

Zimbra

rudy.salinas1@co.hidalgo.tx.us

FW: Cust. #4261394-01 - PO #723398

From : Genoveva Gonzalez <genoveva.gonzalez@auditor.co.hidalgo.tx.us>
Subject : FW: Cust. #4261394-01 - PO #723398
To : Rudy Salinas <rudy.salinas1@co.hidalgo.tx.us>
Cc : Elizabeth Cano <elizabeth.cano@auditor.co.hidalgo.tx.us>, arcy duran <arcy.duran@auditor.co.hidalgo.tx.us>

Wed, Jun 03, 2015 08:30 AM

Good Morning Mr. Salinas,

We received the annual IBM Corporation invoice from IT Dept for equipment support service under the PO #723398, and there's an issue that I would like you verify with you.

This support agreement was signed in September 2013 for a 5-year service period where they state \$2,620.83 quarterly for the last period of 2013 year (Oct-Dec), \$10,483.32 yearly. But the 2014 and 2015 invoices they charging \$11,571.93, 10% increase approximately.

I reviewed the agreement and additional documentation looking for proof of such increase, but I didn't found anything. Through Edna Kirby I contacted an IBM representative, and according the corporate billing department they sent us a mismatch quote with an annual price protection, which they honored for the 2013 4th Qtr. But for the following years they start billing the full amount, the \$11,571.93. (see below emails)

What I want to know if this increase or corrected quote was approved?

Please find attached the invoice and agreements along with other documentation for your review.

Thank you,

Genoveva "Genny" Gonzalez

*Hidalgo County Auditor's Office
2808 S. Bus. Hwy. 281
Edinburg, TX. 78539
(956) 318-2511 x.4626*

From: Edna Kirby [<mailto:edna.kirby@co.hidalgo.tx.us>]
Sent: Wednesday, May 06, 2015 2:44 PM
To: genoveva.gonzalez@auditor.co.hidalgo.tx.us
Subject: FW: Cust. #4261394-01
Importance: High

Jenny,

Please proceed in processing the invoice from IBM. Please read below, for Mr. Renan's approval.

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](http://www.hidalgo-tx.gov)

From: Renan Ramirez [<mailto:renan.ramirez@co.hidalgo.tx.us>]
Sent: Wednesday, May 06, 2015 2:34 PM
To: Edna Kirby
Subject: Re: Cust. #4261394-01

Please process, this is the last year for IBM support.

Thanks!

Renán Ramirez

Chief Information Officer
County of Hidalgo, Texas
956-289-7444

From: "Edna Kirby" <edna.kirby@co.hidalgo.tx.us>
To: "Renan Ramirez" <renan.ramirez@co.hidalgo.tx.us>
Sent: Wednesday, May 6, 2015 2:23:13 PM
Subject: FW: Cust. #4261394-01

From: Genoveva Gonzalez [<mailto:genoveva.gonzalez@auditor.co.hidalgo.tx.us>]
Sent: Monday, May 04, 2015 3:53 PM
To: Edna Kirby
Subject: FW: Cust. #4261394-01

Hi Edna,

Can you confirm this issue with Mr. Ramirez?

Thanks!

Genoveva "Genny" Gonzalez

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2808 S. Bus. Hwy. 281
Edinburg, TX, 78539
(956) 318-2511 x.4626*

From: Matthew Zeyak [<mailto:mzeyak@us.ibm.com>]
Sent: Monday, May 04, 2015 3:43 PM
To: Genoveva Gonzalez
Cc: 'Edna Kirby'
Subject: Re: Cust. #4261394-01

Hi Genny,

The billing team has just gotten back to me. They told me you were sent a mismatch quote in 2013 with annual price protection when it should have been full price, which is more expensive. We honored the price in 2013 but the higher amount is valid and should be paid for the next years.

Let me know if you have any questions.

Thank you.

Regards,

Matt Zeyak

AVR CSR for Dallas AVR Office

Phone: 1-720-395-5117 E-mail: mzeyak@us.ibm.com	3039 E Cornwallis Rd Research Triangle Park, NC 27709-2195 United States

From: Genoveva Gonzalez <genoveva.gonzalez@auditor.co.hidalgo.tx.us>
To: Matthew Zeyak/Dallas/Contr/IBM@IBMUS,
Cc: "Edna Kirby" <edna.kirby@co.hidalgo.tx.us>
Date: 04/23/2015 02:13 PM
Subject: Cust. #4261394-01

Hi Mat,

As per our conference call yesterday with Ms. Kirby, regarding the invoice #1507898 under the above mentioned customer number we are billed the same rate as is 2014 (inv #1404961 paid with Ck.393123 on 02/11/14) \$11,571.93.

But comparing with the original agreement approved on September 2013, the quarterly charges are for \$2,620.83 totaling \$10,483.32 annual. This means that there was an increased approximately of 10.39% from 2013 to 2014, and I can't find any statement in the agreement mentioning a price increase

Can you help us to find out why this is happening?

Please find attached the invoice and agreement copies for your review.

Thank you,

Genoveva "Genny" Gonzalez

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