



Information Technology Department

5WH-

CAR Form Description:

What:

Who:

Where:

When:

Why:

Additional Information:

Item/Description

Qty

Units

Total

Total \$

Maintenance: Software Hardware FY: Renewal: Budget Amount:

DIR Contract Yes No

Charge to account:

Submitted by: _____ **Date:** _____

REQUEST ID- # 51995

OpenText Righfax Renewal

Requested by Perez, Claudia on Dec 22, 2025 01:53 PM | Approval Status : Not Configured

Details

Request Type	Service Request	Mode	Not Assigned
Status	On Hold - Awaiting Customer/Vendor Response	Level	Not Assigned

Requester Details

Requester Name	Perez, Claudia	Assets	-
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Site	Base Site	Category	Purchasing
Group	Business Office	Sub Category	Services
Technician	Michaels, Lauren	Item	Not Assigned
Total Cost	16558.17 \$		

Has your department budgeted for this?

Date Needed Completed By: Jan 26, 2026 01:53 PM

OIT Business Office Use Only

Fiscal Year	Not Assigned	Budget Amount	Not Assigned
Maintenance	Not Assigned	DIR Contract	Not Assigned
Submitted By:	Not Assigned	Submitted Date	Not Configured

Created Date	Dec 22, 2025 01:53 PM	Responded Time	Not Configured
Due by date	Jan 7, 2026 01:53 PM	Completed Time	Not Configured
Response Due Date	Not Configured		

Emails to Notify -

Created By	Perez, Claudia	Department	Information Technology
Template	Purchase Supplies or Services	Service Category	Purchasing
SLA	10 Day Resolution		

Description

Describe what is being purchased?

Open Text prime support for Rightfax (includes support for Enterprise server/ 16 FoIP (fax over IP channels), 120 connectors for multifunction Konica Minolta devices, Prime Protect and RightFax Extended Support/Limited Extended SUID: 17457-12172
Coverage dates: 2/1/2026 – 1/31/2027 (see attached 5wh)

Why is this equipment needed?

What Department and\or who will use this item?

Additional Information - URLs or places items can be purchased:

Renewal Notice

Bill To:

Claudia Perez
 SHI International Corp - 10006164
 290 Davidson Ave
 Somerset, NJ, 08873-4145
 United States

Date: 12/23/25
Reference Number: RC831438
 Contract Number: 0012077268
 Maintenance Term Start Date: 2/1/26
 Maintenance Term Expiration Date: 1/31/27
 Quote Expires: 1/31/26
 Payment Terms: Net 30
 Previous PO Number: GP01311765

Ship To:

County of Galveston - 10065189
 722 Moody Ave Ste 202
 Galveston, TX, 77550-2318
 United States

End User Information:

County of Galveston - EU00101738
 722 Moody Ave Ste 202
 Galveston, TX, 77550-2318
 United States

QTY	PRODUCT	AMOUNT
1	OpenText Fax Extended Support/Limited Extended Support (RightFax Supp) <i>02/01/26 to 01/31/27</i>	2,648.00
1	OpenText Fax Prime Protect (RightFax Supp) <i>02/01/26 to 01/31/27</i>	1,814.37
120	Fax Connector for all Konica Minolta MFPs 50-499 Maintenance (RightFaxMFP Modules) <i>02/01/26 to 01/31/27</i> <i>Unique #: 17457-12172 Unique Name: 17457-12172</i>	3,912.00
15	Fax Additional DDC Maintenance (RightFax Capacity Additions) <i>02/01/26 to 01/31/27</i> <i>Unique #: 17457-12172 Unique Name: 17457-12172</i>	3,465.00
1	Fax Enterprise Suite Edition Maintenance (RightFax Fax Srv) <i>02/01/26 to 01/31/27</i> <i>Unique #: 17457-12172 Unique Name: 17457-12172</i> <i>Serial #: ESU08012946</i>	2,446.80
16	Fax FOIP Enable and Existing Fax Document Delivery Channel Maintenance(RightFax Capacity Additions) <i>02/01/26 to 01/31/27</i> <i>Unique #: 17457-12172 Unique Name: 17457-12172</i>	2,272.00

Note: The line item pricing provided above is for reference purposes only. Support fees are calculated on an aggregate basis based on total license volumes and have been distributed across the specific product configuration upon customer request only. Therefore, line item pricing above does not reflect the true itemized cost per item. The line item prices above do not reflect any potential reduction in the total amount due in the event that any items are removed from support under the same order. Should you have a query regarding a specific line item or module, please contact your Support Renewal Specialist.

Subtotal excl Tax	16,558.17 USD
Tax	0.00 USD
Total	16,558.17 USD
Total as of 2/1/26	18,213.99 USD

Taxes are subject to change

***Important Reminder**

Renewals on or after the term start date are considered late; a late payment charge will apply and is included herein for reference. Pricing is valid through the quote expiration date, after which time a new quote will be provided, and additional fees assessed.

OpenText is rebranding its portfolio of products. In this transition period, there may be differences in product names and SKU descriptions across our quotes, orders, and invoices. Our SKU numbers will remain the same and will serve as the consistent identifier. Please refer here <https://www.opentext.com/products/rebrand> for further information and for a mapping table of old to new names.

Send Payments To:

OpenText Inc.
24685 Network Place
Chicago, IL
60673-1246
US

Banking Information:

JPMORGAN CHASE BANK, N.A.
Bank Account: 802909309
Swift: CHASUS33XXX
PlusGiro: 071000013



Pay Online by Credit Card or Upload a Purchase Order:
<https://epay.opentext.com/RR-R-USD-RC831438-1655817>



Direct All Inquiries to:
Harsha Kakar @ fddg-renewals@opentext.com
Please reference #RC831438

By accepting this Renewal Notice the recipient ("you" or "Company") authorizes OpenText to invoice you for this support renewal. Should you wish to accept this Renewal Notice through your signature, please sign and email this Renewal Notice to fddg-renewals@opentext.com

This Renewal Notice can be accepted in writing (by email or signature) or by issuing a purchase order for the amount stated in the Renewal Notice or paying the amounts specified.

By accepting the Renewal Notice for and on behalf of the End User identified above ("Customer" or "End User"), you are entering into a binding agreement for the provision of support services on the terms and fees set out herein. You (i) confirm that you have read, understood and agree to the terms and conditions accompanying this Renewal Notice; (ii) warrant that you have the authority to bind the Customer; and (iii) warrant that no further steps, approvals or authorisations are required to procure or pay for support services. In the event you require a purchase order or any other document to be issued in order to renew the support services, you acknowledge and agree that any preprinted terms contained in or accompanying such purchase order shall have no legal effect even if such purchase order is later in time or OpenText acknowledges or issues an invoice to Customer after receiving the purchase order.

Authorized Signature:

Bill To Address (if different from above):

Name (printed):

Date:

Email Address:

Title:

Terms and Conditions

- Open Text agrees to supply, and Customer agrees to buy, support services specified in the Renewal Notice in accordance with the terms and conditions set out in the applicable Software Maintenance Program Handbook available at www.opentext.com/agreements ("SMPH") and in either: (i) the Software Support Terms and Conditions for the country of the Open Text entity named in this Renewal Notice, available at www.opentext.com/agreements, or (ii) a signed agreement between you and Open Text covering the provision of support services.
- All support software must be licensed by Customer in accordance with the applicable software license agreement signed by the parties, or in the absence of such signed agreement, under the terms of the applicable Open Text End User License Agreement ("EULA") in force at the time of the original software license purchase for the country of the Open Text entity from which the support software was purchased. The current EULA is available at www.opentext.com/agreements.
- Open Text will issue an invoice to Customer and payment is due on or before the date specified on the invoice. A failure to pay the invoice on the due date in accordance with the payment terms of this Renewal Notice may result in Open Text's suspension or termination of the support services. Any preprinted terms contained in or accompanying such purchase order shall have no legal effect even if such purchase order is later in time or Open Text acknowledges or issues an invoice to Customer after receiving the purchase order. Customer purchase orders are for administrative convenience and not a condition of payment. Not providing a purchase order does not relieve Customer from the obligation to make timely payments as set forth in this Renewal Notice.
- If you have purchased additional support packages, Open Text customer support services are provided in accordance with the terms of and governed by the applicable Open Text support handbook applicable to the relevant support program subscription sent to you with this Renewal Notice or available on www.opentext.com/agreements. If you elected the add-on, it will be included on future renewals.
- Extended/Limited Extended Support:** Where your Renewal Notice includes Extended/Limited Extended support, this service is provided in accordance with the terms and conditions set out in the Extended Support Handbook available at www.opentext.com/agreements. Full product lifecycle information is accessible on the Customer Service Portal (login required). Please note that the level of service is dependent on the stage of the product lifecycle.

- **Billing/Invoice Address:** If different from Renewal Notice, please complete the following:

Bill To Company: _____

Bill To Contact: _____

Bill To Address: _____

- **Arrangements where Company is a 'Bill To' entity (and not the End User):**

If you are a party renewing Open Text support for the benefit of an Open Text software End User (other than an OpenText Partner Network partner authorized by OpenText to provide support to the Customer, a "Support Partner"), then the following applies and shall prevail over the applicable agreement pursuant to which you are renewing support for the End User:

- OpenText agrees to work together with you on an exception basis, with the sole objective to enable the End User to renew support and maintenance for the OpenText products listed in this Renewal Notice.
- Subject to the terms of this Renewal Notice, OpenText grants to Company the limited, non-exclusive and non-transferable right to pass through to the End User the right to access OpenText support and maintenance for the OpenText products listed in the Renewal Notice, on the condition that Company pays the amount set out in this Renewal Notice.
- As soon as payment is made by Company to OpenText, Company's rights set out above shall terminate with immediate effect.
- Except as set out above, no resale, marketing, licensing, sub-licensing or user rights of any kind are granted to Company. Company shall not assign, sublicense or transfer (by operation of law or otherwise) any of its rights or obligations under this Renewal Notice without the prior written consent of OpenText.
- Company shall pay all amounts due to OpenText under this Renewal Notice within timeframe set out above, without deduction, set-off or counterclaim. Any terms and conditions listed in or accompanying a purchase order raised by Company against this Renewal Notice are considered null and void. Unless otherwise agreed between the parties, any overdue amounts will bear interest at the rate of 1.5% per month (18% per annum), or the maximum rate allowed by law, if less, until fully paid.
- By making the payment to OpenText, as detailed in the renewal notice, Company:

- a) confirms that the End User is purchasing support exclusively on terms including the applicable Software Maintenance Program Handbook ("SMPH") and that the End User constitutes the "customer" under the SMPH located at www.opentext.com/agreements.
- b) acknowledges that OpenText may require that Company provides confirmation of End User's acceptance of the terms of the SMPH.
- c) acknowledges that OpenText may contact the End User directly.
- d) acknowledges that Company shall not make any representations, warranties, or guarantees regarding OpenText support services or products, and Company agrees to indemnify OpenText against any and all claims arising as a result of a breach of the foregoing obligations.
- e) acknowledges and warrants Company and End User are not located in, under the control of, or a national or resident of: (a) any country subject to United Nations ("UN"), Canada, the European Union ("EU") or the United States ("US") embargo, including but not limited to Cuba, Iran, North Korea, Sudan and Syria; or (b) to anyone on the US Treasury Department's list of Specially Designated Nationals, the US Commerce Department's Entity List, or the US Commerce Department's Denied Parties list, EU Sanctioned Party list, or any other relevant national or international lists that would prohibit the export, re-export, import or use of OT products and/or services.
- f) acknowledges that Company will comply with the Foreign Corrupt Practices Act of the U.S., the Bribery Act of the U.K., any local laws or regulations, and OpenText's related corporate policies ("Anti-Corruption Laws") including their prohibitions regarding the direct or indirect payment or giving of anything of value to an official of a foreign government, political party or governmental or non-governmental agency for the purpose of influencing an act or decision in their official capacity or inducing the official to use their or their organization's influence to obtain or retain business involving the OpenText products and/or services. Company will not violate or knowingly let anyone violate the Anti-Corruption Laws with respect to the sale, licensing and use of the OpenText products and/or services.
- g) confirms that upon OpenText's request, Company will provide OpenText with written certifications regarding Company's compliance with Anti-Corruption Laws. Company warrants that none of Company's principals, staff, officers or key employees are government officials, candidates of political parties, or other persons who might assert illegal influence on OpenText's behalf. OpenText shall have the right to immediately terminate this document for cause in the event of an improper payment by Company in violation of the Anti-Corruption Laws.
- h) acknowledges that information exchanged under this document will be treated as confidential if identified as such at disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used for the purpose of fulfilling obligations or exercising rights under this document and may only be shared with employees, agents, or contractors with a need to know such information.

If you are a Support Partner, the terms of your Support Partner appendix/addendum will apply to your purchase of support and maintenance under this Renewal Notice for the benefit of the End User.



"Go Green" To align with OpenText's corporate efficiency goals, OpenText will deliver a PDF copy of your invoice to the same email address this Support Renewal is being delivered to, unless you specifically request otherwise. If you would prefer an alternate delivery method or that the invoice be sent to an alternate email address, please contact einvoice@opentext.com.



[EXTERNAL]RE: [EXTERNAL]RE: Quote- RightFax

From SouthTexasGOV <SouthTexasGOV@SHI.com>

Date Mon 1/5/2026 9:51 AM

To Michaels, Lauren <Lauren.Michaels@galvestoncountytx.gov>; Lauren Simone <Lauren_Simone@SHI.com>; SouthTexasGOV <SouthTexasGOV@SHI.com>

CAUTION: This email is from outside Galveston County's system. Only click links or open attachments if you trust the sender. Suspect phishing? Select "**Report phishing**" in Outlook.

Hi Lauren,

I'm still working on this with Rightfax, I did not hear back from them over the weekend.

Regards,



Lauren Simone

Client Solutions Manager

Office: [+17328686210](tel:+17328686210)

You can unsubscribe from sales communications [here](#).

Your preferences will be updated promptly. For more information, please review our [Privacy Policy](#).

From: Michaels, Lauren <Lauren.Michaels@galvestoncountytx.gov>

Sent: Monday, January 5, 2026 10:17 AM

To: Lauren Simone <Lauren_Simone@SHI.com>; SouthTexasGOV <SouthTexasGOV@SHI.com>

Subject: Re: [EXTERNAL]RE: Quote- RightFax

Good morning Lauren,

Do you have an update on this?

Lauren Michaels

Enterprise Business Manager

Department of Enterprise Services

NOTE TO OUR CUSTOMERS: To ensure your technology-related needs are being captured, all inquiries and requests should be directed to our IT Service Desk via the web portal, emailing tickets@galvestoncountytx.gov or calling [X2685](tel:2685).

From: Lauren Simone <Lauren_Simone@SHI.com>

Sent: Wednesday, December 31, 2025 2:03 PM

To: Michaels, Lauren <Lauren.Michaels@galvestoncountytx.gov>; SouthTexasGOV <SouthTexasGOV@SHI.com>

Subject: [EXTERNAL]RE: Quote- RightFax

CAUTION: This email is from outside Galveston County's system. Only click links or open attachments if you trust the sender. Suspect phishing? Select "Report phishing" in Outlook.

Hi Lauren,

I'm still working on this with RightFax.

Regards,



Lauren Simone
Client Solutions Manager
Office: [+17328686210](tel:+17328686210)

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From: Lauren Simone <Lauren_Simone@SHI.com>

Sent: Monday, December 29, 2025 11:27 AM

To: Michaels, Lauren <Lauren.Michaels@galvestoncountytx.gov>; SouthTexasGOV <SouthTexasGOV@SHI.com>

Subject: RE: Quote- RightFax

Hi Lauren,

I'm still working on this with RightFax.

Regards,



Lauren Simone
Client Solutions Manager
Office: [+17328686210](tel:+17328686210)

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Your preferences will be updated promptly. For more information, please review our [Privacy Policy](#).

From: Lauren Simone <Lauren_Simone@SHI.com>

Sent: Tuesday, December 23, 2025 12:44 PM

To: Michaels, Lauren <Lauren.Michaels@galvestoncountytx.gov>; SouthTexasGOV <SouthTexasGOV@SHI.com>

Subject: RE: Quote- RightFax

Hi Lauren,

I will get to work on this request for you.

Regards,



Lauren Simone
Client Solutions Manager
Office: [+17328686210](tel:+17328686210)

You can unsubscribe from sales communications [here](#).

Your preferences will be updated promptly. For more information, please review our [Privacy Policy](#).

From: Michaels, Lauren <Lauren.Michaels@galvestoncountytx.gov>

Sent: Tuesday, December 23, 2025 12:18 PM

To: Teresa Sapichino <teresa_sapichino@shi.com>

Subject: Quote- RightFax

External Sender: Use caution with links/attachments.

Good morning Teresa,

Can you please send me a purchasing co-op quote for the following:

QTY	PRODUCT	
1	OpenText Fax Extended Support/Limited Extended Support (RightFax Supp) 02/01/26 to 01/31/27	1000056334
1	OpenText Fax Prime Protect (RightFax Supp) 02/01/26 to 01/31/27	1000047453
120	Fax Connector for all Konica Minolta MFPs 50-499 Maintenance (RightFaxMFP Modules) 02/01/26 to 01/31/27 Unique #: 17457-12172 Unique Name: 17457-12172	1000021187 (S-CPRFPG0145_M)
15	Fax Additional DDC Maintenance (RightFax Capacity Additions) 02/01/26 to 01/31/27 Unique #: 17457-12172 Unique Name: 17457-12172	1000021283 (S-CPRFPG2450007_M)
1	Fax Enterprise Suite Edition Maintenance (RightFax Fax Srv) 02/01/26 to 01/31/27 Unique #: 17457-12172 Unique Name: 17457-12172 Serial #: ESU08012946	1000021489 (S-CPRFPGENTSTE-B_M)
16	Fax FOIP Enable and Existing Fax Document Delivery Channel Maintenance(RightFax Capacity Additions) 02/01/26 to 01/31/27 Unique #: 17457-12172 Unique Name: 17457-12172	1000021416 (S-CPRFPGDDCFOIPU_M)

Thank you,

Lauren Michaels
Enterprise Business Manager

 722 Moody, 6th floor, Galveston, TX 77550

 LaurenMichaels@galvestoncountytx.gov

 409.770.6233

 galvestoncountytx.gov



DEPARTMENT of ENTERPRISE SERVICES

NOTE TO OUR CUSTOMERS: To ensure your technology-related needs are being captured, all inquiries and requests should be directed to our IT Service Desk via the web portal, emailing tickets@galvestoncountytx.gov or calling X2685.

