



February 12th, 2014

To whom it may concern,

This letter confirms that Help Desk Technology Corporation is the sole manufacturer of the HelpSTAR Help Desk Software.

Help Desk Technology Inc. provides sales, marketing, customer service, and technical support on behalf of HDTIC.

If you have any further questions, contact the undersigned.

Stefanie Facchini

HelpSTAR – Help Desk Technology Corporation

T: 905-829-3405 ext. 301 or 1-800-563-4357 ext. 301

F: 905-829-4156 or 1-800-815-4332

E: Stefanie@helpstar.com

W: <http://www.helpstar.com>

memo

Signature on file

Department of Corrections

To: Jean-Marc Hache
From: David Wiley
Date: 2/7/2014
Re: HelpSTAR licensing renewal

Comments: Price quote from Help Desk Technology Corp. for one year renewal of HelpSTAR 2012 Enterprise for SQL.

Sixty-five (65) Privileged User Licenses, Web Portal, and Custom Report Designer.

HelpSTAR Renewal Number 70606

License coverage dates from May 1, 2014 through April 30, 2015.

Cost \$7,452.20

Refer: PO #1319054376
PO #1319050535
PO # 1319046543
PO #1319042278



HelpSTAR®

Help Desk Technology Corporation

INVOICE

Help Desk Technology Corporation

2010 Winston Park Drive
Suite 401
Oakville, Ontario L6H 5R7
Canada

Tel: (905) 829-3405 Fax: (905) 829-4156

Date	Invoice No.
01/29/2014	70606

Bill To:
Department of Corrections
Information Technology Unit PO BOX 11400 Oklahoma City, OK 73136-0400 USA

P.O. NUMBER	Due by 04/30/2014.	HELPDESK CONTACT
N/A		HELPDESK@HELPSTAR.COM

Item	Description	Amount
AESQ12 ASAPPROF TOTALIC	HelpSTAR 2012 Enterprise for SQL Annual Software Assurance Plan (May 01, 2014 - Apr 30, 2015) Total License Count: 65 Privileged User Licenses, Unlimited Workstations	\$7,452.20
EARLY BIRD - or - ON DUE DATE	 <p>WHY PAY FULL PRICE??!! TAKE ADVANTAGE OF OUR EARLY BIRD SPECIAL - \$100 OFF!</p> <p>Pay \$7,352.20 by March 31, 2014</p> <p>Pay in Full \$7,452.20 due by April 30, 2014</p>	

Thank you for your business!

<p>Make your check payable to: HELP DESK TECHNOLOGY CORPORATION Payable in US dollars. A service charge of 1.5% per month is applied to past due amounts.</p>	<p>Total: \$7,452.20</p>
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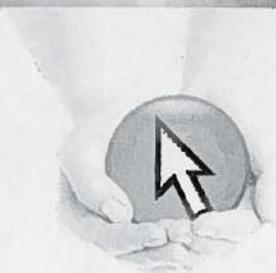


Protecting your investment in HelpSTAR

Help Desk Technology Corporation invests millions of dollars annually to upgrade, enhance and fix our software.

Keep your HelpSTAR installation current by subscribing to the:

HelpSTAR® Annual Software Assurance Plan



Subscribers to our ASAP receive:

Service	Description
Technical Support Service	Unlimited technical support for incidents.
Upgrades and Updates	All Updates and Upgrades as they become available.
Client Success Manager	A HelpSTAR ITIL certified Client Success Manager will assist your company to ensure your HelpSTAR installation is optimized using best practices. He or she will be available to discuss any questions regarding our product, provide information on upcoming features and monitor your account.
An annual HelpSTAR 'check-up'	One of our consultants spends an hour with your help desk manager reviewing challenges and offering suggestions on how to tweak HelpSTAR for maximum performance. This session often involves the consultant 'remoting-in' to examine the help desk's infrastructure and to generate performance metrics.
HelpSTAR Community Access	Training Tutorials featuring step-by-step instructions on key functions in HelpSTAR. User Forums to communicate and gain feedback from other HelpSTAR users.

To view the Terms and Conditions of the Annual Software Assurance Plan, click on the link below:

www.helpstar.com/software.php

JUSTIFICATION:

1. DEFINITION OF THE REQUIREMENT: *What are we buying?*

RENEWAL OF LICENSING, SUPPORT, AND MAINTENANCE OF COMPUTER HELP
DESK SOFTWARE

2. ANALYSIS OF EXISTING AGENCY RESOURCES: *Is this requirement available elsewhere in the agency?*

NO

3. OBJECTIVE OF THE ACQUISITION: *Why do we need to buy this?*

This software is used to log and track requests for help from the IT Unit as well as building maintenance.

4. EVALUATION OF THE PROCUREMENT METHOD: *What procurement method will be used to acquire this?*

VENDOR QUOTE

5. DEVELOPMENT OF SPECIFICATIONS: *If bidding, are specs non-restrictive to maximize reasonable competition?*

N/A

6. PERTINENT INFORMATION: *List any other information needed to support the acquisition.*

NONE.

7. LABOR: *Describe any labor that will be involved with the acquisition including who will be doing the labor (i.e. installation, start up, inspection).*

N/A

8. TOTAL PROJECT: *If this acquisition is part of a project, what is the estimated total project amount? How much has been spent to date and thru what procurement method the money was spent (i.e. statewide contract - purchase*

order release or super p-card transaction; inter/intra-agency; open market bids; local purchase orders) N/A

BUSINESS JUSTIFICATION:

THIS SOFTWARE IS USED TO LOG, TRACK, MANAGE, AND REPORT ON REQUESTS FOR HELP FROM THE DOC IT UNIT AND DOC BUILDING MAINTENANCE PERSONNEL



Purchase Order

Dispatch via Print

Department of Corrections
DEPARTMENT OF CORRECTIONS
3400 MARTIN LUTHER KING AVE
OKLAHOMA CITY OK 731360400

Purchase Order 1319057671	Date 03/06/2014	Revision	Page 1
Payment Terms 0 Days	Freight Terms Free on board at Destination	Ship Via Common	
Buyer David Williams	Phone 405/425-2636	Currency USD	

Vendor: 0000067763
HELPDESK TECHNOLOGY INTERNATIONAL CORP
1328 N FERDON BLVD STE 315
CRESTVIEW FL 32536-1725

Ship To: DEPARTMENT OF CORRECTIONS
INFORMATION TECHNOLOGY UNIT
3400 N. MARTIN LUTHER KING AVE
OKLAHOMA CITY OK 73111-4298

Bill To: DEPARTMENT OF CORRECTIONS
INFORMATION TECHNOLOGY UNIT
PO BOX 11400
OKLAHOMA CITY OK 731360400

Tax Exempt? Y **Tax Exempt ID:** 736017987

Line-Sch	Cat CD / Item Id	Description	Quantity	UOM	PO Price	Extended Amt	Due Date
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1- 1	43231501 / 1000023617	SOFTWARE:Help Desk Mgmt Software & Business Process Mgmt Software	1.0000	EA	7,452.2000	7,452.20	03/06/2014
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HELPSTAR RENEWAL PER INVOICE 70606 --
ANNUAL SOFTWARE ASSURANCE PLAN TERM: MAY 1, 2014 - APRIL 30, 2015
HELPSTAR EDITION: HELPSTAR 2012 ENTERPRISE FOR SQL
LICENSING INFORMATION: 65 - PRIVILEGED USER LICENSES, UNLIMITED WORKSTATIONS

Total PO Amount 7,452.20

COMMENTS:

***** OPEN MARKET / SOLE SOURCE (ORIGINAL VENDOR) - FY2014 ONE TIME PURCHASE *****

CONTRACT PERIOD: 05-01-2014 THRU 04-30-2015

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REFERENCE

FY2013: PO#1319054376
FY2012: PO#1319050535
FY2011: PO#1319046543
FY2010: PO#1319042278
FY2009: PO#1319037799
FY2008: PO#1319032355
FY2007: PO#1319031107
FY2006: PO#1319026113

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VENDOR ID: 0000067763
HELPDESK TECHNOLOGY INT'L CORPORATION
2010 WINSTON PARK DRIVE -- SUITE 401
OAKVILLE, ON L6H5R7
PHONE: 1-800-563-4357

AGENCY ACCOUNTING CONTACT: DEBRA D. LEISTNER
PHONE #: (405) 425-2671 / FAX #: (405) 425-7154 / E-MAIL: debra.leistner@doc.state.ok.us

AGENCY DIVISION CONTACT: JEAN-MARC HACHE
PHONE #: (405) 425-2547 / FAX #: (405) 425-2554 / E-MAIL: jean-marc.hache@doc.state.ok.us

VENDOR CONTACT: STEFANIE FACCHINI
PHONE #: (800) 563-4357, EXT #301 / FAX #: (800) 815-4332 / E-MAIL: Stefanie@helpstar.com

AGENCY REQ #: 14-61A170

FUNDING: 13100 532170 1000 19430 8800882 14 -- INFORMATION TECHNOLOGY

Authorized Signature
Signature on file



Purchase Order

Dispatch via Print

Department of Corrections
DEPARTMENT OF CORRECTIONS
3400 MARTIN LUTHER KING AVE
OKLAHOMA CITY OK 731360400

Purchase Order 1319057671	Date 03/06/2014	Revision	Page 2
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JUSTIFICATION:

1. THIS REQUEST IS FOR SOFTWARE LICENSING AND SUPPORT.
2. THIS ITEM IS NOT AVAILABLE ELSEWHERE IN THE AGENCY.
3. ANNUAL SOFTWARE LICENSE RENEWAL IS NECESSARY TO UTILIZE HELPSTAR SOFTWARE FOR LOGGING AND TRACKING HELP REQUESTS RECEIVED BY THE AGENCY I.T. AND MAINTENANCE UNITS.
4. THIS IS AN OPEN-MARKET / SOLE SOURCE ACQUISITION.
5. VENDOR DOES NOT SELL THROUGH RETAILERS.
6. NONE
7. SUPPORT SERVICES WILL BE PROVIDED BY THE VENDOR.
8. THIS IS A SINGLE PURCHASE.

NOTICE TO VENDORS

OFFENDER CONTACT: Contractor's employees, agents, and representatives shall minimize interaction with offenders or patients, and shall report any verbal contact to DOC facility security staff before leaving the site.

SUBJECT TO SEARCH: All persons, vehicles, packages and equipment entering a DOC facility are subject to search.

CONTRABAND: Contractor's employees, agents, and representatives shall not have any weapons, tobacco products or any item deemed by facility to be potential contraband.

TOBACCO USE PROHIBITED: The use of tobacco products is prohibited throughout all indoor and outdoor areas of property owned, leased, loaned or under the control of DOC, including parking lots owned or under the control of DOC.

Authorized Signature
Signature on file