COB - BOSAIR FORM

07/14/2026 2:30 PM (MST)

Submitted by Troy.McMaster@pima.gov

BOARD OF SUPERVISORS AGENDA ITEM REPORT (BOSAIR)

All fields are required. Enter N/A if not applicable. For number fields, enter 0 if not applicable.

Record Number: SC PO SC2400001724

Award Type:	Contract
BOSAIR Activity:	Board Meeting Request
Requested Board Meeting Date:	07/28/2026
Supplier / Customer / Grantor / Subrecipient:	High Point Networks, LLC
Project Title / Description:	Mitel VoIP System Maintenance and Support
Purpose:	Amendment of Award: Supplier Contract No. SC2400001724, Amendment No. 02. This Amendment adds a call flow project to the scope of services and adds the Heat Injury and Illness Prevention and Safety Plan language to the contract, pursuant to Pima County Procurement Code 11.40.030. Administering Department: Information Technology.
Procurement Method:	Other
Insert additional Procurement Method info, if applicable:	Pursuant to Pima County Procurement Code 11.24.010, Cooperative procurement authorized, on 01/09/2024 the Board of Supervisors approved an award of contract for an initial term effective 01/09/2024 and terminating 12/31/2025 in the initial award amount of $1,375,000.00 with two (2) one-year renewal options with an annual award amount of $700,000.00. On 11/04/2025, the Procurement Director approved Amendment No. 01, which extended the termination date to 12/31/2026 and added the annual award amount of $700,000.00 for a cumulative not-to-exceed contract amount of $2,075,000.00. One (1) renewal remained. PRCUID: 503347 Attachment: Contract Amendment No. 02.
Program Goals/Predicted Outcomes:	The primary goal is to provide required support and service on both Mitel Connect and Mitel MiVoice Business phone systems. The critical outcomes will be completing ongoing migration of users and telephony features to the new system.
Public Benefit and Impact:	Maintaining the communication technology for Pima County Government will ensure that county business can be handled telephonically, and county resources can be accessed by the public.

Strategic Plan Pillar	• Quality of Life
Support of Prosperity Initiative:	• 2. Improve Quality of Life and Opportunity in High Poverty Areas • 3. Improve Housing Stability
Provide information that explains how this activity supports the selected Prosperity Initiatives	CWD has been awarded $2,000,000 from the Garcia Family Foundation to launch a centralized Homelessness Prevention Hub that will operate as a "no wrong door" entry point for households at risk of housing instability. By replacing today's fragmented pathways with real-time triage and direct connection to services such as EELS, CAA rent and utility assistance, and other flexible, low-barrier resources, the Hub ensures residents receive timely, accurate, and compassionate help before a crisis escalates. This unified model directly advances Prosperity Initiative 2 by improving quality of life and opportunity in high-poverty areas. The Hub removes navigation barriers, increases access to essential services, and delivers coordinated support to households that have historically struggled to connect with assistance due to limited capacity and complex systems. By streamlining access and targeting service gaps, the Hub strengthens stability in under-resourced neighborhoods. The Hub also strongly supports Prosperity Initiative 3 by improving housing stability across the community. Fast, coordinated interventions prevent evictions, reduce the risk of homelessness, and ensure families remain safely housed. By delivering the right assistance at the right time, the model reduces repeat crises and builds a more resilient countywide prevention system. Ultimately, the Homelessness Prevention Hub positions Pima County to provide residents with the stability, opportunity, and support they need to thrive and demonstrate economic mobility.
Metrics Available to Measure Performance:	Technical response (SLA times indicated in this contract) and escalation (Mitel TAC is engaged when appropriate and Mitel TAC will continue to be engaged until there is a resolution or next steps) Migration project. The vendor will take a leadership role in ensuring the project is successful. This includes project management, system design, engineering, programming, and training our staff to manage the new systems as they're brought online.
Retroactive:	NO

Amendment / Revised Award Information

Record Number: SC PO SC2400001724

Document Type:	SC
Department Code:	PO
Contract Number:	SC2400001724
Amendment Number:	02
Commencement Date:	07/28/2026
Termination Date:	12/31/2026
Supplier / Subrecipient Headquarters Location	West Fargo, ND

* Headquarters information is not a consideration for awards

Is the Termination Date new?	NO
Classification:	Expense
Adjust Level:	No change
Prior Contract Number (If Applicable):	MA-PO-24-076
Amount This Amendment:	
$0.00	
Funding Source(s) required:	Telecom Services CWD - Garcia Family Foundation
Funding from General Fund?	NO
Contract is fully or partially funded with Federal Funds?	NO
Contract is fully or partially funded with Non-Federal Grant Funds?	YES
If Yes, is the Contract to a supplier or subrecipient?	Supplier
Associated Euna Grant Record ID#	104898GT
Advantage Initial GTAW# (If Applicable):	N/A
Department:	Procurement
Name:	Troy McMaster
Telephone:	520.724.8728
Add GMI Department Signatures	Yes

Division Manager/Procurement Officer Signature: Kelsey Braun-Shirley Date: 7/21/2026 | 12:54 PM MST

Procurement Director Signature: Bruce Collins Date: 7/21/2026 | 1:23 PM MST

GMI Director: ______________________ Date: 7/21/2026 | 9:51 AM MST

Department Director Signature: ______________________ Date: 7/21/2026 | 1:41 PM MST

Deputy County Administrator Signature: S Holmes Date: 7/21/2026 | 1:50 PM MST

County Administrator Signature: ______________________ Date: 7/21/2026 | 3:20 PM MST

Pima County Procurement Department

Administering Department: Information Technology

Project: Mitel VoIP System Maintenance and Support

Contractor: High Point Networks, LLC
2919 W 17th Street
Longmont, CO 80503

Contract No: SC2400001724 (formerly MA-PO-24-076)

Contract Amendment No.: 02

Original Contract Term	1/9/2024 – 12/31/2025	Original Contract Amount:	$	1,375,000.00
Prior Termination Date	12/31/2026	Prior Amendments Amount:	$	700,000.00
New Termination Date	N/A	This Amendment Amount:	$	0.00
		Revised Total Amount:	$	2,075,000.00

CONTRACT AMENDMENT

1. Parties, Background and Purpose.

1.1. Background.
On January 9, 2024, County and Contractor entered into the above referenced agreement to provide services for Mitel VoIP System Maintenance and Support.

1.2. Purpose.
County is adding a Call Flow project to the Scope of Services and adding heat ordinance language required by County code.

2. Scope of Services.
The parties have incorporated Exhibit C: HUB – ACD Call Flow Proposal (11 pages). This project will build a new call flow for County's HUB that include routing options in English and Spanish.

3. Heat Injury and Illness Prevention and Safety Plan.
Pursuant to Pima County Procurement Code 11.40.030, Contractor hereby warrants that if Contractor's employees perform work in an outdoor environment under this Contract, Contractor will keep on file a written Heat Injury and Illness Prevention and Safety Plan. At County's request, Contractor will provide a copy of this plan and documentation of heat safety and mitigation efforts implemented by Contractor to prevent heat-related illnesses and injuries in the workplace. Contractor will post a copy of the Heat Injury and Illness Prevention and Safety Plan where it is accessible to employees. Contractor will further ensure that each subcontractor who performs any work for Contractor under this Contract complies with this provision.

SIGNATURE PAGE TO FOLLOW

IN WITNESS WHEREOF, the parties have approved this Amendment and agree to be bound by the terms and conditions of the Contract on the dates written below.

All other provisions of the Contract not specifically changed by this Amendment remain in effect and are binding upon the parties.

This contract template has been approved as to form by the Pima County Attorney's Office.

Pima County	**High Point Networks, LLC**
____________________	____________________
Chair, Board of Supervisors	Authorized Officer Signature
__________	7/7/26
Date	Date

ATTEST

____

Clerk of the Board

____

Date

Approved as to Content

____

Department Head

7/21/2026

Date

Proposal Summary

Pima County

Exhibit C: HUB – ACD Call Flow

Project Overview

This project represents a collaborative effort between (customer defined on quote) and HPN to deliver a successful Mitel Business phone deployment. The scope of work and overall system design have been jointly reviewed and approved, ensuring alignment with the customer's business needs, the purchased solution, and the agreed upon implementation approach. Roles and responsibilities for both teams are clearly defined to promote transparency, accountability, and smooth execution from start to finish in our SOW below.

Throughout the project, HPN will work closely with the customer to guide planning, configuration, and deployment activities, while the customer provides timely input and required information to keep the project moving forward. Any requests or requirements that fall outside the agreed scope will be documented and discussed collaboratively to determine next steps through the appropriate change management process.

This project will be to build a new ACD Call Flow for the HUB Call flow provided by the customer. They have 2 numbers for the new HUB group that will route in and have option for English and Spanish. Agents answering the calls will need to know which group the calls are coming into, so will need to make sure naming is set up correctly.

Customer will require to have basic reporting in place for the base deployment.

System Configuration Summary:

The Mitel ACD configuration items described will be provided up to the following quantities:

Design Requirements:

Contact Center
Agent(s): 18
Call Flow(s): 2 – (2 Telephone numbers ringing in for both English and Spanish)

Scope of Work

HPN Responsibilities:

Discovery/Design:
- Facilitate a project kickoff call to review solution, discuss timeline and set project expectations
- Discovery and Planning session(s) to gather system information, review and assess the desired configurations and workflows
- Design and document the high-level design along with a project workbook containing the desired configuration and submit it to the customer for approval.

- Design Approval

Development activities:

- ACD Call Flow configurations to match the approved design
  - *Configure auto attendants*
  - *Configure call flows*
  - *Configure voicemail box (as needed)*
- User/Agent Setup
  - *Configure roles and user groups.*
  - *Configure Agents*
  - *Build out Templates for devices and users*
  - *Button programming, etc*
- Configure Call Recording & Reporting

Deployment Support activities:

- Support UAT Testing *(User Acceptance Testing – customer to validate programming)*
- Complete system operation testing in preparation for Go-Live

Training Services:

- Training will be scheduled and invites sent to customer
- Training is only provided for purchased products.
- Training will be conducted remotely – Ignite Client & Desk Phone
  - *Agent Training session(s)*
  - *Supervisor training session(s)*
- Provide Quick Links, Product Videos and recordings of the Training sessions.

Go-Live Support activities:

- Complete redirection of 2 Main numbers to new Call flow for inbound traffic
- Setup Reporting *(abandoned calls, agent summary, inbound/outbound queue traffic, etc)*
- Provide up to thirty (30) days of post-go-live implementation support
- Issues unrelated to implementation deliverables, or those reported outside of standard business hours, will be addressed by HelpDesk Support according to the purchased level of support services.

***Note:** Project will remain open for 30 Business Days following the final system cutover for any assistance required to accommodate issues and/or Move/Add/Change requests to work completed within the project.*

HPN Project Management Responsibilities

- Main point of contact between customer, individuals amongst the project team, and project stakeholders.
- Maintain effective communication amongst project team and all project stakeholders
- Schedule and facilitate project meetings.
- Manage project documentation: project summary document, project timeline, meeting notes.

- Manage engineering resource allocation and availability
- Monitor project status against project scope and predefined deliverables. Initiate change orders when applicable.
- Schedule HPN engineering resources.
- Travel arrangements, if applicable.
- Project issue tracking and remediation.
- Project closure with handoff back to the Account Manager and Enterprise Service Desk.

Customer Responsibilities

- Provide onsite contact information who can assist with coordination and decision-making as needed.
- Work with High Point Networks Engineers to provide the remote access needed for the systems included in this proposal, including required credentials, firewall rules, VPN access, administrative permissions, and change approvals necessary to perform the services.
- Ensure that all in-scope systems, documentation, credentials, approvals, and personnel are available as scheduled to support timely project execution.
- Provide virtualization environment as required for all server requirements
- Provide Power-over-Ethernet to IP phones.
- Configure network switches and network services (DHCP, LLDP, DNS, etc.) based upon VOIP best practices (HPN can provide these services at an additional cost)
- Scripts for all recorded greeting(s) required from approved System Design
- Softclient deployment prior to cutover.
- Any Headsets placement and testing
- Validate System Operation

Assumptions and Exclusions

- Any additional project work, onsite visits, or schedule adjustments resulting from customer environment readiness issues, site readiness issues, incomplete work by customer subcontractors, or customer resource availability constraints will be billed at the standard Time and Materials hourly rates.
- Manufacturer-supported software versions are required for all included products. Updates or version upgrades for applications or products that fall outside the defined scope are not included in this proposal. If manufacturer unsupported or end-of-life hardware or software is discovered, HPN may suspend work until remediation is approved or may proceed on a best-effort basis without warranty.
- If certificates are required for the proposed solution, HPN can assist with procurement, or the customer may procure the certificates directly. All certificates will be owned and maintained by the customer. Delays caused by certificate procurement, validation, expiration, or misconfiguration may result in a schedule or scope of work change.
- Integration with third-party applications, systems, APIs, identity providers, billing platforms, or management tools is not included.
- Existing cabling infrastructure will be used. Cabling infrastructure additions, repairs, or enhancements can be scoped and provided at additional cost If existing cabling does not meet manufacturer or industry requirements, HPN may pause work until remediation is completed or an approved change order is processed.

- Packing materials for equipment installed will be disposed of at the customer site.
- In the event of unforeseen conditions—such as severe weather, natural disasters, or extreme temperatures—HPN may pause travel or installation activities to ensure safety and quality work.
- High Point Networks is not responsible for any damage to job-site areas or grounds caused by environmental conditions, pre-existing site conditions, or other factors beyond our reasonable control.

Change Control

If it becomes necessary to alter the scope of work, HPN will initiate contact with the company's point of contact to work out the details associated with impacts to schedules, deliverables and/or financial commitments. No changes to the scope of work will occur without prior authorization.

Acceptance Criteria and Product Invoicing

- Products will be invoiced upon confirmation of shipment.
- Professional Services may be progress billed over the term of the project.
- All licensing and subscription orders will be invoiced immediately upon customer approval.
- If the customer does not provide written acceptance, request changes, or raise material objections within thirty (30) calendar days of project or phase completion notice, the work will be deemed accepted and the application project or phase will be considered closed to allow both parties to formally conclude the engagement.

High Point NETWORKS

ACD

Quote Information:

Quote #: 159904
Version: 1
Delivery Date: 07/21/2026
Expiration Date: 09/30/2026

Prepared for:

Pima County ITD
Attn: Melanie Torres
P.O. Box 791
Tucson, AZ 85701

Prepared by:

High Point Networks, LLC
Elmar Cannon
Direct: 970-541-7887
elmar.cannon@highpointnetworks.com

HPN Service Bundle

Qty	Item	Description	Price	Ext. Price
1	**PROSERVE-PKG**	High Point Networks Professional Services defined in the pdf online or above in this document	**$10,260.00**	**$10,260.00**
			Subtotal:	$10,260.00

Quote Summary

Description	Amount
HPN Service Bundle	$10,260.00
Total:	$10,260.00

Acceptance of the quote online is considered acceptance of an offer and, together with the terms of Contract No. SC2400001724 between the parties, and any applicable Statement of Work, which are hereby incorporated by reference, forms a legally binding contract. The customer is solely responsible for verifying the accuracy of all quotes and designs.

Return Policy: Product must be returned within 30 days of shipment date and will be subject to a restocking and freight fee. Product cannot be returned if opened (needs to be sealed in original packaging), written on and/or damaged; NO exceptions. HPN reserves the right to no return/refund.

Prices are subject to change without notice due to manufacturer price changes or any error or omission. Any increase in manufacturer pricing will increase your price. Please consult your Account Representative prior to placing an order for timely updated pricing.

Quotes are not final until an agreement has been approved by the Account Representative.

All quotes are subject to shipping costs that may not be listed on the quote. Orders will be invoiced when shipped. Orders may be partially invoiced as items ship and thus there may be multiple invoices per order. Projects will be invoiced in the same method. Professional services may be progress billed over the term of the project. All licensing and subscription orders will be invoiced immediately upon customer approval.

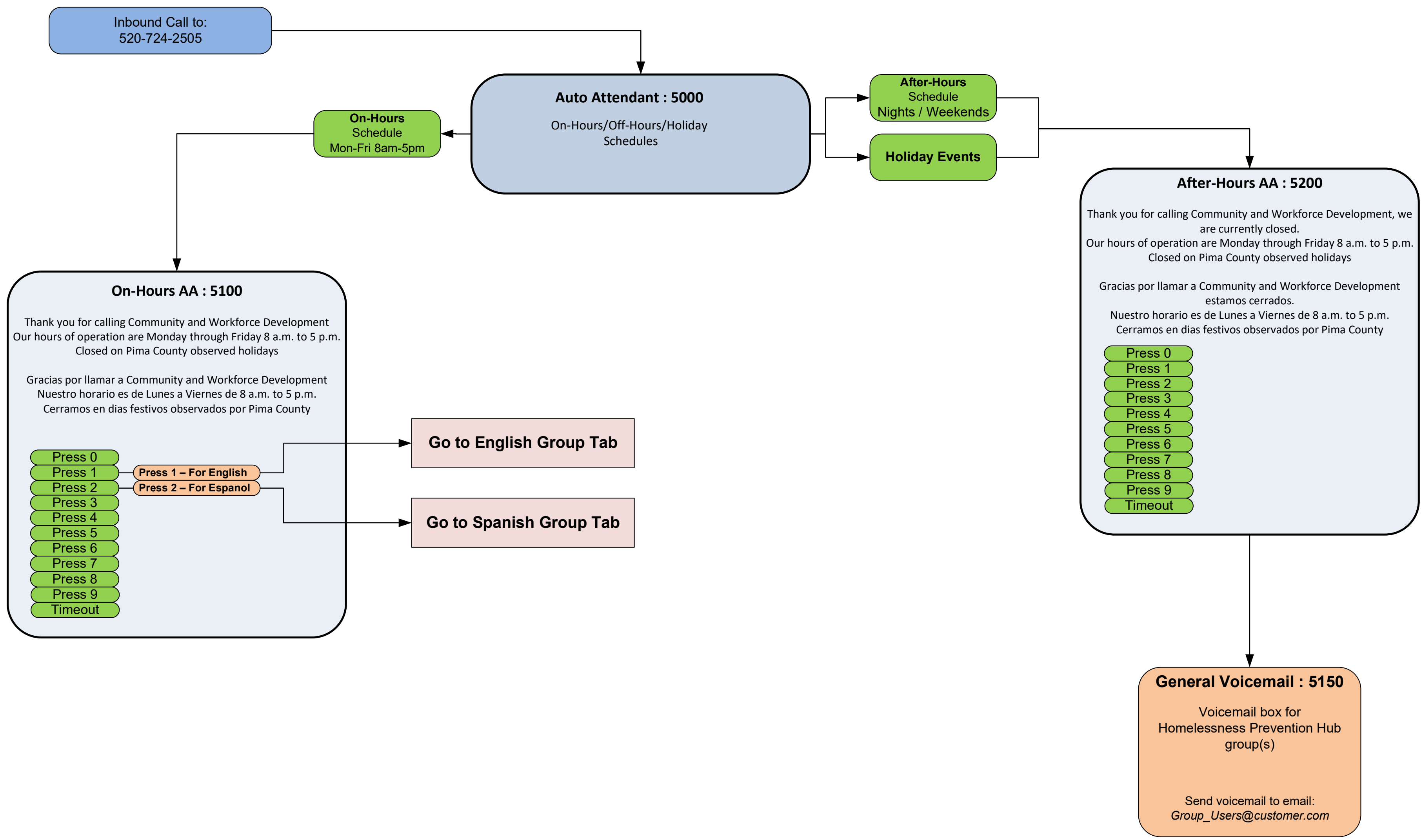
Payment for all orders are due in 30 days from invoice date. Finance charges will be charged at the rate of 1.5% per month if not paid by the due date. If payment is not received within 60 days of the invoice date, we reserve the right to suspend or terminate your service without further notice. Credit card usage as a form of payment may be accepted on a pre-approval basis and may be subject to a convenience fee.

Signature

Date

520-724-2505 – Main Call Flow

Tuesday, June 9, 2026



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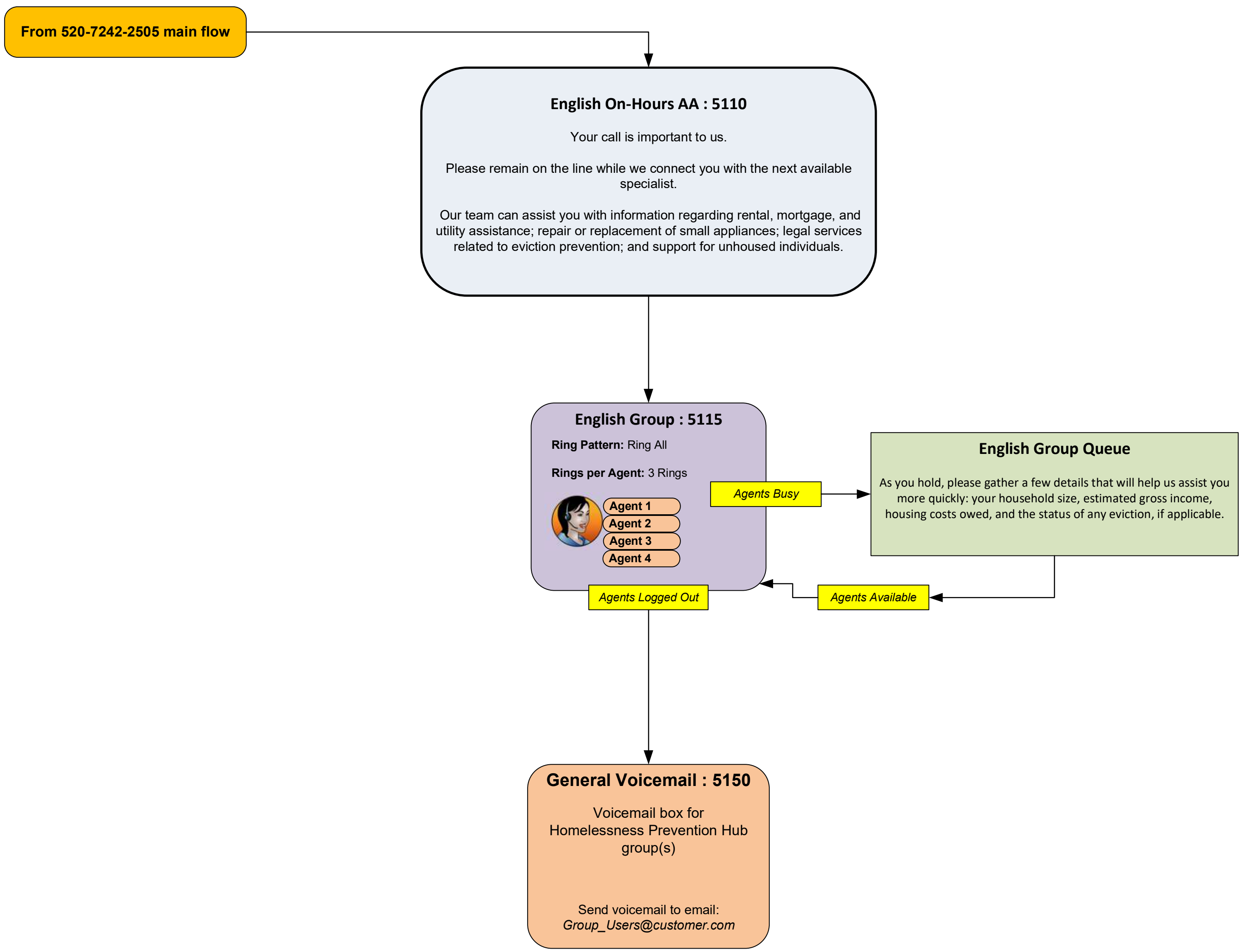
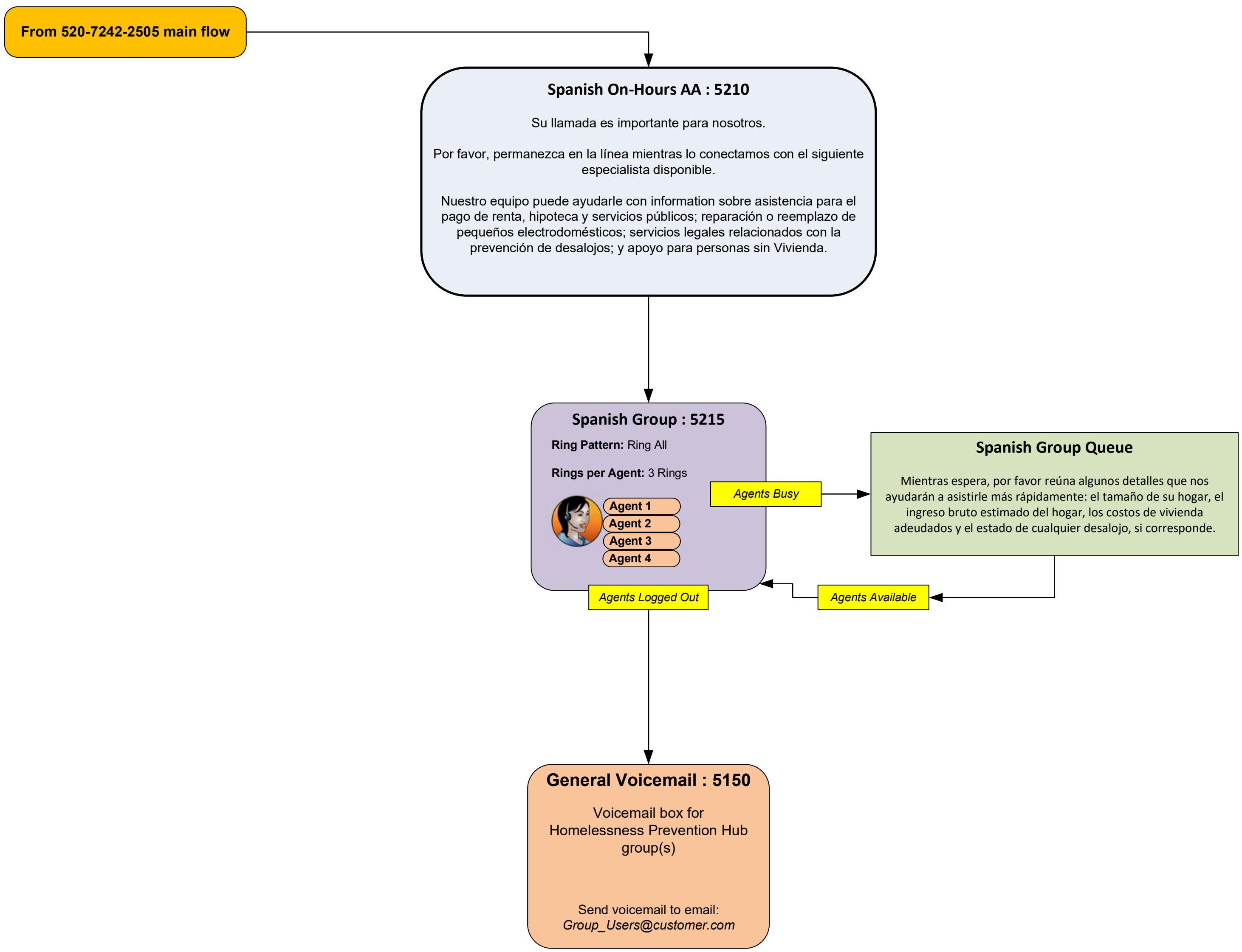
Tuesday, June 9, 2026

520-724-2505 – English Group



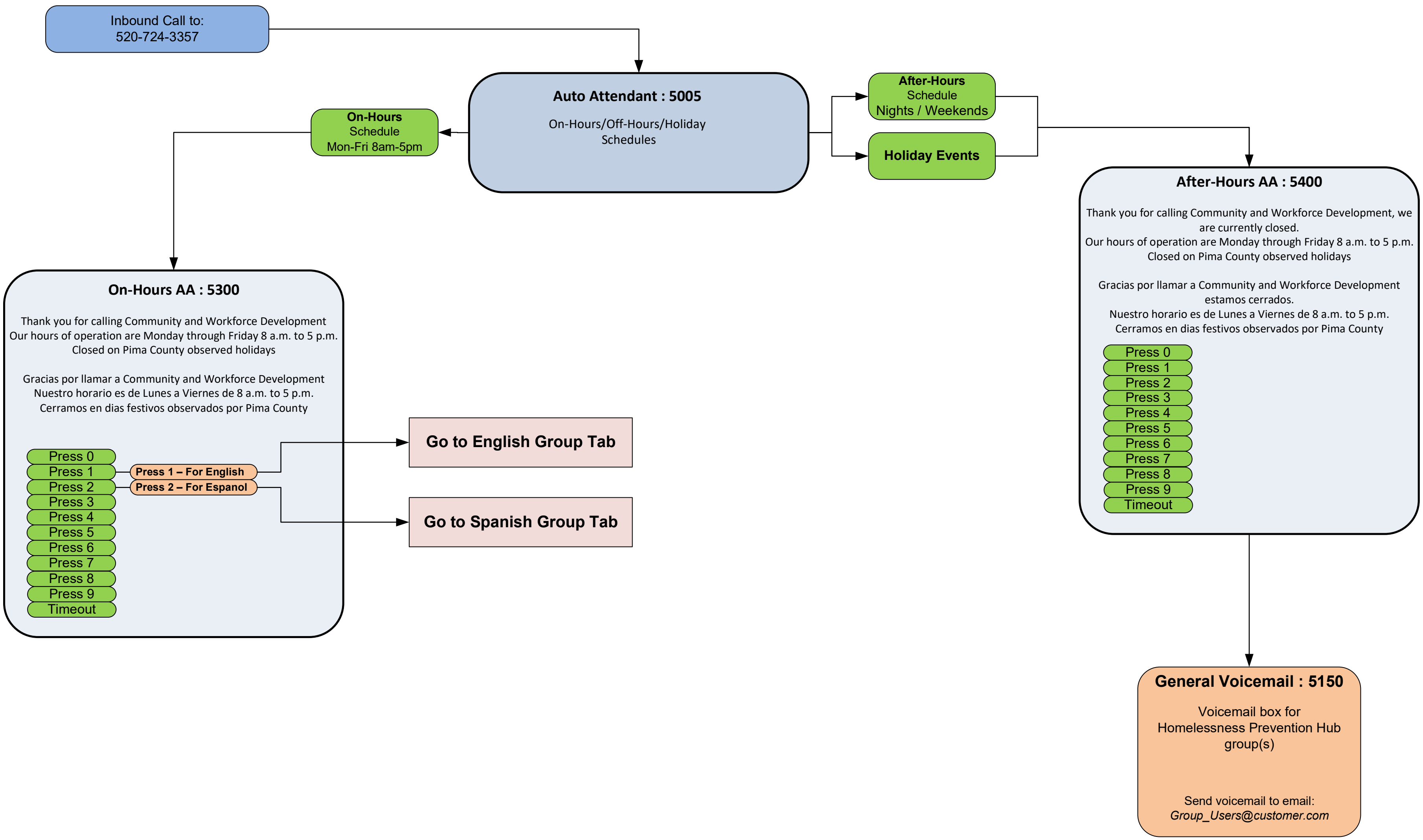
520-724-2505 – Spanish Group

Tuesday, June 9, 2026



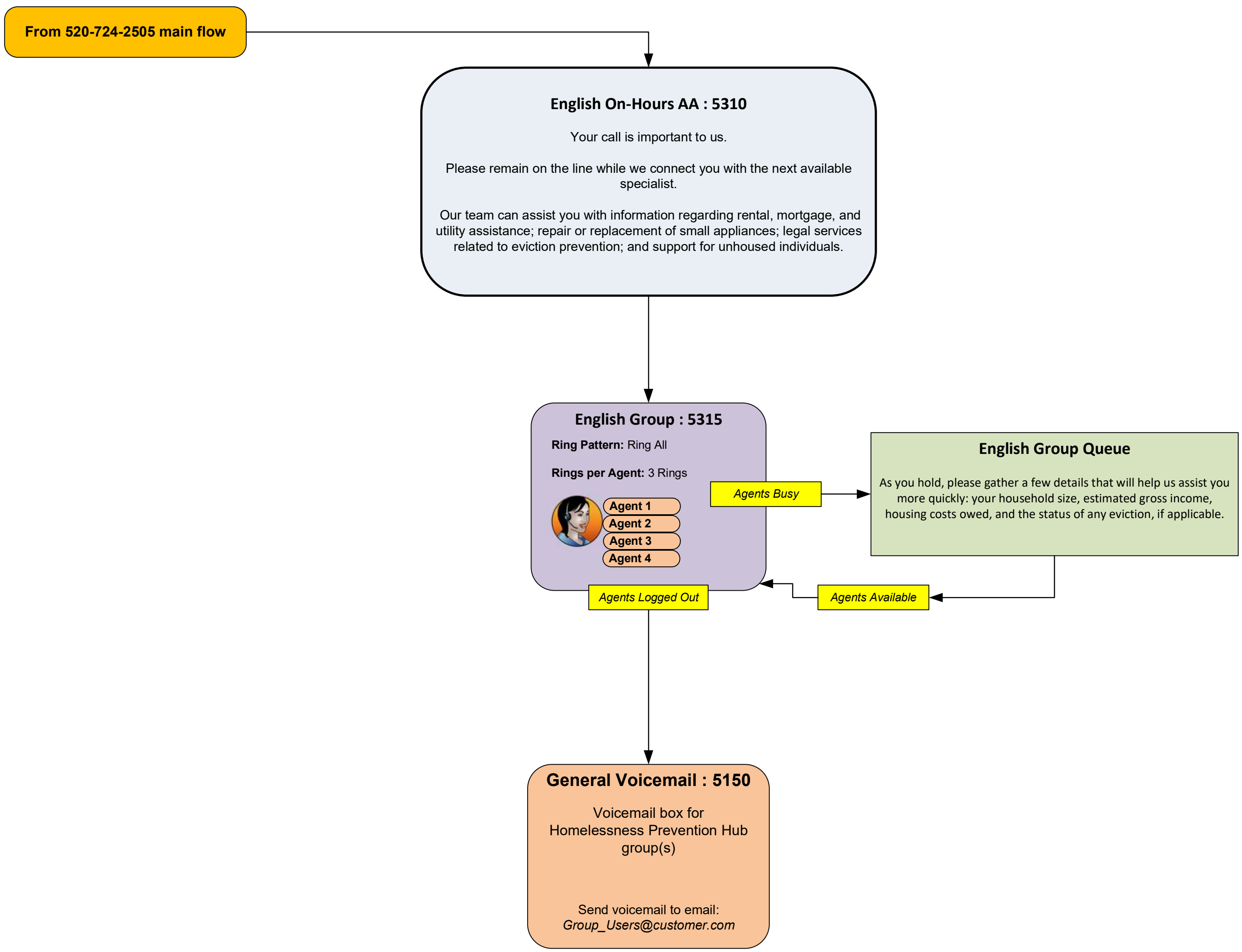
520-724-3357 – Main Call Flow

Tuesday, June 9, 2026



520-724-3357 – English Group

Tuesday, June 9, 2026



520-724-3357 – Spanish Group

Tuesday, June 9, 2026