

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

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

#### \*Retroactive:

Nο

Document Type: Department Code: Contract Number (I.e.,15-123):  Effective Date: Termination Date: Prior Contract Number (Synergen/CMS): Revenue Amount: \$  "Funding Source(a) required: Revenue Amount: \$  Funding from General Fund? Oyes ONo If Yes \$  Contract is fully or partially funded with Federal Funds? Yes No If Yes altach Risk's approval  Were insurance or indemnity clauses modified? Yes No If Yes altach Risk's approval  Wondor is using a Social Security Number? Yes No If Yes, attach Risk's approval  Occurrent Type: MA Department Code: PO Contract Number (i.e., 15-123): 17-143  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 Dete: Prior Contract Number (i.e., 15-123): 17-143  Amendment No: Effective Date: 12/12/17 New Termination Dete: Prior Contract Number (i.e., 15-123): 17-143  Amendment No: Effective Date: 12/12/17 New Termination Dete: Prior Contract Number (i.e., 15-123): 17-143  Amendment No: Effective Date: 12/12/17 New Termination Dete: Prior Contract Number (i.e., 15-123): 17-143  Amendment No: Effective Date: Prior Contract Number (i.e., 15-123): 17-143  Amendment No: Effective Date: Prior Contract Number (i.e., 15-123): 17-143  Amendment Information (for grants acceptance and awards) Oxer Oxer Oxer Oxer Oxer Oxer Oxer Oxer		###			- · · · · · · · · · · · · · · · · · · ·
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**Revised 8/2017** 

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# **MEMORANDUM**

Date: November 28, 2017

To:

Tom Burke

**Deputy County Administrator** 

for Administration

From: C.H. Huckelberry

County Administr

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.
  - O 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.
  - o 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



### **MASTER AGREEMENT**

PIMA COUNTY, ARIZONA

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

Master Agreement No: 17000000000000000143

MA Version: 4

age 1 of 7

Description: ShoreTel VolP System Maintenance

Pima County Procurement Department

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Tucson AZ 85701

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issued By:

SAL SERVIN

Phone:

5207249510

Email:

sal.servin@pima.gov

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Initiation Date:

12-12-2017

**Expiration Date:** 

12-31-2017

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NTE Amount:

\$740,000.00

**Used Amount:** 

\$208,495.93

V	COPPER STATE COMMUNICATIONS INC
E ·	PO BOX 27287

TUCSON AZ 85726

Contact:

BART CORBETT

Phone:

520-318-6319

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**

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.

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 soliciation documents used to establish this agreement. All transactions and conduct are required to conform to these documents.



Master Agreement No: 17000000000000000143

MA Version: 4

Page: 2 of 7

1	ShoreTel Additional Langu	age Licence					
•	Discount 0.0000 %	UOM EA	Unit Price \$47.26	Stock Code	VPN	MPN	
<b>2</b> .	ShoreTel Additional Site List Discount 0.0000 %	cense UOM EA	Unit Price \$23.51	Stock Code	VPN	MPN	
3	ShoreTel Audio Conference Discount 0.0000 %	License UOM EA	Unit Price \$8.31	Stock Code	VPN	MPN	
4	ShoreTel Extension License Discount 0.0000 %	UOM EA	Unit Price \$6.65	Stock Code	VPN	MPN	
5	ShoreTel Mailbox License Discount 0.0000 %	UOM EA	Unit Price \$4.27	Stock Code	VPN	MPN	
6	ShoreTel Mobile Access Lic Discount 0.0000 %	ense UOM EA	Unit Price \$0.00	Stock Code	VPN	MPN	·
7	ShoreTel Operator Access L Discount 0.0000 %	icense UOM EA	Unit Price \$28.26	Stock Code	VPN	MPN	
8	ShoreTel Professional Acce Discount 0.0000 %	ss License UOM EA	Unit Price \$3.80	Stock Code	VPN	MPN	
9 .	ShoreTel SIP Phone License Discount 0.0000 %	U <b>OM</b> EA	Unit Price \$1.42	Stock Code	VPN	MPN	
10	ShoreTel SIP Trunk License Discount 0.0000 %	UOM EA	Unit Price \$2.38	Stock Code	VPN	MPN	•
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12	ShoreTel Standard Resolution Discount 0.0000 %	on Video License UOM EA	Unit Price \$0.00	Stock Code	VPN	MPN	
13	ShoreTel System License (En Discount 0.0000 %	nterprise Edition UOM EA	) Unit Price \$0.00	Stock Code	· VPN	MPN	
14	ShoreTel Virtual Switch SIP 1 Discount 0.0000 %	runk License UOM EA	Unit Price \$3.56	Stock Code	VPN	MPN	
15	ShoreTel Web Conference Lie Discount 0.0000 %	cense UOM ·EA	Unit Price \$8.31	Stock Code	VPN	MPŅ	
16	ShoreTel Workgroup Agent A Discount 0.0000 %	uccess License UOM EA	Unit Price \$14.01	Stock Code	VPN	MPN	_
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18	ShoreTel Personal Access Lie Discount 0.0000 %	,	Unit Price \$0.00	Stock Code	· VPN	MPN	
19	ShoreTel Phone API License Discount 0.0000 %	UOM EA	Unit Price \$0.00	Stock Code	VPN	MPN	



Master Agreement No: 17000000000000000143

MA Version: 4

Page: 3 of 7

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22	ShoreTel Appliance 100 Discount 0.0000 %	IIXL TPM UOM EA	Unit Price \$118.50	Stock Code	VPN	MPN	
23	Service Appliance 400 Discount 0.0000 %	UOM Ea	Unit Price \$617.20	Stock Code	VPN	MPN	
24	Voice Switch, SG220T1 I Discount 0.0000 %	MADE IN USA UOM EA	Unit Price \$284.73	Stock Cade	VPN	MPN	
25	Voice Switch, SG24A MA Discount 0.0000 %	ADE IN USA UOM EA	Unit Price \$142.25	Stock Code	VPN	MPN	
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28	Voice Switch, SG90 MAD Discount 0.0000 %	E IN USA UOM EA	<b>Unit Price</b> \$142.25	Stock Code	VPN	MPN	
29	Voice Switch, SGT1K MA Discount 0.0000 %	DE IN USA UOM EA	Unit Price \$166.00	Stock Code	VPN	MPN	
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34	Application, Contact Cent Discount 0.0000 %	er Real-Time Mor UOM EA	nitoring Unit Price \$142.49	Stock Code	VPN	MPN	
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6	Enhanced Paging Applica Discount 0.0000 %	tion (Add-On 1 Se UOM EA	erver Instance) Unit Price \$23.75	Stock Code	VPN	MPN	
3 <b>7</b>	License, Connect CC/ECC Discount 0.0000 %	Tapi Application UOM EA	Server Unit Price \$23.51	Stock Code	VPN	MPN	
18	Enterprise Contact Center Discount 0.0000 %	7 Base 10 Packa UOM EA	ge Unit Price \$403.90	Stock Code	VPN	MPN	•



Master Agreement No: 17000000000000000143

MA Version: 4

Page: 4 of 7

39	License, Enterprise Cor			•			
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	Discount	ŬOM	Unit Price	Stock Code	VPN	MPN	*
	0.0000 %	EA	\$189.98		•	•	
44	License, Connect CC/EC	C Agent Activity	/ Event Feed		-	•	
	Discount	UOM	Unit Price	Stock Code	VPN	MPN	
	0.0000 %	<sub>.</sub> EA	\$16.63				•
15	License, Connect CC/EC					•	
	Discount	ñow	Unit Price	Stock Code	· VPN	MPN	•
	0.0000 %	EA	\$16.63				
16	License Bundle, Connec				1.754.4		
	Discount	UOM EA	Unit Price \$39.19	Stock Code ·	VPN ·	MPN	
	0.0000 %		<b>*</b>		•		•
17.	License, Connect CC/EC Discount	C Outbound Car UOM	mpaign Unit Price	Stock Code	VDM	MON	•
	0.0000 %	EA	\$19.00	Slock Code	VPN	MPN	•
	License, Connect CC/EC					•	
<b>.</b>	Discount	UOM UOM	Unit Price	Stock Code	VPN	MPN	
	0.0000 %	EA	\$19.00	Olook Cono		dani na	
9	License, Connect CC/EC	C Web		•			
	Discount	UOM	Unit Price	Stock Code	VPN	MPN	
	0.0000 %	EA	\$19.00				
0	License, Connect CC/EC	Civ					•
	Discount	MOU	Unit Price	Stock Code	VPN	MPN	
•	0.0000 %	EA	\$9.50		•		•
1	License, Connect CC/EC				0 - 2		
•	Discount	UOM	Unit Price	Stock Code	'VPN	MPN	
	0.0000 %	EA	\$39.08				
2	<b>Business Hours Support</b>						•
	Discount	UOM	Unit Price	Stock Code	VPN	MPN	
	0.0000 %	EA .	\$95.00		•	• •	
3	After Hours Support	LIALI					•
	Discount 0.0000 %	U <b>OM</b> EA	Unit Price \$142.50	Stock Code	VPN	MPN	
• .		<u> </u>	Ψ172,50			•	•
4:	ShoreGear 24A Discount	UOM	Unit Price	Stock Code	VPN	##Ph.	
	0.0000 %	EA	\$1,679.60	Stock Code	VF(V	MPN	
			÷ (1010100			•	
• -	ShoreGear 30 Discount	UOM	Unit Price	Stock Code	VPN	MPN	•
•	0.0000 %	EA	\$894.48	ALVAN AANA	71 14	. (att.,24	
; -					•		
	ShoreGear 50 Discount	UOM	Unit Price	Stock Code	VPN ·	MPN	
	ShoreGear 50	UOM EA	Unit Price \$1,118.80	Stock Code	VPN ·	MPN	
i	ShoreGear 50 Discount 0.0000 %			Stock Code	VPN	MPN	
5 ·	ShoreGear 50 Discount			Stock Code Stock Code	VPN VPN	MPN MPN	



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58	ShoreGear T1K	•	٠.			
•	Discount 0.0000 %	UOM Ea	Unit Price \$1,960.00	Stock Code	VPN	MPN
59	ShoreGear 220T1 Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA ·	\$3,362.00	·	•	-
60	ShoreGear 220T1A Discount 0.0000 %	UOM EA	Unit Price \$3,642,40	Stock Code	VPN	MPN
61			φ5,042,40			
01	ShorePhone IP230g- Bla Discount 0.0000 %	UOM EA	Unit Price \$184.50	Stock Code	VPN	MPN
62	ShorePhone IP560g- Bla Discount	UOM	Unit Price	Stock Code	VPN	MPN
•	0.0000 %	EA ·	\$167.68	•		
63	ShorePhone iP655 W/An Discount 0.0000 %	ti-Glare (Req. Sho UOM EA	reTel 11.1 or late Unit Price \$420.04	r) Stock Code	VPN	MPN
64	Satellite Microphones for		•	•		
	Discount 0.0000 %	UOM EA	Unit Price \$109.36	Stock Code	VPN	MPN
65	ShorePhone BB24-Black		Life)	•		
	Discount 0.0000 %	. UOM Ea	Unit Price \$0.00	Stock Code	VPN .	MPN
66	ShoreTel IP Phone IP485	g-Requires ST 14	or later			
	<b>Discount</b> 0.0000 %	Ü <b>OM</b> EA	Unit Price \$240.58	Stock Code	VPN	MPN
67	ShorePhone Gig Power A Discount 0.0000 %	daptor 10/100/100 UOM EA	00 <b>Unit Price</b> \$20.00	Stock Code	VPN	MPN
6B	License, Virtual Phone Ca					•
	Discount 0.0000 %	UOM EA	Unit Price \$25.24	Stock Code	VPN	MPN
69	License Bundle, Virtual P	hone Capacity 50			•	
	Discount 0.0000 %	UOM EA	Unit Price \$981.40	Stock Code	VPN	MPN
70	License Bundle, Virtual P Discount	hone Capacity 20 UOM	0 . Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$2,804.00	•		,
71	License, Virtual SIP Trunk Discount	CQty 1 UOM	Unit Price	Stante Carla	· Lenn	
	0.0000 %	EA	\$53.28	Stock Code	VPN	MPN
72	License Bundle, Virtual Si	P Trunk Qty 25		•		
	Discount 0.0000 %	, UOM EA	Unit Price \$1,191.70	Stock Code	VPN	MPN
3	License Bundle, Virtual SI		Ψ1,151.10	•		
•	Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$2,103.00		•	
4	Extension & Mailbox Licer Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$112.16	•		
<b>'5</b> .	Extension- only License Discount 0.0000 %	<b>UOM</b> EA	Unit Price \$78.51	Stock Code	VPN	MPN
6	Mailbox-only License	•	<b>4.00</b>			
•	Discount	UOM	Unit Price	Stock Code	VPN	MPN



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Line	Description				· .		
77	Softphone License (version Discount 0.0000 %	7.5 and earlier) UOM EA	Unit Price \$0.00	Stock Code	VPN	MPN	· .
78	SIP Trunk Software License Discount 0.0000 %	UOM EA	Unit Price \$28.04	Stock Code	VPN	MPN	
79	SIP Device License (version Discount 0.0000 %	8.0 and later) UOM EA	Unit Price \$16.82	Stock Code	· VPN	MPN	. *
80	Distributed Voice Services L Discount 0.0000 %	icense UOM EA	Unit Price \$558.00	Stock Code	VPN	MPN	
81	Additional Site License Discount 0.0000 %	UOM EA	Unit Price \$277.60	Stock Code	VPN	MPN	
82	License, Audio Conferencing Discount 0.0000 %	, 10 Ports UOM EA	Unit Price \$981.40	Stock Code	VPN	MPN	
83	License, Web Conferencing, Discount 0.0000 %	10 Ports UOM EA	Unit Price \$981.40	Stock Code	VPN	MPN	
84	Professional Access License Discount 0.0000 %	U <b>OM</b> EA	Unit Price \$44.86	Stock Code	VPN	MPN	
85	Operator Access License Discount 0.0000 %	UOM EA	Unit Price \$333.68	Stock Code	VPN	MPN	
86	Workgroup Agent Access Lice Discount 0.0000 %	ense UOM EA	Unit Price \$165,44	Stock Code	VPN	MPN	:
87	Workgroup Supervisor Access Discount 0.0000 %	s License UOM EA	Unit Price \$333.68	Stock Code	VPN	MPN	
88	ECC Inbound Voice Agent, Lic Discount 0.0000 %	: Bundle UOM EA	Unit Price \$462.66	Stock Code	VPN	MPN	
89	ECC Supervisor License Discount 0.0000 %	UOM EA	Unit Price \$462.66	Stock Code	VPN	MPN	
90	TAPI Application Server License Discount 0.0000 %	se UOM EA	Unit Price \$277.60	Stock Code	VPN	MPN	•
91	Workgroup Agent to ECC Agen Discount	nt Upgrade Lice UOM EA	nse Unit Price \$336.48	Stock Code	VPN	MPN	
92	Workgroup Supervisor to EGC Discount		•	Stock Code	VPN .	MPN	
93	IP560 Wail Mount Kit Discount	UOM EA	Unit Price \$11.70	Stock Code	VPN	MPN	
)4	Wall Mounting Kit for ShoreTel Discount	IP 655 UOM	Unit Price \$16.80	Stock Code	VPN	MPN	
95	Handset, IP phone Discount	JOM	Unit Price \$26.00	Stock Code	VPN	MPN	•



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ine	Description	······································					
96	Handset for IP Phone I Discount 0.0000 %	IP655, IP 400 serid UOM EA	és phones & dock Unit Price \$26.00	Stock Code	VPN	MPN	
97	ShoreTel IP Phone 480 Discount 0.0000 %	)/480g/485g Wall I UOM EA	Mount Kit Unit Price \$16.80	Stock Code	VPN	MPN	
98	FREE FORM LINE Discount 0.0000 %	UOM	Unit Price \$0.00	Stock Code	VPN	MPN	
9	Shoregear 24A 1U Haif Discount 0.0000 %	width 24 Analog UOM EA	Extens Unit Price \$1,679.60	Stock Code	VPN	MPN	,
100	Shoregear 220T1 Switc Discount 0.0000 %	h 10 Half width UOM EA	Unit Price \$3,362.00	Stock Code	VPN	MPN	
101	ShoreTel IP Phone IP 4 Discount 0.0000 %	85G Req ST 14 or UOM EA .	LTR Unit Price \$240.58	Stock Code	VPN	MPN	:
02	ShoreTel IP655 Phone v Discount 0.0000 %	w/Antigls USA On UOM EA	unit Price \$420.04	Stock Code	VPN	MPN	
03	Extension and Mailbox Discount 0.0000 %	License UOM EA	<b>Unit Price</b> \$112.16	Stock Code	VPN	MPN	
04	Ext Only Lic Req ST 52 Discount 0.0000 %	or Higher UOM EA	Unit Price \$78.51	Stock Code	VPN	MPN	
05	Additional Site License Discount 0.0000 %	UOM EA	Unit Price \$277.60	Stock Code	VPN	MPN	•
06	Personal Access Licens Discount 0.0000 %	se UOM EA	Unit Price \$0.00	Stock Code	VPN	MPN	,
)7	WG Agnt Access Lic Re Discount 0.0000 %	eq 8 or LTR inci Si UOM EA	FPHO Unit Price \$165.44	Stock Code	VPN	MPN	
8	WG Supervisor Access Discount 0.0000 %	Lic UOM EA	Unit Price \$333.68	Stock Code	VPN	MPN	· ,
9	LIC, ECC INB Voice ENT Discount 0.0000 %	PRS CC UOM EA	<b>Unit Price</b> \$462.66	Stock Code	VPN	MPN	
0 .	Supervisor Lic ENTPRS Discount 0.0000 %	CC UOM EA	Unit Price \$462.66	Stock Code	VPN	MPN	
1	PRTNR SUPPORT 1 YR   Discount 0.0000 %	NO PHONES PRT UOM EA	NR SUPPT Unit Price \$7,030.66	Stock Code	VPN	MPN	
2	ShoreTel Integration w e Discount 0.0000 %	xisting Voice Red UOM EA	ording System Unit Price \$25,000.00	Stock Code	VPN	MPN	, <i>'</i>
3	ShoreTel/Copper State P Discount 0.0000 %	Profession Svc for U <b>OM</b> EA	Implementation Unit Price \$25,000.00	Stock Code	VPN	MPN	