



OFFICE OF THE SHERIFF WALLER COUNTY

100 Sheriff R. Glenn Smith Dr. • Hempstead, Texas 77445-4699

979 / 826-8282 • FAX 979 / 826-7781



SHERIFF TROY GUIDRY

Date: February 26, 2025

From: Sergeant Jeffrey Schillinger

To: Sheriff Troy Guidry

Thru: Sergeant Dale Park (acting C/O Lieutenant P. Lillibridge)

Captain Nick Covarrubias

Chief Deputy Robert Schields

LT. TURNER

Handwritten notes:
OK MFG 4-2-25
125-516-581700 - EQUIP
FUNDING AVAIL

Re: IT Help Desk Software Renewal

In March of 2024, WCSO deployed GoToResolve, a cloud-based IT help desk and remote assistance software platform, agency wide. This application has successfully allowed IT support personnel to enter, track, diagnose and resolve over one thousand help desk requests and projects to date.

Attached is a quotation from the software vendor for a one year renewal of this application and existing licenses which is due at the end of March 2025. The cost details are below. Please advise if there are any questions or further information is needed.

Handwritten note: APPROVAL - JUDGE'S SIGNATURE FOR NEW CONTRACT

Description	Unit Price	Quantity	Total Cost
GoToResolve Remote Support Licences (Annual)	\$480	3	\$1,440.00
Total Cost			\$1,440.00

Respectfully,

Jeffrey Schillinger

Handwritten initials: DP



GoTo Technologies USA, LLC

333 Summer Street, 5th Floor
Boston, MA 02210-1702**CONTACT INFORMATION.****Customer:** Waller County Sheriff's Office
Address: 100 Sheriff R Glenn Smith Dr, Hempstead, TX United States, 77445-3002**Main Contact:** Jeffrey Schillinger
Email: j.schillinger@wallercounty.us
Phone: +19798268282**GoTo Account Email:** j.schillinger@wallercounty.us**VAT/TVA/ABN Number:****GoTo Representative:****Name:** Jacob Eddy
Email: jacob.eddy@goto.com
Phone:
Fax:**QUOTE OR OID #:** 00423745
UID #: 6031808878
GOTO Opp ID #: 2502247972534**Quote Date:** Feb-24-2025**Quote Expiration Date:** Mar-28-2025**TERM & BILLING INFORMATION.****Term and Billing Frequency:** Annual Annual**Payment Method:** Invoice**AGREEMENT.**

This Order Form is governed by the terms of the Terms of Service found at <https://www.goto.com/company/legal/terms-and-conditions> unless: Customer has a written agreement mutually agreed upon by GoTo for such Services, in which case such written agreement will govern; or (ii) to the extent otherwise set forth in the Supplemental Terms below. The foregoing shall exclude any terms and conditions referenced on a Customer purchase order and will incorporate the [Contracting Entities Table](#) and the [Service Descriptions](#).

Supplemental Terms: Notwithstanding anything to the contrary in the Agreement, the following supplemental Terms apply:

- The effective date of this Order Form is Mar-29-2025.

SIGNATURES. By signing below, the signatory represents it is legally authorized to enter into the Agreement and agrees to be bound to all terms contained in the Agreement.

CUSTOMER: Waller County Sheriff's Office		If Billing Contact is different than above, please provide: Billing Address: Billing/Invoicing Contact: Telephone: Email:
Signature:		
Name:		
Title:	Customer Authorized Signatory	
Date:		

SERVICES & FEE SUMMARY. The table below reflects the revised Services purchased. If you subscribe to other Services not stated below, such subscriptions shall continue in accordance with the terms of the applicable Services Order and the Agreement. You agree to use the Services in accordance with the applicable Use Levels below. All fees are exclusive of VAT, GST and any other applicable taxed and/or fees.

Service	Number of Users			User Type	Tier	Contract Term (Months)	Monthly Subscription Fee per User	New Total Subscription Fee
	Increase/ Decrease/ Remains	Existing	New Total					
ResolveAdhocSupportNamed	Remains	3	3	NAU		12	40.00	USD 1,440.00
TOTAL AMOUNT								USD 1,440.00