



**BOARD OF SUPERVISORS AGENDA ITEM REPORT
CONTRACTS / AWARDS / GRANTS**

Award Contract Grant

Requested Board Meeting Date: 12/12/17

* = Mandatory, information must be provided

or Procurement Director Award

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

Copper State Communications, Inc.

***Project Title/Description:**

ShoreTel VoIP Phone System Maintenance, Support & Equipment

***Purpose:**

Amendment of Award: Master Agreement No. MA-PO-17-143. This revision is for 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 Countywide ShoreTel system. The annual award amount remains at \$223,000.00. 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.

The Pima County Sheriff's Department (PCSD) is the only department within the County that maintains its own telephone system. The Avaya phone system has been in service at PCSD since 1990 and that system will be at end of life and end of support as of April 2018. The not-to-exceed amount of \$517,000.00 consists of \$467,000.00 for ShoreTel phone system and licenses, and \$50,000.00 for ShoreTel integration with the existing Voice Recording System and implementation services. There is also the potential need for upgraded cabling in an estimated amount of \$70,000.00, which will be handled through the existing Job Order Contract for Structured Cabling Services.

PRCUID: 235779

Attachments: County Administrator Memorandum and Master Agreement.

***Program Goals/Predicted Outcomes:**

For PCSD to migrate to the Information Technology Department maintained ShoreTel telephone system to provide modern and reliable services.

***Public Benefit:**

Provide phone access between public and County departments

***Metrics Available to Measure Performance:**

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

***Retroactive:**

No

PROCESSED 12/29/17 10:00:00

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.: _____ AMS Version No.: 4

Effective Date: 12/12/17 New Termination Date: _____

Prior Contract No. (Synergen/CMS): _____

Expense or Revenue Increase Decrease Amount This Amendment: \$ 517,000.00

Is there revenue included? Yes No If Yes \$ _____

***Funding Source(s) required:** Budget Reserve

Funding 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): _____

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: Sal Servin, Procurement Officer

Department: Procurement _____ Telephone: 520-724-9510

Department Director Signature/Date: _____ November 28, 2017

Deputy County Administrator Signature/Date: _____ 11-29-17


County Administrator Signature/Date: _____ 11/29/17
(Required for Board Agenda/Addendum Items)



MEMORANDUM

Date: November 28, 2017

To: Tom Burke
Deputy County Administrator
for Administration

From: C.H. Huckelberry
County Administrator 

Re: **Sheriff's Department Telephone System Procurement**

I have reviewed Captain David Theel's November 23, 2017 memorandum to the Procurement Director regarding the Sheriff's Department telephone system.

The procurement as outlined by Captain Theel is authorized. The completion of the project and appropriate inventory of costs should be provided. The funding for this unbudgeted capital should be from the County's Budget Reserve.

CHH/anc

Attachment

c: The Honorable Mark Napier, Pima County Sheriff
Mary Jo Furphy, Director, Procurement Department



PIMA COUNTY SHERIFF'S DEPARTMENT

Mark D. Napier, Sheriff

MEMORANDUM

Date: November 23, 2017
To: Mary Jo Furphy, Director, Pima County Procurement Department
From: Captain David Theel, Commander, Administration Division
Subject: Sheriff's Department Phone System Procurement

On Wednesday, November 15, 2017, Pima County staff members met to determine needs to bring the Sheriff's Department (SD) onto the County telephone system by March 2018 as SD's telephone system will be end-of-life in April 2018 (see Chief Information Officer Jesse Rodriguez' November 16, 2017, memorandum *Response to your memo of November 7, 2017, Phone System for Sheriff's Department*).

The staff members in attendance agreed:

- Costs, as quoted by Copper State Communications (a hardware/software/maintenance needs list was provided to Copper State by Central IT Telecommunications staff), are **\$424,000.00** to acquire the telephone handsets, network infrastructure, software licensing and associated maintenance.
- An additional **\$125,000.00** would be required to fund the entire migration project. Those additional costs are:
 - The call recording, not voicemail, needs for SD are more advanced than the system currently supported by the Information and Technology Department (ITD). An additional **\$25,000.00** is required to meet the recording needs of SD.
 - Current Ethernet cabling in portions of the Pima County Adult Detention Center (PCADC) and district offices is questionable when it comes to supporting the additional requirements of an IP telephone. Adding an IP telephone at some locations may exceed capabilities of current cabling. Cabling pathways within a jail facility can be quite difficult, thus the cost "per drop" tends to be higher than in normal circumstances. The group estimated a **\$70,000.00** need for cabling.
 - SD and ITD staff members have completed as much of the data discovery as possible, but we "don't know what we don't know." To ensure we have appropriate ShoreTel and Avaya resources available, the group estimated a **\$30,000.00** need for ShoreTel and/or Avaya professional services to tie existing systems together with the ShoreTel system.

The project plan is to utilize the subject matter experts within ITD as well as SD IST to do the majority of the work on this project. However, we anticipate needs that will require outside resources to ensure success. The goal is to return as much as possible of the additional \$125,000.00; however, we feel we would be not be planning for a successful project outcome without having these funds available.

Thank you, for your consideration in this matter.

DET/dch

Copy: Sheriff Mark D. Napier
C. H. Huckelberry, County Administrator
Julie Castaneda, Clerk of the Board
John Voorhees, Assistant County Administrator
Keith Dommer, Director, Finance & Risk Management Department
Dan Hunt, Manager, Sheriff's Department Information Systems & Technology
Tim Rolston, Deputy Director, ITD



PIMA COUNTY

MASTER AGREEMENT

PIMA COUNTY, ARIZONA

**THIS IS NOT AN ORDER - TRANSMISSION CONSTITUTES
CONTRACT EXECUTION**

Master Agreement No: 1700000000000000143

MA Version: 4

Page: 1 of 7

Description: ShoreTel VoIP System Maintenance

I S S U E R	Pima County Procurement Department
	130 W. Congress St. 3rd Fl
	Tucson AZ 85701
	Issued By: SAL SERVIN
	Phone: 5207249510
	Email: sal.servin@pima.gov

T E R M S	Initiation Date: 12-12-2017	
	Expiration Date: 12-31-2017	
	NTE Amount: \$740,000.00 Used Amount: \$208,495.93	

V E N D O R	COPPER STATE COMMUNICATIONS INC	Contact: BART CORBETT
	PO BOX 27287	Phone: 520-318-6319
	TUCSON AZ 85726	Email: bcorbett@copper-state.com
		Terms: 0.00 %
		Days: 30

Shipping Method:	Vendor Method
Delivery Type:	Standard Ground
FOB:	FOB Dest, Freight Prepaid
Modification Reason	
<p>This revision is for 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 Countywide ShoreTel system. Line items 99-113 are for the PCSD upgrade. The annual award amount remains at \$223,000.00.</p>	

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: 1700000000000000143

MA Version: 4

Page: 2 of 7

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			



PIMA COUNTY

MASTER AGREEMENT DETAILS

Master Agreement No: 1700000000000000143

MA Version: 4

Page: 3 of 7

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			



MASTER AGREEMENT DETAILS

Master Agreement No: 1700000000000000143

MA Version: 4

Page: 4 of 7

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



MASTER AGREEMENT DETAILS

Master Agreement No: 1700000000000000143

MA Version: 4

Page: 5 of 7

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



MASTER AGREEMENT DETAILS

Master Agreement No: 1700000000000000143

MA Version: 4

Page: 6 of 7

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	\$11.70			
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			



MASTER AGREEMENT DETAILS

Master Agreement No: 1700000000000000143

MA Version: 4

Page: 7 of 7

Line	Description	UOM	Unit Price	Stock Code	VPN	MPN
96	Handset for IP Phone IP655, IP 400 series phones & dock Discount 0.0000 %	EA	\$26.00			
97	ShoreTel IP Phone 480/480g/485g Wall Mount Kit Discount 0.0000 %	EA	\$18.80			
98	FREE FORM LINE Discount 0.0000 %	EA	\$0.00			
99	Shoregear 24A 1U Half width 24 Analog Extens Discount 0.0000 %	EA	\$1,679.60			
100	Shoregear 220T1 Switch 1U Half width Discount 0.0000 %	EA	\$3,362.00			
101	ShoreTel IP Phone IP 485G Req ST 14 or LTR Discount 0.0000 %	EA	\$240.58			
102	ShoreTel IP655 Phone w/Antigls USA Only Discount 0.0000 %	EA	\$420.04			
103	Extension and Mailbox License Discount 0.0000 %	EA	\$112.16			
104	Ext Only Lic Req ST 52 or Higher Discount 0.0000 %	EA	\$78.51			
105	Additional Site License Discount 0.0000 %	EA	\$277.60			
106	Personal Access License Discount 0.0000 %	EA	\$0.00			
107	WG Agnt Access Lic Req 8 or LTR Incl SFPHO Discount 0.0000 %	EA	\$165.44			
108	WG Supervisor Access Lic Discount 0.0000 %	EA	\$333.68			
109	LIC, ECC INB Voice ENTPRS CC Discount 0.0000 %	EA	\$462.66			
110	Supervisor Lic ENTPRS CC Discount 0.0000 %	EA	\$462.66			
111	PRTNR SUPPORT 1 YR NO PHONES PRT NR SUPPT Discount 0.0000 %	EA	\$7,030.66			
112	ShoreTel Integration w existing Voice Recording System Discount 0.0000 %	EA	\$25,000.00			
113	ShoreTel/Copper State Profession Svc for Implementation Discount 0.0000 %	EA	\$25,000.00			