



BOARD OF SUPERVISORS AGENDA ITEM REPORT

CONTRACTS / AWARDS / GRANTS

☒ Award ☐ Contract ☐ Grant

Requested Board Meeting Date: May 18, 2021

** = Mandatory, information must be provided*

or Procurement Director Award ☐

***Contractor/Vendor Name/Grantor (DBA):**

BlackPoint IT Services, Inc.

***Project Title/Description:**

ShoreTel VoIP Phone System Maintenance, Support & Equipment

***Purpose:**

Amendment of Award: Master Agreement No. MA-PO-17-143, Amendment No. 11. This Amendment is for a one-time increase in the amount of \$37,000.00 for a cumulative not-to-exceed contract amount of \$2,023,000.00. This increase is required to cover additional licensing costs needed for COVID support services, as well as a re-architecture of the phone system to meet growing demand. Administering Department: Information Technology.

***Procurement Method:**

Pursuant to Pima County Procurement Code 11.12.010, Competitive sealed bidding, on December 15, 2016, the Procurement Director approved an award of contract for an initial term of one (1) year and an annual award amount of \$223,000.00 with four (4) one-year renewal options.

On December 12, 2017, the Board of Supervisors approved Amendment No. 01, which increased the contract not-to-exceed amount by \$517,000.00 for a revised contract not-to-exceed amount of \$740,000.00. This increase was to replace Pima County Sheriff's Department Avaya phone system with the Countrywide ShoreTel System.

Effective January 01, 2018, the Procurement Officer processed Amendment No. 02, which extended the termination date to 12/31/2018 and added a partial annual award amount of \$133,000.00 for a cumulative not-to-exceed contract amount of \$873,000.00. Three (3) renewal options remained.

Effective January 01, 2018, the Procurement Officer processed Amendment No. 03, which added the remainder annual award amount of \$90,000.00 for a cumulative not-to-exceed amount of \$963,000.00.

On October 01, 2018, the Procurement Director approved Amendment No. 04, which increased the annual award amount by \$26,000.00 from \$223,000.00 to \$249,000.00 for a cumulative not-to-exceed contract amount of \$989,000.00. This increase was required for software upgrade costs and continued uninterrupted maintenance and support.

Effective January 01, 2019, the Procurement Officer processed Amendment No. 05, which extended the termination date to 12/31/2019 and added the annual award amount of \$249,000.00 for a cumulative not-to-exceed contract amount of \$1,238,000.00. Two (2) renewal options remained.

On April 16, 2019, the Board of Supervisors approved Amendment No. 06, which increased the annual award amount by \$50,000.00 from \$249,000.00 to \$299,000.00 for a cumulative not-to-exceed contract amount of \$1,288,000.00. This increase was required to cover implementation services and upgrade to County IVR System and purchases of replacement IP Phones and ShoreTel switches.

On August 13, 2019, the Procurement Director approved Amendment No. 07, which extended the termination date to 12/31/2020 and added the annual award amount of \$299,000.00 for a cumulative not-to-exceed contract amount of \$1,587,000.00. One (1) renewal option remained.

Effective February 05, 2020, the Procurement Officer processed Amendment No. 08, which revised the scope of work regarding engineering support. This action was retroactively approved by the Procurement Director on September 16, 2020.

On April 21, 2020, the Board of Supervisors approved Amendment No. 09, which increased the contract not-to-exceed amount by \$100,000.00 for a revised contract not-to-exceed amount of \$1,687,000.00. This increase was due to the high requests for support, hardware, and licensing for the County Mitel phone system.

On November 19, 2020, the Procurement Director approved Amendment No. 10, which extended the termination date to 12/31/2021 and added the annual award amount of \$299,000.00 for a cumulative not-to-exceed contract amount of \$1,986,000.00. No renewal options remained.

PRCUID: 235779

Attachment: Master Agreement.

***Program Goals/Predicted Outcomes:**

Continue to provide Pima County departments phone access.

***Public Benefit:**

Provide reliable phone access to assist public and departments.

***Metrics Available to Measure Performance:**

The continued use of ShoreTel VoIP Phone System & related services while maintaining 99.999% up-time.

***Retroactive:**

No.

Contract / Award Information

Document Type: _____ Department Code: _____ Contract Number (i.e., 15-123): _____

Commencement Date: _____ Termination Date: _____ Prior Contract Number (Synergen/CMS): _____

☐ Expense Amount: \$* _____ ☐ Revenue Amount: \$ _____***Funding Source(s) required:**Funding from General Fund? ☐ Yes ☐ No If Yes \$ _____ % _____Contract is fully or partially funded with Federal Funds? ☐ Yes ☐ No

If Yes, is the Contract to a vendor or subrecipient? _____

Were insurance or indemnity clauses modified? ☐ Yes ☐ No

If Yes, attach Risk's approval.

Vendor is using a Social Security Number? ☐ Yes ☐ No

If Yes, attach the required form per Administrative Procedure 22-10.

Amendment / Revised Award Information

Document Type: MA Department Code: PO Contract Number (i.e., 15-123): 17-143

Amendment No.: 11 AMS Version No.: 27

Commencement Date: 05/18/2021 New Termination Date: _____

Prior Contract No. (Synergen/CMS): _____

☒ Expense or ☐ Revenue ☒ Increase ☐ Decrease Amount This Amendment: \$ 37,000.00Is there revenue included? ☐ Yes ☒ No If Yes \$ _____***Funding Source(s) required:** TeledataFunding from General Fund? ☐ Yes ☒ No If Yes \$ _____ % _____**Grant/Amendment Information** (for grants acceptance and awards) ☐ Award ☐ Amendment

Document Type: _____ Department Code: _____ Grant Number (i.e., 15-123): _____

Commencement Date: _____ Termination Date: _____ Amendment Number: _____

☐ Match Amount: \$ _____ ☐ Revenue Amount: \$ _____***All Funding Source(s) required:*****Match funding from General Fund?** ☐ Yes ☐ No If Yes \$ _____ % _____***Match funding from other sources?** ☐ Yes ☐ No If Yes \$ _____ % _____***Funding Source:** _____***If Federal funds are received, is funding coming directly from the Federal government or passed through other organization(s)?** _____

Contact: Troy McMaster, Procurement Officer Troy McMaster

Digitally signed by Troy McMaster
DN: cn=Troy McMaster, o=Prima County,
email=troy.mcmaster@prima.gov, c=US
Date: 2021.05.03 14:50:43 -07'00'

Ana Wilber

Digitally signed by Ana Wilber
Date: 2021.05.03 14:52:45
-07'00'

Department: Procurement Terri Spencer

Digitally signed by Terri Spencer
Date: 2021.05.03 15:12:34 -07'00'

Telephone: 520.724.8728

Department Director Signature/Date: Daniel C. Hunt

Digitally signed by Daniel C. Hunt
DN: cn=Daniel C. Hunt, o=Prima County, ou=Information Technology Department,
email=daniel.hunt@prima.gov, c=US
Date: 2021.05.03 15:12:34 -07'00'

Deputy County Administrator Signature/Date: _____

County Administrator Signature/Date: _____

(Required for Board Agenda/Addendum Items)

Plasur 5/3/2021
C. R. D. 5/4/21



MASTER AGREEMENT

PIMA COUNTY, ARIZONA

THIS IS NOT AN ORDER - TRANSMISSION CONSTITUTES
CONTRACT EXECUTION

Master Agreement No: 1700000000000000143

MA Version: 27

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Description: ShoreTel VoIP System Maintenance

I S S U E R	Pima County Procurement Department	T E R M S	Initiation Date:	05-18-2021	
	150 W. Congress St. 5th Fl		Expiration Date:	12-31-2021	
	Tucson AZ 85701				
	Issued By:		TROY MCMASTER		
	Phone:		5207248728		
	Email:	troy.mcmaster@pima.gov			

V E N D O R	BlackPoint IT Services, Inc.	Contact:	Douglas Tenhagen
	3280 East Hemisphere Loop Ste 112	Phone:	602-455-3208
	Tucson AZ 85713	Email:	quote@blackpoint-it.com
		Terms:	0.00 %
		Days:	30

Shipping Method: Vendor Method

Delivery Type:

FOB: FOB Dest, Freight Prepaid

Modification Reason

This Amendment No. 11 is for a one-time increase in the amount of \$37,000.00 for a cumulative not-to-exceed contract amount of \$2,023,000.00.

This Master Agreement incorporates the attached documents, and by reference all instructions, Standard Terms and Conditions, Special Terms and Conditions, and requirements that are included in or referenced by the solicitation documents used to establish this agreement. All transactions and conduct are required to conform to these documents.



MASTER AGREEMENT DETAILS

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Line	Description					
1	ShoreTel Additional Language License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$47.26			
2	ShoreTel Additional Site License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$23.51			
3	ShoreTel Audio Conference License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$8.31			
4	ShoreTel Extension License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$6.65			
5	ShoreTel Mailbox License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$4.27			
6	ShoreTel Mobile Access License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$0.00			
7	ShoreTel Operator Access License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$28.26			
8	ShoreTel Professional Access License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$3.80			
9	ShoreTel SIP Phone License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$1.42			
10	ShoreTel SIP Trunk License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$2.38			
11	ShoreTel SoftPhone License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$0.00			
12	ShoreTel Standard Resolution Video License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$0.00			
13	ShoreTel System License (Enterprise Edition)					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$0.00			
14	ShoreTel Virtual Switch SIP Trunk License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$3.56			
15	ShoreTel Web Conference License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$8.31			
16	ShoreTel Workgroup Agent Access License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$14.01			
17	ShoreTel Workgroup Supervisor Access License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$28.26			
18	ShoreTel Personal Access License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$0.00			
19	ShoreTel Phone API License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$0.00			



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Line	Description					
20	ShoreTel Remote Server Software					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$47.20			
21	ShoreTel TAPI Application Server					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$23.51			
22	ShoreTel Appliance 100 IIXL TPM					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$118.50			
23	Service Appliance 400					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$617.20			
24	Voice Switch, SG220T1 MADE IN USA					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$284.73			
25	Voice Switch, SG24A MADE IN USA					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$142.25			
26	Voice Switch, SG30 MADE IN USA					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$166.00			
27	Voice Switch, SG30 MADE IN USA					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$166.00			
28	Voice Switch, SG90 MADE IN USA					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$142.25			
29	Voice Switch, SGT1K MADE IN USA					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$166.00			
30	Application, CCAgent Dashboard (Base 5 Concurrent User Bundl					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$59.37			
31	Application, CCAgent Dashboard (Add-On 1 Concurrent User)					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$7.12			
32	Application, CCInteraction Viewer (Add-On 1 Concurrent User)					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$19.00			
33	Application, Contact Center Real-Time Monitoring					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$142.49			
34	Enhanced Paging Application (Base Instance)					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$261.23			
35	Enhanced Paging Application (Add-On 1 Server Instance)					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$23.75			
36	License, Connect CC/ECCTapi Application Server					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$23.51			
37	Enterprise Contact Center 7 Base 10 Package					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$403.90			
38	License, Enterprise Contact Center 7 Inbound Voice					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$39.19			



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Line	Description					
39	License, Enterprise Contact Center 7 IVR					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$9.50			
40	License, Enterprise Contact Center Supervisor					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$39.19			
41	License, Enterprise Contact Center 7 Redundant Server					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$308.72			
42	Connect Contact Center Lab System					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$189.98			
43	License, Connect CC/ECC Agent Activity Event Feed					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$16.63			
44	License, Connect CC/ECC Group Activity Event Feed					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$16.63			
45	License Bundle, Connect CC/ECC Inbound Voice Agen					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$39.19			
46	License, Connect CC/ECC Outbound Campaign					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$19.00			
47	License, Connect CC/ECC Email					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$19.00			
48	License, Connect CC/ECC Web					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$19.00			
49	License, Connect CC/ECC Iv					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$9.50			
50	License, Connect CC/ECC Supervisor					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$39.08			
51	Business Hours Support					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$95.00			
52	After Hours Support					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$142.50			
53	ShoreGear 24A					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$1,679.60			
54	ShoreGear 30					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$894.48			
55	ShoreGear 50					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$1,118.80			
56	ShoreGear 90					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$1,679.60			
57	ShoreGear T1K					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$1,960.00			



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Line	Description					
58	ShoreGear 220T1					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$3,362.00			
59	ShoreGear 220T1A					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$3,642.40			
60	ShorePhone IP230g- Black (version 8.1)					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$184.50			
61	ShorePhone IP560g- Black					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$167.68			
62	ShorePhone IP655 W/Anti-Glare (Req. ShoreTel 11.1 or later)					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$420.04			
63	Satellite Microphones for ShoreTel IP Phone 655, Qty 2					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$109.36			
64	ShorePhone BB24-Black (Product End of Life)					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$0.00			
65	ShoreTel IP Phone IP485g- Requires ST 14 or later					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$240.58			
66	ShorePhone Gig Power Adaptor 10/100/1000					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$20.00			
67	License, Virtual Phone Capacity 1 (Ea. phone req. ext. lic.)					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$25.24			
68	License Bundle, Virtual Phone Capacity 50					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$981.40			
69	License Bundle, Virtual Phone Capacity 200					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$2,804.00			
70	License, Virtual SIP Trunk Qty 1					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$53.28			
71	License Bundle, Virtual SIP Trunk Qty 25					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$1,191.70			
72	License Bundle, Virtual SIP Trunk Qty 50					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$2,103.00			
73	Extension & Mailbox License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$112.16			
74	Extension- only License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$78.51			
75	Mailbox-only License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$50.47			
76	Softphone License (version 7.5 and earlier)					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$0.00			



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Line	Description					
77	SIP Trunk Software License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$28.04			
78	SIP Device License (version 8.0 and later)					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$16.82			
79	Distributed Voice Services License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$558.00			
80	Additional Site License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$277.60			
81	License, Audio Conferencing, 10 Ports					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$981.40			
82	License, Web Conferencing, 10 Ports					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$981.40			
83	Professional Access License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$44.86			
84	Operator Access License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$333.68			
85	Workgroup Agent Access License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$165.44			
86	Workgroup Supervisor Access License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$333.68			
87	ECC Inbound Voice Agent, Lic Bundle					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$462.66			
88	ECC Supervisor License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$462.66			
89	TAPI Application Server License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$277.60			
90	Workgroup Agent to ECC Agent Upgrade License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$336.48			
91	Workgroup Supervisor to ECC Supervisor Upgrade License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$336.48			
92	IP560 Wall Mount Kit					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$11.70			
93	Wall Mounting Kit for ShoreTel IP 655					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$16.80			
94	Handset, IP phone					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$26.00			
95	Handset for IP Phone IP655, IP 400 series phones & dock					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$26.00			



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Line	Description					
96	ShoreTel IP Phone 480/480g/485g Wall Mount Kit					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$16.80			
97	Shoregear 24A 1U Half width 24 Analog Extens					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$1,679.60			
98	Shoregear 220T1 Switch 1U Half width					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$3,362.00			
99	ShoreTel IP Phone IP 485G Req ST 14 or LTR					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$240.58			
100	ShoreTel IP655 Phone w/Antigls USA Only					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$420.04			
101	Extension and Mailbox License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$112.16			
102	Ext Only Lic Req ST 52 or Higher					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$78.51			
103	Additional Site License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$277.60			
104	Personal Access License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$0.00			
105	WG Agnt Access Lic Req 8 or LTR Incl SFPHO					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$165.44			
106	WG Supervisor Access Lic					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$333.68			
107	LIC, ECC INB Voice ENTPRS CC					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$462.66			
108	Supervisor Lic ENTPRS CC					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$462.66			
109	PRTNR SUPPORT 1 YR NO PHONES PRT NR SUPPT					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$7,030.66			
110	ShoreTel Integration w existing Voice Recording System					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$25,000.00			
111	ShoreTel/Copper State Profession Svc for Implementation					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$25,000.00			
112	Application Upgrade Licenses					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$3,947.37			
113	Palitto Consulting Services Phase 2 Estimated Project Labor					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$4,800.00			
114	Record Liability Recording Set Annual Maintenance Support					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$62.40			



MASTER AGREEMENT DETAILS

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Line	Description					
115	Maintenance Reinstatement Fee					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$819.00			
116	Engage Professional Services Remote Upgrade-Custom					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$4,800.00			
117	Admin Training for Major Software Upgrade					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$1,600.00			
118	Server Migration Prof. Services					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$2,400.00			
119	FREE FORM LINE					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %		\$0.00			