

BOARD OF SUPERVISORS AGENDA ITEM SUMMARY

Requested Board Meeting Date: 08/5/14

ITEM SUMMARY, JUSTIFICATION and/or SPECIAL CONSIDERATIONS

Amendment of Award: MA# 12000000000000000151, Version 9 (Amendment # 2), Qwest Communications, to provide Voice over Internet Protocol (VoIP) Communications System, revise the scope of services to add Phase 3 of this project and to increase the contract amount by \$746,113.50 Funding Source: IT Communications Capital Project fund, Administering Department: Information Technology.

BACKGROUND

The contract was initially awarded by the BOS on 8/2/11 in the amount of \$1,843,871.00 for a five year term. The awarded amount was for Phase 1 of the Voice over Internet Protocol (VoIP) Communications System project, which has been completed. Amendment 1 was executed by BOS on 6/04/13 for Phase II to include related expenses of \$1,238,916.03. Please see the attached list for VoIP deployments for Phases I&II. This Amendment is required to continue replacing phone systems for additional County departments/locations as listed below:

- Health Department (Abrams Building)
- Adult Probation
- Kino One Stop
- TEP Ballpark
- Animal Care
- Parks & Recreation (River Rd location)
- Fleet/Department of Transportation (Mission Rd. Complex)

If the requested action is approved the resulting award amount will be \$3,828,900.53.

Effective Date: August 5, 2014

New Termination Date: August 29, 2016

Original Contract Amount: \$1,843,871.00

Prior Amendment Amounts: \$1,238,916.03

This Amendment Amount: \$ 746,113.50

Revised Contract Amount: \$3,828,900.53

Cont # :	<u>MA-PO-12 * 151-02</u>
Effective:	<u>8-5-14</u>
Term :	<u>8-29-16</u>
Cost :	<u>\$746,113.50</u>
Rev :	<u>-</u>
Tot :	<u>\$3,828,900.53</u>
NTE :	<u>8-29-16</u>
Timex :	<u>8-29-16</u>
Renewal:	<u>8-29-16</u>
Term :	<u>8-29-16</u>

Contract Officer :(Ana Wilber, 724-8166) Procurement Department

Payment System: AMS Financial

CLERK OF BOARD USE ONLY: BOS MTG. _____ ITEM NO. _____

Procure Dept 07/21/14 PM04:38

Ver. 9
 Vendor - 1
 Pgs 24

To: COB - 7.23.14
 Agenda 8.5.14
 (1)

Current VoIP Deployments

Phase 1

Old Courts Phone System - Complete

This system provided service to following buildings:

115 N. Church Ave

150 W. Congress

130 W. Congress

110 W. Congress

BofA Building - 33 N. Stone Ave (several floors) Complete

Elections / Records - 6550 S. Country Club Ave Complete

WWM WES Lab - Ruthrauff and I-10 Complete

Justice Courts - 160 N. Stone Complete

Superintendent of Schools - 200 N. Stone Complete

Oro Valley Library - 1305 W. Naranja Complete

John Valenzuela Youth Center - 1550 S. 6th Ave. Complete

Phase 2

BofA Building - 33 N. Stone Ave (several floors, bringing to completion) Complete

PWB - 200 N. Stone Complete

Flood Control - 97 E. Congress Complete

Legal Services Building - 32 N. Stone (Several Floors)

WWM Ina - 7101 N. Casa Grande HWY (in progress)

WWM Conveyance - 3355 N. Dodge Ave Complete

TREO - 120 N. Stone 17-Apr

PIMA COUNTY DEPARTMENT OF INFORMATION TECHNOLOGY

PROJECT: Voice over Internet Protocol (VoIP) Communications System

**CONTRACTOR: Qwest Communications Company, LLC
d.b.a. CenturyLink QCC, Qwest
1801 California Street
Denver, CO 80202**

CONTRACT NO.: MA-PO-12000000000000000151

CONTRACT AMENDMENT NO.: Two (#02)

CONTRACT
NO <u>MA-PO-12000000000000000151</u>
AMENDMENT NO. <u>02</u>
This number must appear on all invoices, correspondence and documents pertaining to this contract.

ORIG. CONTRACT TERM: 08/30/2011 - 08/29/2016	ORIG. CONTRACT AMOUNT: \$1,843,871.00
TERMINATION DATE PRIOR AMENDMENT: 08/29/16	PRIOR AMENDMENTS: \$1,238,916.03
TERMINATION THIS AMENDMENT: 08/29/16	AMOUNT THIS AMENDMENT: \$ 746,113.50
	REVISED CONTRACT AMOUNT: \$3,828,900.53

CONTRACT AMENDMENT

WHEREAS, COUNTY and CONTRACTOR entered into a Contract for services as referenced above; and

WHEREAS, CONTRACTOR and COUNTY, pursuant to Article II – Scope of Services, have agreed to add Phase III of this project; and

WHEREAS, CONTRACTOR and COUNTY, pursuant to Article III – Compensation and Payment, have agreed to increase the contract amount to allow payment for expenses related to Phase III.

NOW, THEREFORE, it is agreed as follows:

ADD: ARTICLE II – SCOPE OF SERVICES

 Add Exhibit A-2; Phase III Statement of Work

CHANGE: ARTICLE III - PAYMENT:

 From: "Total payment for this Contract shall not exceed \$3,082,787.03."

 To: "Total payment for this Contract shall not exceed \$3,828,900.53."

The effective date of this Amendment shall be August 5, 2014.

All other provisions of the Contract, not specifically changed by this Amendment, shall remain in effect and be binding upon the parties.

IN WITNESS THEREOF, the parties have affixed their signatures to this Amendment on the dates written below.

APPROVED:

CONTRACTOR:

Chair, Board of Supervisors

Signature

Date

Name and Title (Please Print)

Date

ATTEST

Clerk of Board

Date

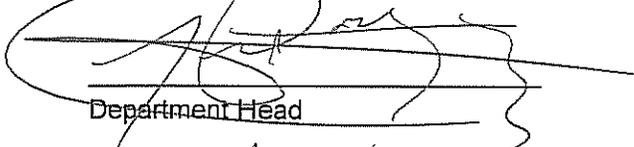
APPROVED AS TO FORM:

 **TOBIN ROSEN**

Deputy County Attorney *for Marc Nadelky*

7/17/14
Date

APPROVED AS TO CONTENT



Department Head

7/14/14
Date

**EXHIBIT A-2
PHASE III STATEMENT OF WORK**

SECTION 1.0

CHANGE CONTROL SUMMARY

Version	Date	Note
1	7/8/2014	Initial SOW

SECTION 2.0

SITE INFORMATION

Address

Customer Name	PIMA COUNTY GOVERNMENT
Customer Address	3434 E 22ND ST, Tucson, AZ 85713
Customer Telephone	520-724-2303

Customer Contacts

Name	Title	Tel / Cell	E-mail
Robert Meredith	Communications Engineer	T: 520-724-2303 C:	Robert.Meredith@pima.gov

SECTION 3.0

CURRENT ENVIRONMENT

Pima County and CenturyLink have completed Phase I and II of a new ShoreTel VoIP system. The ShoreTel VoIP System is replacing customer's existing legacy voice PBX.

SECTION 4.0

PROJECT OVERVIEW

General

This is Phase III of Pima County's migration from its existing PBX system to a VoIP ShoreTel PBX system. During Phase III, CenturyLink and Pima County will be implementing the following:

- Installation of 2 new DVS servers
- Installation of approximately 1700 phones at 13 Pima County locations
- New licenses for 911 Enable
- New ShoreGear switches
- New Communicator and Voice Mail licenses

Issues Process

Post Cut

- Additional phone sets, configuration changes, and additional features or equipment can be added by calling your CenturyLink account team

- The CenturyLink Project Manager will contact customer after the completion of each project phase to validate that all project related services are working to the satisfaction of the customer and to answer any project questions.
- Once all project phases have been accepted by customer, all Project Management responsibilities will end. Repair and maintenance issues should be reported through the normal repair processes and all other questions should be referred to the Account Team
- Pima County has purchased post cut warranty and support through CenturyLink
- Post cut repair issues can be reported to CenturyLink voice CPE at 800-421-2271

Escalation Process

Should customer be dissatisfied with the performance of the CenturyLink Project Manager, they can escalate their concerns to Angela Tsutsumida, Manger Project Management, at 602-841-9976 or by email at angela.tsutsumida@centurylink.com or to the CenturyLink account team

Roles and Responsibilities

CenturyLink Project Manager – The CenturyLink Project Manger has overall responsibility for the successful implementation of the project. The CenturyLink PM is responsible for:

- Developing the Project Communication Plan
- Project Scheduling and Tracking
- Resource Scheduling
- Equipment tracking and delivery
- Primary point of contact for all problems and issues
- Develop Risk Management and Contingency Plan

Contingency Plan

Pima County and CenturyLink will jointly develop the risk management and contingency plan

SECTION 5.0

PROJECT TEAM

TBD	Project Manager, CenturyLink	T: TBD C: TBD	TBD
David Dameron	Account Manager, CenturyLink	T: 520 594 9146 C: 520 861 0322	David.Dameron@CenturyLink.com
Keith Porter	Sales Engineer, CenturyLink	T: 520-838-3056 C: 520-390-4402	Keith.Porter@CenturyLink.com
Lance Hughes	CPE Technician, CenturyLink	T: 520 292 7009 C: 520 861 0269	Lance.Hughes@CenturyLink.com
Ben Lykins	CPE Technician, CenturyLink	T: 520 979 8213 C: 520 979 8213	Ben.Lykins@CenturyLink.com
Tony Renello	SUPV NETWORK OPERATIONS CPE, CenturyLink	T: 602 336 6051 C: 480 532 6416	Anthony.Renello@CenturyLink.com

Dale Coyle	MGR NETWORK OPERATIONS – CPE, CenturyLink	T: 602 336 6061 C: 602 471 1299	Dale.Coyle@CenturyLink.com
Tony Renello	SUPV NETWORK OPERATIONS CPE, CenturyLink	T: 602 336 6051 C: 480 532 6416	Anthony.Renello@CenturyLink.com
Jean Killingsworth	Service Manager, CenturyLink	T: 602 512 2525 C: 602 570 4206	Jean.Killingsworth@CenturyLink.com

SECTION 6.0

PROJECT SCHEDULE

- CenturyLink has submitted an approved order for equipment and services.
- Detailed project schedule will be developed with Pima County input at kickoff meeting
- Completion date for Phase 3 will be determined at time of kick off call

SECTION 7.0

SHIPPING AND WAREHOUSING

- Parts will be received for staging at:

CenturyLink CPE Staging Center
11780 E 53rd Ave Dock Door 5
Denver, CO 80239

- All equipment will be shipped from the CenturyLink Denver warehouse to customer location:

Pima County Government
Attn: Bob Meredith
3434 E 22ND ST, Tucson, AZ 85713

- Pima County will move equipment to its secured storage area upon receipt

SECTION 8.0

CPE INSTALLATION

Project Management

- CenturyLink will provide primary Project Management Services for this project phase.
- CenturyLink Project Manager (PM) will schedule a project kickoff meeting to coordinate project implementation
- CenturyLink PM will manage the project schedule

Software Release Upgrades

- No application software release upgrades will be performed during this upgrade

Database Configuration

- Database Gathering – Pima County will be responsible for and perform all database gathering

- Database Programming – Pima County will be responsible perform all database programming
- All Database Gathering and Programming for each location must be completed before scheduled phone installation
- Pima County will notify CenturyLink immediately if database requirements will not be completed before technicians arrive on site
- Database Corrections – Pima County will be responsible for correcting any and all errors found in database programming
- Per Pima County, no formal process is required to communicate errors or changes from CenturyLink technicians to Pima County

Auto Attendants and Recorded Greetings

- Pima County will be responsible for programming /configuring of all auto attendants
- Pima County will be responsible for recording / configuring all recorded greetings

Communicator

- Pima County will be responsible for loading Communicator onto all end user devices
- Pima County will be responsible for fixing / resolving any and all issues associated with Communicator implementation

DVS Servers

- Two new DVS servers will be deployed during this project phase
- DVS servers will be installed in Pima County's VMware environment
- CenturyLink will have primary responsibility for installing and configuring new DVS servers
- Pima County will be responsible for all database programming on DVS servers

911 Enabled

- Pima County will be responsible for all data gathering required for 911 Enable configuration
- Additional licensing has been purchased by Pima County to support additional users
- CenturyLink will complete all 911 Enabled programming

Site ShoreGear Deployment

- CenturyLink will be responsible for installing all new ShoreGear equipment in customer MDF at desired locations
- Pima County is responsible to provide CenturyLink IP addressing for each ShoreGear appliance.

Site Phone Deployment

- CenturyLink will have primary responsibility for site phone deployment. Pima County will have secondary responsibilities.
- Phone deployment will be done using the auto-deploy "TAPS" feature.

- Customer will provide access at the installation addresses during normal business hours, 8:00 AM to 5:00 PM Monday through Friday

Pima County Responsibilities

- Pima County will be responsible for equipment inventory
- Prior to phone deployment, Pima County will provide CenturyLink a detailed list and site map of phones to be deployed
- Pima County will be responsible for providing all end users' documentation. This documentation is available on Pima County's Intranet
- Pima County will provide one (1) IT phone technician for duration of project to assist CenturyLink technicians with site phone deployment responsibilities including the following:
 - Moving equipment from secured storage to site
 - Un-boxing and assembling phones
 - Placing and configuring phones
 - Removing, transporting, and store decommissioned phones at temp location as identified by Pima County
 - Resolving end user service issues with new phone deployment

CenturyLink Responsibilities

- Assist Pima County with moving equipment from secured storage to site
- Un-boxing and assembling phones
- Placing and configuring phones
- Removing, transporting, and store decommissioned phones at temp location as identified by Pima County
- Resolving end user service issues with new phone deployment
- Resolving any Out-of-Box failures including initiating and completing all RMAs

Training

End user Training

- Pima County will provide all end user training including:
 - End user phone training
 - End user Communicator training
 - End user Voice Mail training
 - Other end user application training

Decommissioned Equipment

- Pima County will identify and separate any decommissioned handsets it wishes to retain
- CenturyLink will be responsible for removing and disposition of decommissioned phones from temp location
- Cost for removal (labor hours) of decommissioned equipment is included in customer pricing

Cabling, Power, & Racks

- Customer will be responsible for system cabling unless elsewhere specified in this Statement of Work

- Customer will provide all equipment racks and shelves
- Customer will provide all AC power, power distribution, and grounding

SECTION 9.0

VENDOR STATEMENT OF WORK

Not Applicable

SECTION 10.0

NETWORK

No PSTN services will be deployed during this project phase

SECTION 11.0

ACCEPTANCE

As per the contract, Customer must notify CenturyLink in writing and specify any portions of the Product(s) that are unacceptable. If Customer does not notify CenturyLink As per the contract, Customer must notify CenturyLink in writing and specify any portions of the Products(s) that are unacceptable within 30 days from the installation date or delivery date, whichever is applicable, Product(s) will be deemed accepted. Any Product installed by CenturyLink is considered acceptable if it is installed and operates materially in accordance with the manufacturer's specifications.

CenturyLink reserves the right to correct any portion of a Product that has been rejected by Customer. Any portion of a Product that has not been rejected by Customer and is functionally divisible may be invoiced separately. Moves and changes are considered accepted when the described work is materially completed. Any portion of a Product that is found to be unacceptable after the 30-day acceptance period may be reported to the CenturyLink Call Center at 1-800-421-2271.

Project Manager will work with Customer to complete Customer Acceptance Form and complete Punch List.

SECTION 12.0

CHANGE MANAGEMENT

Change Orders

For Change Order related work Outside of the Scope of this Statement of Work, the following guidelines and rates will be followed.

Change Order Guidelines

Changes Requested after a sign-off of this Statement of Work, or each subsequent deliverable, may require a Change Order.

Before any additional out of scope work is performed, CenturyLink will submit notice in change of scope and an estimate of change in cost, for approval prior to proceeding with any additional work.

CenturyLink reserves the right to alter the project plan and/or deliverables based on the amount of additional time required implementing those changes.

Cost for On-Site and Remote Repair and Changes

Remote Service work to resolve troubles for customers with an active warranty or maintenance contract are covered under the terms of those contracts. All service issues are looked into first remotely prior to dispatching a technician.

MAC (Moves, Adds, Changes) work will be billed at the following rates

8am-5pm Monday through Friday

CPE Technician - \$100.00 per hour + \$0.00 trip charge with Maintenance Agreement

After Hours and Saturdays

911 CPE Technician - \$150.00 per hour + travel charge with Maintenance Agreement

(THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK)

Customer: Pima County
Quote #: 50720607 R3 - 7-1-14
Project Name: 50720607 Pima County Govt Phase 3 F
Created On: 7/1/2014
Expiration Date: 7/31/2014
Account Manager: David Dameron
Sales Engineer: Stephen Doyle
 Maintenance is to be billed annually



Customer Notes

Catalog Number	Description	Unit Price	Qty	Total Price	Support Begin Date	Support End Date	Contract Term (Months)
ABRAMS							
Materials							
10321	ShoreGear 24A - 1U full width, Max Capacities - 24 Analog extensions. No IP Phone or trunk support. (requires ShoreTel 8 or later)	\$1,345.95	4	\$5,383.80			
10261	ShoreGear 220T1 - 1U half width, Max Capacities - 1 T1, 220 IP phones, 0 analog exts, 0 LS trunks, 0 universal ports. When digital trunk capacity is reached, IP phone capacity is still 100. Requires one Tray (SKU 10223) for every two units.	\$2,694.15	4	\$10,776.60			
40005	Personal Access License	\$0.00	500	\$0.00			
30035	Extension & Mailbox License	\$89.88	500	\$44,940.00			
10498	IP Phone IP 485g - Requires ShoreTel 14 or later	\$192.79	500	\$96,395.00			
Support Services							
QUM-QSTD-94151	Q-MGD--UNASSIGNED-FOTS--M-SPARES--STD-COVERAG E--(QQU ITEM REQUIRED FOR FOTS) PARTNER SUPPO RT (5 YEAR, NO PHONES)	\$12,920.82	1	\$12,920.82	08/01/2014	10/29/2016	27

QQU-QSTD-94151	Q-MGD--Q-FOTS--UNASSIGNED-SPARES--STD-COVERAGE--(QUM ITEM REQUIRED FOR SPARES--STD-COVERAGE) PARTNER SUPPORT (5 YEAR, NO PHONES) SG-2 ZN-5	\$5,083.57	1	\$5,083.57	08/01/2014	10/29/2016	27
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Implementation

VOICE INSTALL TECH ESTIMATE	VOICE INSTALL TECH ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	262	\$0.00			
VOICE INSTALL SDE ESTIMATE	VOICE INSTALL SDE ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	0	\$0.00			
QINTR-SHORETEL	INTEGRATION-SHORETEL	\$20,960.00	1	\$20,960.00			

Shipping and Handling

SHIPPING & HANDLING	SHIPPING & HANDLING	\$0.00	1	\$0.00			
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Location Subtotal \$196,459.79

Med Exam

Materials

10498	IP Phone IP 485g 1/2 Requires ShoreTel 14 or later	\$192.79	45	\$8,675.55			
30035	Extension & Mailbox License	\$89.88	45	\$4,044.60			
40005	Personal Access License	\$0.00	45	\$0.00			

Support Services

QQU-QSTD-94151	Q-MGD--Q-FOTS--UNASSIGNED-SPARES--STD-COVERAGE--(QUM ITEM REQUIRED FOR SPARES--STD-COVERAGE) PARTNER SUPPORT (5 YEAR, NO PHONES) SG-2 ZN-5	\$929.54	1	\$929.54	08/01/2014	10/29/2016	27
QUM-QSTD-94151	Q-MGD--UNASSIGNED-FOTS--M-SPARES--STD-COVERAGE--(QQU ITEM REQUIRED FOR FOTS) PARTNER SUPPORT (5 YEAR, NO PHONES)	\$1,710.34	1	\$1,710.34	08/01/2014	10/29/2016	27

Implementation

QINTR-SHORETEL	INTEGRATION-SHORETEL	\$800.00	1	\$800.00			
VOICE INSTALL SDE ESTIMATE	VOICE INSTALL SDE ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	0	\$0.00			

VOICE INSTALL TECH ESTIMATE	VOICE INSTALL TECH ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	10	\$0.00			
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Shipping and Handling

SHIPPING & HANDLING	SHIPPING & HANDLING	\$0.00	1	\$0.00			
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Location Subtotal \$16,160.03

Health North

Materials

10498	IP Phone IP 485g - Requires ShoreTel 14 or later	\$192.79	56	\$10,796.24			
30035	Extension & Mailbox License	\$89.88	56	\$5,033.28			
40005	Personal Access License	\$0.00	56	\$0.00			
10321	ShoreGear 24A - 1U full width, Max Capacities - 24 Analog extensions. No IP Phone or trunk support. (requires ShoreTel 8 or later)	\$1,345.95	1	\$1,345.95			

Support Services

QQU-QSTD-94151	Q-MGD--Q-FOTS--UNASSIGNED-SPARES--STD-COVERAGE--(QUM ITEM REQUIRED FOR SPARES--STD-COVERAGE) PARTNER SUPPORT (5 YEAR, NO PHONES) SG-2 ZN-5	\$384.68	1	\$384.68	08/01/2014	10/29/2016	27
QUM-QSTD-94151	Q-MGD--UNASSIGNED-FOTS--M-SPARES--STD-COVERAGE--(QQU ITEM REQUIRED FOR FOTS) PARTNER SUPPO RT (5 YEAR, NO PHONES)	\$2,697.71	1	\$2,697.71	08/01/2014	10/29/2016	27

Implementation

QINTR-SHORETEL	INTEGRATION-SHORETEL	\$1,280.00	1	\$1,280.00			
VOICE INSTALL SDE ESTIMATE	VOICE INSTALL SDE ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	0	\$0.00			
VOICE INSTALL TECH ESTIMATE	VOICE INSTALL TECH ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	16	\$0.00			

Shipping and Handling

SHIPPING & HANDLING	SHIPPING & HANDLING	\$0.00	1	\$0.00			
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Location Subtotal \$21,537.86

Health South

Materials

10498	IP Phone IP 485g - Requires ShoreTel 14 or later	\$192.79	41	\$7,904.39			
30035	Extension & Mailbox License	\$89.88	41	\$3,685.08			
40005	Personal Access License	\$0.00	41	\$0.00			
10321	ShoreGear 24A - 1U full width, Max Capacities - 24 Analog extensions. No IP Phone or trunk support. (requires ShoreTel 8 or later)	\$1,345.95	1	\$1,345.95			

Support Services

QQU-QSTD-94151	Q-MGD--Q-FOTS--UNASSIGNED-SPARES--STD-COVERAGE--(QUM ITEM REQUIRED FOR SPARES--STD-COVERAGE) PARTNER SUPPORT (5 YEAR, NO PHONES) SG-2 ZN-5	\$846.98	1	\$846.98	08/01/2014	10/29/2016	27
QUM-QSTD-94151	Q-MGD--UNASSIGNED-FOTS--M-SPARES--STD-COVERAGE--(QQU ITEM REQUIRED FOR FOTS) PARTNER SUPPORT (5 YEAR, NO PHONES)	\$2,127.60	1	\$2,127.60	08/01/2014	10/29/2016	27

Implementation

QINTR-SHORETEL	INTEGRATION-SHORETEL	\$800.00	1	\$800.00			
VOICE INSTALL SDE ESTIMATE	VOICE INSTALL SDE ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	0	\$0.00			
VOICE INSTALL TECH ESTIMATE	VOICE INSTALL TECH ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	10	\$0.00			

Shipping and Handling

SHIPPING & HANDLING	SHIPPING & HANDLING	\$0.00	1	\$0.00			
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Location Subtotal \$16,710.00

Health East

Materials

10498	IP Phone IP 485g - Requires ShoreTel 14 or later	\$192.79	40	\$7,711.60			
30035	Extension & Mailbox License	\$89.88	40	\$3,595.20			
40005	Personal Access License	\$0.00	40	\$0.00			

10321	ShoreGear 24A - 1U full width, Max Capacities - 24 Analog extensions. No IP Phone or trunk support. (requires ShoreTel 8 or later)	\$1,345.95	1	\$1,345.95			
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Support Services

QQU-QSTD-94151	Q-MGD--Q-FOTS--UNASSIGNED-SPARES--STD-COVERAGE--(QUM ITEM REQUIRED FOR SPARES--STD-COVERAGE) PARTNER SUPPORT (5 YEAR, NO PHONES) SG-2 ZN-5	\$825.53	1	\$825.53	08/01/2014	10/29/2016	27
QUM-QSTD-94151	Q-MGD--UNASSIGNED-FOTS--M-SPARES--STD-COVERAG E--(QQU ITEM REQUIRED FOR FOTS) PARTNER SUPPO RT (5 YEAR, NO PHONES)	\$2,089.49	1	\$2,089.49	08/01/2014	10/29/2016	27

Implementation

QINTR-SHORETEL	INTEGRATION-SHORETEL	\$800.00	1	\$800.00			
VOICE INSTALL SDE ESTIMATE	VOICE INSTALL SDE ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	0	\$0.00			
VOICE INSTALL TECH ESTIMATE	VOICE INSTALL TECH ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	10	\$0.00			

Shipping and Handling

SHIPPING & HANDLING	SHIPPING & HANDLING	\$0.00	1	\$0.00			
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Location Subtotal \$16,367.77

Adult Probation

Materials

10261	ShoreGear 220T1 - 1U half width, Max Capacities - 1 T1, 220 IP phones, 0 analog exts, 0 LS trunks, 0 universal ports. When digital trunk capacity is reached, IP phone capacity is still 100. Requires one Tray (SKU 10223) for every two units.	\$2,694.15	2	\$5,388.30			
40005	Personal Access License	\$0.00	300	\$0.00			
30035	Extension & Mailbox License	\$89.88	300	\$26,964.00			

Support Services

QUM-QSTD-94151	Q-MGD--UNASSIGNED-FOTS--M-SPARES--STD-COVERAGE--(QQU ITEM REQUIRED FOR FOTS) PARTNER SUPPOR T (5 YEAR, NO PHONES)	\$13,683.06	1	\$13,683.06	08/01/2014	10/29/2016	27
QQU-QSTD-94151	Q-MGD--Q-FOTS--UNASSIGNED-SPARES--STD-COVERAGE--(QUM ITEM REQUIRED FOR SPARES--STD-COVERAGE) PARTNER SUPPORT (5 YEAR, NO PHONES) SG-2 ZN-5	\$3,987.29	1	\$3,987.29	08/01/2014	10/29/2016	27

Implementation

VOICE INSTALL TECH ESTIMATE	VOICE INSTALL TECH ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	112	\$0.00			
VOICE INSTALL SDE ESTIMATE	VOICE INSTALL SDE ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	0	\$0.00			
QINTR-SHORETEL	INTEGRATION-SHORETEL	\$8,960.00	1	\$8,960.00			

Shipping and Handling

SHIPPING & HANDLING	SHIPPING & HANDLING	\$0.00	1	\$0.00			
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Location Subtotal \$58,982.65

Adult Probation East

Materials

30035	Extension & Mailbox License	\$89.88	54	\$4,853.52			
40005	Personal Access License	\$0.00	54	\$0.00			
10321	ShoreGear 24A - 1U full width, Max Capacities - 24 Analog extensions. No IP Phone or trunk support. (requires ShoreTel 8 or later)	\$1,345.95	1	\$1,345.95			

Support Services

QQU-QSTD-94151	Q-MGD--Q-FOTS--UNASSIGNED-SPARES--STD-COVERAGE--(QUM ITEM REQUIRED FOR SPARES--STD-COVERAGE) PARTNER SUPPORT (5 YEAR, NO PHONES) SG-2 ZN-5	\$368.51	1	\$368.51	08/01/2014	10/29/2016	27
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QUM-QSTD-94151	Q-MGD--UNASSIGNED-FOTS--M-SPARES--STD-COVERAG E--(QQU ITEM REQUIRED FOR FOTS) PARTNER SUPPO RT (5 YEAR, NO PHONES)	\$2,621.89	1	\$2,621.89	08/01/2014	10/29/2016	27
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Implementation

QINTR-SHORETEL	INTEGRATION-SHORETEL	\$1,280.00	1	\$1,280.00			
VOICE INSTALL SDE ESTIMATE	VOICE INSTALL SDE ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	0	\$0.00			
VOICE INSTALL TECH ESTIMATE	VOICE INSTALL TECH ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	16	\$0.00			

Shipping and Handling

SHIPPING & HANDLING	SHIPPING & HANDLING	\$0.00	1	\$0.00			
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Location Subtotal \$10,469.86

Adult Probation West

Materials

30035	Extension & Mailbox License	\$89.88	46	\$4,134.48			
40005	Personal Access License	\$0.00	46	\$0.00			
10321	ShoreGear 24A - 1U full width, Max Capacities - 24 Analog extensions. No IP Phone or trunk support. (requires ShoreTel 8 or later)	\$1,345.95	1	\$1,345.95			

Support Services

QQU-QSTD-94151	Q-MGD--Q-FOTS--UNASSIGNED-SPARES--STD-COVERAGE--(QUM ITEM REQUIRED FOR SPARES--STD-COVERAGE) PARTNER SUPPORT (5 YEAR, NO PHONES) SG-2 ZN-5	\$949.36	1	\$949.36	08/01/2014	10/29/2016	27
QUM-QSTD-94151	Q-MGD--UNASSIGNED-FOTS--M-SPARES--STD-COVERAG E--(QQU ITEM REQUIRED FOR FOTS) PARTNER SUPPO RT (5 YEAR, NO PHONES)	\$2,317.77	1	\$2,317.77	08/01/2014	10/29/2016	27

Implementation

QINTR-SHORETEL	INTEGRATION-SHORETEL	\$1,120.00	1	\$1,120.00			
VOICE INSTALL SDE ESTIMATE	VOICE INSTALL SDE ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	0	\$0.00			

VOICE INSTALL TECH ESTIMATE	VOICE INSTALL TECH ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	14	\$0.00			
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Shipping and Handling

SHIPPING & HANDLING	SHIPPING & HANDLING	\$0.00	1	\$0.00			
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Location Subtotal \$9,867.56

Kino One Stop

Materials

10321	ShoreGear 24A - 1U full width, Max Capacities - 24 Analog extensions. No IP Phone or trunk support. (requires ShoreTel 8 or later)	\$1,345.95	1	\$1,345.95			
10261	ShoreGear 220T1 - 1U half width, Max Capacities - 1 T1, 220 IP phones, 0 analog exts, 0 LS trunks, 0 universal ports. When digital trunk capacity is reached, IP phone capacity is still 100. Requires one Tray (SKU 10223) for every two units.	\$2,694.15	1	\$2,694.15			
40005	Personal Access License	\$0.00	120	\$0.00			
30035	Extension & Mailbox License	\$89.88	120	\$10,785.60			
10498	IP Phone IP 485g - Requires ShoreTel 14 or later	\$192.79	120	\$23,134.80			

Support Services

QUM-QSTD-94151	Q-MGD--UNASSIGNED-FOTS--M-SPARES--STD-COVERAG E--(QQU ITEM REQUIRED FOR FOTS) PARTNER SUPPO RT (5 YEAR, NO PHONES)	\$6,270.06	1	\$6,270.06	08/01/2014	10/29/2016	27
QQU-QSTD-94151	Q-MGD--Q-FOTS--UNASSIGNED-SPARES--STD-COVERAGE--(QUM ITEM REQUIRED FOR SPARES--STD-COVERAGE) PARTNER SUPPORT (5 YEAR, NO PHONES) SG-2 ZN-5	\$2,020.88	1	\$2,020.88	08/01/2014	10/29/2016	27

Implementation

VOICE INSTALL TECH ESTIMATE	VOICE INSTALL TECH ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	34	\$0.00			
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VOICE INSTALL SDE ESTIMATE	VOICE INSTALL SDE ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	0	\$0.00			
QINTR-SHORETEL	INTEGRATION-SHORETEL	\$2,720.00	1	\$2,720.00			

Shipping and Handling

SHIPPING & HANDLING	SHIPPING & HANDLING	\$0.00	1	\$0.00			
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Location Subtotal \$48,971.44

TEP Ball Park

Materials

10321	ShoreGear 24A - 1U full width, Max Capacities - 24 Analog extensions. No IP Phone or trunk support. (requires ShoreTel 8 or later)	\$1,345.95	3	\$4,037.85			
10261	ShoreGear 220T1 - 1U half width, Max Capacities - 1 T1, 220 IP phones, 0 analog exts, 0 LS trunks, 0 universal ports. When digital trunk capacity is reached, IP phone capacity is still 100. Requires one Tray (SKU 10223) for every two units.	\$2,694.15	1	\$2,694.15			
40005	Personal Access License	\$0.00	100	\$0.00			
30035	Extension & Mailbox License	\$89.88	100	\$8,988.00			

Support Services

QUM-QSTD-94151	Q-MGD--UNASSIGNED-FOTS--M-SPARES--STD-COVERAG E--(QQU ITEM REQUIRED FOR FOTS) PARTNER SUPPO RT (5 YEAR, NO PHONES)	\$6,648.45	1	\$6,648.45	08/01/2014	10/29/2016	27
QQU-QSTD-94151	Q-MGD--Q-FOTS--UNASSIGNED-SPARES--STD-COVERAGE--(QUM ITEM REQUIRED FOR SPARES--STD-COVERAGE) PARTNER SUPPORT (5 YEAR, NO PHONES) SG-2 ZN-5	\$1,629.60	1	\$1,629.60	08/01/2014	10/29/2016	27

Implementation

VOICE INSTALL TECH ESTIMATE	VOICE INSTALL TECH ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	46	\$0.00			
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VOICE INSTALL SDE ESTIMATE	VOICE INSTALL SDE ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	0	\$0.00			
QINTR-SHORETEL	INTEGRATION-SHORETEL	\$3,680.00	1	\$3,680.00			

Shipping and Handling

SHIPPING & HANDLING	SHIPPING & HANDLING	\$0.00	1	\$0.00			
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Location Subtotal \$27,678.05

Mission Rd Complex

Materials

10321	ShoreGear 24A - 1U full width, Max Capacities - 24 Analog extensions. No IP Phone or trunk support. (requires ShoreTel 8 or later)	\$1,345.95	3	\$4,037.85			
10261	ShoreGear 220T1 - 1U half width, Max Capacities - 1 T1, 220 IP phones, 0 analog exts, 0 LS trunks, 0 universal ports. When digital trunk capacity is reached, IP phone capacity is still 100. Requires one Tray (SKU 10223) for every two units.	\$2,694.15	1	\$2,694.15			
40005	Personal Access License	\$0.00	220	\$0.00			
30035	Extension & Mailbox License	\$89.88	220	\$19,773.60			

Support Services

QUM-QSTD-94151	Q-MGD--UNASSIGNED-FOTS--M-SPARES--STD-COVERAG E--(QQU ITEM REQUIRED FOR FOTS) PARTNER SUPPO RT (5 YEAR, NO PHONES)	\$11,210.12	1	\$11,210.12	08/01/2014	10/29/2016	27
QQU-QSTD-94151	Q-MGD--Q-FOTS--UNASSIGNED-SPARES--STD-COVERAGE--(QUM ITEM REQUIRED FOR SPARES--STD-COVERAGE) PARTNER SUPPORT (5 YEAR, NO PHONES) SG-2 ZN-5	\$3,321.92	1	\$3,321.92	08/01/2014	10/29/2016	27

Implementation

VOICE INSTALL TECH ESTIMATE	VOICE INSTALL TECH ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	116	\$0.00			
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VOICE INSTALL SDE ESTIMATE	VOICE INSTALL SDE ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	0	\$0.00			
QINTR-SHORETEL	INTEGRATION-SHORETEL	\$9,280.00	1	\$9,280.00			

Shipping and Handling

SHIPPING & HANDLING	SHIPPING & HANDLING	\$0.00	1	\$0.00			
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Location Subtotal \$50,317.64

Animal Care

Materials

10321	ShoreGear 24A - 1U full width, Max Capacities - 24 Analog extensions. No IP Phone or trunk support. (requires ShoreTel 8 or later)	\$1,345.95	1	\$1,345.95			
10261	ShoreGear 220T1 - 1U half width, Max Capacities - 1 T1, 220 IP phones, 0 analog exts, 0 LS trunks, 0 universal ports. When digital trunk capacity is reached, IP phone capacity is still 100. Requires one Tray (SKU 10223) for every two units.	\$2,694.15	1	\$2,694.15			
40005	Personal Access License	\$0.00	80	\$0.00			
30035	Extension & Mailbox License	\$89.88	80	\$7,190.40			

Support Services

QUM-QSTD-94151	Q-MGD--UNASSIGNED-FOTS--M-SPARES--STD-COVERAGE E--(QQU ITEM REQUIRED FOR FOTS) PARTNER SUPPO RT (5 YEAR, NO PHONES)	\$4,749.51	1	\$4,749.51	08/01/2014	10/29/2016	27
QQU-QSTD-94151	Q-MGD--Q-FOTS--UNASSIGNED-SPARES--STD-COVERAGE--(QUM ITEM REQUIRED FOR SPARES--STD-COVERAGE) PARTNER SUPPORT (5 YEAR, NO PHONES) SG-2 ZN-5	\$1,150.76	1	\$1,150.76	08/01/2014	10/29/2016	27

Implementation

VOICE INSTALL TECH ESTIMATE	VOICE INSTALL TECH ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	0	\$0.00			
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VOICE INSTALL SDE ESTIMATE	VOICE INSTALL SDE ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	0	\$0.00			
QINTR-SHORETEL	INTEGRATION-SHORETEL	\$1,680.00	1	\$1,680.00			

Shipping and Handling

SHIPPING & HANDLING	SHIPPING & HANDLING	\$0.00	1	\$0.00			
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Location Subtotal \$18,810.77

Parks & Rec

Materials

10321	ShoreGear 24A - 1U full width, Max Capacities - 24 Analog extensions. No IP Phone or trunk support. (requires ShoreTel 8 or later)	\$1,345.95	1	\$1,345.95			
10261	ShoreGear 220T1 - 1U half width, Max Capacities - 1 T1, 220 IP phones, 0 analog exts, 0 LS trunks, 0 universal ports. When digital trunk capacity is reached, IP phone capacity is still 100. Requires one Tray (SKU 10223) for every two units.	\$2,694.15	1	\$2,694.15			
40005	Personal Access License	\$0.00	90	\$0.00			
30035	Extension & Mailbox License	\$89.88	90	\$8,089.20			
10498	IP Phone IP 485g - Requires ShoreTel 14 or later	\$192.79	90	\$17,351.10			

Support Services

QUM-QSTD-94151	Q-MGD--UNASSIGNED-FOTS--M-SPARES--STD-COVERAG E--(QQU ITEM REQUIRED FOR FOTS) PARTNER SUPPO RT (5 YEAR, NO PHONES)	\$5,129.83	1	\$5,129.83	08/01/2014	10/29/2016	27
QQU-QSTD-94151	Q-MGD--Q-FOTS--UNASSIGNED-SPARES--STD-COVERAGE--(QUM ITEM REQUIRED FOR SPARES--STD-COVERAGE) PARTNER SUPPORT (5 YEAR, NO PHONES) SG-2 ZN-5	\$1,403.39	1	\$1,403.39	08/01/2014	10/29/2016	27

Implementation

VOICE INSTALL TECH ESTIMATE	VOICE INSTALL TECH ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	21	\$0.00			
VOICE INSTALL SDE ESTIMATE	VOICE INSTALL SDE ESTIMATE - FOR ESTIMATING USE ONLY	\$0.00	0	\$0.00			
QINTR-SHORETEL	INTEGRATION-SHORETEL	\$1,680.00	1	\$1,680.00			
Shipping and Handling							
SHIPPING & HANDLING	SHIPPING & HANDLING	\$0.00	1	\$0.00			
				Location Subtotal	\$37,693.62		

HQ

Materials

30139	Virtual SIP trunk license. Pack of 50. Enables 50 SIP trunks on a ShoreTel virtual SIP trunk switch.	\$1,685.25	2	\$3,370.50			
21020	Distributed Voice Services License	\$447.15	2	\$894.30			
30044	Additional Site License	\$222.45	1	\$222.45			
30122	Enterprise Contact Center Inbound Voice License Bundle - Add-on 1 agent and 1 IVR Port (concurrent) license. These are incremental licenses over the ECC base 10 bundle. Can be used with ECC 7 or later.	\$370.76	35	\$12,976.60			
30127	Enterprise Contact Center Supervisor License - One concurrent supervisor license. Includes capability to access Agent manager, Director, Reports, GCCS and Wallboard Editor. Can be used with ECC 7 or ECC 8.	\$370.76	5	\$1,853.80			
SW911-EGWALF	Emergency Gateway Appliance - Additional Licenses (per 2,500 additionalstation license keys) (*)	\$6,785.71	1	\$6,785.71			
30091	10 Concurrent Audio Conferencing Ports. Requires ShoreTel 12 or later.	\$786.45	10	\$7,864.50			
30093	10 Concurrent Web Conferencing Ports. Requires ShoreTel 12 or later.	\$786.45	4	\$3,145.80			

10429	IP Phone IP 655 with anti-glare screen (Requires ShoreTel 11.1 or later)	\$336.60	10	\$3,366.00			
40007	Workgroup Agent Access License	\$132.57	35	\$4,639.95			
40008	Workgroup Supervisor Access License	\$267.39	5	\$1,336.95			
Support Services							
95151	ShoreCare Enterprise Support 5 Year - No Phones	\$0.00	1	\$0.00	12/16/2013	10/29/2016	35
PROSR-EGWALE	Annual Maintenance <(&<>&>> Support - Emergency Gateway ApplianceLicenses	\$1,200.00	1	\$1,200.00	08/01/2014	07/31/2015	12
QUM-QSTD-94151	Q-MGD--UNASSIGNED-FOTS--M- SPARES--STD-COVERAG E--(QQU ITEM REQUIRED FOR FOTS) PARTNER SUPPO RT (5 YEAR, NO PHONES)	\$4,083.73	1	\$4,083.73	08/01/2014	10/29/2016	27
QQU-QSTD-94151	Q-MGD--Q-FOTS--UNASSIGNED- SPARES--STD-COVERAGE--(QUM ITEM REQUIRED FOR SPARES-- STD-COVERAGE) PARTNER SUPPORT (5 YEAR, NO PHONES) SG-2 ZN-5	\$0.00	1	\$0.00	08/01/2014	10/29/2016	27
Implementation							
PM	CTL Project Management	\$31,200.00	1	\$31,200.00			
Shipping and Handling							
SHIPPING & HANDLING	SHIPPING & HANDLING	\$0.00	1	\$0.00			

Location Subtotal	\$82,940.29
Materials Total	\$424,364.95
Support Services Total	\$102,362.39
Implementation Total	\$86,240.00
Shipping and Handling Total	\$0.00
Contingency Amount Total	\$100,000.00
Grand Total	\$712,967.34

Note: Changes to configuration may result in pricing changes. This quote also excludes sales tax, which will be added to the invoice. Any expedite fees incurred after quote acceptance will be added to the invoice.

Customer: Pima County
Quote #: 52116944
Project Name: 140701 - Engage Telstrat Solution - CTL Quote
Created On: 7/1/2014
Expiration Date: 7/31/2014
Account Manager: David Dameron
Sales Engineer: Keith Porter



Customer Notes

Catalog Number	Description	Unit Price	Qty	Total Price	Contract Term (Months)
Engage Proposal					
Materials					
780-50001-06	Online Delivery plus Software Security Device	\$166.67	1	\$166.67	
IP-LicPkg-01	Standard IP Recording License (4 to 200) - New	\$211.11	100	\$21,111.00	
Support Services					
MAINT 200	Engage Product Maintenance (POS) Extended Years - First year included at no charge	\$3,746.74	2	\$7,493.48	24
Implementation					
INST-UTY-04	Engage Unity Install and Training - Phone Support	\$4,375.00	1	\$4,375.00	
Shipping and Handling					
SHIPPING & HANDLING	SHIPPING & HANDLING	\$0.00	1	\$0.00	

Location Subtotal	\$33,146.15
Materials Total	\$21,277.67
Support Services Total	\$7,493.48
Implementation Total	\$4,375.00
Shipping and Handling Total	\$0.00
Grand Total	\$33,146.15
Grand Total for Phase III	\$746,113.50