

**Richline Technical Services, LLC**  
**Quote**



From: Joshua Richline  
 Richline Technical Services, LLC  
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 jrichline@richline.cc

Prepared for: Noah Lopez  
 Hidalgo County  
 Information Technology  
 100 East Cano 4th Floor  
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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 Warranty on ShoreTel Switches for term of Support Contract One Year Term 2/1/2015 through 1/31/2016 Covered Equipment includes all hardware and licenses listed as "Covered" on "Attachment 1: Hidalgo County Shoretel Equipment List" ShoreTel/WSCA-NASPO Master Agreement, State of Utah-State Cooperative Contract, Contract Number AR627 Richline Technical Services, Inc. ShoreTel ID# 51748	61,527.34	61,527.34
		<b>Subtotal:</b>	<b>61,527.34</b>
		<b>Tax:</b>	<b>0.00</b>
		<b>Total:</b>	<b>61,527.34</b>

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	SKU	Equivalent P/N	Serial Number	Ship Date	Asset Status	Unit Cost	Extended Cost	Support List
1	Additional Site License	30044	690-1058		10/25/2011	Covered	\$0.00	\$0.00	0.00
7	Additional Site License	30044	690-1058		12/22/2010	Covered	\$0.00	\$0.00	0.00
28	Additional Site License	30044	690-1058		10/22/2008	Covered	\$0.00	\$0.00	0.00
<b>36</b>									
<b>1</b>	New Additional Site License	30044	690-1058		7/10/2013	Covered	\$495.00	\$495.00	<b>56.93</b>
2	Distributed Voice Services License	21020	610-1064		7/12/2006	Covered	\$995.00	\$1,990.00	228.85
4	Distributed Voice Services License	21020	610-1064		10/17/2005	Covered	\$995.00	\$3,980.00	457.70
<b>6</b>									<b>686.55</b>
<b>1</b>	Mobile Call Manager	30051	690-1110		12/22/2010	Covered	\$95.00	\$95.00	<b>10.93</b>
<b>30</b>	Operator Call Manager License	40006	610-1122		11/9/2009	Covered	\$595.00	\$17,850.00	<b>2,052.75</b>
1	ShoreGear 30 Switch	10320	600-1071	S30J10321924DF	12/22/2010	Covered	\$1,595.00	\$1,595.00	183.43
1	ShoreGear 30 Switch	10320	600-1071	S30J1042193DE2	12/22/2010	Covered	\$1,595.00	\$1,595.00	183.43
1	ShoreGear 30 Switch	10320	600-1071	S30J10321924E3	12/22/2010	Covered	\$1,595.00	\$1,595.00	183.43
1	ShoreGear 30 Switch	10320	600-1071	S30J1012161669	12/22/2010	Covered	\$1,595.00	\$1,595.00	183.43
1	ShoreGear 30 Switch	10320	600-1071	S30J10321924CA	12/22/2010	Covered	\$1,595.00	\$1,595.00	183.43
1	ShoreGear 30 Switch	10320	600-1071	S30J1042193DDD	12/22/2010	Covered	\$1,595.00	\$1,595.00	183.43
1	ShoreGear 30 Switch	10320	600-1071	S30J1025162C42	12/22/2010	Covered	\$1,595.00	\$1,595.00	183.43
1	ShoreGear 30 Switch	10320	600-1071	S30J10321924AC	12/22/2010	Covered	\$1,595.00	\$1,595.00	183.43
<b>8</b>									<b>1,467.40</b>
1	ShoreGear 50 Switch	10259	600-1041	S50J11271E2AA5	10/24/2011	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC7E6	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC7E7	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC7F1	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC7F2	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC7F4	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC7F7	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC7FC	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC804	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC806	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC807	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC808	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC80A	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC813	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC816	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC81A	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC81C	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC81D	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43

Attachment 1: Hidalgo County ShoreTel Equipment List

Qty	ShoreTel Product	SKU	Equivalent P/N	Serial Number	Ship Date	Asset Status	Unit Cost	Extended Cost	Support List
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC81E	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC81F	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC821	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC822	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC828	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC82A	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC84D	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC85A	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC867	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08330CC86C	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear 50 Switch	10259	600-1041	S50J08360CCCBF	10/22/2008	Covered	\$1,995.00	\$1,995.00	229.43
<b>29</b>									<b>6,653.47</b>
1	ShoreGear 60 Switch	10168	EOL	12JC05400202A3	10/17/2005	Covered	\$2,995.00	\$2,995.00	344.43
1	ShoreGear 60 Switch	10168	EOL	12JC05400202A7	10/17/2005	Covered	\$2,995.00	\$2,995.00	344.43
1	ShoreGear 60 Switch	10168	EOL	12CM0510005B26	5/31/2005	Covered	\$2,995.00	\$2,995.00	344.43
1	ShoreGear 60 Switch	10168	EOL	12CM0510005B36	5/31/2005	Covered	\$2,995.00	\$2,995.00	344.43
1	ShoreGear 60 Switch	10168	EOL	12CM0442004806	12/20/2004	Covered	\$2,995.00	\$2,995.00	344.43
1	ShoreGear 60 Switch	10168	EOL	12CM043600416E	9/30/2004	Covered	\$2,995.00	\$2,995.00	344.43
1	ShoreGear 60 Switch	10168	EOL	12CM043600417E	9/30/2004	Covered	\$2,995.00	\$2,995.00	344.43
1	ShoreGear 60 Switch	10168	EOL	12CM0436004174	9/30/2004	Covered	\$2,995.00	\$2,995.00	344.43
1	ShoreGear 60 Switch	10168	EOL	12CM0426003AA0	8/5/2004	Covered	\$2,995.00	\$2,995.00	344.43
1	ShoreGear 60 Switch	10168	EOL	12CM0429003D2E	8/5/2004	Covered	\$2,995.00	\$2,995.00	344.43
<b>10</b>									<b>3,444.30</b>
1	ShoreGear-120 Switch	10134	EOL	24JC1034192AC6	12/22/2010	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24JC08470E6106	2/26/2009	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24JC062103BC50	7/12/2006	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24JC062103BC54	7/12/2006	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24JC062103BCBE	7/12/2006	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24JC05420205FD	12/12/2005	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24JC0547020E13	12/12/2005	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24CM051700621C	10/17/2005	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24CM052100647A	10/17/2005	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24CM0521006482	10/17/2005	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24CM0521006486	10/17/2005	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24CM0521006488	10/17/2005	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24CM052100648E	10/17/2005	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24CM0521006490	10/17/2005	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24CM0521006494	10/17/2005	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24CM05210064D8	10/17/2005	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24CM05210064DA	10/17/2005	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24CM05210064E0	10/17/2005	Covered	\$4,995.00	\$4,995.00	574.43

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Qty	ShoreTel Product	SKU	Equivalent P/N	Serial Number	Ship Date	Asset Status	Unit Cost	Extended Cost	Support List
1	ShoreGear-120 Switch	10134	EOL	24CM051400604A	5/31/2005	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24CM0514006052	5/31/2005	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24CM0448004BE8	12/20/2004	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24CM0429003CB8	9/30/2004	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24CM425003A2A	8/5/2004	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24CM425003850	8/5/2004	Covered	\$4,995.00	\$4,995.00	574.43
1	ShoreGear-120 Switch	10134	EOL	24CM425003A02	8/5/2004	Covered	\$4,995.00	\$4,995.00	574.43
<b>25</b>									<b>14,360.75</b>
1	ShoreGear-40 Switch	10142	EOL	08JC0650057C9F	12/27/2006	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear-40 Switch	10142	EOL	08JC061803B636	7/12/2006	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear-40 Switch	10142	EOL	08JC061803B666	7/12/2006	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear-40 Switch	10142	EOL	08JC061803B66C	7/12/2006	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear-40 Switch	10142	EOL	08JC053401F6FF	10/17/2005	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear-40 Switch	10142	EOL	08CM05090058BE	5/31/2005	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear-40 Switch	10142	EOL	08CM051800629C	5/31/2005	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear-40 Switch	10142	EOL	08CM043900438A	9/30/2004	Covered	\$1,995.00	\$1,995.00	229.43
1	ShoreGear-40 Switch	10142	EOL	08CM043900434A	9/24/2004	Covered	\$1,995.00	\$1,995.00	229.43
<b>9</b>									<b>2,064.87</b>
1	ShoreGear-T1 Switch	10144	EOL	T1JC08210CB5DF	10/22/2008	Covered	\$3,495.00	\$3,495.00	401.93
1	ShoreGear-T1 Switch	10144	EOL	T1JC08210CB629	10/22/2008	Covered	\$3,495.00	\$3,495.00	401.93
1	ShoreGear-T1 Switch	10144	EOL	T1JC08210CB66D	10/22/2008	Covered	\$3,495.00	\$3,495.00	401.93
1	ShoreGear-T1 Switch	10144	EOL	T1JC061003A866	7/7/2006	Covered	\$3,495.00	\$3,495.00	401.93
1	ShoreGear-T1 Switch	10144	EOL	T1JC053401F79F	10/17/2005	Covered	\$3,495.00	\$3,495.00	401.93
1	ShoreGear-T1 Switch	10144	EOL	T1JC053401F7B7	10/17/2005	Covered	\$3,495.00	\$3,495.00	401.93
1	ShoreGear-T1 Switch	10144	EOL	T1JC053401F7E1	10/17/2005	Covered	\$3,495.00	\$3,495.00	401.93
1	ShoreGear-T1 Switch	10144	EOL	T1CJ053201F649	10/7/2005	Covered	\$3,495.00	\$3,495.00	401.93
1	ShoreGear-T1 Switch	10144	EOL	T1CM04380041F4	9/30/2004	Covered	\$3,495.00	\$3,495.00	401.93
1	ShoreGear-T1 Switch	10144	EOL	T1CM04380042CE	9/29/2004	Covered	\$3,495.00	\$3,495.00	401.93
1	ShoreGear-T1 Switch	10144	EOL	T1CM0429003C6E	8/5/2004	Covered	\$3,495.00	\$3,495.00	401.93
1	ShoreGear-T1 Switch	10144	EOL	T1CM0249003C62	8/5/2004	Covered	\$3,495.00	\$3,495.00	401.93
<b>12</b>									<b>4,823.16</b>
<b>1</b>	ShoreTel Voice Switch 90	10260	600-1042	S90F13112E8E1B	7/10/2013	Covered	\$2,995.00	\$2,995.00	<b>344.43</b>
<b>55</b>	ShoreWare Client: Multi-Site License	No SKU: ShoreWare Client: Multi- Site License	NO P/N: EOL		8/5/2004	Covered	\$200.00	\$11,000.00	<b>1,265.00</b>
<b>10</b>	ShoreWare Client: Operator Call Manager	40006	610-1122		7/12/2006	Covered	\$595.00	\$5,950.00	<b>684.25</b>

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Qty	ShoreTel Product	SKU	Equivalent P/N	Serial Number	Ship Date	Asset Status	Unit Cost	Extended Cost	Support List
<b>80</b>	ShoreWare Client: Supervisor Call Manager	40004	610-1018		10/17/2005	Covered	\$595.00	\$47,600.00	<b>5,474.00</b>
14	ShoreWare Extension & Mailbox Client	30035	690-1047		8/6/2013	Covered	\$200.00	\$2,800.00	322.00
50	ShoreWare Extension & Mailbox Client	30035	690-1047		7/31/2013	Covered	\$200.00	\$10,000.00	1,150.00
30	ShoreWare Extension & Mailbox Client	30035	690-1047		10/25/2011	Covered	\$200.00	\$6,000.00	690.00
28	ShoreWare Extension & Mailbox Client	30035	690-1047		10/22/2008	Covered	\$200.00	\$5,600.00	644.00
25	ShoreWare Extension & Mailbox Client	30035	690-1047		10/23/2007	Covered	\$200.00	\$5,000.00	575.00
100	ShoreWare Extension & Mailbox Client	30035	690-1047		4/16/2007	Covered	\$200.00	\$20,000.00	2,300.00
9	ShoreWare Extension & Mailbox Client	30035	690-1047		12/27/2006	Covered	\$200.00	\$1,800.00	207.00
100	ShoreWare Extension & Mailbox Client	30035	690-1047		7/12/2006	Covered	\$200.00	\$20,000.00	2,300.00
25	ShoreWare Extension & Mailbox Client	30035	690-1047		7/7/2006	Covered	\$200.00	\$5,000.00	575.00
500	ShoreWare Extension & Mailbox Client	30035	690-1047		10/17/2005	Covered	\$200.00	\$100,000.00	11,500.00
12	ShoreWare Extension & Mailbox Client	30035	690-1047		10/7/2005	Covered	\$200.00	\$2,400.00	276.00
200	ShoreWare Extension & Mailbox Client	30035	690-1047		5/31/2005	Covered	\$200.00	\$40,000.00	4,600.00
28	ShoreWare Extension & Mailbox Client	30035	690-1047		5/31/2005	Covered	\$200.00	\$5,600.00	644.00
7	ShoreWare Extension & Mailbox Client	30035	690-1047		2/28/2005	Covered	\$200.00	\$1,400.00	161.00
7	ShoreWare Extension & Mailbox Client	30035	690-1047		1/26/2005	Covered	\$200.00	\$1,400.00	161.00
29	ShoreWare Extension & Mailbox Client	30035	690-1047		1/26/2005	Covered	\$200.00	\$5,800.00	667.00
6	ShoreWare Extension & Mailbox Client	30035	690-1047		1/26/2005	Covered	\$200.00	\$1,200.00	138.00
6	ShoreWare Extension & Mailbox Client	30035	690-1047		1/26/2005	Covered	\$200.00	\$1,200.00	138.00
42	ShoreWare Extension & Mailbox Client	30035	690-1047		1/26/2005	Covered	\$200.00	\$8,400.00	966.00
5	ShoreWare Extension & Mailbox Client	30035	690-1047		12/20/2004	Covered	\$200.00	\$1,000.00	115.00
1	ShoreWare Extension & Mailbox Client	30035	690-1047		12/20/2004	Covered	\$200.00	\$200.00	23.00
11	ShoreWare Extension & Mailbox Client	30035	690-1047		12/20/2004	Covered	\$200.00	\$2,200.00	253.00
44	ShoreWare Extension & Mailbox Client	30035	690-1047		12/20/2004	Covered	\$200.00	\$8,800.00	1,012.00
4	ShoreWare Extension & Mailbox Client	30035	690-1047		12/20/2004	Covered	\$200.00	\$800.00	92.00
3	ShoreWare Extension & Mailbox Client	30035	690-1047		12/17/2004	Covered	\$200.00	\$600.00	69.00
10	ShoreWare Extension & Mailbox Client	30035	690-1047		11/29/2004	Covered	\$200.00	\$2,000.00	230.00
4	ShoreWare Extension & Mailbox Client	30035	690-1047		11/29/2004	Covered	\$200.00	\$800.00	92.00
5	ShoreWare Extension & Mailbox Client	30035	690-1047		11/17/2004	Covered	\$200.00	\$1,000.00	115.00
4	ShoreWare Extension & Mailbox Client	30035	690-1047		11/17/2004	Covered	\$200.00	\$800.00	92.00
15	ShoreWare Extension & Mailbox Client	30035	690-1047		9/30/2004	Covered	\$200.00	\$3,000.00	345.00
1	ShoreWare Extension & Mailbox Client	30035	690-1047		9/30/2004	Covered	\$200.00	\$200.00	23.00
5	ShoreWare Extension & Mailbox Client	30035	690-1047		9/30/2004	Covered	\$200.00	\$1,000.00	115.00
5	ShoreWare Extension & Mailbox Client	30035	690-1047		9/30/2004	Covered	\$200.00	\$1,000.00	115.00
3	ShoreWare Extension & Mailbox Client	30035	690-1047		9/30/2004	Covered	\$200.00	\$600.00	69.00
10	ShoreWare Extension & Mailbox Client	30035	690-1047		9/27/2004	Covered	\$200.00	\$2,000.00	230.00
6	ShoreWare Extension & Mailbox Client	30035	690-1047		9/24/2004	Covered	\$200.00	\$1,200.00	138.00
6	ShoreWare Extension & Mailbox Client	30035	690-1047		8/20/2004	Covered	\$200.00	\$1,200.00	138.00
<b>1360</b>									<b>31,280.00</b>

**Attachment 1: Hidalgo County ShoreTel Equipment List**

Qty	ShoreTel Product	SKU	Equivalent P/N	Serial Number	Ship Date	Asset Status	Unit Cost	Extended Cost	Support List
65	ShoreWare Extension Only Client	30039	690-1051		7/10/2013	Covered	\$140.00	\$9,100.00	1,046.50
50	ShoreWare Extension Only Client	30039	690-1051		11/17/2011	Covered	\$140.00	\$7,000.00	805.00
200	ShoreWare Extension Only Client	30039	690-1051		12/22/2010	Covered	\$140.00	\$28,000.00	3,220.00
50	ShoreWare Extension Only Client	30039	690-1051		11/9/2009	Covered	\$140.00	\$7,000.00	805.00
152	ShoreWare Extension Only Client	30039	690-1051		10/22/2008	Covered	\$140.00	\$21,280.00	2,447.20
18	ShoreWare Extension Only Client	30039	690-1051		12/12/2005	Covered	\$140.00	\$2,520.00	289.80
100	ShoreWare Extension Only Client	30039	690-1051		10/17/2005	Covered	\$140.00	\$14,000.00	1,610.00
1	ShoreWare Extension Only Client	30039	690-1051		2/28/2005	Covered	\$140.00	\$140.00	16.10
<b>636</b>									<b>10,239.60</b>
14	ShoreWare Personal Call Manager (requires ShoreTel 8 or later)	40005	610-1121		8/6/2013	Covered	\$0.00	\$0.00	0.00
50	ShoreWare Personal Call Manager (requires ShoreTel 8 or later)	40005	610-1121		7/31/2013	Covered	\$0.00	\$0.00	0.00
65	ShoreWare Personal Call Manager (requires ShoreTel 8 or later)	40005	610-1121		7/10/2013	Covered	\$0.00	\$0.00	0.00
50	ShoreWare Personal Call Manager (requires ShoreTel 8 or later)	40005	610-1121		11/17/2011	Covered	\$0.00	\$0.00	0.00
30	ShoreWare Personal Call Manager (requires ShoreTel 8 or later)	40005	610-1121		10/25/2011	Covered	\$0.00	\$0.00	0.00
200	ShoreWare Personal Call Manager (requires ShoreTel 8 or later)	40005	610-1121		12/22/2010	Covered	\$0.00	\$0.00	0.00
<b>409</b>									
1	ShoreWare Server Software	SKU Based on Version	P/N based on Version		10/7/2005	Covered	\$0.00	\$0.00	0.00
1	ShoreWare Server Software	SKU Based on Version	P/N based on Version		8/5/2004	Covered	\$0.00	\$0.00	0.00
5	ShoreWare SIP Trunk License	30043	690-1054		6/15/2010	Covered	\$50.00	\$250.00	28.75
30	ShoreWare SoftPhone	30006	690-1014 (EOL)		8/5/2004	Covered	\$150.00	\$4,500.00	517.50

**Support List Total: 85,454.64**

ShoreTel Partner Support for Hidalgo County from Richline Technical Services: **61,527.34**

Effective Discount: 28% off List

Note: Quoted Price for Partner Support of \$61,527.34 represents an 28% discount off price. As per agreement negotiated with Renán Ramirez, support was to be negotiated for subsequent years based on 28% off list with considerations to be made for the number of support incidents. As per the previous renewal, we will continue with the 28% off list discount price. WSCA-NASPO contract guarantees Support Contracts at a minimum of 15% off list.

**Attachment 1: Hidalgo County ShoreTel Equipment List**

Qty	ShoreTel Product	SKU	Equivalent P/N	Serial Number	Ship Date	Asset Status	Unit Cost	Extended Cost	Support List
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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

Hidalgo County Courthouse  
 100 N Clossner Blvd.  
 Edinburg, TX 78539  
 Main Phone: 956.318.2150  
 Main Fax: 956.318.2152  
 Renewal ID: SQ-1212929

Richline Technical Services LLC, 51748  
 PO Box 1399  
 Corpus Christi, TX 78403  
 Main Phone: 361.882.6297  
 Main Fax: 361.887.9910

ShoreTel Partner Support (ShoreCare) for Hidalgo County from Richline Technical Services: One Year Term 2/1/2015 through 1/31/2016	\$61,527.34
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PO Number to reference for billing purposes:

Date:

\_\_\_\_\_

Signature:

\_\_\_\_\_

Print Name:

\_\_\_\_\_

I have reviewed the attached ShoreTel System configuration and understand that only the products and equipment shown on the configuration list with the status of "Covered" will be supported by ShoreTel, Inc.. Please note that ShoreTel Phones/Handsets are not listed and therefore not covered under this support contract. I understand that by renewing my ShoreCare Partner Agreement, I am agreeing to the ShoreCre Partner Support Agreement Addendum (Partner Support Datasheet.pdf) attached. Support quotes are final upon receipt by ShoreTel of a copy executed by the Partner.

Zimbra

evangelina.garcia@co.hidalgo.tx.us

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**RE: ShoreTel WSCA-NASPO and ShoreTel Support Renewal**

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**From :** Josh Richline <jrichline@richline.cc>

Fri, Dec 19, 2014 11:29 AM

**Subject :** RE: ShoreTel WSCA-NASPO and ShoreTel Support Renewal**To :** Evangelina Garcia <evangelina.garcia@co.hidalgo.tx.us>, Renan Ramirez <renan.ramirez@co.hidalgo.tx.us>**Cc :** Edna Kirby <edna.kirby@co.hidalgo.tx.us>, Martha Salazar <martha.salazar@co.hidalgo.tx.us>, Jim McGarry <JMcGarry@shoretel.com>

Good morning,

After reviewing your email I think I understand the problem and it's pretty easily explained. The items you are referring to (below) are all "End of Life". As ShoreTel improves their product line they retire certain products in favor of new, smaller, faster hardware with more capacity. With most of these items that is the case, these were all full-width voice switches retired in favor of half-width switches which take up half the space in the server rooms and have more capability per square inch.

ShoreGear 60 Switch 10168 EOL  
ShoreGear-120 Switch 10134 EOL  
ShoreGear-40 Switch 10142 EOL  
ShoreGear-T1 Switch 10144 EOL  
(old product line)

Replaced with:

ShoreGear 30 Switch 10320 600-1071  
ShoreGear 50 Switch 10259 600-1041  
ShoreGear 90 Switch 10260 600-1042  
ShoreGear T1k Switch 10322 600-1069  
(+ others from new product line (half-width))

This has been gradually occurring with the last of the full width switches being retired sometime In 2012. I think we were asked the same question on one of the Annual Partner Support Renewals which is why I added the Equivalent P/N column on the quote and noted that these items were still covered under product support and replacement, but that they were End Of Life and there was no Part Number off of which to order them anymore.

The last item:

ShoreWare SoftPhone 30006 690-1014 (EOL)

It is simply a license that we don't sell anymore. The closest thing to it is the Professional Access License (30052, 610-1115) which includes Softphone and a Standard Resolution Video License. Licensing (much the same as hardware) is something that changes over time so not everything that was purchased previously has an exact modern equivalent, but more likely a new product that has more or slightly different capability. All licenses are supported by the Partner Support Agreement and are updated in any Software Updates and Enhancements that are released from ShoreTel. Their capabilities are not diminished nor are they forgotten and unused, we simply package them differently.

I hope this answers the questions. Please feel free to call if you have any additional questions.

Josh

Josh Richline  
Richline Technical Service/Pyramid Communications  
Sr. Vice President/Business Development  
361.760.1015 ofc, fax, cell  
(video) jrichline@richline.cc

[Click here to direct video dial me on LifeSize WEBRTC on CHROME \(currently in BETA-Chrome is the only supported browser\)](#)