



BOARD OF SUPERVISORS AGENDA ITEM REPORT

CONTRACTS / AWARDS / GRANTS

☒ Award ☐ Contract ☐ Grant

Requested Board Meeting Date: 04/21/2020

* = Mandatory, information must be provided

or Procurement Director Award ☐

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

BlackPoint IT Services, Inc.

***Project Title/Description:**

ShoreTel VoIP System Maintenance

***Purpose:**

Amendment of Award: Master Agreement No. MA-PO-17-143, Amendment No. 9. This Amendment is for a one-time increase in the amount of \$100,000.00 for a cumulative not-to-exceed contract amount of \$1,687,000.00. This increase is required due to the high requests for support, hardware, and licensing for the County Mitel phone system.

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 12/12/17, the Board of Supervisors approved Amendment No. 01, which was a one-time increase in the amount of \$517,000.00 (including sales tax) for a cumulative not-to-exceed contract amount of \$740,000.00 to replace the Pima County Sheriff's Department Avaya phone system with the Countrywide ShoreTel system.

On 12/31/17, the Procurement Officer approved Amendment No. 02, which extended the termination date to 12/31/18 and added a partial annual award amount of \$133,000.00 for a cumulative not-to-exceed contract amount of \$873,000.00.

On 03/28/18, the Procurement Officer approved Amendment No. 03, which added the remainder annual award amount of \$90,000.00 for a cumulative not-to-exceed contract amount of \$963,000.00.

On 10/01/18, 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.

On 10/04/18, the Procurement Officer approved Amendment No. 05, which extended the termination date to 12/31/19 and added the annual award amount of \$249,000.00 for a cumulative not-to-exceed contract amount of \$1,238,000.00.

On 04/16/19, 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 for upgrades to the County IVR System and purchases of replacement IP Phones and ShoreTel switches.

On 08/13/19, the Procurement Director approved Amendment No. 07, which changed the vendor's legal name from Copper State Communications, Inc. to BlackPoint IT Services, Inc., extended the termination date to 12/31/20, and added the annual award amount of \$299,000.00 for a cumulative not-to-exceed contract amount of \$1,587,000.00.

On 02/05/20, the Procurement Officer approved Amendment No. 08, which refined the Scope of Work.

PRCUID: 235779

Attachment: CIO Memorandum and 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:**

Ensure optical performance by continuing the usage of ShoreTel VoIP Phone System and related services reducing downtime maintaining 99.999% up-time.

***Retroactive:**

No

To: COB 04-13-2020(1)

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Addendum

Revised 8/2017

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Contract / Award Information

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

Effective 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***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 22-73.

Amendment / Revised Award Information

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

Amendment No.: 09 AMS Version No.: 24

Effective Date: 04/21/20 New Termination Date: _____

Prior Contract No. (Synergen/CMS): _____

☒ Expense or ☐ Revenue ☒ Increase ☐ Decrease Amount This Amendment: \$ 100,000.00Is there revenue included? ☐ Yes ☒ No If Yes \$ _____***Funding Source(s) required:** Budget ReserveFunding from General Fund? ☐ Yes ☒ No If Yes \$ _____ % 0**Grant/Amendment Information** (for grants acceptance and awards) ☐ Award ☐ Amendment

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

Effective 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: Eric Welch, Procurement Officer

For Div Mgr: _____

Department: Procurement

Telephone: 520-724-9510

Department Director Signature/Date: _____

Deputy County Administrator Signature/Date: _____

County Administrator Signature/Date: _____

(Required for Board Agenda/Addendum Items)



PIMA COUNTY

INFORMATION TECHNOLOGY

MEMORANDUM

Date: March 24, 2020

To: Mary Jo Furphy
Procurement Director

From: Dan Hunt
Chief Information Officer

Re: Blackpoint MA Funds

With the recent event surrounding the COVID-19 Corona Virus and county departments making adjustments to their daily operation in response, we have incurred unusually high requests for support, hardware and licensing on the County Mitel phone system.

Pima County ITD works with Blackpoint IT Services to procure all services and products associated with the support of the County Mitel phone system under Master Agreement 17*00143.

We are requesting the addition of \$100,000 to the Blackpoint Master Agreement. The following is a breakdown of this request.

- \$70,000 for licensing and increased maintenance
 - SIP trunk licensing to allow for additional phone lines
 - Audio Conferencing Ports to expand call-in capacity for conference bridges
- \$15,000 for additional labor hour support for teleworkers
- \$15,000 for additional phone hardware as departments are expanding the number of phones they are using to answer increase call volume from the public.

DH/rm



MASTER AGREEMENT

PIMA COUNTY, ARIZONA

THIS IS NOT AN ORDER - TRANSMISSION CONSTITUTES
CONTRACT EXECUTION

Master Agreement No: 1700000000000000143

MA Version: 24

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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:	04-21-2020				
	130 W. Congress St. 3rd Fl		Expiration Date:	12-31-2020				
	Tucson AZ 85701							
	Issued By:		ERIC WELCH					
	Phone:		5207249510					
	Email:		eric.welch@pima.gov					
			<table><tr><td>NTE Amount:</td><td>\$464,705.25</td></tr><tr><td>Used Amount:</td><td>\$358,977.44</td></tr></table>		NTE Amount:	\$464,705.25	Used Amount:	\$358,977.44
NTE Amount:	\$464,705.25							
Used Amount:	\$358,977.44							

V E N D O R	BlackPoint IT Services, Inc.	Contact:	Bryan Simmons
	1919 S Country Club Rd	Phone:	602-455-3240
	Tucson AZ	Email:	bryan.simmons@blackpoint-it.com
		Terms:	0.00 %
		Days:	30

Shipping Method:	Vendor Method
Delivery Type:	
FOB:	FOB Dest, Freight Prepaid
Modification Reason	
Amendment No. 09 is for a one-time increase in the amount of \$100,000.00 for a cumulative not-to-exceed contract amount of \$1,687,000.00. This increase is required due to the high requests for support, hardware and licensing on the County Mitel phone system.	

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

Master Agreement No: 17000000000000000143

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



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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			



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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			

Inactive Vendor - Amendment #7

MASTER AGREEMENT

PIMA COUNTY, ARIZONA



PIMA COUNTY

THIS IS NOT AN ORDER - TRANSMISSION CONSTITUTES
CONTRACT EXECUTION

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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: 04-21-2020
	130 W. Congress St. 3rd Fl		Expiration Date: 12-31-2020
	Tucson AZ 85701		
	Issued By: ERIC WELCH		
	Phone: 5207249510		
	Email: eric.welch@pima.gov		
			NTE Amount: \$1,222,294.75 Used Amount: \$1,222,294.75 <i>Net \$0 remaining</i>

V E N D O R	COPPER STATE COMMUNICATIONS INC	Contact: Bryan Simmons
	PO BOX 27287	Phone: 602-455-3240
	TUCSON AZ 85726	Email: BSimmons@COPPER-STATE.com
		Terms: 0.00 %
		Days: 30

Shipping Method:	Vendor Method
Delivery Type:	
FOB:	FOB Dest, Freight Prepaid
Modification Reason Amendment No. 09 is for a one-time increase in the amount of \$100,000.00 for a cumulative not-to-exceed contract amount of \$1,687,000.00. This increase is required due to the high requests for support, hardware and licensing on the County Mitel phone system.	

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.



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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, SG50 MADE IN USA					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$94.76			
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	DO NOT USE					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$0.00			
33	Application, CCInteraction Viewer (Add-On 1 Concurrent User)					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$19.00			
34	Application, Contact Center Real-Time Monitoring					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$142.49			
35	Enhanced Paging Application (Base Instance)					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$261.23			
36	Enhanced Paging Application (Add-On 1 Server Instance)					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$23.75			
37	License, Connect CC/ECCTapi Application Server					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$23.51			
38	Enterprise Contact Center 7 Base 10 Package					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$403.90			



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



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Line	Description					
58	ShoreGear T1K Discount 0.0000 %	UOM EA	Unit Price \$1,960.00	Stock Code	VPN	MPN
59	ShoreGear 220T1 Discount 0.0000 %	UOM EA	Unit Price \$3,362.00	Stock Code	VPN	MPN
60	ShoreGear 220T1A Discount 0.0000 %	UOM EA	Unit Price \$3,642.40	Stock Code	VPN	MPN
61	ShorePhone IP230g- Black (version 8.1) Discount 0.0000 %	UOM EA	Unit Price \$184.50	Stock Code	VPN	MPN
62	ShorePhone IP560g- Black Discount 0.0000 %	UOM EA	Unit Price \$167.68	Stock Code	VPN	MPN
63	ShorePhone IP655 W/Anti-Glare (Req. ShoreTel 11.1 or later) Discount 0.0000 %	UOM EA	Unit Price \$420.04	Stock Code	VPN	MPN
64	Satellite Microphones for ShoreTel IP Phone 655, Qty 2 Discount 0.0000 %	UOM EA	Unit Price \$109.36	Stock Code	VPN	MPN
65	ShorePhone BB24-Black (Product End of Life) Discount 0.0000 %	UOM EA	Unit Price \$0.00	Stock Code	VPN	MPN
66	ShoreTel IP Phone IP485g- Requires ST 14 or later Discount 0.0000 %	UOM EA	Unit Price \$240.58	Stock Code	VPN	MPN
67	ShorePhone Gig Power Adaptor 10/100/1000 Discount 0.0000 %	UOM EA	Unit Price \$20.00	Stock Code	VPN	MPN
68	License, Virtual Phone Capacity 1 (Ea. phone req. ext. lic.) Discount 0.0000 %	UOM EA	Unit Price \$25.24	Stock Code	VPN	MPN
69	License Bundle, Virtual Phone Capacity 50 Discount 0.0000 %	UOM EA	Unit Price \$981.40	Stock Code	VPN	MPN
70	License Bundle, Virtual Phone Capacity 200 Discount 0.0000 %	UOM EA	Unit Price \$2,804.00	Stock Code	VPN	MPN
71	License, Virtual SIP Trunk Qty 1 Discount 0.0000 %	UOM EA	Unit Price \$53.28	Stock Code	VPN	MPN
72	License Bundle, Virtual SIP Trunk Qty 25 Discount 0.0000 %	UOM EA	Unit Price \$1,191.70	Stock Code	VPN	MPN
73	License Bundle, Virtual SIP Trunk Qty 50 Discount 0.0000 %	UOM EA	Unit Price \$2,103.00	Stock Code	VPN	MPN
74	Extension & Mailbox License Discount 0.0000 %	UOM EA	Unit Price \$112.16	Stock Code	VPN	MPN
75	Extension- only License Discount 0.0000 %	UOM EA	Unit Price \$78.51	Stock Code	VPN	MPN
76	Mailbox-only License Discount 0.0000 %	UOM EA	Unit Price \$50.47	Stock Code	VPN	MPN



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Line	Description					
77	Softphone License (version 7.5 and earlier)					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$0.00			
78	SIP Trunk Software License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$28.04			
79	SIP Device License (version 8.0 and later)					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$16.82			
80	Distributed Voice Services License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$558.00			
81	Additional Site License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$277.60			
82	License, Audio Conferencing, 10 Ports					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$981.40			
83	License, Web Conferencing, 10 Ports					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$981.40			
84	Professional Access License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$44.86			
85	Operator Access License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$333.68			
86	Workgroup Agent Access License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$165.44			
87	Workgroup Supervisor Access License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$333.68			
88	ECC Inbound Voice Agent, Lic Bundle					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$462.66			
89	ECC Supervisor License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$462.66			
90	TAPI Application Server License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$277.60			
91	Workgroup Agent to ECC Agent Upgrade License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$336.48			
92	Workgroup Supervisor to ECC Supervisor Upgrade License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$336.48			
93	IP560 Wall Mount Kit					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$10.00			
94	Wall Mounting Kit for ShoreTel IP 655					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$16.80			
95	Handset, IP phone					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$26.00			



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Line	Description					
96	Handset for IP Phone IP655, IP 400 series phones & dock					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$26.00			
97	ShoreTel IP Phone 480/480g/485g Wall Mount Kit					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$16.80			
98	FREE FORM LINE					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %		\$0.00			
99	Shoregear 24A 1U Half width 24 Analog Extens					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$1,679.60			
100	Shoregear 220T1 Switch 1U Half width					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$3,362.00			
101	ShoreTel IP Phone IP 485G Req ST 14 or LTR					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$240.58			
102	ShoreTel IP655 Phone w/Antigls USA Only					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$420.04			
103	Extension and Mailbox License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$112.16			
104	Ext Only Lic Req ST 52 or Higher					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$78.51			
105	Additional Site License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$277.60			
106	Personal Access License					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$0.00			
107	WG Agnt Access Lic Req 8 or LTR Incl SFPHO					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$165.44			
108	WG Supervisor Access Lic					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$333.68			
109	LIC, ECC INB Voice ENTPRS CC					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$462.66			
110	Supervisor Lic ENTPRS CC					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$462.66			
111	PRTNR SUPPORT 1 YR NO PHONES PRT NR SUPPT					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$7,030.66			
112	ShoreTel Integration w existing Voice Recording System					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$25,000.00			
113	ShoreTel/Copper State Profession Svc for Implementation					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$25,000.00			
114	Application Upgrade Licenses					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$3,947.37			



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Line	Description					
115	Palitto Consulting Services Phase 2 Estimated Project Labor					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$4,800.00			
116	Record Liability Recording Set Annual Maintenance Support					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$62.40			
117	Maintenance Reinstatement Fee					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$819.00			
118	Engage Professional Services Remote Upgrade-Custom					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$4,800.00			
119	Admin Training for Major Software Upgrade					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$1,600.00			
120	Server Migration Prof. Services					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$2,400.00			