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MTM Technologies, Inc.

URL [Vendor Website](#)
 Vendor ID 1133354896100
 HUB Type Non HUB
 E-Rate Qualified

DIR Contract Number DIR-SDD-1469 ✓
 Contract Term End Date 10/22/2014
 Contract Exp Date 10/22/2014 ✓

How to Order

1. For product and pricing information, visit the [MTM Technologies, Inc. website](#) or contact Shawn O'Brien at (214) 775-9315.
2. Generate a purchase order, made payable to MTM Technologies, Inc.. You must reference the DIR Contract Number **DIR-SDD-1469** on your purchase order.
3. E-mail or Fax your purchase order and quote form to your designated vendor sales representative.

MTM Technologies, Inc.

Contact [Shawn O'Brien](#)
 Phone (214) 775-9315
 Fax (201) 558-7466

DIR

Contact [John Besser](#)
 Phone (512) 936-5432
 Fax (512) 475-4759

Contract Overview

[Get Adobe Reader](#)

Contract: **DIR-SDD-1469**

Standard Terms and Conditions PDF - 242 KB

This appendix contains the standard DIR Terms and Conditions for the contract as of the date identified. Any initial exceptions to these Terms will be contained in the original contract. All subsequent changes or updates to the Terms and Conditions will be reflected in contract amendments.

HUB Subcontracting Plan (HSP) PDF - 367 KB | Updated 10/25/2010

The purpose of the HUB Program is to promote full and equal business opportunities for all businesses in State contracting in accordance with the goals specified in the State of Texas Disparity Study. The HSP identifies all authorized resellers and/or all subcontractors performing services.

Pricing PDF - 84 KB | Updated 10/10/2011

Pricing for available products and/or services under this contract are limited to those identified in the appendix.

Electronic and Information Resources (EIR) Accessibility

Information regarding Electronic and Information Resources (EIR) accessibility of this vendor's offerings is included in the contract. Agencies purchasing products or services are responsible for complying with Texas EIR Accessibility statute and rules, as defined in TGC 2054 Subchapter M, 1TAC 206, and 1 TAC 213. For additional information, visit the Vendor Website or contact the vendor directly.

Available Brands

- Citrix-Net Scaler
- Open Text
- Services

Available Products & Services

- Networking Equipment
- Networking Products and Services
- Tele - Network Services
- Tele - Telecommunication Equipment

Additional Contract Information

- [Amendment 1](#) (162 KB)
- [Amendment 2](#) (255 KB)

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Reseller Vendor Contacts

There are no resellers associated with this contract

- [Capitol Complex Directory](#)
- [Statewide Search](#)
- [Sponsored Sites](#)
- [Planned Procurement Schedule](#)

- [Document Library](#)
- [SAO Fraud Reporting](#)
- [Homeland Security](#)
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Open Text RightFax Support

MTM Technologies is your first line of support for your Open Text RightFax support needs. The MTM RightFax Support Agreement enables you to call MTM for RightFax support.

- **Overview.** MTM is now part of the **Open Text Authorized Support Partner** program, an invitation-only program that puts MTM as the first and second lines of support for **ALL** MTM customers who own RightFax. Open Text and our customers understand the depth and breadth of MTM's decade of experience implementing, supporting, and training on RightFax solutions. MTM's Remote Support team includes field experienced and certified engineers of the highest caliber.

While Open Text offers a Direct Support Plan, customers who purchase this plan must call Open Text instead of MTM. The MTM RightFax Support Agreement is an add on to the Open Text plan, allowing customers to extend support through MTM 8X5 (Mon-Fri) or 24X7 (nights, weekends, and holidays) to ensure your critical systems stay running.

- **Service Components.**

- One number, one company to call for RightFax support.
- Level 3 consultant-class support staff with design, installation, and advanced troubleshooting experience.
- We employ advanced remote access tools featuring secure, encrypted, client controlled, third party brokered sessions. As a result, we can provide collaborative screen share troubleshooting sessions that conform to your internal security policy. Incident initiation and tracking is handled through your private account on the my.mtm.com client portal.
- Ticketed incident tracking and documentation.
- Toll free technical support hotline directly into the MTM Support Center.
- Customized, secure Web portal for access to ticketing system and reporting.

- **Assumptions.**

- Customer must allow SSL Connections via GoToAssist, GoToMeeting, or customer provided remote access solution.
- Customer will provide the necessary resources with administrative rights for firewall, networking, and Citrix to assist with remote support activities, as necessary.
- Onsite or remote professional services to include patch management, application installation, and server upgrades are not included in this Agreement.
- MTM will staff a function (the "Remote Support Center") to act as the contact point, via email (support@mtm.com) and telephone (800-981-1112) for Customer's Designated Callers who require assistance in the resolution of problems, concerns, and questions related to the systems specifically selected on the Pricing Schedule, including such systems' underlying operating system software and related utilities (the "Supported Systems"). Calls to the Support Center will be answered in English.
- Service requests transmitted via email or online systems, during non business hours shall be considered received by MTM on the next business day.
- MTM's obligation to provide the Services is dependent on the continued existence of Customer's license(s) to use the Supported System and, if such license(s) are terminated for any reason, MTM's obligation to provide Services for such Supported System component will cease automatically upon such license termination. For some incidents, resolution may be dependent upon Customer upgrading to the latest version of the applicable Supported System software.

- MTM reserves the right to validate client information and segmentation during the on boarding process. Critical discrepancies may require fee adjustments.
- At MTM's reasonable request, Customer shall perform problem determination and/or resolution activities, including performing network traces, capturing error messages, collecting configuration information, changing product configurations, installing new versions of software or new components, or modifying processes.
- Customer is responsible for instituting and maintaining proper security safeguards to protect Customer's systems and data and procedures to reconstruct lost or altered files resulting from system failures.
- 24x7 Support available at an additional charge.
- You may choose to also purchase Open Text 24x7 Direct Support if you want MTM to be able to contact Open Text's Development Team on your behalf outside of normal business hours. With MTM's decade of experience with RightFax, it is rare, yet possible, that MTM would need Open Text developers to resolve a software bug. Without the Open Text 24x7 Direct Support Plan, contact to their Development Team would need to occur only during normal business hours.
- If MTM determines the cause of a particular issue requires onsite professional services, additional hardware, server rebuilds, or LAN/WAN services, these projects will be proposed separately as they are out of scope. If Customer does not perform remediation based on our recommendations, then MTM reserves the right to close the incident until such time as systems become supportable.
- This Agreement is subject to, and SLAs defined by, MTM Managed Services Terms, which are posted at <http://www.mtm.com/managedservicesoperations>. Customer must initial below to indicate they have read and accept the MTM Managed Services Terms.
Initials: _____

- Terms and Conditions.** This RightFax Support Agreement is subject to and governed by the MTM Technologies Services Agreement between Customer and MTM, or, if Customer and MTM have not executed a Services Agreement, the terms of MTM's standard Master Agreement, which is posted at <http://www.mtm.com/terms> and a copy of which is available upon your request (in either case, the "Master Agreement"). This RightFax Support Agreement shall be considered a "Sales Order" for purposes of the Master Agreement. Customer must initial below to indicate they have read and accept the MTM Master Agreement.

Initials: _____

- Billing Terms.** MTM's billing terms for Open Text RightFax Support Uplift Agreement are as follows:

| Project | Rule |
|-----------------------------------|---|
| Open Text RightFax Support Uplift | Billed in advance and due and payable within 10 days of receipt of invoice. |

- Initial Term.** Notwithstanding anything in this Agreement to the contrary, the initial term of this Sales Order is defined in the Service Description and Rates section of this document and commences from the Activation Date ("Term"). The Sales Order Term will renew automatically for successive twelve (12) month periods (each a "Renewal Term") unless either party provides written notice to the other party of its intent not to renew at least sixty (60) days prior to the expiration of the Term or the then current Renewal Term. Customer agrees not to unreasonably delay the Activation Date.

Expert support from a recognized national leader in Open Text RightFax infrastructure design, deployment, and consulting.

With remote support from MTM, your IT staff gains access to our certified technologists, creating a virtual network of technical talent at all levels. MTM's remote support team is a virtual extension of your staff, and we help you consolidate myriad support programs under one easily-managed contract that supports both systems and servers.

- Service Descriptions and Rates.**

| Product | SKU | Period | Cost |
|--------------------------------|--------------|--------|------------|
| Open Text Rightfax Support | MTM-SUP-REM | 1 Year | \$1,022.35 |
| Open Text RightFax 24x7 Uplift | Not Selected | | \$0.00 |
| Contract Total | | | \$1,022.35 |

- Customer Acceptance.** Please sign below indicating your agreement to the above terms and to indicate acceptance of this RightFax 24x7 Support Uplift Agreement.

Agreement Date February 23, 2014
MTM Opportunity # 337301-1
MTM Account Manager Tom DiMatteo
MTM Fax # (201)558 7388

Customer Hidalgo County
Contact Name/Title Noah Lopez
Customer Signature _____
Signature Date _____