services and is also billing you for those services.

DIR/CTS updated our service agreement to reflect the current Texas Legislative Code reference and to remove the requirement of a yearly purchase order. Therefore, a new Service Agreement is required of every Inter-local and Higher Education customer. DIR requires a Service Agreement to be on file for all non-state customers.

This Service Agreement allows you to purchase all TEX-AN communication services now and in the future. The term of this Service Agreement begins on the date of the last party to sign and is in

effect until all services are terminated. DIR will not need another agreement unless terms or conditions change due to new legislation.

Attached is a new Service Agreement that will need to be signed and returned, either by email or postal delivery to DIR. DIR will complete the execution of the Service Agreement and will send you a copy for your files.

Please send the executed agreement as soon as possible to:

Grace Benavides at: grace.benavides@dir.texas.gov

If you have any questions, please call or email your DIR/CTS customer representative:

Laura Muncey at 512-463-3579, laura.muncey@dir.texas.gov

Or

Walter Gaylor at 512-475-0855, walter.gaylor@dir.texas.gov

Grace Ann Benavides

Dept. of Information Resources

Communication Technology Services

Telephone 512-936-2011

From : Lee Pena <lee.pena@co.hidalgo.tx.us>

Mon, Sep 30, 2013 04:30 PM

Subject : Fwd: FY14 TEX-AN Requirements, Service Agreement for (PH56000)

 2 attachments

To : Evangelina Garcia
<evangelina.garcia@co.hidalgo.tx.us>

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Or

Walter Gaylor at 512-475-0855, walter.gaylor@dir.texas.gov

Grace Ann Benavides

Dept. of Information Resources

Communication Technology Services

Telephone 512-936-2011



new service agreement letter.docx

2 MB



Service Agreement 2013.docx

44 KB
