



BOARD OF SUPERVISORS AGENDA ITEM REPORT AWARDS / CONTRACTS / GRANTS

☒ Award ☐ Contract ☐ Grant

Requested Board Meeting Date: August 15, 2022

* = Mandatory, information must be provided

or Procurement Director Award: ☐

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

Inflow Communications, LLC

***Project Title/Description:**

Mitel VoIP System Maintenance

***Purpose:**

Amendment of Award: Master Agreement No. MA-PO-22-056, Amendment No. 01. This Amendment increases the annual award amount by \$81,000.00 from \$280,000.00 to \$361,000.00 for a cumulative not-to-exceed contract amount of \$361,000.00. Administering Department: Information Technology.

***Procurement Method:**

Pursuant to Pima County Procurement Code 11.12.010, Competitive sealed bidding, on November 16, 2021, the Board of Supervisors approved an award of contract for an initial term of one (1) year and an annual award amount of \$280,000.00 with four (4) one-year renewal options.

This increase is needed to satisfy requests for new phones related to departments' staffing and organizational changes, and for professional services related to replacing aging phone system servers.

PRCUID: 424033

Attachment: Master Agreement.

***Program Goals/Predicted Outcomes:**

Provide IT staff with comprehensive technical support and troubleshooting assistance for County's Mitel phone system through a Mitel support partner.

***Public Benefit:**

Maintain County's VoIP technology to ensure open lines of communications between County staff, and between County and the public.

***Metrics Available to Measure Performance:**

Performance will be measured against the contractual service expectations.

***Retroactive:**

No.

To: COB 8-1-2022
Ver: 3
2 pages

THE APPLICABLE SECTION(S) BELOW MUST BE COMPLETED

Click or tap the boxes to enter text. If not applicable, indicate "N/A". Make sure to complete mandatory (*) fields

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): 22-056
 Amendment No.: 01 AMS Version No.: 3
 Commencement Date: 08/15/2022 New Termination Date: _____
 Prior Contract No. (Synergen/CMS): _____

☒ Expense ☐ Revenue ☒ Increase ☐ Decrease

Amount This Amendment: \$ 81,000.00

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

***Funding Source(s) required: Telecom Services**

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): _____
 Commencement Date: _____ Termination Date: _____ Amendment Number: _____
☐ Match Amount: \$ _____ ☐ Revenue Amount: \$ _____

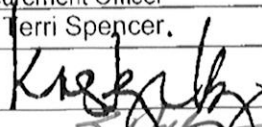

***All Funding Source(s) required:** _____

*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: Katarina Monteverde, Procurement Officer Katarina Monteverde Digitally signed by Katarina Monteverde
Date: 2022.07.28 12:05:59 -07'00' Ana Wilber Digitally signed by Ana Wilber
Date: 2022.07.28 15:28:56 -07'00'
 Department: Procurement Director, Terri Spencer Digitally signed by Terri Spencer
Date: 2022.07.28 15:34:32 -07'00' Telephone: 520.724.7126
 Department Director Signature:  Date: 7/29/2022
 Deputy County Administrator Signature:  Date: 7/29/2022
 County Administrator Signature: _____ Date: 7/29/2022



MASTER AGREEMENT

PIMA COUNTY, ARIZONA

THIS IS NOT AN ORDER - TRANSMISSION CONSTITUTES
CONTRACT EXECUTION

Master Agreement No: 2200000000000000056

MA Version: 3

Page: 1 of 2

Description: Mitel VoIP System Maintenance

I S S U E R	Pima County Procurement Department	T E R M S	Initiation Date:	08-15-2022				
	150 W. Congress St. 5th Fl		Expiration Date:	11-15-2022				
	Tucson AZ 85701							
	Issued By:		KATARINA MONTEVERDE					
	Phone:		5207247126					
	Email:		Katarina.Monteverde@pima.gov					
			<table><tr><td>NTE Amount:</td><td>\$361,000.00</td></tr><tr><td>Used Amount:</td><td>\$275,922.79</td></tr></table>		NTE Amount:	\$361,000.00	Used Amount:	\$275,922.79
NTE Amount:	\$361,000.00							
Used Amount:	\$275,922.79							

V E N D O R	Inflow Communications, LLC	Contact:	Jenna Swikard
	9450 SW Gemini Dr. #54242	Phone:	206-962-3335
	Beaverton OR 97008	Email:	jswikard@inflowcommunications.com
		Terms:	0.00 %
		Days:	30

Shipping Method: Vendor Method

Delivery Type:

FOB: FOB Dest, Freight Prepaid

Modification Reason

This Amendment No. 01 increases the annual award amount by \$81,000.00 from \$280,000.00 to \$361,000.00 for a cumulative not-to-exceed contract amount of \$361,000.00.

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

Master Agreement No: 22000000000000000056

MA Version: 3

Page: 2 of 2

Line	Description					
1	Mitel Enterprise Support Annual Fee					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$343,727.00			
2	Mitel Partner Support with Tech Cust. Success Mgr Annual Fee					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$201,095.00			
3	Support Hourly Rates (Business Hours 8 am to 5pm)					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$250.00			
4	Support Hourly Rates (Outside Standard Business Hours)					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$325.00			
5	Mitel Hardware - 48% off Mitel List Price (Freeform Line)					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$0.00			
6	Mitel Licensing - 48% off Mitel List Price (Freeform Line)					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$0.00			
7	Maintenance: TelStrat Record – Liability Recording Seat					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	YEAR	\$43.68			
8	Intrado Annual Maintenance and Support - EGW					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	YEAR	\$6,862.66			
9	Intrado Annual Maintenance and Support – EGW Licenses					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	YEAR	\$1,663.67			
10	Intrado Annual Maintenance and Support – Desk Alert					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	YEAR	\$1,143.78			
11	Professional Services Hourly Rates (UC)					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$250.00			
12	Professional Services Hourly Rates (CC)					
	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$275.00			