



Information Technology Department

5WH-

CAR Form Description:

What:

Who:

Where:

When:

Why:

Additional Information:

<u>Item/Description</u>	<u>Qty</u>	<u>Units</u>	<u>Total</u>
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Total \$

Maintenance: Software Hardware FY: Renewal: Budget Amount:

DIR Contract Yes DIR-CPO-4405 No

Charge to account:

Submitted by:

Date:

Righfax Support Renewal

Requested by Perez, Claudia on Dec 11, 2024 09:16 AM | Approval Status : Not Configured

Request Details

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

Requester Details

Requester Name	Perez, Claudia	Asset	-
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Site	Base Site	Category	Purchasing
Group	Business Office	Sub Category	Services
Technician	Michaels, Lauren	Item	Not Assigned
Total Cost	15888.49 \$		

Has your department budgeted for this? **Yes**Date Needed Completed By: **Jan 22, 2025 09:13 AM**

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 11, 2024 09:16 AM	Responded Time	Not Configured
Due by date	Dec 26, 2024 09:16 AM	Completed Time	Not Configured
Response Due Date	Not Configured		

Emails to Notify -

Created By **Perez, Claudia**

Department **Office of Information Technology**

Template **Purchase Supplies or Services**

Service Category **Purchasing**

SLA **10 Day Resolution**

Requester Details



Perez, Claudia

claudia.perez@galvestoncountytexas.gov

Employee ID E01437
Phone +14097706201
Mobile -
Job Title IT Infrastructure Engineer
Site Base Site
Department Information Technology
Reporting Manager Azez, Firas
Test -

Assets belonging to the User

Name	Product	Product Type	Asset Type	Product Manufacturer	Warranty Expiry Date
FX813H3	U2722D	Monitor	Component	Dell	Mar 16, 2025
FCH2140D1DB	UC Conference Phone - 8841	Desktop Phones	Asset	Cisco	-
DX813H3	U2722D	Monitor	Component	Dell	Mar 16, 2025
665NGN3	WD19S	Docking Station	Component	Dell	-
4g6ld42.gc.pri	Precision T1700	Workstation	Asset	Dell Inc.	-

Checklists

No checklists available

Resolution

No resolution available

Conversations

Perez, Claudia On : Dec 11, 2024 09:16 AM

Righfax Support Renewal

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: 2/1/2025 – 1/31/2026

See attachments for additional details

Why is this equipment needed?

What Department and/or who will use this item?

Additional Information - URLs or places items can be purchased:

Attachments [2]

[5WH_Rightfax_2025.pdf](#) (261 kb)

[County of Galveston - EU...](#) (51 kb)



Pricing Proposal
Quotation #: 25637110
Created On: Dec-12-2024
Valid Until: Jan-31-2025

TX-County of Galveston

Inside Account Manager

Lauren Michaels

Phone: (409) 770-6233
Fax: (409) 765-2665
Email: Lauren.Michaels@co.galveston.tx.us

Richard Lettiere

3828 Pecana Trail
Austin, TX 78749
Phone: 800-870-6079
Fax: 512-732-0232
Email: Richard_Lettiere@SHI.com

All Prices are in US Dollar (USD)

Product	Qty	Your Price	Total
1 RightFax Prime Protect OpenText - Part#: 1000047453 Contract Name: Open Text Inc Contract #: DIR-CPO-4405 Coverage Term: Feb-01-2025 – Jan-31-2026 Note: Software, ESD	1	\$1,778.82	\$1,778.82
2 RightFax Connector for all Konica Minolta MFPs 50-499 Maintenance OpenText - Part#: 1000021187 Contract Name: Open Text Inc Contract #: DIR-CPO-4405 Coverage Term: Feb-01-2025 – Jan-31-2026 Note: Software, ESD	120	\$31.93	\$3,831.60
3 RF Additional DDC Maintenance OpenText - Part#: 1000021283 Contract Name: Open Text Inc Contract #: DIR-CPO-4405 Coverage Term: Feb-01-2025 – Jan-31-2026 Note: Software, ESD	15	\$226.60	\$3,399.00
4 RightFax Enterprise Suite Edition Maintenance OpenText - Part#: 1000021489 Contract Name: Open Text Inc Contract #: DIR-CPO-4405 Coverage Term: Feb-01-2025 – Jan-31-2026 Note: Software, ESD	1	\$2,400.11	\$2,400.11
5 RightFax FOIP Enable an Existing RightFax Document Delivery Channel Maintenance OpenText - Part#: 1000021416 Contract Name: Open Text Inc Contract #: DIR-CPO-4405 Coverage Term: Feb-01-2025 – Jan-31-2026 Note: Software, ESD	16	\$139.26	\$2,228.16
6 RightFax Extended Support/Limited Extended Support-FYM OpenText - Part#: 1000056335 Contract Name: Open Text Inc	1	\$2,727.52	\$2,727.52

Contract #: DIR-CPO-4405
Coverage Term: Feb-01-2025 – Jan-31-2026
Note: Software, ESD

Total \$16,365.21

Additional Comments

Hardware items on this quote may be updated to reflect changes due to industry wide constraints and fluctuations.

Thank you for choosing SHI-GS! The pricing offered on this quote proposal is valid through the expiration date set above. To ensure the best level of service, please provide End User Name, Phone Number, Email Address and applicable Contract Number when submitting a Purchase Order. SHI Government Solutions, Inc. is 100% Minority Owned, Woman Owned Business. TAX ID# 22-3695478; DUNS# 14-724-3096

The products offered under this proposal are resold in accordance with the terms and conditions of the Contract referenced under that applicable line item.

**Galveston County, Texas
Tentative Budget
Fiscal Year 2025 Contracts**

Object	Pri	Description/Comments	Begin Date	End Date	Vendor	Contract Type	New (Y/N) Contract #	Qty	Unit Cost	Requested Budget	Tentative Budget
1101 Fund		General Fund									
1591 Department: Information Technology 159100 Division: Information Technology											
5419301	01	OnBase Annual Maintenance	10/01/2024	09/30/2025	BIDCON SOFTWARE		N	1	193,100	193,100	193,100
					Bid and Contract Vendor		TBD				
5419301	01	OSSI Maintenance	10/01/2024	09/30/2025	BIDCON SOFTWARE		N	1	290,000	290,000	290,000
					Bid and Contract Vendor		TBD				
5419301	01	Printech Maintenance	10/01/2024	09/30/2025	BIDCON SOFTWARE		N	1	3,000	3,000	3,000
					Bid and Contract Vendor		TBD				
5419301	01	Granicus Website	10/01/2024	09/30/2025	BIDCON SOFTWARE		N	1	29,000	29,000	29,000
					Bid and Contract Vendor		TBD				
5419301	01	Reportal	10/01/2024	09/30/2025	BIDCON SOFTWARE		N	1	700	700	700
					Bid and Contract Vendor		TBD				
5419301	01	RightFax	10/01/2024	09/30/2025	BIDCON SOFTWARE		N	1	14,500	14,500	14,500
					Bid and Contract Vendor		TBD				
5419301	01	TreeSize	10/01/2024	09/30/2025	BIDCON SOFTWARE		N	1	250	250	250
					Bid and Contract Vendor		TBD				