



FULLY EXECUTED
Contract Number: 4400017876
Original Contract Effective Date: 02/02/2018
Valid From: 01/01/2018 To: 03/31/2025

All using Agencies of the Commonwealth, Participating Political
Subdivision, Authorities, Private Colleges and Universities

Purchasing Agent

Name: **Danner Shawn**
Phone: 717-787-8085
Fax:

Your SAP Vendor Number with us: 176322

Supplier Name/Address:
SAGE TECHNOLOGY SOLUTIONS INC
1040 W MAIN ST
MOUNT JOY PA 17552-9590 US

Please Deliver To:

To be determined at
the time of the Purchase Order
unless specified below.

Supplier Phone Number: 717-653-6641

Supplier Fax Number: 717-653-6651

Contract Name:
PBX & Key Telephone System

Payment Terms
NET 30

Solicitation No.: Issuance Date:

Supplier Bid or Proposal No. (if applicable): Solicitation Submission Date:

This contract is comprised of: The above referenced Solicitation, the Supplier's Bid or Proposal, and any documents attached to this Contract or incorporated by reference.

Item	Material/Service Desc	Qty	UOM	Price	Per Unit	Total
2	Small Key Telephone Systems	0.000		0.00	1	0.00
3	Medium Key Telephone Systems	0.000		0.00	1	0.00
4	Large Key Telephone Systems	0.000		0.00	1	0.00
5	Small PBX Telephone Systems	0.000		0.00	1	0.00
6	Medium PBX Telephone Systems	0.000		0.00	1	0.00
7	Large PBX Telephone Systems	0.000		0.00	1	0.00

Information:

Supplier's Signature _____
Printed Name _____

Title _____
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8	Location Assessment Cost	0.000		0.00	1	0.00
9	Cabeling	0.000		0.00	1	0.00
10	General Labor	0.000		0.00	1	0.00

General Requirements for all Items:

Header Text

This contract was awarded as part of IFB 6100041793 and is for the procurement of PBX and Key telephone systems, equipment, and the other related services within specific zones across the Commonwealth.

10/2/2020 - This contract has been renewed for an additional year. there is one remaining renewal left.

03.06.23 - this contract has been extended until 09.30.23

9/28/2023 - this contract has been extended until 3/31/2025. SD

No further information for this Contract

Information:



DATE: 7/25/2023

Sage Technologies Solutions
1040 West Main Street
Mount Joy, PA 17552

SUBJECT: Renewal of Contract: PBX & Key Telephone Systems
Contract Number: **4400017876**
Term of Renewal: **10/01/2023 – 3/31/2025**

Dear Contractor:

Per an approved Emergency Purchase request, the Commonwealth is considering renewing/extending this contract for an additional 18 months.

We are, therefore, requesting your concurrence to the above referenced Contract via an extension of the current Emergency Procurement (30072). If you agree to the renewal, please complete the bottom section of this letter and return it via e-mail to the e-mail address listed below no later than **8/8/2023**.

If the Commonwealth renews the contract, the Bureau will issue a revised contract document to reflect the renewed contract period.

Thank you for your immediate response. If you have any questions, please feel free to contact me.

Shawn Danner
717-787-8085
shdanner@pa.gov

I agree to the renewal of the above referenced Contract for the above stated Term of Renewal. All terms and conditions remain the same as in the current contract.

Yes No

Signature  Title EVP Finance

Date 9/28/2023

(Person signing this renewal agreement must have the power to bind their company by their signature.)



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Purchasing Agent

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Phone: 717-787-8085
Fax:

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Valid From: 01/01/2018 To: 12/31/2022

All using Agencies of the Commonwealth, Participating Political Subdivision, Authorities, Private Colleges and Universities

Purchasing Agent

Name: **McFadden Amy**

Phone: 717-346-3826

Fax: 717-783-6241

Your SAP Vendor Number with us: 176322

Supplier Name/Address:

SAGE TECHNOLOGY SOLUTIONS INC
1040 W MAIN ST
MOUNT JOY PA 17552-9590 US

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Purchasing Agent

Name: **McFadden Amy**

Phone: 717-346-3826

Fax: 717-783-6241

Your SAP Vendor Number with us: 176322

Supplier Name/Address:

SAGE TECHNOLOGY SOLUTIONS INC
1040 W MAIN ST
MOUNT JOY PA 17552-9590 US

Supplier Phone Number: 7176536641

Supplier Fax Number: 717-653-6651

Please Deliver To:

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Purchasing Agent

Name: Layman Amy
Phone: 717-346-3826
Fax: 717-783-6241

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No further information for this Contract

Information:



Original Approval Date: 09/28/2017
ORIGINAL
QUOT - Invitation For Bid

Page 2 of 2

Supplier Name:
[SAGE TECHNOLOGY SOLUTIONS INC](#)

***** Attributes Page *****

Mandatory QUESTION #02 - Is the offer in accordance with the "Representations and Authorizations" listed in section "Submission – 001.1" of the attached solicitation document?

Response: Y

Mandatory QUESTION #01 - Has the submitter read, and does the submitter understand, the "Representations and Authorizations" listed in section "Submission – 001.1" of the attached solicitation document?

Response: Y

STATE OF MANUFACTURE CHART

THIS FORM MUST BE COMPLETED AND RETURNED WITH THE BID

The Reciprocal Limitations Act 146 requires the Department to give Pennsylvania resident bidders a preference against a non-resident bidder from any state that gives or requires a preference to bidders from that state. The amount of preference shall be equal to the amount of preference applied by the state of the non-resident bidder. More information on this Act, or how to claim preference, can be obtained at our internet site at www.dgs.state.pa.us, by faxing a request to 717 787 -0725, or by calling Vendor Services at 717 787-2199 or 4705.

All bidders must complete the following chart by listing the name of the manufacturer and the state (or foreign country) of manufacture for each item. If the item is domestically produced, the bidder must indicate the state in the United States where the item will be manufactured. **This chart must be completed and submitted with the bid or no later than two (2) business days after notification from the Department of General Services to furnish the information.** Failure to complete this chart **and provide the required information prior to the expiration of the second business day after notification shall** result in the rejection of the bid.

<u>ITEM NUMBER</u>	<u>NAME OF MANUFACTURER</u>	<u>STATE (OR FOREIGN COUNTRY) OF MANUFACTURE</u>
10523	ShoreTel	California
10524	ShoreTel	California
10526	ShoreTel	California
10495	ShoreTel	China
10496	ShoreTel	China
10498	ShoreTel	China
60217	ShoreTel	California
60169	ShoreTel	California
HXJ5EB	Hubbell	Connecticut
HP1910	HP	Houston

BIDDER'S RESIDENCY

A. In determining whether the bidder is a nonresident bidder from a state that gives or requires a preference to bidders from that state, the address given on the first page of this invitation for bid shall be used by the Department of General Services. If that address is incorrect, or if no address is given, the correct address should be provided in the space below:

Correct Address:

INSTRUCTIONS

ZONES: The Bidder must indicate, by checking the appropriate box, the zone(s) where it intends to provide telephone systems, equipment and other related services. The Bidder must indicate the manufacturer of the telephone system(s) being offered.

ADDITIONAL COSTS: The Bidder must indicate the costs for labor, location assessments and service visits.

TELEPHONE SYSTEMS: The Bidder must indicate all of the items required in order to make the telephone system(s) being offered fully operational. The Bidder must indicate the cost for all items, as well as the costs for those optional items and services within Section II - Specifications of the IFB. The Bidder must indicate each item type; Base System: required to make the telephone system fully operational, Expansion Configuration: required to make the telephone system more robust, Additional Component: additional components which are functional with the telephone system, Additional Feature: additional features which are compatible with the telephone system.

Zones

The Bidder must indicate, by checking the appropriate box, the zone(s) where it intends to provide telephone systems, equipment and other related services. The Bidder must indicate the manufacturer of the telephone system(s) being offered.

Zones	Manufacturer(s)
<input checked="" type="checkbox"/> Zone 1 – Western Pennsylvania – includes the following counties: Erie, Crawford, Mercer, Lawrence, Beaver, Washington, Greene, Fayette, Westmoreland, Allegheny, Butler, Venango, Warren, McKean, Forest, Elk, Clarion, Jefferson, Armstrong, Indiana, Clearfield, Cambria, Somerset.	ShoreTel
<input checked="" type="checkbox"/> Zone 2 – Central Pennsylvania – includes the following counties: Potter, Cameron, Clinton, Centre, Blair, Bedford, Fulton, Huntingdon, Tioga, Lycoming, Union, Snyder, Mifflin, Juniata, Perry, Cumberland, Franklin, Adams, York, Lancaster, Lebanon, Dauphin, Northumberland, Montour, Columbia, Schuylkill, Luzerne, Wyoming, Sullivan, Lackawanna, Bradford, Susquehanna.	ShoreTel
<input checked="" type="checkbox"/> Zone 3 – Eastern Pennsylvania – includes the following counties: Wayne, Pike, Monroe, Carbon, Northampton, Lehigh, Berks, Bucks, Montgomery, Chester, Delaware, Philadelphia	ShoreTel

Labor, Location Assessment and Service Visit Costs

The Bidder must indicate the costs for labor, location assessments and service visits.

General Labor	
Weekday Hourly Rate	\$125.00
Weekend/Holiday Hourly Rate	\$250.00
*Overtime Hourly Rate	\$187.50

*Applies only if a technician exceeds eight (8) continuous work hours within a twenty-four (24) hour period.

Location Assessments & Visitation	
Location Assessment Cost	Zone (2) \$490.00; Zones (1) & (3) 590.00
Service Visit Cost	Zone (2) \$250.00; Zones (1) & (3) 380.00

Small Key Telephone System Configuration(s)

The Bidder must indicate all of the items required in order to make the telephone system(s) being offered fully operational. The Bidder must indicate the cost for all items, as well as the costs for those optional items and services within Section II - Specifications of the IFB. The Bidder must indicate each item type; Base System: required to make the telephone system fully operational, Expansion Configuration: required to make the telephone system more robust, Additional Component: additional components which are functional with the telephone system, Additional Feature: additional features which are compatible with the telephone system.

Item Description	Item Type	Manufacturer	Model	Cost
(2) ShoreTel Voice Switch ST100A Voice Appliance. Supp	Base System	ShoreTel	10524, 60218, 60203,	\$ 10,515.42
Zone 2 IP485g Key Telephone and BB424 (10498 & 10518) PER USER Wi	Base System	ShoreTel	SHO 10498, 10518, 30146	\$ 1,046.34
Zone 1&3 IP485g Key Telephone and BB424 (10498 & 10518)PER USER V	Base System	ShoreTel	SHO 10498, 10518, 30146	\$ 1,091.34
24 Port 10/100 PoE Data Switch Per 24 Users	Expansion Configuration	HP	HP1910	\$ 385.00
ShoreTel Voice Switch ST50A	Expansion Configuration	ShoreTel	SHO-10523	\$ 1,300.00
ShoreTel Voice Switch ST1D - Supports T-1/ISDN-PRI Requires Connect O	Expansion Configuration	ShoreTel	SHO-10526	\$ 1,950.00
Connect ONSITE Telephony to Essentials upgrade license bundle	Expansion Configuration	ShoreTel	SHO-30150	\$ 26.00
Connect ONSITE Telephony to Standard upgrade license bundle	Expansion Configuration	ShoreTel	SHO-30151	\$ 91.00
Connect ONSITE Telephony to Advanced upgrade license bundle	Expansion Configuration	ShoreTel	SHO-30152	\$ 221.00
Workgroup Agent Access Basic ACD License	Expansion Configuration	ShoreTel	SHO-40007	\$ 191.75
Workgroup Supervisor Access Basic ACD License	Expansion Configuration	ShoreTel	SHO-40008	\$ 386.75
ShoreTel Voice Switch SG-24A	Additional Component	ShoreTel	SHO-10321	\$ 1,946.75
ShoreTel Voice Switch SG-30	Additional Component	ShoreTel	SHO-10320	\$ 1,036.75
ShoreTel Voice Switch SG-50	Additional Component	ShoreTel	SHO-10259	\$ 1,296.75
ShoreTel Voice Switch SG-50v	Additional Component	ShoreTel	SHO-10324	\$ 1,621.75
ShoreTel Voice Switch SG-90	Additional Component	ShoreTel	SHO-10260	\$ 1,946.75
ShoreTel Voice Switch SG-90v	Additional Component	ShoreTel	SHO-10325	\$ 2,401.75
ShoreTel Voice Switch SG-T1k	Additional Component	ShoreTel	SHO-10322	\$ 2,271.75
ShoreTel Voice Switch SG-220T1	Additional Component	ShoreTel	SHO-10261	\$ 3,896.75
ShoreTel Voice Switch SG-220T1A	Additional Component	ShoreTel	SHO-10229	\$ 4,221.75
Virtual Phone Capacity License - Qty 1	Additional Component	ShoreTel	SHO-30134	\$ 29.25
Virtual Phone Capacity License - Qty 50	Additional Component	ShoreTel	SHO-30135	\$ 1,137.50
Virtual Phone Capacity License - Qty 200	Additional Component	ShoreTel	SHO-30136	\$ 3,250.00
ShoreTel Voice Switch ST50A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10523	\$ 1,300.00
ShoreTel Voice Switch ST100A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10524	\$ 2,080.00
ShoreTel Voice Switch ST100DA - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10525	\$ 3,965.00

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ShoreTel Voice Switch ST1D - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10526	\$ 1,950.00
ShoreTel Voice Switch ST2D - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10529	\$ 3,510.00
ShoreTel Voice Switch ST200 - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10527	\$ 2,925.00
ShoreTel Voice Switch ST500 - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10528	\$ 6,500.00
ShoreTel Voice Switch ST24A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10531	\$ 1,950.00
ShoreTel Voice Switch ST48A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10530	\$ 3,510.00
Voice Switch 144 Analog Port Bundle - includes 6 ShoreTel Voice Switch ST	Additional Component	ShoreTel	SHO-60214	\$ 15,600.00
Voice Switch 144 Analog Port Bundle - includes 3 ShoreTel Voice Switch ST	Additional Component	ShoreTel	SHO-60215	\$ 14,755.00
Connect Small Business Edition 100 HW bundle, analog trunking with server	Additional Component	ShoreTel	SHO-60187	\$ 1,495.00
Connect Small Business Edition 100 HW bundle, digital trunking with server	Additional Component	ShoreTel	SHO-60188	\$ 2,995.00
Connect Small Business Edition 100 HW bundle, analog trunking with UC30	Additional Component	ShoreTel	SHO-60218	\$ 2,195.00
Connect Small Business Edition 100 HW bundle, digital trunking with UC30	Additional Component	ShoreTel	SHO-60219	\$ 3,695.00
Connect Small Business Edition 100 HW bundle, analog trunking with UC75	Additional Component	ShoreTel	SHO-60223	\$ 4,195.00
Connect Small Business Edition 100 HW bundle, digital trunking with UC75	Additional Component	ShoreTel	SHO-60224	\$ 5,695.00
Connect Small Business Edition 100 HW bundle, analog trunking without server	Additional Component	ShoreTel	SHO-60185	\$ 995.00
Connect Small Business Edition 100 HW bundle, digital trunking without server	Additional Component	ShoreTel	SHO-60186	\$ 2,495.00
Connect Small Business Edition 100 VIRTUAL bundle, 25 users. Includes 20	Additional Component	ShoreTel	SHO-60198	\$ 2,500.00
Connect Small Business Edition 100 VIRTUAL bundle, 50 users. Includes 45	Additional Component	ShoreTel	□□□□□□□□	\$ 6,000.00
Connect Small Business Edition 100 VIRTUAL bundle, 50 users. Includes 45	Additional Component	ShoreTel	SHO-60200	\$ 8,000.00
Connect Small Business Edition 100 SW bundle, 15 users. Includes 11 Essential	Additional Component	ShoreTel	SHO-60193	\$ 1,000.00
Connect Small Business Edition 100 SW bundle, 20 users. Includes 14 Essential	Additional Component	ShoreTel	SHO-60194	\$ 1,500.00
Connect Small Business Edition 100 SW bundle, 25 users. Includes 17 Essential	Additional Component	ShoreTel	□□□□□□□□	\$ 2,000.00
Connect Small Business Edition 100 SW bundle, 50 users. Includes 39 Essential	Additional Component	ShoreTel	SHO-60196	\$ 5,500.00
Connect Small Business Edition 100 SW bundle, GSA. Includes 1 Courtesy a	Additional Component	ShoreTel	SHO-60203	\$ 500.00
Small Business Edition 100 Server (UC Server 25)	Additional Component	ShoreTel	SHO-60169	\$ 1,500.00
Connect ONSITE Small Business Edition Server (UC Server 30)	Additional Component	ShoreTel	SHO-10564	\$ 2,200.00
Connect ONSITE Small Business Edition Server (UC Server 75)	Additional Component	ShoreTel	SHO-60217	\$ 4,200.00

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Item Description	Item Type	Manufacturer	Model	Cost
Small Business Edition 100 Server Replacement (existing SBE customer only)	Additional Component	ShoreTel	SHO-60173	\$ 1,125.00
Connect ONSITE Small Business Edition Server Replacement (existing SBE)	Additional Component	ShoreTel	SHO-60227	\$ 1,900.00
Connect ONSITE Small Business Edition Server Replacement (existing SBE)	Additional Component	ShoreTel	SHO-60228	\$ 3,900.00
Small Business Edition Upgrade to Small Business Edition 100	Additional Component	ShoreTel	SHO-10476	\$ 1,995.00
SBE or SBE 100 Upgrade to Enterprise Edition (Available 120 days after SB)	Additional Component	ShoreTel	SHO-60157	\$ 4,495.00
ShoreTel IP Phone IP420, 10/100	Additional Component	ShoreTel	SHO-10495	\$ 122.85
ShoreTel IP Phone IP420g, 10/100/1000	Additional Component	ShoreTel	SHO-10546	\$ 142.35
ShoreTel IP Phone IP480, 10/100	Additional Component	ShoreTel	SHO-10496	\$ 194.35
ShoreTel IP Phone IP480g, 10/100/1000	Additional Component	ShoreTel	SHO-10497	\$ 239.85
ShoreTel IP Phone IP485g, 10/100/1000	Additional Component	ShoreTel	SHO-10498	\$ 278.85
ShoreTel IP Phone IP655, with anti-glare screen, 10/100/1000	Additional Component	ShoreTel	SHO-10429	\$ 486.85
Satellite microphones for ShoreTel IP Phone 655, Qty 2	Additional Component	ShoreTel	□□□□□□	\$ 126.75
ShoreTel IP Phone BB424 for IP 485g - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10518	\$ 226.85
Power Adapter, BB424 - One required for each of 2+ units on a phone	Additional Component	ShoreTel	SHO-10532	\$ 20.00
ShoreTel IP Phone 930D Starter Kit, NA - Includes IP 930D DECT Phone H	Additional Component	ShoreTel	SHO-10384	\$ 389.95
ShoreTel IP Phone 930D Base, Spare	Additional Component	ShoreTel	SHO-10386	\$ 324.35
ShoreTel IP Phone 930D Handset Charger, Spare	Additional Component	ShoreTel	SHO-10388	\$ 25.00
ShoreTel IP Phone 930D Handset, Spare - Includes Handset and Charger	Additional Component	ShoreTel	SHO-10389	\$ 129.35
ShoreTel IP Phone 930D Repeater	Additional Component	ShoreTel	SHO-10449	\$ 249.00
ShoreTel IP Phone 930D Battery, Spare	Additional Component	ShoreTel	SHO-10450	\$ 10.00
PoE Cable, Repeater, IP930D	Additional Component	ShoreTel	□□□□□□	\$ 15.00
ShoreTel IP Phone Gig Power Adaptor 10/100/1000	Additional Component	ShoreTel	SHO-10269	\$ 20.00
Connect ONSITE Courtesy license. Includes Extension Only with no Connect	Additional Component	ShoreTel	SHO-30145	\$ 64.35
Connect ONSITE Telephony license. Includes Ext+Mbx with no Connect cli	Additional Component	ShoreTel	SHO-30146	\$ 103.35
Mailbox Only License for ShoreTel	Additional Component	ShoreTel	SHO-30040	\$ 58.50
Connect ONSITE Courtesy license. Includes Extension Only with no Connect	Additional Component	ShoreTel	SHO-30145	\$ 64.35
Connect ONSITE Telephony license. Includes Ext+Mbx with no Connect cli	Additional Component	ShoreTel	SHO-30146	\$ 103.35
Connect ONSITE Essentials license bundle. Includes Ext+Mbx, Connect desk	Additional Component	ShoreTel	SHO-30147	\$ 129.35
Connect ONSITE Standard license bundle. Includes Ext+Mbx, Connect desk	Additional Component	ShoreTel	SHO-30148	\$ 194.35
Connect ONSITE Advanced license bundle. Includes Ext+Mbx, Connect desk	Additional Component	ShoreTel	SHO-30149	\$ 324.35

Small Key Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
Connect ONSITE Telephony to Essentials upgrade license bundle	Additional Component	ShoreTel	SHO-30150	\$ 26.00
Connect ONSITE Telephony to Standard upgrade license bundle	Additional Component	ShoreTel	SHO-30151	\$ 91.00
Connect ONSITE Telephony to Advanced upgrade license bundle	Additional Component	ShoreTel	SHO-30152	\$ 221.00
Connect ONSITE Essentials to Standard upgrade license bundle	Additional Component	ShoreTel	SHO-30153	\$ 65.00
Connect ONSITE Essentials to Advanced upgrade license bundle	Additional Component	ShoreTel	SHO-30154	\$ 195.00
Connect ONSITE Standard to Advanced upgrade license bundle	Additional Component	ShoreTel	SHO-30155	\$ 130.00
ShoreTel 14.2 (General Release)	Additional Component	ShoreTel	SHO-29152	\$ -
KIT, USB Connect ONSITE Software	Additional Component	ShoreTel	SHO-29153	\$ -
ShoreTel 14.2 or earlier to Connect ONSITE upgrade license	Additional Component	ShoreTel	SHO-30159	\$ -
Additional Language License	Additional Component	ShoreTel	SHO-30041	\$ 646.75
SIP Trunk Software License - For hardware-based deployments	Additional Component	ShoreTel	SHO-30043	\$ 32.50
Virtual SIP Trunk License - Qty 1	Additional Component	ShoreTel	SHO-30137	\$ 61.75
Virtual SIP Trunk License - Qty 25	Additional Component	ShoreTel	SHO-30138	\$ 1,381.25
Virtual SIP Trunk License - Qty 50	Additional Component	ShoreTel	SHO-30139	\$ 2,437.50
SIP Trunk to Virtual SIP Trunk Upgrade License	Additional Component	ShoreTel	SHO-30140	\$ 29.25
Promotional Upgrade from SIP trunk license to Virtual SIP trunk license	Additional Component	ShoreTel	SHO-55218	\$ -
SIP Device License (version 8.0 and later)	Additional Component	ShoreTel	SHO-30053	\$ 19.50
License, Legacy PBX Integration - Allows voicemail to be used with an existing	Additional Component	ShoreTel	SHO-30079	\$ 19.50
SIP Trunk to SIP Device Conversion License	Additional Component	ShoreTel	SHO-30057	\$ -
SIP-based third party messaging integration License	Additional Component	ShoreTel	SHO-30080	\$ 2,921.75
Distributed Voice Services License	Additional Component	ShoreTel	SHO-21020	\$ 646.75
Additional Site License	Additional Component	ShoreTel	SHO-30044	\$ 321.75
ShoreTel TAPI Application Server License	Additional Component	ShoreTel	SHO-30049	\$ 321.75
ShoreTel Remote Web Reporting License - not required for ShoreTel 11 or later	Additional Component	ShoreTel	SHO-30048	\$ 2,695.00
License, Remote Phone for Edge Gateway	Additional Component	ShoreTel	SHO-30143	\$ 97.50
License, Virtual Edge Gateway Server	Additional Component	ShoreTel	SHO-30144	\$ -
License, VPN Concentrator upgrade to ShoreTel Edge Gateway. Order 1 per	Additional Component	ShoreTel	SHO-10566	\$ -
Ingate SIPParator 21. Includes 5 SIP session licenses and can be expanded up to	Additional Component	ShoreTel	SHO-80090	\$ 1,290.00
Ingate SIPParator 21 and failover unit. Includes 5 SIP session license pairs for	Additional Component	ShoreTel	SHO-80151	\$ 2,180.00
Rack Mount Kit for Ingate SIPParator 21	Additional Component	ShoreTel	SHO-80131	\$ 35.00

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Item Description	Item Type	Manufacturer	Model	Cost
Ingate SIParator 52. Includes 50 SIP session licenses and can be expanded up to 1000 simultaneous SIP trunk calls.	Additional Component	ShoreTel	SHO-80145	\$ 6,035.00
Ingate Software SIParator. Includes 5 SIP session licenses and can be expanded up to 1000 simultaneous SIP trunk calls.	Additional Component	ShoreTel	SHO-80123	\$ 1,100.00
Ingate Software SIParator. Supports up to 2000 simultaneous SIP trunk calls.	Additional Component	ShoreTel	SHO-80124	\$ 1,997.00
ShoreTel 14.2 (General Release)	Additional Component	ShoreTel	SHO-29152	\$ -
KIT, USB Connect ONSITE Software	Additional Component	ShoreTel	SHO-29153	\$ -
ShoreTel 14.2 or earlier to Connect ONSITE upgrade license	Additional Component	ShoreTel	SHO-30159	\$ -
Additional Language License	Additional Component	ShoreTel	SHO-30041	\$ 646.75
SIP Trunk Software License - For hardware-based deployments	Additional Component	ShoreTel	SHO-30043	\$ 32.50
Virtual SIP Trunk License - Qty 1	Additional Component	ShoreTel	SHO-30137	\$ 61.75
Virtual SIP Trunk License - Qty 25	Additional Component	ShoreTel	SHO-30138	\$ 1,381.25
Virtual SIP Trunk License - Qty 50	Additional Component	ShoreTel	SHO-30139	\$ 2,437.50
SIP Trunk to Virtual SIP Trunk Upgrade License	Additional Component	ShoreTel	SHO-30140	\$ 29.25
Promotional Upgrade from SIP trunk license to Virtual SIP trunk license	Additional Component	ShoreTel	SHO-55218	\$ -
SIP Device License (version 8.0 and later)	Additional Component	ShoreTel	SHO-30053	\$ 19.50
License, Legacy PBX Integration - Allows voicemail to be used with an existing PBX system.	Additional Component	ShoreTel	SHO-30079	\$ 30.00
SIP Trunk to SIP Device Conversion License	Additional Component	ShoreTel	SHO-30057	\$ -
SIP-based third party messaging integration License	Additional Component	ShoreTel	SHO-30080	\$ 2,921.75
Distributed Voice Services License	Additional Component	ShoreTel	SHO-21020	\$ 646.75
Additional Site License	Additional Component	ShoreTel	SHO-30044	\$ 321.75
ShoreTel TAPI Application Server License	Additional Component	ShoreTel	SHO-30049	\$ 321.75
ShoreTel Remote Web Reporting License - not required for ShoreTel 11 or later	Additional Component	ShoreTel	SHO-30048	\$ 58.50
License, Remote Phone for Edge Gateway	Additional Component	ShoreTel	SHO-30143	\$ 97.50
License, Virtual Edge Gateway Server	Additional Component	ShoreTel	SHO-30144	\$ -
License, VPN Concentrator upgrade to ShoreTel Edge Gateway. Order 1 per gateway.	Additional Component	ShoreTel	SHO-10566	\$ -
Ingate SIParator 21. Includes 5 SIP session licenses and can be expanded up to 1000 simultaneous SIP trunk calls.	Additional Component	ShoreTel	SHO-80090	\$ 1,290.00
Ingate SIParator 21 and failover unit. Includes 5 SIP session license pairs for failover.	Additional Component	ShoreTel	SHO-80151	\$ 2,180.00
Rack Mount Kit for Ingate SIParator 21	Additional Component	ShoreTel	SHO-80131	\$ 35.00
Ingate SIParator 52. Includes 50 SIP session licenses and can be expanded up to 1000 simultaneous SIP trunk calls.	Additional Component	ShoreTel	SHO-80145	\$ 6,035.00
Ingate SIParator 52 and failover unit. Includes 50 SIP session license pairs for failover.	Additional Component	ShoreTel	SHO-80148	\$ 9,225.00
Ingate Software SIParator. Includes 5 SIP session licenses and can be expanded up to 1000 simultaneous SIP trunk calls.	Additional Component	ShoreTel	SHO-80123	\$ 1,100.00
Ingate Software SIParator. Supports up to 2000 simultaneous SIP trunk calls.	Additional Component	ShoreTel	SHO-80124	\$ 1,997.00

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Item Description	Item Type	Manufacturer	Model	Cost
Ingate Software SIParator. Includes 50 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80125	\$ 3,280.00
Ingate Software SIParator. Includes 100 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80126	\$ 5,700.00
Ingate Software SIParator. Includes 200 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80127	\$ 10,300.00
Ingate Software SIParator. Includes 500 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80128	\$ 17,910.00
Ingate SIParator additional 5 SIP session licenses	Additional Component	ShoreTel	SHO-80095	\$ 230.00
Ingate SIParator additional 100 SIP session licenses	Additional Component	ShoreTel	SHO-80154	\$ 3,400.00
Ingate SIParator additional 100 SIP session failover license pairs for primary	Additional Component	ShoreTel	SHO-80155	\$ 3,400.00
Ingate SIParator additional 5 SIP session failover license pairs for primary and	Additional Component	ShoreTel	SHO-80156	\$ 230.00
Ingate SIParator additional SIP trunk group license for hardware or software	Additional Component	ShoreTel	SHO-80162	\$ 450.00
Service Appliance 100 - required to host Conferencing and Instant Messaging	Additional Component	ShoreTel	SHO-60125	\$ 1,621.75
Service Appliance 400	Additional Component	ShoreTel	SHO-60145	\$ 8,446.75
10 Concurrent Audio Conferencing Ports	Additional Component	ShoreTel	SHO-30091	\$ 1,137.50
10 Concurrent Web Conferencing Ports	Additional Component	ShoreTel	SHO-30093	\$ 1,137.50
Converged Conferencing to ShoreTel Service Appliance (SA-100) upgrade, per	Additional Component	ShoreTel	SHO-60139	\$ 1,296.75
Converged Conferencing to ShoreTel Service Appliance (SA-400) upgrade, per	Additional Component	ShoreTel	SHO-60146	\$ 5,625.75
Audio Conferencing License upgrade, Converged to ShoreTel Conferencing	Additional Component	ShoreTel	SHO-30114	\$ -
Web Conferencing License upgrade, Converged to ShoreTel Conferencing	Additional Component	ShoreTel	SHO-30113	\$ -
Converged Conferencing to ShoreTel Virtual Service Appliance upgrade, per	Additional Component	ShoreTel	SHO-60168	\$ -
Personal Access License	Additional Component	ShoreTel	SHO-40005	\$ -
Professional Access License (includes Softphone)	Additional Component	ShoreTel	SHO-30052	\$ 52.00
Operator Access License	Additional Component	ShoreTel	SHO-40006	\$ 386.75
Workgroup Agent Access License	Additional Component	ShoreTel	SHO-40007	\$ 191.75
Workgroup Supervisor Access License	Additional Component	ShoreTel	SHO-40008	\$ 386.75
High Resolution Video License, 1024x768 (requires 8.1 or higher)	Additional Component	ShoreTel	SHO-40009	\$ 451.75
VPN Concentrator Add-on licenses, Qty 5. For models 4550, 5300LF2, 7301	Additional Component	ShoreTel	SHO-30058	\$ 390.00
VPN Concentrator Add-on licenses, Qty 10. For models 5300LF2, 7301	Additional Component	ShoreTel	SHO-30059	\$ 650.00
ShoreWare Workgroup Monitor Application	Additional Component	ShoreTel	SHO-18003	\$ 2,413.45
Workgroup Exceptional/Abandoned Call Report	Additional Component	ShoreTel	SHO-18004	\$ 965.25
Target Service Level Agreement Report	Additional Component	ShoreTel	SHO-18005	\$ 965.25
Workgroup Agent Daily Login/Logout Report	Additional Component	ShoreTel	SHO-18006	\$ 965.25
Enhanced Reporting Bundle - Includes Report Scheduler, Call History Report	Additional Component	ShoreTel	SHO-18065	\$ 3,250.00

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Item Description	Item Type	Manufacturer	Model	Cost
Enhanced Workgroup Reporting Bundle, Standard - Includes Workgroup Mo	Additional Component	ShoreTel	SHO-18066	\$ 4,500.00
Enhanced Workgroup Reporting Bundle, Premium - Includes Report Schedul	Additional Component	ShoreTel	SHO-18067	\$ 6,500.00
K-12 Applications - Standard Bundle: Emergency Notification (5 or fewer),	Additional Component	ShoreTel	SHO-18062	\$ 3,250.00
K-12 Applications - Premium Bundle: Emergency Notification (6 or more),	Additional Component	ShoreTel	SHO-18063	\$ 6,500.00
Automates initial creation of new ShoreTel records as well as the ongoing syn	Additional Component	ShoreTel	SHO-18064	\$ 3,250.00
ShoreWare Emergency Notification, 5 or Fewer	Additional Component	ShoreTel	SHO-18008	\$ 1,430.00
ShoreWare Emergency Notification, 6 or More	Additional Component	ShoreTel	SHO-18009	\$ 3,575.00
ShoreTel Call Router Application	Additional Component	ShoreTel	SHO-18010	\$ 2,234.70
ShoreTel EasyPop Application, Universal CRM Connector	Additional Component	ShoreTel	SHO-18011	\$ 130.00
ShoreTel Application Dialer	Additional Component	ShoreTel	SHO-18012	\$ 46.80
ShoreTel Outbound Campaign IVR Application Base	Additional Component	ShoreTel	SHO-18016	\$ 3,571.75
ShoreTel Outbound Campaign IVR Application Add-on	Additional Component	ShoreTel	SHO-18017	\$ 711.75
ShoreTel Contact Center Agent Dashboard - Base Package (5 users)	Additional Component	ShoreTel	SHO-18018	\$ 812.50
ShoreTel Contact Center Agent Dashboard - Add-on (1 user)	Additional Component	ShoreTel	SHO-18019	\$ 97.50
ShoreTel Contact Center Interaction Viewer - Base Package (1 user)	Additional Component	ShoreTel	SHO-18020	\$ 1,787.50
ShoreTel Contact Center Interaction Viewer - Add-on Package (1 user)	Additional Component	ShoreTel	SHO-18021	\$ 260.00
ShoreTel CCIR Transform Service	Additional Component	ShoreTel	SHO-18022	\$ 1,267.50
ShoreTel Contact Center Real-time Monitoring Bundle	Additional Component	ShoreTel	SHO-18023	\$ 1,950.00
Contact Center Instant Override Message	Additional Component	ShoreTel	SHO-18074	\$ 1,625.00
Contact Center Email Alert	Additional Component	ShoreTel	SHO-18075	\$ 812.50
Contact Center Agent Notification	Additional Component	ShoreTel	SHO-18076	\$ 1,625.00
Bridged Call Appearance Hold Handler	Additional Component	ShoreTel	SHO-18077	\$ 1,625.00
ShoreTel for Zendesk - Licensed per user	Additional Component	ShoreTel	SHO-18078	\$ 130.00
ShoreTel for Desk.com - Licensed per user	Additional Component	ShoreTel	SHO-18079	\$ 130.00
SALESFORCE.COM Call Center Adaptor Software	Additional Component	ShoreTel	SHO-41002	\$ 130.00
SALESFORCE Reporting Service, up to 25 extensions	Additional Component	ShoreTel	SHO-18071	\$ 2,145.00
SALESFORCE Reporting Service, more than 25 extensions	Additional Component	ShoreTel	SHO-18072	\$ 3,250.00
SALSFORCE Connector for Contact Center IVR	Additional Component	ShoreTel	SHO-18073	\$ 3,250.00
ShoreTel Netsuite CRM Integration Software	Additional Component	ShoreTel	SHO-41004	\$ 130.00
ShoreTel Microsoft Dynamics CRM Integration	Additional Component	ShoreTel	SHO-41005	\$ 130.00
ShoreTel Web Dialer	Additional Component	ShoreTel	SHO-93111	\$ 46.00

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Item Description	Item Type	Manufacturer	Model	Cost
ShoreTel Call Recorder - Base package, includes 5 simultaneous sessions	Additional Component	ShoreTel	SHO-18024	\$ 3,250.00
ShoreTel Call Recorder - Add-on, 5 sessions. (Requires SHO-18024)	Additional Component	ShoreTel	SHO-18025	\$ 130.00
ShoreTel Nuisance Call Handler	Additional Component	ShoreTel	SHO-18026	\$ 1,625.00
Cost Recovery Integration Application - Base package	Additional Component	ShoreTel	SHO-18027	\$ 2,600.00
Cost Recovery Integration Application - Add-on one desktop user license	Additional Component	ShoreTel	SHO-18028	\$ 26.00
ShoreTel Enhanced Paging Application - Base package	Additional Component	ShoreTel	SHO-18029	\$ 3,575.00
ShoreTel Enhanced Paging Application - Add-on	Additional Component	ShoreTel	SHO-18030	\$ 325.00
Super Group Application - Enhanced Hunt Group	Additional Component	ShoreTel	SHO-18031	\$ 1,625.00
AMS 360 Integration Application	Additional Component	ShoreTel	SHO-18032	\$ 130.00
Voice Forms IVR Application	Additional Component	ShoreTel	SHO-18033	\$ 3,640.00
Caller Directed Router Application	Additional Component	ShoreTel	SHO-18034	\$ 2,234.70
Call History Report	Additional Component	ShoreTel	SHO-18035	\$ 965.25
System Directory Synchronization Application (1 system license)	Additional Component	ShoreTel	SHO-18036	\$ 1,573.00
Schedule-based "On Call" Routing Application	Additional Component	ShoreTel	SHO-18037	\$ 2,234.70
Phone Use Scheduler	Additional Component	ShoreTel	SHO-18038	\$ 22,340.70
Do Not Disturb Override Application	Additional Component	ShoreTel	SHO-18039	\$ 812.50
ShoreTel ACT! Integration Application	Additional Component	ShoreTel	SHO-18041	\$ 130.00
Calls by Dialed Party Report - Enhanced ShoreTel CDR based historical report	Additional Component	ShoreTel	SHO-18042	\$ 965.25
Calls by Origin Report - Enhanced ShoreTel CDR based historical report that	Additional Component	ShoreTel	SHO-18043	\$ 965.25
Workgroup Agent Ring Time Report - Enhanced ShoreTel CDR based historical	Additional Component	ShoreTel	SHO-18044	\$ 965.25
ShoreTel Report Scheduler - Application that runs, stores, and delivers ShoreTel	Additional Component	ShoreTel	SHO-18045	\$ 2,275.00
Contact Center Agent Alert - Notifies an agent via visual desktop alert when h	Additional Component	ShoreTel	SHO-18046	\$ 16.25
Hospitality Connector - Software service that allows external systems to initia	Additional Component	ShoreTel	SHO-18047	\$ 2,925.00
Site Router - Automatically routes inbound calls based on the ShoreTel Site o	Additional Component	ShoreTel	SHO-18048	\$ 2,234.70
Pre-announce application - System-wide application to play recorded announc	Additional Component	ShoreTel	SHO-18081	\$ 975.00
Analog Harmonica and Telco cable (FF)	Additional Component	ShoreTel	SHO-60047	\$ 65.00
Harmonica, ROHS RJ11/50P FEM	Additional Component	ShoreTel	SHO-10151	\$ 35.00
IP 110 / 115 / BB24 Wall Mount Kit	Additional Component	ShoreTel	SHO-10195	\$ 10.00
IP 212k / 230 / 265 Wall Mount Kit	Additional Component	ShoreTel	SHO-10211	\$ 10.00
IP 560 / 565 Wall Mount Kit	Additional Component	ShoreTel	SHO-10169	\$ 10.00
IP 655 Wall Mount Kit	Additional Component	ShoreTel	SHO-10428	\$ 15.00

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Item Description	Item Type	Manufacturer	Model	Cost
IP 480/480g/485 Wall Mount Kit	Additional Component	ShoreTel	SHO-60152	\$ 15.00
IP 420 / 420g Wall Mount Kit	Additional Component	ShoreTel	SHO-60153	\$ 15.00
IP 400 Wall Plate Mounting for IP400 Series Phones	Additional Component	ShoreTel	SHO-10533	\$ 15.00
IP 110 / 115 Phone Base	Additional Component	ShoreTel	SHO-10370	\$ 7.00
IP 210 / 230 / 230G / 265 Phone Base	Additional Component	ShoreTel	SHO-10371	\$ 7.00
IP 530 / 560 / 560G / 565G Phone Base	Additional Component	ShoreTel	SHO-10372	\$ 7.00
IP 420 / 420g Phone Stand	Additional Component	ShoreTel	SHO-60208	\$ 8.00
IP 480 / 480g / 485g Phone Stand	Additional Component	ShoreTel	SHO-60209	\$ 8.00
IP 655 Phone Stand	Additional Component	ShoreTel	SHO-60210	\$ 12.00
ShoreTel Voice Switch Rack Mount Tray Gen4	Additional Component	ShoreTel	SHO-10223	\$ 65.00
ShoreTel Voice Switch Dual Tray Wall Mount Kit	Additional Component	ShoreTel	SHO-10224	\$ 15.00
ShoreTel Voice Switch Wall Mount Bracket Kit	Additional Component	ShoreTel	SHO-10521	\$ 55.00
Handset, IP phone	Additional Component	ShoreTel	SHO-10162	\$ 25.00
25	Additional Component	ShoreTel	SHO-10381	\$ 25.00
Handset Cord, all models except IP655, 9ft	Additional Component	ShoreTel	SHO-10373	\$ 5.00
Handset Cord, for IP 400 series phones and Dock, 9ft	Additional Component	ShoreTel	SHO-10536	\$ 5.00
Handset Cord, IP 655, 9ft	Additional Component	ShoreTel	SHO-10397	\$ 5.00
Handset Cover and Clip, IP 930D	Additional Component	ShoreTel	SHO-10511	\$ 20.00
Rack Mount Ears, lead-free (10 pairs, 8 screws per pair)	Additional Component	ShoreTel	SHO-10400	\$ 100.00
IP4xx Language Keys, French (Qty 50)	Additional Component	ShoreTel	SHO-10508	\$ 59.00
IP4xx Language Keys, Spanish (Qty 50)	Additional Component	ShoreTel	SHO-10509	\$ 59.00
IP4xx Language Keys, German (Qty 50)	Additional Component	ShoreTel	SHO-10510	\$ 59.00
ShoreTel Paging Adapter PA-1. With contact closure support	Additional Component	ShoreTel	SHO-60165	\$ 35.00
Overlay, IP212 SLV, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80015	\$ 35.00
Overlay, IP212 BLK, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80016	\$ 35.00
Overlay, 230/560 SLV, FR-CN (25PK)	Additional Component	ShoreTel	SHO-80017	\$ 35.00
Overlay, 230/560 BLK ,FR-CN (25PK)	Additional Component	ShoreTel	SHO-80018	\$ 35.00
Overlay, IP110 SLV, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80019	\$ 35.00
Overlay, IP110 BLK, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80020	\$ 35.00
ShoreTel Mobility Router 2000 Appliance and Software - 10 to 100 Users	Additional Component	ShoreTel	SHO-80164	\$ 3,246.75
ShoreTel Mobility Router 4000 Appliance and Software - 10 to 1,000 Users	Additional Component	ShoreTel	SHO-80121	\$ 4,546.75

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Item Description	Item Type	Manufacturer	Model	Cost
ECC Version 9 Base 10 Package - Includes 10 Agent (inbound voice/callback)	Additional Component	ShoreTel	SHO-30133	\$ 8,504.00
ECC Version 9 Connect Base 10 Package - Includes 10 Agent (inbound voice)	Additional Component	ShoreTel	SHO-30156	\$ 8,504.00
ECC Inbound Voice License - Version 7 or later - Add-on 1 agent and 1 IVR	Additional Component	ShoreTel	SHO-30122	\$ 825.00
ECC Outbound Campaign License - Version 7 or later - Requires Inbound Vo	Additional Component	ShoreTel	SHO-30123	\$ 400.00
ECC Email License - Version 7 or later - Requires Inbound Voice License	Additional Component	ShoreTel	SHO-30124	\$ 400.00
ECC Web License - Version 7 or later - Requires Inbound Voice License	Additional Component	ShoreTel	SHO-30125	\$ 400.00
ECC IVR License - Version 7 or later	Additional Component	ShoreTel	SHO-30126	\$ 200.00
ECC Supervisor License - Version 7 or later	Expansion Configuration	ShoreTel	SHO-30127	\$ 825.00
ECC Redundant Server License - Version 7 or later	Additional Component	ShoreTel	SHO-30128	\$ 6,500.00
ECC Version 8 Upgrade License	Expansion Configuration	ShoreTel	SHO-30129	\$ -
ECC Agent Activity Event Feed License	Additional Component	ShoreTel	SHO-30108	\$ 350.00
ECC Group Activity Event Feed License	Additional Component	ShoreTel	SHO-30109	\$ 350.00
ECC Lab System - Includes 5 inbound, outbound, web, and email licenses, an	Additional Component	ShoreTel	SHO-30104	\$ 4,000.00
ECC Partner Production System - Includes 6 licenses for inbound, outbound c	Additional Component	ShoreTel	SHO-30112	\$ 2,000.00
ShoreTel Contact Center Wrap Application ("Wrap App") - Licensed per Con	Additional Component	ShoreTel	SHO-18080	\$ 1,500.00
6 UTP PLN	Additional Component	Mohawk	M58280	\$ 245.70
6 UTP RSR	Additional Component	Mohawk	M58291	\$ 198.00
5e UTP RSR	Additional Component	Mohawk	M57554	\$ 135.90
5e UTP PLN	Additional Component	Mohawk	M57547	\$ 255.60
CAT 6 Jack	Additional Component	Hubbell	HXJ6B	\$ 6.70
CAT 5e Jack	Additional Component	Hubbell	HXJ5EB	\$ 4.62
Plate	Additional Component	Hubbell	IMF20W	\$ 2.73
24 Port CAT 6 Patch Panel	Additional Component	Hubbell	P6E24U	\$ 159.90
24 Port Patch Panel	Additional Component	Hubbell	P624AU	\$ 172.90
24 Port CAT 5e Patch Panel	Additional Component	Hubbell	P5E24U	\$ 144.30

Medium Key Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
(3) ShoreTel Voice Switch ST100A Voice Appliances. Supp	Base System	ShoreTel	10524, 10564,	\$ 17,488.42
Zone 2 IP485g Key Telephone and BB424 (10498 & 10518) PER USER Wi	Base System	ShoreTel	SHO 10498, 10518, 30146	\$ 1,046.34
Zone 1&3 IP485g Key Telephone and BB424 (10498 & 10518)PER USER V	Base System	ShoreTel	SHO 10498, 10518, 30146	\$ 1,091.34
ShoreTelUSB Connect ONSITE software server Software (Can Be Virtualize	Base System	ShoreTel	SHO-29153	\$ -
24 Port 10/100 PoE Data Switch Per 24 Users	Expansion Configuration	HP	HP1910	\$ 385.00
ShoreTel Voice Switch ST50A	Expansion Configuration	ShoreTel	SHO-10523	\$ 1,300.00
ShoreTel Voice Switch ST1D - Supports T-1/ISDN-PRI Requires Connect O	Expansion Configuration	ShoreTel	SHO-10526	\$ 1,950.00
Connect ONSITE Telephony to Essentials upgrade license bundle	Expansion Configuration	ShoreTel	SHO-30150	\$ 26.00
Connect ONSITE Telephony to Standard upgrade license bundle	Expansion Configuration	ShoreTel	SHO-30151	\$ 91.00
Connect ONSITE Telephony to Advanced upgrade license bundle	Expansion Configuration	ShoreTel	SHO-30152	\$ 221.00
Workgroup Agent Access Basic ACD License	Expansion Configuration	ShoreTel	SHO-40007	\$ 191.75
Workgroup Supervisor Access Basic ACD License	Expansion Configuration	ShoreTel	SHO-40008	\$ 386.75
ShoreTel Voice Switch SG-24A	Additional Component	ShoreTel	SHO-10321	\$ 1,946.75
ShoreTel Voice Switch SG-30	Additional Component	ShoreTel	SHO-10320	\$ 1,036.75
ShoreTel Voice Switch SG-50	Additional Component	ShoreTel	SHO-10259	\$ 1,296.75
ShoreTel Voice Switch SG-50v	Additional Component	ShoreTel	SHO-10324	\$ 1,621.75
ShoreTel Voice Switch SG-90	Additional Component	ShoreTel	SHO-10260	\$ 1,946.75
ShoreTel Voice Switch SG-90v	Additional Component	ShoreTel	SHO-10325	\$ 2,401.75
ShoreTel Voice Switch SG-T1k	Additional Component	ShoreTel	SHO-10322	\$ 2,271.75
ShoreTel Voice Switch SG-220T1	Additional Component	ShoreTel	SHO-10261	\$ 3,896.75
ShoreTel Voice Switch SG-220T1A	Additional Component	ShoreTel	SHO-10229	\$ 4,221.75
Virtual Phone Capacity License - Qty 1	Additional Component	ShoreTel	SHO-30134	\$ 29.25
Virtual Phone Capacity License - Qty 50	Additional Component	ShoreTel	SHO-30135	\$ 1,137.50
Virtual Phone Capacity License - Qty 200	Additional Component	ShoreTel	SHO-30136	\$ 3,250.00
ShoreTel Voice Switch ST50A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10523	\$ 1,300.00
ShoreTel Voice Switch ST100A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10524	\$ 2,080.00

Medium Key Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
ShoreTel Voice Switch ST100DA - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10525	\$ 3,965.00
ShoreTel Voice Switch ST1D - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10526	\$ 1,950.00
ShoreTel Voice Switch ST2D - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10529	\$ 3,510.00
ShoreTel Voice Switch ST200 - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10527	\$ 2,925.00
ShoreTel Voice Switch ST500 - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10528	\$ 6,500.00
ShoreTel Voice Switch ST24A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10531	\$ 1,950.00
ShoreTel Voice Switch ST48A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10530	\$ 3,510.00
Voice Switch 144 Analog Port Bundle - includes 6 ShoreTel Voice Switch S	Additional Component	ShoreTel	SHO-60214	\$ 15,600.00
Voice Switch 144 Analog Port Bundle - includes 3 ShoreTel Voice Switch S	Additional Component	ShoreTel	SHO-60215	\$ 14,755.00
Connect Small Business Edition 100 HW bundle, analog trunking with server	Additional Component	ShoreTel	SHO-60187	\$ 1,495.00
Connect Small Business Edition 100 HW bundle, digital trunking with server	Additional Component	ShoreTel	SHO-60188	\$ 2,995.00
Connect Small Business Edition 100 HW bundle, analog trunking with UC30	Additional Component	ShoreTel	SHO-60218	\$ 2,195.00
Connect Small Business Edition 100 HW bundle, digital trunking with UC30	Additional Component	ShoreTel	SHO-60219	\$ 3,695.00
Connect Small Business Edition 100 HW bundle, analog trunking with UC75	Additional Component	ShoreTel	SHO-60223	\$ 4,195.00
Connect Small Business Edition 100 HW bundle, digital trunking with UC75	Additional Component	ShoreTel	SHO-60224	\$ 5,695.00
Connect Small Business Edition 100 HW bundle, analog trunking without server	Additional Component	ShoreTel	SHO-60185	\$ 995.00
Connect Small Business Edition 100 HW bundle, digital trunking without server	Additional Component	ShoreTel	SHO-60186	\$ 2,495.00
Connect Small Business Edition 100 VIRTUAL bundle, 25 users. Includes 20	Additional Component	ShoreTel	SHO-60198	\$ 2,500.00
Connect Small Business Edition 100 VIRTUAL bundle, 50 users. Includes 45	Additional Component	ShoreTel	□□□□□□□□	\$ 6,000.00
Connect Small Business Edition 100 VIRTUAL bundle, 50 users. Includes 45	Additional Component	ShoreTel	SHO-60200	\$ 8,000.00
Connect Small Business Edition 100 SW bundle, 15 users. Includes 11 Essen	Additional Component	ShoreTel	SHO-60193	\$ 1,000.00
Connect Small Business Edition 100 SW bundle, 20 users. Includes 14 Essen	Additional Component	ShoreTel	SHO-60194	\$ 1,500.00
Connect Small Business Edition 100 SW bundle, 25 users. Includes 17 Essen	Additional Component	ShoreTel	□□□□□□□□	\$ 2,000.00
Connect Small Business Edition 100 SW bundle, 50 users. Includes 39 Essen	Additional Component	ShoreTel	SHO-60196	\$ 5,500.00
Connect Small Business Edition 100 SW bundle, GSA. Includes 1 Courtesy a	Additional Component	ShoreTel	SHO-60203	\$ 500.00
Small Business Edition 100 Server (UC Server 25)	Additional Component	ShoreTel	SHO-60169	\$ 1,500.00

Medium Key Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
Connect ONSITE Small Business Edition Server (UC Server 30)	Additional Component	ShoreTel	SHO-10564	\$ 2,200.00
Connect ONSITE Small Business Edition Server (UC Server 75)	Additional Component	ShoreTel	SHO-60217	\$ 4,200.00
Small Business Edition 100 Server Replacement (existing SBE customer only)	Additional Component	ShoreTel	SHO-60173	\$ 1,125.00
Connect ONSITE Small Business Edition Server Replacement (existing SBE)	Additional Component	ShoreTel	SHO-60227	\$ 1,900.00
Connect ONSITE Small Business Edition Server Replacement (existing SBE)	Additional Component	ShoreTel	SHO-60228	\$ 3,900.00
Small Business Edition Upgrade to Small Business Edition 100	Additional Component	ShoreTel	SHO-10476	\$ 1,995.00
SBE or SBE 100 Upgrade to Enterprise Edition (Available 120 days after SB	Additional Component	ShoreTel	SHO-60157	\$ 4,495.00
ShoreTel IP Phone IP420, 10/100	Additional Component	ShoreTel	SHO-10495	\$ 122.85
ShoreTel IP Phone IP420g, 10/100/1000	Additional Component	ShoreTel	SHO-10546	\$ 142.35
ShoreTel IP Phone IP480, 10/100	Additional Component	ShoreTel	SHO-10496	\$ 194.35
ShoreTel IP Phone IP480g, 10/100/1000	Additional Component	ShoreTel	SHO-10497	\$ 239.85
ShoreTel IP Phone IP485g, 10/100/1000	Additional Component	ShoreTel	SHO-10498	\$ 278.85
ShoreTel IP Phone IP655, with anti-glare screen, 10/100/1000	Additional Component	ShoreTel	SHO-10429	\$ 486.85
Satellite microphones for ShoreTel IP Phone 655, Qty 2	Additional Component	ShoreTel	□□□□□□□□	\$ 126.75
ShoreTel IP Phone BB424 for IP 485g - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10518	\$ 226.85
Power Adapter, BB424 - One required for each of 2+ units on a phone	Additional Component	ShoreTel	SHO-10532	\$ 20.00
ShoreTel IP Phone 930D Starter Kit, NA - Includes IP 930D DECT Phone H	Additional Component	ShoreTel	SHO-10384	\$ 389.95
ShoreTel IP Phone 930D Base, Spare	Additional Component	ShoreTel	SHO-10386	\$ 324.35
ShoreTel IP Phone 930D Handset Charger, Spare	Additional Component	ShoreTel	SHO-10388	\$ 25.00
ShoreTel IP Phone 930D Handset, Spare - Includes Handset and Charger	Additional Component	ShoreTel	SHO-10389	\$ 129.35
ShoreTel IP Phone 930D Repeater	Additional Component	ShoreTel	SHO-10449	\$ 249.00
ShoreTel IP Phone 930D Battery, Spare	Additional Component	ShoreTel	SHO-10450	\$ 10.00
PoE Cable, Repeater, IP930D	Additional Component	ShoreTel	□□□□□□□□	\$ 15.00
ShoreTel IP Phone Gig Power Adaptor 10/100/1000	Additional Component	ShoreTel	SHO-10269	\$ 20.00
Connect ONSITE Courtesy license. Includes Extension Only with no Connect	Additional Component	ShoreTel	SHO-30145	\$ 64.35
Connect ONSITE Telephony license. Includes Ext+Mbx with no Connect cli	Additional Component	ShoreTel	SHO-30146	\$ 103.35
Mailbox Only License for ShoreTel	Additional Component	ShoreTel	SHO-30040	\$ 58.50
Connect ONSITE Courtesy license. Includes Extension Only with no Connect	Additional Component	ShoreTel	SHO-30145	\$ 64.35

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Item Description	Item Type	Manufacturer	Model	Cost
Connect ONSITE Telephony license. Includes Ext+Mbx with no Connect cli	Additional Component	ShoreTel	SHO-30146	\$ 103.35
Connect ONSITE Essentials license bundle. Includes Ext+Mbx, Connect desk	Additional Component	ShoreTel	SHO-30147	\$ 129.35
Connect ONSITE Standard license bundle. Includes Ext+Mbx, Connect desk	Additional Component	ShoreTel	SHO-30148	\$ 194.35
Connect ONSITE Advanced license bundle. Includes Ext+Mbx, Connect desk	Additional Component	ShoreTel	SHO-30149	\$ 324.35
Connect ONSITE Telephony to Essentials upgrade license bundle	Additional Component	ShoreTel	SHO-30150	\$ 26.00
Connect ONSITE Telephony to Standard upgrade license bundle	Additional Component	ShoreTel	SHO-30151	\$ 91.00
Connect ONSITE Telephony to Advanced upgrade license bundle	Additional Component	ShoreTel	SHO-30152	\$ 221.00
Connect ONSITE Essentials to Standard upgrade license bundle	Additional Component	ShoreTel	SHO-30153	\$ 65.00
Connect ONSITE Essentials to Advanced upgrade license bundle	Additional Component	ShoreTel	SHO-30154	\$ 195.00
Connect ONSITE Standard to Advanced upgrade license bundle	Additional Component	ShoreTel	SHO-30155	\$ 130.00
ShoreTel 14.2 (General Release)	Additional Component	ShoreTel	SHO-29152	\$ -
KIT, USB Connect ONSITE Software	Additional Component	ShoreTel	SHO-29153	\$ -
ShoreTel 14.2 or earlier to Connect ONSITE upgrade license	Additional Component	ShoreTel	SHO-30159	\$ -
Additional Language License	Additional Component	ShoreTel	SHO-30041	\$ 646.75
SIP Trunk Software License - For hardware-based deployments	Additional Component	ShoreTel	SHO-30043	\$ 32.50
Virtual SIP Trunk License - Qty 1	Additional Component	ShoreTel	SHO-30137	\$ 61.75
Virtual SIP Trunk License - Qty 25	Additional Component	ShoreTel	SHO-30138	\$ 1,381.25
Virtual SIP Trunk License - Qty 50	Additional Component	ShoreTel	SHO-30139	\$ 2,437.50
SIP Trunk to Virtual SIP Trunk Upgrade License	Additional Component	ShoreTel	SHO-30140	\$ 29.25
Promotional Upgrade from SIP trunk license to Virtual SIP trunk license	Additional Component	ShoreTel	SHO-55218	\$ -
SIP Device License (version 8.0 and later)	Additional Component	ShoreTel	SHO-30053	\$ 19.50
License, Legacy PBX Integration - Allows voicemail to be used with an existi	Additional Component	ShoreTel	SHO-30079	\$ 19.50
SIP Trunk to SIP Device Conversion License	Additional Component	ShoreTel	SHO-30057	\$ -
SIP-based third party messaging integration License	Additional Component	ShoreTel	SHO-30080	\$ 2,921.75
Distributed Voice Services License	Additional Component	ShoreTel	SHO-21020	\$ 646.75
Additional Site License	Additional Component	ShoreTel	SHO-30044	\$ 321.75
ShoreTel TAPI Application Server License	Additional Component	ShoreTel	SHO-30049	\$ 321.75
ShoreTel Remote Web Reporting License - not required for ShoreTel 11 or la	Additional Component	ShoreTel	SHO-30048	\$ 2,695.00
License, Remote Phone for Edge Gateway	Additional Component	ShoreTel	SHO-30143	\$ 97.50

Medium Key Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
License, Virtual Edge Gateway Server	Additional Component	ShoreTel	SHO-30144	\$ -
License, VPN Concentrator upgrade to ShoreTel Edge Gateway. Order 1 per	Additional Component	ShoreTel	SHO-10566	\$ -
Ingate SIPParator 21. Includes 5 SIP session licenses and can be expanded up	Additional Component	ShoreTel	SHO-80090	\$ 1,290.00
Ingate SIPParator 21 and failover unit. Includes 5 SIP session license pairs for	Additional Component	ShoreTel	SHO-80151	\$ 2,180.00
Rack Mount Kit for Ingate SIPParator 21	Additional Component	ShoreTel	SHO-80131	\$ 35.00
Ingate SIPParator 52. Includes 50 SIP session licenses and can be expanded up	Additional Component	ShoreTel	SHO-80145	\$ 6,035.00
Ingate Software SIPParator. Includes 5 SIP session licenses and can be expand	Additional Component	ShoreTel	SHO-80123	\$ 1,100.00
Ingate Software SIPParator. Supports up to 2000 simultaneous SIP trunk calls.	Additional Component	ShoreTel	SHO-80124	\$ 1,997.00
ShoreTel 14.2 (General Release)	Additional Component	ShoreTel	SHO-29152	\$ -
KIT, USB Connect ONSITE Software	Additional Component	ShoreTel	SHO-29153	\$ -
ShoreTel 14.2 or earlier to Connect ONSITE upgrade license	Additional Component	ShoreTel	SHO-30159	\$ -
Additional Language License	Additional Component	ShoreTel	SHO-30041	\$ 646.75
SIP Trunk Software License - For hardware-based deployments	Additional Component	ShoreTel	SHO-30043	\$ 32.50
Virtual SIP Trunk License - Qty 1	Additional Component	ShoreTel	SHO-30137	\$ 61.75
Virtual SIP Trunk License - Qty 25	Additional Component	ShoreTel	SHO-30138	\$ 1,381.25
Virtual SIP Trunk License - Qty 50	Additional Component	ShoreTel	SHO-30139	\$ 2,437.50
SIP Trunk to Virtual SIP Trunk Upgrade License	Additional Component	ShoreTel	SHO-30140	\$ 29.25
Promotional Upgrade from SIP trunk license to Virtual SIP trunk license	Additional Component	ShoreTel	SHO-55218	\$ -
SIP Device License (version 8.0 and later)	Additional Component	ShoreTel	SHO-30053	\$ 19.50
License, Legacy PBX Integration - Allows voicemail to be used with an existi	Additional Component	ShoreTel	SHO-30079	\$ 30.00
SIP Trunk to SIP Device Conversion License	Additional Component	ShoreTel	SHO-30057	\$ -
SIP-based third party messaging integration License	Additional Component	ShoreTel	SHO-30080	\$ 2,921.75
Distributed Voice Services License	Additional Component	ShoreTel	SHO-21020	\$ 646.75
Additional Site License	Additional Component	ShoreTel	SHO-30044	\$ 321.75
ShoreTel TAPI Application Server License	Additional Component	ShoreTel	SHO-30049	\$ 321.75
ShoreTel Remote Web Reporting License - not required for ShoreTel 11 or la	Additional Component	ShoreTel	SHO-30048	\$ 58.50
License, Remote Phone for Edge Gateway	Additional Component	ShoreTel	SHO-30143	\$ 97.50
License, Virtual Edge Gateway Server	Additional Component	ShoreTel	SHO-30144	\$ -
License, VPN Concentrator upgrade to ShoreTel Edge Gateway. Order 1 per	Additional Component	ShoreTel	SHO-10566	\$ -
Ingate SIPParator 21. Includes 5 SIP session licenses and can be expanded up	Additional Component	ShoreTel	SHO-80090	\$ 1,290.00

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Item Description	Item Type	Manufacturer	Model	Cost
Ingate SIParator 21 and failover unit. Includes 5 SIP session license pairs for	Additional Component	ShoreTel	SHO-80151	\$ 2,180.00
Rack Mount Kit for Ingate SIParator 21	Additional Component	ShoreTel	SHO-80131	\$ 35.00
Ingate SIParator 52. Includes 50 SIP session licenses and can be expanded up	Additional Component	ShoreTel	SHO-80145	\$ 6,035.00
Ingate SIParator 52 and failover unit. Includes 50 SIP session license pairs fo	Additional Component	ShoreTel	SHO-80148	\$ 9,225.00
gate Software SIParator. Includes 5 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80123	\$ 1,100.00
Ingate Software SIParator. Supports up to 2000 simultaneous SIP trunk calls.	Additional Component	ShoreTel	SHO-80124	\$ 1,997.00
Ingate Software SIParator. Includes 50 SIP session licenses and can be expan	Additional Component	ShoreTel	SHO-80125	\$ 3,280.00
Ingate Software SIParator. Includes 100 SIP session licenses and can be expa	Additional Component	ShoreTel	SHO-80126	\$ 5,700.00
Ingate Software SIParator. Includes 200 SIP session licenses and can be expa	Additional Component	ShoreTel	SHO-80127	\$ 10,300.00
Ingate Software SIParator. Includes 500 SIP session licenses and can be expa	Additional Component	ShoreTel	SHO-80128	\$ 17,910.00
Ingate SIParator additional 5 SIP session licenses	Additional Component	ShoreTel	SHO-80095	\$ 230.00
Ingate SIParator additional 100 SIP session licenses	Additional Component	ShoreTel	SHO-80154	\$ 3,400.00
Ingate SIParator additional 100 SIP session failover license pairs for primary	Additional Component	ShoreTel	SHO-80155	\$ 3,400.00
Ingate SIParator additional 5 SIP session failover license pairs for primary an	Additional Component	ShoreTel	SHO-80156	\$ 230.00
Ingate SIParator additional SIP trunk group license for hardware or software	Additional Component	ShoreTel	SHO-80162	\$ 450.00
Service Appliance 100 - required to host Conferencing and Instant Messaging	Additional Component	ShoreTel	SHO-60125	\$ 1,621.75
Service Appliance 400	Additional Component	ShoreTel	SHO-60145	\$ 8,446.75
10 Concurrent Audio Conferencing Ports	Additional Component	ShoreTel	SHO-30091	\$ 1,137.50
10 Concurrent Web Conferencing Ports	Additional Component	ShoreTel	SHO-30093	\$ 1,137.50
Converged Conferencing to ShoreTel Service Appliance (SA-100) upgrade, p	Additional Component	ShoreTel	SHO-60139	\$ 1,296.75
Converged Conferencing to ShoreTel Service Appliance (SA-400) upgrade, p	Additional Component	ShoreTel	SHO-60146	\$ 5,625.75
Audio Conferencing License upgrade, Converged to ShoreTel Conferencing	Additional Component	ShoreTel	SHO-30114	\$ -
Web Conferencing License upgrade, Converged to ShoreTel Conferencing	Additional Component	ShoreTel	SHO-30113	\$ -
Converged Conferencing to ShoreTel Virtual Service Appliance upgrade, per	Additional Component	ShoreTel	SHO-60168	\$ -
Personal Access License	Additional Component	ShoreTel	SHO-40005	\$ -
Professional Access License (includes Softphone)	Additional Component	ShoreTel	SHO-30052	\$ 52.00
Operator Access License	Additional Component	ShoreTel	SHO-40006	\$ 386.75
Workgroup Agent Access License	Additional Component	ShoreTel	SHO-40007	\$ 191.75
Workgroup Supervisor Access License	Additional Component	ShoreTel	SHO-40008	\$ 386.75
High Resolution Video License, 1024x768 (requires 8.1 or higher)	Additional Component	ShoreTel	SHO-40009	\$ 451.75

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Item Description	Item Type	Manufacturer	Model	Cost
VPN Concentrator Add-on licenses, Qty 5. For models 4550, 5300LF2, 7301	Additional Component	ShoreTel	SHO-30058	\$ 390.00
VPN Concentrator Add-on licenses, Qty 10. For models 5300LF2, 7301	Additional Component	ShoreTel	SHO-30059	\$ 650.00
ShoreWare Workgroup Monitor Application	Additional Component	ShoreTel	SHO-18003	\$ 2,413.45
Workgroup Exceptional/Abandoned Call Report	Additional Component	ShoreTel	SHO-18004	\$ 965.25
Target Service Level Agreement Report	Additional Component	ShoreTel	SHO-18005	\$ 965.25
Workgroup Agent Daily Login/Logout Report	Additional Component	ShoreTel	SHO-18006	\$ 965.25
Enhanced Reporting Bundle - Includes Report Scheduler, Call History Report	Additional Component	ShoreTel	SHO-18065	\$ 3,250.00
Enhanced Workgroup Reporting Bundle, Standard - Includes Workgroup Mo	Additional Component	ShoreTel	SHO-18066	\$ 4,500.00
Enhanced Workgroup Reporting Bundle, Premium - Includes Report Schedul	Additional Component	ShoreTel	SHO-18067	\$ 6,500.00
K-12 Applications - Standard Bundle: Emergency Notification (5 or fewer),	Additional Component	ShoreTel	SHO-18062	\$ 3,250.00
K-12 Applications - Premium Bundle: Emergency Notification (6 or more),	Additional Component	ShoreTel	SHO-18063	\$ 6,500.00
Automates initial creation of new ShoreTel records as well as the ongoing syn	Additional Component	ShoreTel	SHO-18064	\$ 3,250.00
ShoreWare Emergency Notification, 5 or Fewer	Additional Component	ShoreTel	SHO-18008	\$ 1,430.00
ShoreWare Emergency Notification, 6 or More	Additional Component	ShoreTel	SHO-18009	\$ 3,575.00
ShoreTel Call Router Application	Additional Component	ShoreTel	SHO-18010	\$ 2,234.70
ShoreTel EasyPop Application, Universal CRM Connector	Additional Component	ShoreTel	SHO-18011	\$ 130.00
ShoreTel Application Dialer	Additional Component	ShoreTel	SHO-18012	\$ 46.80
ShoreTel Outbound Campaign IVR Application Base	Additional Component	ShoreTel	SHO-18016	\$ 3,571.75
ShoreTel Outbound Campaign IVR Application Add-on	Additional Component	ShoreTel	SHO-18017	\$ 711.75
ShoreTel Contact Center Agent Dashboard - Base Package (5 users)	Additional Component	ShoreTel	SHO-18018	\$ 812.50
ShoreTel Contact Center Agent Dashboard - Add-on (1 user)	Additional Component	ShoreTel	SHO-18019	\$ 97.50
ShoreTel Contact Center Interaction Viewer - Base Package (1 user)	Additional Component	ShoreTel	SHO-18020	\$ 1,787.50
ShoreTel Contact Center Interaction Viewer - Add-on Package (1 user)	Additional Component	ShoreTel	SHO-18021	\$ 260.00
ShoreTel CCIR Transform Service	Additional Component	ShoreTel	SHO-18022	\$ 1,267.50
ShoreTel Contact Center Real-time Monitoring Bundle	Additional Component	ShoreTel	SHO-18023	\$ 1,950.00
Contact Center Instant Override Message	Additional Component	ShoreTel	SHO-18074	\$ 1,625.00
Contact Center Email Alert	Additional Component	ShoreTel	SHO-18075	\$ 812.50
Contact Center Agent Notification	Additional Component	ShoreTel	SHO-18076	\$ 1,625.00
Bridged Call Appearance Hold Handler	Additional Component	ShoreTel	SHO-18077	\$ 1,625.00
ShoreTel for Zendesk - Licensed per user	Additional Component	ShoreTel	SHO-18078	\$ 130.00

Medium Key Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
ShoreTel for Desk.com - Licensed per user	Additional Component	ShoreTel	SHO-18079	\$ 130.00
SALESFORCE.COM Call Center Adaptor Software	Additional Component	ShoreTel	SHO-41002	\$ 130.00
SALESFORCE Reporting Service, up to 25 extensions	Additional Component	ShoreTel	SHO-18071	\$ 2,145.00
SALESFORCE Reporting Service, more than 25 extensions	Additional Component	ShoreTel	SHO-18072	\$ 3,250.00
SALSFORCE Connector for Contact Center IVR	Additional Component	ShoreTel	SHO-18073	\$ 3,250.00
ShoreTel Netsuite CRM Integration Software	Additional Component	ShoreTel	SHO-41004	\$ 130.00
ShoreTel Microsoft Dynamics CRM Integration	Additional Component	ShoreTel	SHO-41005	\$ 130.00
ShoreTel Web Dialer	Additional Component	ShoreTel	SHO-93111	\$ 46.00
ShoreTel Call Recorder - Base package, includes 5 simultaneous sessions	Additional Component	ShoreTel	SHO-18024	\$ 3,250.00
ShoreTel Call Recorder - Add-on, 5 sessions. (Requires SHO-18024)	Additional Component	ShoreTel	SHO-18025	\$ 130.00
ShoreTel Nuisance Call Handler	Additional Component	ShoreTel	SHO-18026	\$ 1,625.00
Cost Recovery Integration Application - Base package	Additional Component	ShoreTel	SHO-18027	\$ 2,600.00
Cost Recovery Integration Application - Add-on one desktop user license	Additional Component	ShoreTel	SHO-18028	\$ 26.00
ShoreTel Enhanced Paging Application - Base package	Additional Component	ShoreTel	SHO-18029	\$ 3,575.00
ShoreTel Enhanced Paging Application - Add-on	Additional Component	ShoreTel	SHO-18030	\$ 325.00
Super Group Application - Enhanced Hunt Group	Additional Component	ShoreTel	SHO-18031	\$ 1,625.00
AMS 360 Integration Application	Additional Component	ShoreTel	SHO-18032	\$ 130.00
Voice Forms IVR Application	Additional Component	ShoreTel	SHO-18033	\$ 3,640.00
Caller Directed Router Application	Additional Component	ShoreTel	SHO-18034	\$ 2,234.70
Call History Report	Additional Component	ShoreTel	SHO-18035	\$ 965.25
System Directory Synchronization Application (1 system license)	Additional Component	ShoreTel	SHO-18036	\$ 1,573.00
Schedule-based "On Call" Routing Application	Additional Component	ShoreTel	SHO-18037	\$ 2,234.70
Phone Use Scheduler	Additional Component	ShoreTel	SHO-18038	\$ 22,340.70
Do Not Disturb Override Application	Additional Component	ShoreTel	SHO-18039	\$ 812.50
ShoreTel ACT! Integration Application	Additional Component	ShoreTel	SHO-18041	\$ 130.00
Calls by Dialed Party Report - Enhanced ShoreTel CDR based historical rep	Additional Component	ShoreTel	SHO-18042	\$ 965.25
Calls by Origin Report - Enhanced ShoreTel CDR based historical report that	Additional Component	ShoreTel	SHO-18043	\$ 965.25
Workgroup Agent Ring Time Report - Enhanced ShoreTel CDR based histor	Additional Component	ShoreTel	SHO-18044	\$ 965.25
ShoreTel Report Scheduler - Application that runs, stores, and delivers Shore	Additional Component	ShoreTel	SHO-18045	\$ 2,275.00
Contact Center Agent Alert - Notifies an agent via visual desktop alert when	Additional Component	ShoreTel	SHO-18046	\$ 16.25

Medium Key Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
Hospitality Connector - Software service that allows external systems to initiate calls	Additional Component	ShoreTel	SHO-18047	\$ 2,925.00
Site Router - Automatically routes inbound calls based on the ShoreTel Site of Origin	Additional Component	ShoreTel	SHO-18048	\$ 2,234.70
Pre-announce application - System-wide application to play recorded announcements	Additional Component	ShoreTel	SHO-18081	\$ 975.00
Analog Harmonica and Telco cable (FF)	Additional Component	ShoreTel	SHO-60047	\$ 65.00
Harmonica, ROHS RJ11/50P FEM	Additional Component	ShoreTel	SHO-10151	\$ 35.00
IP 110 / 115 / BB24 Wall Mount Kit	Additional Component	ShoreTel	SHO-10195	\$ 10.00
IP 212k / 230 / 265 Wall Mount Kit	Additional Component	ShoreTel	SHO-10211	\$ 10.00
IP 560 / 565 Wall Mount Kit	Additional Component	ShoreTel	SHO-10169	\$ 10.00
IP 655 Wall Mount Kit	Additional Component	ShoreTel	SHO-10428	\$ 15.00
IP 480/480g/485 Wall Mount Kit	Additional Component	ShoreTel	SHO-60152	\$ 15.00
IP 420 / 420g Wall Mount Kit	Additional Component	ShoreTel	SHO-60153	\$ 15.00
IP 400 Wall Plate Mounting for IP400 Series Phones	Additional Component	ShoreTel	SHO-10533	\$ 15.00
IP 110 / 115 Phone Base	Additional Component	ShoreTel	SHO-10370	\$ 7.00
IP 210 / 230 / 230G / 265 Phone Base	Additional Component	ShoreTel	SHO-10371	\$ 7.00
IP 530 / 560 / 560G / 565G Phone Base	Additional Component	ShoreTel	SHO-10372	\$ 7.00
IP 420 / 420g Phone Stand	Additional Component	ShoreTel	SHO-60208	\$ 8.00
IP 480 / 480g / 485g Phone Stand	Additional Component	ShoreTel	SHO-60209	\$ 8.00
IP 655 Phone Stand	Additional Component	ShoreTel	SHO-60210	\$ 12.00
ShoreTel Voice Switch Rack Mount Tray Gen4	Additional Component	ShoreTel	SHO-10223	\$ 65.00
ShoreTel Voice Switch Dual Tray Wall Mount Kit	Additional Component	ShoreTel	SHO-10224	\$ 15.00
ShoreTel Voice Switch Wall Mount Bracket Kit	Additional Component	ShoreTel	SHO-10521	\$ 55.00
Handset, IP phone	Additional Component	ShoreTel	SHO-10162	\$ 25.00
25	Additional Component	ShoreTel	SHO-10381	\$ 25.00
Handset Cord, all models except IP655, 9ft	Additional Component	ShoreTel	SHO-10373	\$ 5.00
Handset Cord, for IP 400 series phones and Dock, 9ft	Additional Component	ShoreTel	SHO-10536	\$ 5.00
Handset Cord, IP 655, 9ft	Additional Component	ShoreTel	SHO-10397	\$ 5.00
Handset Cover and Clip, IP 930D	Additional Component	ShoreTel	SHO-10511	\$ 20.00
Rack Mount Ears, lead-free (10 pairs, 8 screws per pair)	Additional Component	ShoreTel	SHO-10400	\$ 100.00
IP4xx Language Keys, French (Qty 50)	Additional Component	ShoreTel	SHO-10508	\$ 59.00
IP4xx Language Keys, Spanish (Qty 50)	Additional Component	ShoreTel	SHO-10509	\$ 59.00

Medium Key Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
IP4xx Language Keys, German (Qty 50)	Additional Component	ShoreTel	SHO-10510	\$ 59.00
ShoreTel Paging Adapter PA-1. With contact closure support	Additional Component	ShoreTel	SHO-60165	\$ 35.00
Overlay, IP212 SLV, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80015	\$ 35.00
Overlay, IP212 BLK, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80016	\$ 35.00
Overlay, 230/560 SLV, FR-CN (25PK)	Additional Component	ShoreTel	SHO-80017	\$ 35.00
Overlay, 230/560 BLK ,FR-CN (25PK)	Additional Component	ShoreTel	SHO-80018	\$ 35.00
Overlay, IP110 SLV, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80019	\$ 35.00
Overlay, IP110 BLK, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80020	\$ 35.00
ShoreTel Mobility Router 2000 Appliance and Software - 10 to 100 Users	Additional Component	ShoreTel	SHO-80164	\$ 3,246.75
ShoreTel Mobility Router 4000 Appliance and Software - 10 to 1,000 Users	Additional Component	ShoreTel	SHO-80121	\$ 4,546.75
ECC Version 9 Base 10 Package - Includes 10 Agent (inbound voice/callback)	Additional Component	ShoreTel	SHO-30133	\$ 8,504.00
ECC Version 9 Connect Base 10 Package - Includes 10 Agent (inbound voice)	Additional Component	ShoreTel	SHO-30156	\$ 8,504.00
ECC Inbound Voice License - Version 7 or later - Add-on 1 agent and 1 IVR	Additional Component	ShoreTel	SHO-30122	\$ 825.00
ECC Outbound Campaign License - Version 7 or later - Requires Inbound Vo	Additional Component	ShoreTel	SHO-30123	\$ 400.00
ECC Email License - Version 7 or later - Requires Inbound Voice License	Additional Component	ShoreTel	SHO-30124	\$ 400.00
ECC Web License - Version 7 or later - Requires Inbound Voice License	Additional Component	ShoreTel	SHO-30125	\$ 400.00
ECC IVR License - Version 7 or later	Additional Component	ShoreTel	SHO-30126	\$ 200.00
ECC Supervisor License - Version 7 or later	Expansion Configuration	ShoreTel	SHO-30127	\$ 825.00
ECC Redundant Server License - Version 7 or later	Additional Component	ShoreTel	SHO-30128	\$ 6,500.00
ECC Version 8 Upgrade License	Expansion Configuration	ShoreTel	SHO-30129	\$ -
ECC Agent Activity Event Feed License	Additional Component	ShoreTel	SHO-30108	\$ 350.00
ECC Group Activity Event Feed License	Additional Component	ShoreTel	SHO-30109	\$ 350.00
ECC Lab System - Includes 5 inbound, outbound, web, and email licenses, an	Additional Component	ShoreTel	SHO-30104	\$ 4,000.00
ECC Partner Production System - Includes 6 licenses for inbound, outbound c	Additional Component	ShoreTel	SHO-30112	\$ 2,000.00
ShoreTel Contact Center Wrap Application ("Wrap App") - Licensed per Cor	Additional Component	ShoreTel	SHO-18080	\$ 1,500.00
6 UTP PLN	Additional Component	Mohawk	M58280	\$ 245.70
6 UTP RSR	Additional Component	Mohawk	M58291	\$ 198.00
5e UTP RSR	Additional Component	Mohawk	M57554	\$ 135.90

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Item Description	Item Type	Manufacturer	Model	Cost
5e UTP PLN	Additional Component	Mohawk	M57547	\$ 255.60
CAT 6 Jack	Additional Component	Hubbell	HXJ6B	\$ 6.70
CAT 5e Jack	Additional Component	Hubbell	HXJ5EB	\$ 4.62
Plate	Additional Component	Hubbell	IMF20W	\$ 2.73
24 Port CAT 6 Patch Panel	Additional Component	Hubbell	P6E24U	\$ 159.90
24 Port Patch Panel	Additional Component	Hubbell	P624AU	\$ 172.90
24 Port CAT 5e Patch Panel	Additional Component	Hubbell	P5E24U	\$ 144.30

Large Key Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
(3) ShoreTel Voice Switch ST100A Voice Appliances. Supp	Base System	ShoreTel	10524, 10564,	\$ 20,018.52
Zone 2 IP485g Key Telephone and BB424 (10498 & 10518) PER USER Wi	Base System	ShoreTel	SHO 10498, 10518, 30146	\$ 1,046.34
Zone 1&3 IP485g Key Telephone and BB424 (10498 & 10518)PER USER V	Base System	ShoreTel	SHO 10498, 10518, 30146	\$ 1,091.34
ShoreTelUSB Connect ONSITE software server Software (Can Be Virtualize	Base System	ShoreTel	SHO-29153	\$ -
ShoreTel UC 75 Server Hardware Included, DEDUCT if to be virtualized. Pr	Base System	ShoreTel	SHO-60217	\$ (3,213.21)
24 Port 10/100 PoE Data Switch Per 24 Users	Expansion Configuration	HP	HP1910	\$ 385.00
ShoreTel Voice Switch ST50A	Expansion Configuration	ShoreTel	SHO-10523	\$ 1,300.00
ShoreTel Voice Switch ST1D - Supports T-1/ISDN-PRI Requires Connect O	Expansion Configuration	ShoreTel	SHO-10526	\$ 1,950.00
Connect ONSITE Telephony to Essentials upgrade license bundle	Expansion Configuration	ShoreTel	SHO-30150	\$ 26.00
Connect ONSITE Telephony to Standard upgrade license bundle	Expansion Configuration	ShoreTel	SHO-30151	\$ 91.00
Connect ONSITE Telephony to Advanced upgrade license bundle	Expansion Configuration	ShoreTel	SHO-30152	\$ 221.00
Workgroup Agent Access Basic ACD License	Expansion Configuration	ShoreTel	SHO-40007	\$ 191.75
Workgroup Supervisor Access Basic ACD License	Expansion Configuration	ShoreTel	SHO-40008	\$ 386.75
ShoreTel Voice Switch SG-24A	Additional Component	ShoreTel	SHO-10321	\$ 1,946.75
ShoreTel Voice Switch SG-30	Additional Component	ShoreTel	SHO-10320	\$ 1,036.75
ShoreTel Voice Switch SG-50	Additional Component	ShoreTel	SHO-10259	\$ 1,296.75
ShoreTel Voice Switch SG-50v	Additional Component	ShoreTel	SHO-10324	\$ 1,621.75
ShoreTel Voice Switch SG-90	Additional Component	ShoreTel	SHO-10260	\$ 1,946.75
ShoreTel Voice Switch SG-90v	Additional Component	ShoreTel	SHO-10325	\$ 2,401.75
ShoreTel Voice Switch SG-T1k	Additional Component	ShoreTel	SHO-10322	\$ 2,271.75
ShoreTel Voice Switch SG-220T1	Additional Component	ShoreTel	SHO-10261	\$ 3,896.75
ShoreTel Voice Switch SG-220T1A	Additional Component	ShoreTel	SHO-10229	\$ 4,221.75
Virtual Phone Capacity License - Qty 1	Additional Component	ShoreTel	SHO-30134	\$ 29.25
Virtual Phone Capacity License - Qty 50	Additional Component	ShoreTel	SHO-30135	\$ 1,137.50
Virtual Phone Capacity License - Qty 200	Additional Component	ShoreTel	SHO-30136	\$ 3,250.00
ShoreTel Voice Switch ST50A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10523	\$ 1,300.00

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Item Description	Item Type	Manufacturer	Model	Cost
ShoreTel Voice Switch ST100A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10524	\$ 2,080.00
ShoreTel Voice Switch ST100DA - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10525	\$ 3,965.00
ShoreTel Voice Switch ST1D - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10526	\$ 1,950.00
ShoreTel Voice Switch ST2D - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10529	\$ 3,510.00
ShoreTel Voice Switch ST200 - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10527	\$ 2,925.00
ShoreTel Voice Switch ST500 - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10528	\$ 6,500.00
ShoreTel Voice Switch ST24A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10531	\$ 1,950.00
ShoreTel Voice Switch ST48A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10530	\$ 3,510.00
Voice Switch 144 Analog Port Bundle - includes 6 ShoreTel Voice Switch ST	Additional Component	ShoreTel	SHO-60214	\$ 15,600.00
Voice Switch 144 Analog Port Bundle - includes 3 ShoreTel Voice Switch ST	Additional Component	ShoreTel	SHO-60215	\$ 14,755.00
Connect Small Business Edition 100 HW bundle, analog trunking with server	Additional Component	ShoreTel	SHO-60187	\$ 1,495.00
Connect Small Business Edition 100 HW bundle, digital trunking with server	Additional Component	ShoreTel	SHO-60188	\$ 2,995.00
Connect Small Business Edition 100 HW bundle, analog trunking with UC30	Additional Component	ShoreTel	SHO-60218	\$ 2,195.00
Connect Small Business Edition 100 HW bundle, digital trunking with UC30	Additional Component	ShoreTel	SHO-60219	\$ 3,695.00
Connect Small Business Edition 100 HW bundle, analog trunking with UC75	Additional Component	ShoreTel	SHO-60223	\$ 4,195.00
Connect Small Business Edition 100 HW bundle, digital trunking with UC75	Additional Component	ShoreTel	SHO-60224	\$ 5,695.00
Connect Small Business Edition 100 HW bundle, analog trunking without server	Additional Component	ShoreTel	SHO-60185	\$ 995.00
Connect Small Business Edition 100 HW bundle, digital trunking without server	Additional Component	ShoreTel	SHO-60186	\$ 2,495.00
Connect Small Business Edition 100 VIRTUAL bundle, 25 users. Includes 20	Additional Component	ShoreTel	SHO-60198	\$ 2,500.00
Connect Small Business Edition 100 VIRTUAL bundle, 50 users. Includes 45	Additional Component	ShoreTel	□□□□□□	\$ 6,000.00
Connect Small Business Edition 100 VIRTUAL bundle, 50 users. Includes 45	Additional Component	ShoreTel	SHO-60200	\$ 8,000.00
Connect Small Business Edition 100 SW bundle, 15 users. Includes 11 Essent	Additional Component	ShoreTel	SHO-60193	\$ 1,000.00
Connect Small Business Edition 100 SW bundle, 20 users. Includes 14 Essent	Additional Component	ShoreTel	SHO-60194	\$ 1,500.00
Connect Small Business Edition 100 SW bundle, 25 users. Includes 17 Essent	Additional Component	ShoreTel	□□□□□□	\$ 2,000.00
Connect Small Business Edition 100 SW bundle, 50 users. Includes 39 Essent	Additional Component	ShoreTel	SHO-60196	\$ 5,500.00
Connect Small Business Edition 100 SW bundle, GSA. Includes 1 Courtesy a	Additional Component	ShoreTel	SHO-60203	\$ 500.00
Small Business Edition 100 Server (UC Server 25)	Additional Component	ShoreTel	SHO-60169	\$ 1,500.00

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Item Description	Item Type	Manufacturer	Model	Cost
Connect ONSITE Small Business Edition Server (UC Server 30)	Additional Component	ShoreTel	SHO-10564	\$ 2,200.00
Connect ONSITE Small Business Edition Server (UC Server 75)	Additional Component	ShoreTel	SHO-60217	\$ 4,200.00
Small Business Edition 100 Server Replacement (existing SBE customer only)	Additional Component	ShoreTel	SHO-60173	\$ 1,125.00
Connect ONSITE Small Business Edition Server Replacement (existing SBE)	Additional Component	ShoreTel	SHO-60227	\$ 1,900.00
Connect ONSITE Small Business Edition Server Replacement (existing SBE)	Additional Component	ShoreTel	SHO-60228	\$ 3,900.00
Small Business Edition Upgrade to Small Business Edition 100	Additional Component	ShoreTel	SHO-10476	\$ 1,995.00
SBE or SBE 100 Upgrade to Enterprise Edition (Available 120 days after SB)	Additional Component	ShoreTel	SHO-60157	\$ 4,495.00
ShoreTel IP Phone IP420, 10/100	Additional Component	ShoreTel	SHO-10495	\$ 122.85
ShoreTel IP Phone IP420g, 10/100/1000	Additional Component	ShoreTel	SHO-10546	\$ 142.35
ShoreTel IP Phone IP480, 10/100	Additional Component	ShoreTel	SHO-10496	\$ 194.35
ShoreTel IP Phone IP480g, 10/100/1000	Additional Component	ShoreTel	SHO-10497	\$ 239.85
ShoreTel IP Phone IP485g, 10/100/1000	Additional Component	ShoreTel	SHO-10498	\$ 278.85
ShoreTel IP Phone IP655, with anti-glare screen, 10/100/1000	Additional Component	ShoreTel	SHO-10429	\$ 486.85
Satellite microphones for ShoreTel IP Phone 655, Qty 2	Additional Component	ShoreTel	□□□□□□	\$ 126.75
ShoreTel IP Phone BB424 for IP 485g - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10518	\$ 226.85
Power Adapter, BB424 - One required for each of 2+ units on a phone	Additional Component	ShoreTel	SHO-10532	\$ 20.00
ShoreTel IP Phone 930D Starter Kit, NA - Includes IP 930D DECT Phone H	Additional Component	ShoreTel	SHO-10384	\$ 389.95
ShoreTel IP Phone 930D Base, Spare	Additional Component	ShoreTel	SHO-10386	\$ 324.35
ShoreTel IP Phone 930D Handset Charger, Spare	Additional Component	ShoreTel	SHO-10388	\$ 25.00
ShoreTel IP Phone 930D Handset, Spare - Includes Handset and Charger	Additional Component	ShoreTel	SHO-10389	\$ 129.35
ShoreTel IP Phone 930D Repeater	Additional Component	ShoreTel	SHO-10449	\$ 249.00
ShoreTel IP Phone 930D Battery, Spare	Additional Component	ShoreTel	SHO-10450	\$ 10.00
PoE Cable, Repeater, IP930D	Additional Component	ShoreTel	□□□□□□	\$ 15.00
ShoreTel IP Phone Gig Power Adaptor 10/100/1000	Additional Component	ShoreTel	SHO-10269	\$ 20.00
Connect ONSITE Courtesy license. Includes Extension Only with no Connect	Additional Component	ShoreTel	SHO-30145	\$ 64.35
Connect ONSITE Telephony license. Includes Ext+Mbx with no Connect cli	Additional Component	ShoreTel	SHO-30146	\$ 103.35
Mailbox Only License for ShoreTel	Additional Component	ShoreTel	SHO-30040	\$ 58.50
Connect ONSITE Courtesy license. Includes Extension Only with no Connect	Additional Component	ShoreTel	SHO-30145	\$ 64.35
Connect ONSITE Telephony license. Includes Ext+Mbx with no Connect cli	Additional Component	ShoreTel	SHO-30146	\$ 103.35

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Item Description	Item Type	Manufacturer	Model	Cost
Connect ONSITE Essentials license bundle. Includes Ext+Mbx, Connect desk	Additional Component	ShoreTel	SHO-30147	\$ 129.35
Connect ONSITE Standard license bundle. Includes Ext+Mbx, Connect desk	Additional Component	ShoreTel	SHO-30148	\$ 194.35
Connect ONSITE Advanced license bundle. Includes Ext+Mbx, Connect desk	Additional Component	ShoreTel	SHO-30149	\$ 324.35
Connect ONSITE Telephony to Essentials upgrade license bundle	Additional Component	ShoreTel	SHO-30150	\$ 26.00
Connect ONSITE Telephony to Standard upgrade license bundle	Additional Component	ShoreTel	SHO-30151	\$ 91.00
Connect ONSITE Telephony to Advanced upgrade license bundle	Additional Component	ShoreTel	SHO-30152	\$ 221.00
Connect ONSITE Essentials to Standard upgrade license bundle	Additional Component	ShoreTel	SHO-30153	\$ 65.00
Connect ONSITE Essentials to Advanced upgrade license bundle	Additional Component	ShoreTel	SHO-30154	\$ 195.00
Connect ONSITE Standard to Advanced upgrade license bundle	Additional Component	ShoreTel	SHO-30155	\$ 130.00
ShoreTel 14.2 (General Release)	Additional Component	ShoreTel	SHO-29152	\$ -
KIT, USB Connect ONSITE Software	Additional Component	ShoreTel	SHO-29153	\$ -
ShoreTel 14.2 or earlier to Connect ONSITE upgrade license	Additional Component	ShoreTel	SHO-30159	\$ -
Additional Language License	Additional Component	ShoreTel	SHO-30041	\$ 646.75
SIP Trunk Software License - For hardware-based deployments	Additional Component	ShoreTel	SHO-30043	\$ 32.50
Virtual SIP Trunk License - Qty 1	Additional Component	ShoreTel	SHO-30137	\$ 61.75
Virtual SIP Trunk License - Qty 25	Additional Component	ShoreTel	SHO-30138	\$ 1,381.25
Virtual SIP Trunk License - Qty 50	Additional Component	ShoreTel	SHO-30139	\$ 2,437.50
SIP Trunk to Virtual SIP Trunk Upgrade License	Additional Component	ShoreTel	SHO-30140	\$ 29.25
Promotional Upgrade from SIP trunk license to Virtual SIP trunk license	Additional Component	ShoreTel	SHO-55218	\$ -
SIP Device License (version 8.0 and later)	Additional Component	ShoreTel	SHO-30053	\$ 19.50
License, Legacy PBX Integration - Allows voicemail to be used with an existi	Additional Component	ShoreTel	SHO-30079	\$ 19.50
SIP Trunk to SIP Device Conversion License	Additional Component	ShoreTel	SHO-30057	\$ -
SIP-based third party messaging integration License	Additional Component	ShoreTel	SHO-30080	\$ 2,921.75
Distributed Voice Services License	Additional Component	ShoreTel	SHO-21020	\$ 646.75
Additional Site License	Additional Component	ShoreTel	SHO-30044	\$ 321.75
ShoreTel TAPI Application Server License	Additional Component	ShoreTel	SHO-30049	\$ 321.75
ShoreTel Remote Web Reporting License - not required for ShoreTel 11 or la	Additional Component	ShoreTel	SHO-30048	\$ 2,695.00
License, Remote Phone for Edge Gateway	Additional Component	ShoreTel	SHO-30143	\$ 97.50
License, Virtual Edge Gateway Server	Additional Component	ShoreTel	SHO-30144	\$ -
License, VPN Concentrator upgrade to ShoreTel Edge Gateway. Order 1 per	Additional Component	ShoreTel	SHO-10566	\$ -

Large Key Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
Ingate SIParator 21. Includes 5 SIP session licenses and can be expanded up to 50	Additional Component	ShoreTel	SHO-80090	\$ 1,290.00
Ingate SIParator 21 and failover unit. Includes 5 SIP session license pairs for 10	Additional Component	ShoreTel	SHO-80151	\$ 2,180.00
Rack Mount Kit for Ingate SIParator 21	Additional Component	ShoreTel	SHO-80131	\$ 35.00
Ingate SIParator 52. Includes 50 SIP session licenses and can be expanded up to 500	Additional Component	ShoreTel	SHO-80145	\$ 6,035.00
Ingate Software SIParator. Includes 5 SIP session licenses and can be expanded up to 50	Additional Component	ShoreTel	SHO-80123	\$ 1,100.00
Ingate Software SIParator. Supports up to 2000 simultaneous SIP trunk calls.	Additional Component	ShoreTel	SHO-80124	\$ 1,997.00
ShoreTel 14.2 (General Release)	Additional Component	ShoreTel	SHO-29152	\$ -
KIT, USB Connect ONSITE Software	Additional Component	ShoreTel	SHO-29153	\$ -
ShoreTel 14.2 or earlier to Connect ONSITE upgrade license	Additional Component	ShoreTel	SHO-30159	\$ -
Additional Language License	Additional Component	ShoreTel	SHO-30041	\$ 646.75
SIP Trunk Software License - For hardware-based deployments	Additional Component	ShoreTel	SHO-30043	\$ 32.50
Virtual SIP Trunk License - Qty 1	Additional Component	ShoreTel	SHO-30137	\$ 61.75
Virtual SIP Trunk License - Qty 25	Additional Component	ShoreTel	SHO-30138	\$ 1,381.25
Virtual SIP Trunk License - Qty 50	Additional Component	ShoreTel	SHO-30139	\$ 2,437.50
SIP Trunk to Virtual SIP Trunk Upgrade License	Additional Component	ShoreTel	SHO-30140	\$ 29.25
Promotional Upgrade from SIP trunk license to Virtual SIP trunk license	Additional Component	ShoreTel	SHO-55218	\$ -
SIP Device License (version 8.0 and later)	Additional Component	ShoreTel	SHO-30053	\$ 19.50
License, Legacy PBX Integration - Allows voicemail to be used with an existing PBX	Additional Component	ShoreTel	SHO-30079	\$ 30.00
SIP Trunk to SIP Device Conversion License	Additional Component	ShoreTel	SHO-30057	\$ -
SIP-based third party messaging integration License	Additional Component	ShoreTel	SHO-30080	\$ 2,921.75
Distributed Voice Services License	Additional Component	ShoreTel	SHO-21020	\$ 646.75
Additional Site License	Additional Component	ShoreTel	SHO-30044	\$ 321.75
ShoreTel TAPI Application Server License	Additional Component	ShoreTel	SHO-30049	\$ 321.75
ShoreTel Remote Web Reporting License - not required for ShoreTel 11 or later	Additional Component	ShoreTel	SHO-30048	\$ 58.50
License, Remote Phone for Edge Gateway	Additional Component	ShoreTel	SHO-30143	\$ 97.50
License, Virtual Edge Gateway Server	Additional Component	ShoreTel	SHO-30144	\$ -
License, VPN Concentrator upgrade to ShoreTel Edge Gateway. Order 1 per gateway	Additional Component	ShoreTel	SHO-10566	\$ -
Ingate SIParator 21. Includes 5 SIP session licenses and can be expanded up to 50	Additional Component	ShoreTel	SHO-80090	\$ 1,290.00
Ingate SIParator 21 and failover unit. Includes 5 SIP session license pairs for 10	Additional Component	ShoreTel	SHO-80151	\$ 2,180.00
Rack Mount Kit for Ingate SIParator 21	Additional Component	ShoreTel	SHO-80131	\$ 35.00
Ingate SIParator 52. Includes 50 SIP session licenses and can be expanded up to 500	Additional Component	ShoreTel	SHO-80145	\$ 6,035.00

Large Key Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
Ingate SIParator 52 and failover unit. Includes 50 SIP session license pairs for	Additional Component	ShoreTel	SHO-80148	\$ 9,225.00
gate Software SIParator. Includes 5 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80123	\$ 1,100.00
Ingate Software SIParator. Supports up to 2000 simultaneous SIP trunk calls.	Additional Component	ShoreTel	SHO-80124	\$ 1,997.00
Ingate Software SIParator. Includes 50 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80125	\$ 3,280.00
Ingate Software SIParator. Includes 100 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80126	\$ 5,700.00
Ingate Software SIParator. Includes 200 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80127	\$ 10,300.00
Ingate Software SIParator. Includes 500 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80128	\$ 17,910.00
Ingate SIParator additional 5 SIP session licenses	Additional Component	ShoreTel	SHO-80095	\$ 230.00
Ingate SIParator additional 100 SIP session licenses	Additional Component	ShoreTel	SHO-80154	\$ 3,400.00
Ingate SIParator additional 100 SIP session failover license pairs for primary	Additional Component	ShoreTel	SHO-80155	\$ 3,400.00
Ingate SIParator additional 5 SIP session failover license pairs for primary and	Additional Component	ShoreTel	SHO-80156	\$ 230.00
Ingate SIParator additional SIP trunk group license for hardware or software	Additional Component	ShoreTel	SHO-80162	\$ 450.00
Service Appliance 100 - required to host Conferencing and Instant Messaging	Additional Component	ShoreTel	SHO-60125	\$ 1,621.75
Service Appliance 400	Additional Component	ShoreTel	SHO-60145	\$ 8,446.75
10 Concurrent Audio Conferencing Ports	Additional Component	ShoreTel	SHO-30091	\$ 1,137.50
10 Concurrent Web Conferencing Ports	Additional Component	ShoreTel	SHO-30093	\$ 1,137.50
Converged Conferencing to ShoreTel Service Appliance (SA-100) upgrade, per	Additional Component	ShoreTel	SHO-60139	\$ 1,296.75
Converged Conferencing to ShoreTel Service Appliance (SA-400) upgrade, per	Additional Component	ShoreTel	SHO-60146	\$ 5,625.75
Audio Conferencing License upgrade, Converged to ShoreTel Conferencing	Additional Component	ShoreTel	SHO-30114	\$ -
Web Conferencing License upgrade, Converged to ShoreTel Conferencing	Additional Component	ShoreTel	SHO-30113	\$ -
Converged Conferencing to ShoreTel Virtual Service Appliance upgrade, per	Additional Component	ShoreTel	SHO-60168	\$ -
Personal Access License	Additional Component	ShoreTel	SHO-40005	\$ -
Professional Access License (includes Softphone)	Additional Component	ShoreTel	SHO-30052	\$ 52.00
Operator Access License	Additional Component	ShoreTel	SHO-40006	\$ 386.75
Workgroup Agent Access License	Additional Component	ShoreTel	SHO-40007	\$ 191.75
Workgroup Supervisor Access License	Additional Component	ShoreTel	SHO-40008	\$ 386.75
High Resolution Video License, 1024x768 (requires 8.1 or higher)	Additional Component	ShoreTel	SHO-40009	\$ 451.75
VPN Concentrator Add-on licenses, Qty 5. For models 4550, 5300LF2, 7301	Additional Component	ShoreTel	SHO-30058	\$ 390.00
VPN Concentrator Add-on licenses, Qty 10. For models 5300LF2, 7301	Additional Component	ShoreTel	SHO-30059	\$ 650.00
ShoreWare Workgroup Monitor Application	Additional Component	ShoreTel	SHO-18003	\$ 2,413.45
Workgroup Exceptional/Abandoned Call Report	Additional Component	ShoreTel	SHO-18004	\$ 965.25

Large Key Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
Target Service Level Agreement Report	Additional Component	ShoreTel	SHO-18005	\$ 965.25
Workgroup Agent Daily Login/Logout Report	Additional Component	ShoreTel	SHO-18006	\$ 965.25
Enhanced Reporting Bundle - Includes Report Scheduler, Call History Report	Additional Component	ShoreTel	SHO-18065	\$ 3,250.00
Enhanced Workgroup Reporting Bundle, Standard - Includes Workgroup Mo	Additional Component	ShoreTel	SHO-18066	\$ 4,500.00
Enhanced Workgroup Reporting Bundle, Premium - Includes Report Schedul	Additional Component	ShoreTel	SHO-18067	\$ 6,500.00
K-12 Applications - Standard Bundle: Emergency Notification (5 or fewer),	Additional Component	ShoreTel	SHO-18062	\$ 3,250.00
K-12 Applications - Premium Bundle: Emergency Notification (6 or more),	Additional Component	ShoreTel	SHO-18063	\$ 6,500.00
Automates initial creation of new ShoreTel records as well as the ongoing syn	Additional Component	ShoreTel	SHO-18064	\$ 3,250.00
ShoreWare Emergency Notification, 5 or Fewer	Additional Component	ShoreTel	SHO-18008	\$ 1,430.00
ShoreWare Emergency Notification, 6 or More	Additional Component	ShoreTel	SHO-18009	\$ 3,575.00
ShoreTel Call Router Application	Additional Component	ShoreTel	SHO-18010	\$ 2,234.70
ShoreTel EasyPop Application, Universal CRM Connector	Additional Component	ShoreTel	SHO-18011	\$ 130.00
ShoreTel Application Dialer	Additional Component	ShoreTel	SHO-18012	\$ 46.80
ShoreTel Outbound Campaign IVR Application Base	Additional Component	ShoreTel	SHO-18016	\$ 3,571.75
ShoreTel Outbound Campaign IVR Application Add-on	Additional Component	ShoreTel	SHO-18017	\$ 711.75
ShoreTel Contact Center Agent Dashboard - Base Package (5 users)	Additional Component	ShoreTel	SHO-18018	\$ 812.50
ShoreTel Contact Center Agent Dashboard - Add-on (1 user)	Additional Component	ShoreTel	SHO-18019	\$ 97.50
ShoreTel Contact Center Interaction Viewer - Base Package (1 user)	Additional Component	ShoreTel	SHO-18020	\$ 1,787.50
ShoreTel Contact Center Interaction Viewer - Add-on Package (1 user)	Additional Component	ShoreTel	SHO-18021	\$ 260.00
ShoreTel CCIR Transform Service	Additional Component	ShoreTel	SHO-18022	\$ 1,267.50
ShoreTel Contact Center Real-time Monitoring Bundle	Additional Component	ShoreTel	SHO-18023	\$ 1,950.00
Contact Center Instant Override Message	Additional Component	ShoreTel	SHO-18074	\$ 1,625.00
Contact Center Email Alert	Additional Component	ShoreTel	SHO-18075	\$ 812.50
Contact Center Agent Notification	Additional Component	ShoreTel	SHO-18076	\$ 1,625.00
Bridged Call Appearance Hold Handler	Additional Component	ShoreTel	SHO-18077	\$ 1,625.00
ShoreTel for Zendesk - Licensed per user	Additional Component	ShoreTel	SHO-18078	\$ 130.00
ShoreTel for Desk.com - Licensed per user	Additional Component	ShoreTel	SHO-18079	\$ 130.00
SALESFORCE.COM Call Center Adaptor Software	Additional Component	ShoreTel	SHO-41002	\$ 130.00
SALESFORCE Reporting Service, up to 25 extensions	Additional Component	ShoreTel	SHO-18071	\$ 2,145.00
SALESFORCE Reporting Service, more than 25 extensions	Additional Component	ShoreTel	SHO-18072	\$ 3,250.00
SALSFORCE Connector for Contact Center IVR	Additional Component	ShoreTel	SHO-18073	\$ 3,250.00

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Item Description	Item Type	Manufacturer	Model	Cost
ShoreTel Netsuite CRM Integration Software	Additional Component	ShoreTel	SHO-41004	\$ 130.00
ShoreTel Microsoft Dynamics CRM Integration	Additional Component	ShoreTel	SHO-41005	\$ 130.00
ShoreTel Web Dialer	Additional Component	ShoreTel	SHO-93111	\$ 46.00
ShoreTel Call Recorder - Base package, includes 5 simultaneous sessions	Additional Component	ShoreTel	SHO-18024	\$ 3,250.00
ShoreTel Call Recorder - Add-on, 5 sessions. (Requires SHO-18024)	Additional Component	ShoreTel	SHO-18025	\$ 130.00
ShoreTel Nuisance Call Handler	Additional Component	ShoreTel	SHO-18026	\$ 1,625.00
Cost Recovery Integration Application - Base package	Additional Component	ShoreTel	SHO-18027	\$ 2,600.00
Cost Recovery Integration Application - Add-on one desktop user license	Additional Component	ShoreTel	SHO-18028	\$ 26.00
ShoreTel Enhanced Paging Application - Base package	Additional Component	ShoreTel	SHO-18029	\$ 3,575.00
ShoreTel Enhanced Paging Application - Add-on	Additional Component	ShoreTel	SHO-18030	\$ 325.00
Super Group Application - Enhanced Hunt Group	Additional Component	ShoreTel	SHO-18031	\$ 1,625.00
AMS 360 Integration Application	Additional Component	ShoreTel	SHO-18032	\$ 130.00
Voice Forms IVR Application	Additional Component	ShoreTel	SHO-18033	\$ 3,640.00
Caller Directed Router Application	Additional Component	ShoreTel	SHO-18034	\$ 2,234.70
Call History Report	Additional Component	ShoreTel	SHO-18035	\$ 965.25
System Directory Synchronization Application (1 system license)	Additional Component	ShoreTel	SHO-18036	\$ 1,573.00
Schedule-based "On Call" Routing Application	Additional Component	ShoreTel	SHO-18037	\$ 2,234.70
Phone Use Scheduler	Additional Component	ShoreTel	SHO-18038	\$ 22,340.70
Do Not Disturb Override Application	Additional Component	ShoreTel	SHO-18039	\$ 812.50
ShoreTel ACT! Integration Application	Additional Component	ShoreTel	SHO-18041	\$ 130.00
Calls by Dialed Party Report - Enhanced ShoreTel CDR based historical report	Additional Component	ShoreTel	SHO-18042	\$ 965.25
Calls by Origin Report - Enhanced ShoreTel CDR based historical report that	Additional Component	ShoreTel	SHO-18043	\$ 965.25
Workgroup Agent Ring Time Report - Enhanced ShoreTel CDR based historical	Additional Component	ShoreTel	SHO-18044	\$ 965.25
ShoreTel Report Scheduler - Application that runs, stores, and delivers ShoreTel	Additional Component	ShoreTel	SHO-18045	\$ 2,275.00
Contact Center Agent Alert - Notifies an agent via visual desktop alert when l	Additional Component	ShoreTel	SHO-18046	\$ 16.25
Hospitality Connector - Software service that allows external systems to initia	Additional Component	ShoreTel	SHO-18047	\$ 2,925.00
Site Router - Automatically routes inbound calls based on the ShoreTel Site o	Additional Component	ShoreTel	SHO-18048	\$ 2,234.70
Pre-announce application - System-wide application to play recorded announc	Additional Component	ShoreTel	SHO-18081	\$ 975.00
Analog Harmonica and Telco cable (FF)	Additional Component	ShoreTel	SHO-60047	\$ 65.00
Harmonica, ROHS RJ11/50P FEM	Additional Component	ShoreTel	SHO-10151	\$ 35.00
IP 110 / 115 / BB24 Wall Mount Kit	Additional Component	ShoreTel	SHO-10195	\$ 10.00

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Item Description	Item Type	Manufacturer	Model	Cost
IP 212k / 230 / 265 Wall Mount Kit	Additional Component	ShoreTel	SHO-10211	\$ 10.00
IP 560 / 565 Wall Mount Kit	Additional Component	ShoreTel	SHO-10169	\$ 10.00
IP 655 Wall Mount Kit	Additional Component	ShoreTel	SHO-10428	\$ 15.00
IP 480/480g/485 Wall Mount Kit	Additional Component	ShoreTel	SHO-60152	\$ 15.00
IP 420 / 420g Wall Mount Kit	Additional Component	ShoreTel	SHO-60153	\$ 15.00
IP 400 Wall Plate Mounting for IP400 Series Phones	Additional Component	ShoreTel	SHO-10533	\$ 15.00
IP 110 / 115 Phone Base	Additional Component	ShoreTel	SHO-10370	\$ 7.00
IP 210 / 230 / 230G / 265 Phone Base	Additional Component	ShoreTel	SHO-10371	\$ 7.00
IP 530 / 560 / 560G / 565G Phone Base	Additional Component	ShoreTel	SHO-10372	\$ 7.00
IP 420 / 420g Phone Stand	Additional Component	ShoreTel	SHO-60208	\$ 8.00
IP 480 / 480g / 485g Phone Stand	Additional Component	ShoreTel	SHO-60209	\$ 8.00
IP 655 Phone Stand	Additional Component	ShoreTel	SHO-60210	\$ 12.00
ShoreTel Voice Switch Rack Mount Tray Gen4	Additional Component	ShoreTel	SHO-10223	\$ 65.00
ShoreTel Voice Switch Dual Tray Wall Mount Kit	Additional Component	ShoreTel	SHO-10224	\$ 15.00
ShoreTel Voice Switch Wall Mount Bracket Kit	Additional Component	ShoreTel	SHO-10521	\$ 55.00
Handset, IP phone	Additional Component	ShoreTel	SHO-10162	\$ 25.00
25	Additional Component	ShoreTel	SHO-10381	\$ 25.00
Handset Cord, all models except IP655, 9ft	Additional Component	ShoreTel	SHO-10373	\$ 5.00
Handset Cord, for IP 400 series phones and Dock, 9ft	Additional Component	ShoreTel	SHO-10536	\$ 5.00
Handset Cord, IP 655, 9ft	Additional Component	ShoreTel	SHO-10397	\$ 5.00
Handset Cover and Clip, IP 930D	Additional Component	ShoreTel	SHO-10511	\$ 20.00
Rack Mount Ears, lead-free (10 pairs, 8 screws per pair)	Additional Component	ShoreTel	SHO-10400	\$ 100.00
IP4xx Language Keys, French (Qty 50)	Additional Component	ShoreTel	SHO-10508	\$ 59.00
IP4xx Language Keys, Spanish (Qty 50)	Additional Component	ShoreTel	SHO-10509	\$ 59.00
IP4xx Language Keys, German (Qty 50)	Additional Component	ShoreTel	SHO-10510	\$ 59.00
ShoreTel Paging Adapter PA-1. With contact closure support	Additional Component	ShoreTel	SHO-60165	\$ 35.00
Overlay, IP212 SLV, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80015	\$ 35.00
Overlay, IP212 BLK, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80016	\$ 35.00
Overlay, 230/560 SLV, FR-CN (25PK)	Additional Component	ShoreTel	SHO-80017	\$ 35.00
Overlay, 230/560 BLK ,FR-CN (25PK)	Additional Component	ShoreTel	SHO-80018	\$ 35.00
Overlay, IP110 SLV, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80019	\$ 35.00

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Item Description	Item Type	Manufacturer	Model	Cost
Overlay, IP110 BLK, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80020	\$ 35.00
ShoreTel Mobility Router 2000 Appliance and Software - 10 to 100 Users	Additional Component	ShoreTel	SHO-80164	\$ 3,246.75
ShoreTel Mobility Router 4000 Appliance and Software - 10 to 1,000 Users	Additional Component	ShoreTel	SHO-80121	\$ 4,546.75
ECC Version 9 Base 10 Package - Includes 10 Agent (inbound voice/callback)	Additional Component	ShoreTel	SHO-30133	\$ 8,504.00
ECC Version 9 Connect Base 10 Package - Includes 10 Agent (inbound voice)	Additional Component	ShoreTel	SHO-30156	\$ 8,504.00
ECC Inbound Voice License - Version 7 or later - Add-on 1 agent and 1 IVR	Additional Component	ShoreTel	SHO-30122	\$ 825.00
ECC Outbound Campaign License - Version 7 or later - Requires Inbound Vo	Additional Component	ShoreTel	SHO-30123	\$ 400.00
ECC Email License - Version 7 or later - Requires Inbound Voice License	Additional Component	ShoreTel	SHO-30124	\$ 400.00
ECC Web License - Version 7 or later - Requires Inbound Voice License	Additional Component	ShoreTel	SHO-30125	\$ 400.00
ECC IVR License - Version 7 or later	Additional Component	ShoreTel	SHO-30126	\$ 200.00
ECC Supervisor License - Version 7 or later	Expansion Configuration	ShoreTel	SHO-30127	\$ 825.00
ECC Redundant Server License - Version 7 or later	Additional Component	ShoreTel	SHO-30128	\$ 6,500.00
ECC Version 8 Upgrade License	Expansion Configuration	ShoreTel	SHO-30129	\$ -
ECC Agent Activity Event Feed License	Additional Component	ShoreTel	SHO-30108	\$ 350.00
ECC Group Activity Event Feed License	Additional Component	ShoreTel	SHO-30109	\$ 350.00
ECC Lab System - Includes 5 inbound, outbound, web, and email licenses, an	Additional Component	ShoreTel	SHO-30104	\$ 4,000.00
ECC Partner Production System - Includes 6 licenses for inbound, outbound d	Additional Component	ShoreTel	SHO-30112	\$ 2,000.00
ShoreTel Contact Center Wrap Application ("Wrap App") - Licensed per Con	Additional Component	ShoreTel	SHO-18080	\$ 1,500.00
6 UTP PLN	Additional Component	Mohawk	M58280	\$ 245.70
6 UTP RSR	Additional Component	Mohawk	M58291	\$ 198.00
5e UTP RSR	Additional Component	Mohawk	M57554	\$ 135.90
5e UTP PLN	Additional Component	Mohawk	M57547	\$ 255.60
CAT 6 Jack	Additional Component	Hubbell	HXJ6B	\$ 6.70
CAT 5e Jack	Additional Component	Hubbell	HXJ5EB	\$ 4.62
Plate	Additional Component	Hubbell	IMF20W	\$ 2.73
24 Port CAT 6 Patch Panel	Additional Component	Hubbell	P6E24U	\$ 159.90
24 Port Patch Panel	Additional Component	Hubbell	P624AU	\$ 172.90
24 Port CAT 5e Patch Panel	Additional Component	Hubbell	P5E24U	\$ 144.30

Small PBX Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
(2) ShoreTel Voice Switch ST100A Voice Appliance. Supp	Base System	ShoreTel	10524, 60218, 60203,	\$ 10,515.42
Zone 2 ShoreTel IP420 IP Telephone (10495) with Telephony License incl. E	Base System	ShoreTel	SHO-10495, 30146	\$ 663.49
Zone 1&3 ShoreTel IP420 IP Telephone (10495) with Telephony License incl	Base System	ShoreTel	SHO-10495, 30146	\$ 708.49
ShoreTelUSB Connect ONSITE software server Software (Can Be Virtualiz	Base System	ShoreTel	SHO-29153	\$ -
24 Port 10/100 PoE Data Switch Per 24 Users	Expansion Configuration	HP	HP1910	\$ 385.00
ShoreTel Voice Switch ST50A	Expansion Configuration	ShoreTel	SHO-10523	\$ 1,300.00
ShoreTel Voice Switch ST1D - Supports T-1/ISDN-PRI Requires Connect O	Expansion Configuration	ShoreTel	SHO-10526	\$ 1,950.00
Connect ONSITE Telephony to Essentials upgrade license bundle	Expansion Configuration	ShoreTel	SHO-30150	\$ 26.00
Connect ONSITE Telephony to Standard upgrade license bundle	Expansion Configuration	ShoreTel	SHO-30151	\$ 91.00
Connect ONSITE Telephony to Advanced upgrade license bundle	Expansion Configuration	ShoreTel	SHO-30152	\$ 221.00
Workgroup Agent Access Basic ACD License	Expansion Configuration	ShoreTel	SHO-40007	\$ 191.75
Workgroup Supervisor Access Basic ACD License	Expansion Configuration	ShoreTel	SHO-40008	\$ 386.75
ShoreTel Voice Switch SG-24A	Additional Component	ShoreTel	SHO-10321	\$ 1,946.75
ShoreTel Voice Switch SG-30	Additional Component	ShoreTel	SHO-10320	\$ 1,036.75
ShoreTel Voice Switch SG-50	Additional Component	ShoreTel	SHO-10259	\$ 1,296.75
ShoreTel Voice Switch SG-50v	Additional Component	ShoreTel	SHO-10324	\$ 1,621.75
ShoreTel Voice Switch SG-90	Additional Component	ShoreTel	SHO-10260	\$ 1,946.75
ShoreTel Voice Switch SG-90v	Additional Component	ShoreTel	SHO-10325	\$ 2,401.75
ShoreTel Voice Switch SG-T1k	Additional Component	ShoreTel	SHO-10322	\$ 2,271.75
ShoreTel Voice Switch SG-220T1	Additional Component	ShoreTel	SHO-10261	\$ 3,896.75
ShoreTel Voice Switch SG-220T1A	Additional Component	ShoreTel	SHO-10229	\$ 4,221.75
Virtual Phone Capacity License - Qty 1	Additional Component	ShoreTel	SHO-30134	\$ 29.25
Virtual Phone Capacity License - Qty 50	Additional Component	ShoreTel	SHO-30135	\$ 1,137.50
Virtual Phone Capacity License - Qty 200	Additional Component	ShoreTel	SHO-30136	\$ 3,250.00
ShoreTel Voice Switch ST50A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10523	\$ 1,300.00
ShoreTel Voice Switch ST100A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10524	\$ 2,080.00

Small PBX Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
ShoreTel Voice Switch ST100DA - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10525	\$ 3,965.00
ShoreTel Voice Switch ST1D - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10526	\$ 1,950.00
ShoreTel Voice Switch ST2D - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10529	\$ 3,510.00
ShoreTel Voice Switch ST200 - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10527	\$ 2,925.00
ShoreTel Voice Switch ST500 - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10528	\$ 6,500.00
ShoreTel Voice Switch ST24A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10531	\$ 1,950.00
ShoreTel Voice Switch ST48A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10530	\$ 3,510.00
Voice Switch 144 Analog Port Bundle - includes 6 ShoreTel Voice Switch ST	Additional Component	ShoreTel	SHO-60214	\$ 15,600.00
Voice Switch 144 Analog Port Bundle - includes 3 ShoreTel Voice Switch ST	Additional Component	ShoreTel	SHO-60215	\$ 14,755.00
Connect Small Business Edition 100 HW bundle, analog trunking with server	Additional Component	ShoreTel	SHO-60187	\$ 1,495.00
Connect Small Business Edition 100 HW bundle, digital trunking with server	Additional Component	ShoreTel	SHO-60188	\$ 2,995.00
Connect Small Business Edition 100 HW bundle, analog trunking with UC30	Additional Component	ShoreTel	SHO-60218	\$ 2,195.00
Connect Small Business Edition 100 HW bundle, digital trunking with UC30	Additional Component	ShoreTel	SHO-60219	\$ 3,695.00
Connect Small Business Edition 100 HW bundle, analog trunking with UC75	Additional Component	ShoreTel	SHO-60223	\$ 4,195.00
Connect Small Business Edition 100 HW bundle, digital trunking with UC75	Additional Component	ShoreTel	SHO-60224	\$ 5,695.00
Connect Small Business Edition 100 HW bundle, analog trunking without ser	Additional Component	ShoreTel	SHO-60185	\$ 995.00
Connect Small Business Edition 100 HW bundle, digital trunking without ser	Additional Component	ShoreTel	SHO-60186	\$ 2,495.00
Connect Small Business Edition 100 VIRTUAL bundle, 25 users. Includes 20	Additional Component	ShoreTel	SHO-60198	\$ 2,500.00
Connect Small Business Edition 100 VIRTUAL bundle, 50 users. Includes 45	Additional Component	ShoreTel	SHO-60199	\$ 6,000.00
Connect Small Business Edition 100 VIRTUAL bundle, 50 users. Includes 45	Additional Component	ShoreTel	SHO-60200	\$ 8,000.00
Connect Small Business Edition 100 SW bundle, 15 users. Includes 11 Essent	Additional Component	ShoreTel	SHO-60193	\$ 1,000.00
Connect Small Business Edition 100 SW bundle, 20 users. Includes 14 Essent	Additional Component	ShoreTel	SHO-60194	\$ 1,500.00
Connect Small Business Edition 100 SW bundle, 25 users. Includes 17 Essent	Additional Component	ShoreTel	SHO-60195	\$ 2,000.00
Connect Small Business Edition 100 SW bundle, 50 users. Includes 39 Essent	Additional Component	ShoreTel	SHO-60196	\$ 5,500.00
Connect Small Business Edition 100 SW bundle, GSA. Includes 1 Courtesy a	Additional Component	ShoreTel	SHO-60203	\$ 500.00
Small Business Edition 100 Server (UC Server 25)	Additional Component	ShoreTel	SHO-60169	\$ 1,500.00
Connect ONSITE Small Business Edition Server (UC Server 30)	Additional Component	ShoreTel	SHO-10564	\$ 2,200.00

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Item Description	Item Type	Manufacturer	Model	Cost
Connect ONSITE Small Business Edition Server (UC Server 75)	Additional Component	ShoreTel	SHO-60217	\$4,200.00
Small Business Edition 100 Server Replacement (existing SBE customer only)	Additional Component	ShoreTel	SHO-60173	\$ 1,125.00
Connect ONSITE Small Business Edition Server Replacement (existing SBE)	Additional Component	ShoreTel	SHO-60227	\$ 1,900.00
Connect ONSITE Small Business Edition Server Replacement (existing SBE)	Additional Component	ShoreTel	SHO-60228	\$ 3,900.00
Small Business Edition Upgrade to Small Business Edition 100	Additional Component	ShoreTel	SHO-10476	\$ 1,995.00
SBE or SBE 100 Upgrade to Enterprise Edition (Available 120 days after SB)	Additional Component	ShoreTel	SHO-60157	\$ 4,495.00
ShoreTel IP Phone IP420, 10/100	Additional Component	ShoreTel	SHO-10495	\$ 122.85
ShoreTel IP Phone IP420g, 10/100/1000	Additional Component	ShoreTel	SHO-10546	\$ 142.35
ShoreTel IP Phone IP480, 10/100	Additional Component	ShoreTel	SHO-10496	\$ 194.35
ShoreTel IP Phone IP480g, 10/100/1000	Additional Component	ShoreTel	SHO-10497	\$ 239.85
ShoreTel IP Phone IP485g, 10/100/1000	Additional Component	ShoreTel	SHO-10498	\$ 278.85
ShoreTel IP Phone IP655, with anti-glare screen, 10/100/1000	Additional Component	ShoreTel	SHO-10429	\$ 486.85
Satellite microphones for ShoreTel IP Phone 655, Qty 2	Additional Component	ShoreTel	□□□□□□	\$ 126.75
ShoreTel IP Phone BB424 for IP 485g - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10518	\$ 226.85
Power Adapter, BB424 - One required for each of 2+ units on a phone	Additional Component	ShoreTel	SHO-10532	\$20.00
ShoreTel IP Phone 930D Starter Kit, NA - Includes IP 930D DECT Phone H	Additional Component	ShoreTel	SHO-10384	\$ 389.95
ShoreTel IP Phone 930D Base, Spare	Additional Component	ShoreTel	SHO-10386	\$ 324.35
ShoreTel IP Phone 930D Handset Charger, Spare	Additional Component	ShoreTel	SHO-10388	\$ 25.00
ShoreTel IP Phone 930D Handset, Spare - Includes Handset and Charger	Additional Component	ShoreTel	SHO-10389	\$ 129.35
ShoreTel IP Phone 930D Repeater	Additional Component	ShoreTel	SHO-10449	\$ 249.00
ShoreTel IP Phone 930D Battery, Spare	Additional Component	ShoreTel	SHO-10450	\$ 10.00
PoE Cable, Repeater, IP930D	Additional Component	ShoreTel	□□□□□□	\$ 15.00
ShoreTel IP Phone Gig Power Adaptor 10/100/1000	Additional Component	ShoreTel	SHO-10269	\$ 20.00
Connect ONSITE Courtesy license. Includes Extension Only with no Connect	Additional Component	ShoreTel	SHO-30145	\$ 64.35
Connect ONSITE Telephony license. Includes Ext+Mbx with no Connect cli	Additional Component	ShoreTel	SHO-30146	\$ 103.35
Mailbox Only License for ShoreTel	Additional Component	ShoreTel	SHO-30040	\$ 58.50
Connect ONSITE Courtesy license. Includes Extension Only with no Connect	Additional Component	ShoreTel	SHO-30145	\$ 64.35
Connect ONSITE Telephony license. Includes Ext+Mbx with no Connect cli	Additional Component	ShoreTel	SHO-30146	\$ 103.35
Connect ONSITE Essentials license bundle. Includes Ext+Mbx, Connect desk	Additional Component	ShoreTel	SHO-30147	\$ 129.35

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Item Description	Item Type	Manufacturer	Model	Cost
Connect ONSITE Standard license bundle. Includes Ext+Mbx, Connect desk	Additional Component	ShoreTel	SHO-30148	\$ 194.35
Connect ONSITE Advanced license bundle. Includes Ext+Mbx, Connect desk	Additional Component	ShoreTel	SHO-30149	\$ 324.35
Connect ONSITE Telephony to Essentials upgrade license bundle	Additional Component	ShoreTel	SHO-30150	\$ 26.00
Connect ONSITE Telephony to Standard upgrade license bundle	Additional Component	ShoreTel	SHO-30151	\$ 91.00
Connect ONSITE Telephony to Advanced upgrade license bundle	Additional Component	ShoreTel	SHO-30152	\$ 221.00
Connect ONSITE Essentials to Standard upgrade license bundle	Additional Component	ShoreTel	SHO-30153	\$ 65.00
Connect ONSITE Essentials to Advanced upgrade license bundle	Additional Component	ShoreTel	SHO-30154	\$ 195.00
Connect ONSITE Standard to Advanced upgrade license bundle	Additional Component	ShoreTel	SHO-30155	\$ 130.00
ShoreTel 14.2 (General Release)	Additional Component	ShoreTel	SHO-29152	\$ -
KIT, USB Connect ONSITE Software	Additional Component	ShoreTel	SHO-29153	\$ -
ShoreTel 14.2 or earlier to Connect ONSITE upgrade license	Additional Component	ShoreTel	SHO-30159	\$ -
Additional Language License	Additional Component	ShoreTel	SHO-30041	\$ 646.75
SIP Trunk Software License - For hardware-based deployments	Additional Component	ShoreTel	SHO-30043	\$ 32.50
Virtual SIP Trunk License - Qty 1	Additional Component	ShoreTel	SHO-30137	\$ 61.75
Virtual SIP Trunk License - Qty 25	Additional Component	ShoreTel	SHO-30138	\$ 1,381.25
Virtual SIP Trunk License - Qty 50	Additional Component	ShoreTel	SHO-30139	\$ 2,437.50
SIP Trunk to Virtual SIP Trunk Upgrade License	Additional Component	ShoreTel	SHO-30140	\$ 29.25
Promotional Upgrade from SIP trunk license to Virtual SIP trunk license	Additional Component	ShoreTel	SHO-55218	\$ -
SIP Device License (version 8.0 and later)	Additional Component	ShoreTel	SHO-30053	\$ 19.50
License, Legacy PBX Integration - Allows voicemail to be used with an existi	Additional Component	ShoreTel	SHO-30079	\$ 19.50
SIP Trunk to SIP Device Conversion License	Additional Component	ShoreTel	SHO-30057	\$ -
SIP-based third party messaging integration License	Additional Component	ShoreTel	SHO-30080	\$ 2,921.75
Distributed Voice Services License	Additional Component	ShoreTel	SHO-21020	\$ 646.75
Additional Site License	Additional Component	ShoreTel	SHO-30044	\$ 321.75
ShoreTel TAPI Application Server License	Additional Component	ShoreTel	SHO-30049	\$ 321.75
ShoreTel Remote Web Reporting License - not required for ShoreTel 11 or la	Additional Component	ShoreTel	SHO-30048	\$ 2,695.00
License, Remote Phone for Edge Gateway	Additional Component	ShoreTel	SHO-30143	\$ 97.50
License, Virtual Edge Gateway Server	Additional Component	ShoreTel	SHO-30144	\$ -
License, VPN Concentrator upgrade to ShoreTel Edge Gateway. Order 1 per t	Additional Component	ShoreTel	SHO-10566	\$ -
Ingate SIParator 21. Includes 5 SIP session licenses and can be expanded up t	Additional Component	ShoreTel	SHO-80090	\$ 1,290.00

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Item Description	Item Type	Manufacturer	Model	Cost
Ingate SIParator 21 and failover unit. Includes 5 SIP session license pairs for	Additional Component	ShoreTel	SHO-80151	\$ 2,180.00
Rack Mount Kit for Ingate SIParator 21	Additional Component	ShoreTel	SHO-80131	\$ 35.00
Ingate SIParator 52. Includes 50 SIP session licenses and can be expanded up	Additional Component	ShoreTel	SHO-80145	\$ 6,035.00
Ingate Software SIParator. Includes 5 SIP session licenses and can be expand	Additional Component	ShoreTel	SHO-80123	\$ 1,100.00
Ingate Software SIParator. Supports up to 2000 simultaneous SIP trunk calls.	Additional Component	ShoreTel	SHO-80124	\$ 1,997.00
ShoreTel 14.2 (General Release)	Additional Component	ShoreTel	SHO-29152	\$ -
KIT, USB Connect ONSITE Software	Additional Component	ShoreTel	SHO-29153	\$ -
ShoreTel 14.2 or earlier to Connect ONSITE upgrade license	Additional Component	ShoreTel	SHO-30159	\$ -
Additional Language License	Additional Component	ShoreTel	SHO-30041	\$ 646.75
SIP Trunk Software License - For hardware-based deployments	Additional Component	ShoreTel	SHO-30043	\$ 32.50
Virtual SIP Trunk License - Qty 1	Additional Component	ShoreTel	SHO-30137	\$ 61.75
Virtual SIP Trunk License - Qty 25	Additional Component	ShoreTel	SHO-30138	\$ 1,381.25
Virtual SIP Trunk License - Qty 50	Additional Component	ShoreTel	SHO-30139	\$ 2,437.50
SIP Trunk to Virtual SIP Trunk Upgrade License	Additional Component	ShoreTel	SHO-30140	\$ 29.25
Promotional Upgrade from SIP trunk license to Virtual SIP trunk license	Additional Component	ShoreTel	SHO-55218	\$ -
SIP Device License (version 8.0 and later)	Additional Component	ShoreTel	SHO-30053	\$ 19.50
License, Legacy PBX Integration - Allows voicemail to be used with an existi	Additional Component	ShoreTel	SHO-30079	\$ 30.00
SIP Trunk to SIP Device Conversion License	Additional Component	ShoreTel	SHO-30057	\$ -
SIP-based third party messaging integration License	Additional Component	ShoreTel	SHO-30080	\$ 2,921.75
Distributed Voice Services License	Additional Component	ShoreTel	SHO-21020	\$ 646.75
Additional Site License	Additional Component	ShoreTel	SHO-30044	\$ 321.75
ShoreTel TAPI Application Server License	Additional Component	ShoreTel	SHO-30049	\$ 321.75
ShoreTel Remote Web Reporting License - not required for ShoreTel 11 or la	Additional Component	ShoreTel	SHO-30048	\$ 58.50
License, Remote Phone for Edge Gateway	Additional Component	ShoreTel	SHO-30143	\$ 97.50
License, Virtual Edge Gateway Server	Additional Component	ShoreTel	SHO-30144	\$ -
License, VPN Concentrator upgrade to ShoreTel Edge Gateway. Order 1 per	Additional Component	ShoreTel	SHO-10566	\$ -
Ingate SIParator 21. Includes 5 SIP session licenses and can be expanded up t	Additional Component	ShoreTel	SHO-80090	\$ 1,290.00
Ingate SIParator 21 and failover unit. Includes 5 SIP session license pairs for	Additional Component	ShoreTel	SHO-80151	\$ 2,180.00
Rack Mount Kit for Ingate SIParator 21	Additional Component	ShoreTel	SHO-80131	\$ 35.00
Ingate SIParator 52. Includes 50 SIP session licenses and can be expanded up	Additional Component	ShoreTel	SHO-80145	\$ 6,035.00
Ingate SIParator 52 and failover unit. Includes 50 SIP session license pairs fo	Additional Component	ShoreTel	SHO-80148	\$ 9,225.00

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Item Description	Item Type	Manufacturer	Model	Cost
Ingate Software SIPParator. Includes 5 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80123	\$ 1,100.00
Ingate Software SIPParator. Supports up to 2000 simultaneous SIP trunk calls.	Additional Component	ShoreTel	SHO-80124	\$ 1,997.00
Ingate Software SIPParator. Includes 50 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80125	\$ 3,280.00
Ingate Software SIPParator. Includes 100 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80126	\$ 5,700.00
Ingate Software SIPParator. Includes 200 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80127	\$ 10,300.00
Ingate Software SIPParator. Includes 500 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80128	\$ 17,910.00
Ingate SIPParator additional 5 SIP session licenses	Additional Component	ShoreTel	SHO-80095	\$ 230.00
Ingate SIPParator additional 100 SIP session licenses	Additional Component	ShoreTel	SHO-80154	\$ 3,400.00
Ingate SIPParator additional 100 SIP session failover license pairs for primary	Additional Component	ShoreTel	SHO-80155	\$ 3,400.00
Ingate SIPParator additional 5 SIP session failover license pairs for primary and	Additional Component	ShoreTel	SHO-80156	\$ 230.00
Ingate SIPParator additional SIP trunk group license for hardware or software	Additional Component	ShoreTel	SHO-80162	\$ 450.00
Service Appliance 100 - required to host Conferencing and Instant Messaging	Additional Component	ShoreTel	SHO-60125	\$ 1,621.75
Service Appliance 400	Additional Component	ShoreTel	SHO-60145	\$ 8,446.75
10 Concurrent Audio Conferencing Ports	Additional Component	ShoreTel	SHO-30091	\$ 1,137.50
10 Concurrent Web Conferencing Ports	Additional Component	ShoreTel	SHO-30093	\$ 1,137.50
Converged Conferencing to ShoreTel Service Appliance (SA-100) upgrade, per	Additional Component	ShoreTel	SHO-60139	\$ 1,296.75
Converged Conferencing to ShoreTel Service Appliance (SA-400) upgrade, per	Additional Component	ShoreTel	SHO-60146	\$ 5,625.75
Audio Conferencing License upgrade, Converged to ShoreTel Conferencing	Additional Component	ShoreTel	SHO-30114	\$ -
Web Conferencing License upgrade, Converged to ShoreTel Conferencing	Additional Component	ShoreTel	SHO-30113	\$ -
Converged Conferencing to ShoreTel Virtual Service Appliance upgrade, per	Additional Component	ShoreTel	SHO-60168	\$ -
Personal Access License	Additional Component	ShoreTel	SHO-40005	\$ -
Professional Access License (includes Softphone)	Additional Component	ShoreTel	SHO-30052	\$ 52.00
Operator Access License	Additional Component	ShoreTel	SHO-40006	\$ 386.75
Workgroup Agent Access License	Additional Component	ShoreTel	SHO-40007	\$ 191.75
Workgroup Supervisor Access License	Additional Component	ShoreTel	SHO-40008	\$ 386.75
High Resolution Video License, 1024x768 (requires 8.1 or higher)	Additional Component	ShoreTel	SHO-40009	\$ 451.75
VPN Concentrator Add-on licenses, Qty 5. For models 4550, 5300LF2, 7301	Additional Component	ShoreTel	SHO-30058	\$ 390.00
VPN Concentrator Add-on licenses, Qty 10. For models 5300LF2, 7301	Additional Component	ShoreTel	SHO-30059	\$ 650.00
ShoreWare Workgroup Monitor Application	Additional Component	ShoreTel	SHO-18003	\$ 2,413.45
Workgroup Exceptional/Abandoned Call Report	Additional Component	ShoreTel	SHO-18004	\$ 965.25
Target Service Level Agreement Report	Additional Component	ShoreTel	SHO-18005	\$ 965.25

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Item Description	Item Type	Manufacturer	Model	Cost
Workgroup Agent Daily Login/Logout Report	Additional Component	ShoreTel	SHO-18006	\$ 965.25
Enhanced Reporting Bundle - Includes Report Scheduler, Call History Report	Additional Component	ShoreTel	SHO-18065	\$ 3,250.00
Enhanced Workgroup Reporting Bundle, Standard - Includes Workgroup Mo	Additional Component	ShoreTel	SHO-18066	\$ 4,500.00
Enhanced Workgroup Reporting Bundle, Premium - Includes Report Schedul	Additional Component	ShoreTel	SHO-18067	\$ 6,500.00
K-12 Applications - Standard Bundle: Emergency Notification (5 or fewer),	Additional Component	ShoreTel	SHO-18062	\$ 3,250.00
K-12 Applications - Premium Bundle: Emergency Notification (6 or more),	Additional Component	ShoreTel	SHO-18063	\$ 6,500.00
Automates initial creation of new ShoreTel records as well as the ongoing syn	Additional Component	ShoreTel	SHO-18064	\$ 3,250.00
ShoreWare Emergency Notification, 5 or Fewer	Additional Component	ShoreTel	SHO-18008	\$ 1,430.00
ShoreWare Emergency Notification, 6 or More	Additional Component	ShoreTel	SHO-18009	\$ 3,575.00
ShoreTel Call Router Application	Additional Component	ShoreTel	SHO-18010	\$ 2,234.70
ShoreTel EasyPop Application, Universal CRM Connector	Additional Component	ShoreTel	SHO-18011	\$ 130.00
ShoreTel Application Dialer	Additional Component	ShoreTel	SHO-18012	\$ 46.80
ShoreTel Outbound Campaign IVR Application Base	Additional Component	ShoreTel	SHO-18016	\$ 3,571.75
ShoreTel Outbound Campaign IVR Application Add-on	Additional Component	ShoreTel	SHO-18017	\$ 711.75
ShoreTel Contact Center Agent Dashboard - Base Package (5 users)	Additional Component	ShoreTel	SHO-18018	\$ 812.50
ShoreTel Contact Center Agent Dashboard - Add-on (1 user)	Additional Component	ShoreTel	SHO-18019	\$ 97.50
ShoreTel Contact Center Interaction Viewer - Base Package (1 user)	Additional Component	ShoreTel	SHO-18020	\$ 1,787.50
ShoreTel Contact Center Interaction Viewer - Add-on Package (1 user)	Additional Component	ShoreTel	SHO-18021	\$ 260.00
ShoreTel CCIR Transform Service	Additional Component	ShoreTel	SHO-18022	\$ 1,267.50
ShoreTel Contact Center Real-time Monitoring Bundle	Additional Component	ShoreTel	SHO-18023	\$ 1,950.00
Contact Center Instant Override Message	Additional Component	ShoreTel	SHO-18074	\$ 1,625.00
Contact Center Email Alert	Additional Component	ShoreTel	SHO-18075	\$ 812.50
Contact Center Agent Notification	Additional Component	ShoreTel	SHO-18076	\$ 1,625.00
Bridged Call Appearance Hold Handler	Additional Component	ShoreTel	SHO-18077	\$ 1,625.00
ShoreTel for Zendesk - Licensed per user	Additional Component	ShoreTel	SHO-18078	\$ 130.00
ShoreTel for Desk.com - Licensed per user	Additional Component	ShoreTel	SHO-18079	\$ 130.00
SALESFORCE.COM Call Center Adaptor Software	Additional Component	ShoreTel	SHO-41002	\$ 130.00
SALESFORCE Reporting Service, up to 25 extensions	Additional Component	ShoreTel	SHO-18071	\$ 2,145.00
SALESFORCE Reporting Service, more than 25 extensions	Additional Component	ShoreTel	SHO-18072	\$ 3,250.00
SALSFORCE Connector for Contact Center IVR	Additional Component	ShoreTel	SHO-18073	\$ 3,250.00
ShoreTel Netsuite CRM Integration Software	Additional Component	ShoreTel	SHO-41004	\$ 130.00

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Item Description	Item Type	Manufacturer	Model	Cost
ShoreTel Microsoft Dynamics CRM Integration	Additional Component	ShoreTel	SHO-41005	\$ 130.00
ShoreTel Web Dialer	Additional Component	ShoreTel	SHO-93111	\$ 46.00
ShoreTel Call Recorder - Base package, includes 5 simultaneous sessions	Additional Component	ShoreTel	SHO-18024	\$ 3,250.00
ShoreTel Call Recorder - Add-on, 5 sessions. (Requires SHO-18024)	Additional Component	ShoreTel	SHO-18025	\$ 130.00
ShoreTel Nuisance Call Handler	Additional Component	ShoreTel	SHO-18026	\$ 1,625.00
Cost Recovery Integration Application - Base package	Additional Component	ShoreTel	SHO-18027	\$ 2,600.00
Cost Recovery Integration Application - Add-on one desktop user license	Additional Component	ShoreTel	SHO-18028	\$ 26.00
ShoreTel Enhanced Paging Application - Base package	Additional Component	ShoreTel	SHO-18029	\$ 3,575.00
ShoreTel Enhanced Paging Application - Add-on	Additional Component	ShoreTel	SHO-18030	\$ 325.00
Super Group Application - Enhanced Hunt Group	Additional Component	ShoreTel	SHO-18031	\$ 1,625.00
AMS 360 Integration Application	Additional Component	ShoreTel	SHO-18032	\$ 130.00
Voice Forms IVR Application	Additional Component	ShoreTel	SHO-18033	\$ 3,640.00
Caller Directed Router Application	Additional Component	ShoreTel	SHO-18034	\$ 2,234.70
Call History Report	Additional Component	ShoreTel	SHO-18035	\$ 965.25
System Directory Synchronization Application (1 system license)	Additional Component	ShoreTel	SHO-18036	\$ 1,573.00
Schedule-based "On Call" Routing Application	Additional Component	ShoreTel	SHO-18037	\$ 2,234.70
Phone Use Scheduler	Additional Component	ShoreTel	SHO-18038	\$ 22,340.70
Do Not Disturb Override Application	Additional Component	ShoreTel	SHO-18039	\$ 812.50
ShoreTel ACT! Integration Application	Additional Component	ShoreTel	SHO-18041	\$ 130.00
Calls by Dialed Party Report - Enhanced ShoreTel CDR based historical report	Additional Component	ShoreTel	SHO-18042	\$ 965.25
Calls by Origin Report - Enhanced ShoreTel CDR based historical report that	Additional Component	ShoreTel	SHO-18043	\$ 965.25
Workgroup Agent Ring Time Report - Enhanced ShoreTel CDR based historical	Additional Component	ShoreTel	SHO-18044	\$ 965.25
ShoreTel Report Scheduler - Application that runs, stores, and delivers ShoreTel	Additional Component	ShoreTel	SHO-18045	\$ 2,275.00
Contact Center Agent Alert - Notifies an agent via visual desktop alert when h	Additional Component	ShoreTel	SHO-18046	\$ 16.25
Hospitality Connector - Software service that allows external systems to initia	Additional Component	ShoreTel	SHO-18047	\$ 2,925.00
Site Router - Automatically routes inbound calls based on the ShoreTel Site o	Additional Component	ShoreTel	SHO-18048	\$ 2,234.70
Pre-announce application - System-wide application to play recorded announ	Additional Component	ShoreTel	SHO-18081	\$ 975.00
Analog Harmonica and Telco cable (FF)	Additional Component	ShoreTel	SHO-60047	\$ 65.00
Harmonica, ROHS RJ11/50P FEM	Additional Component	ShoreTel	SHO-10151	\$ 35.00
IP 110 / 115 / BB24 Wall Mount Kit	Additional Component	ShoreTel	SHO-10195	\$ 10.00
IP 212k / 230 / 265 Wall Mount Kit	Additional Component	ShoreTel	SHO-10211	\$ 10.00

Small PBX Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
IP 560 / 565 Wall Mount Kit	Additional Component	ShoreTel	SHO-10169	\$ 10.00
IP 655 Wall Mount Kit	Additional Component	ShoreTel	SHO-10428	\$ 15.00
IP 480/480g/485 Wall Mount Kit	Additional Component	ShoreTel	SHO-60152	\$ 15.00
IP 420 / 420g Wall Mount Kit	Additional Component	ShoreTel	SHO-60153	\$ 15.00
IP 400 Wall Plate Mounting for IP400 Series Phones	Additional Component	ShoreTel	SHO-10533	\$ 15.00
IP 110 / 115 Phone Base	Additional Component	ShoreTel	SHO-10370	\$ 7.00
IP 210 / 230 / 230G / 265 Phone Base	Additional Component	ShoreTel	SHO-10371	\$ 7.00
IP 530 / 560 / 560G / 565G Phone Base	Additional Component	ShoreTel	SHO-10372	\$ 7.00
IP 420 / 420g Phone Stand	Additional Component	ShoreTel	SHO-60208	\$ 8.00
IP 480 / 480g / 485g Phone Stand	Additional Component	ShoreTel	SHO-60209	\$ 8.00
IP 655 Phone Stand	Additional Component	ShoreTel	SHO-60210	\$ 12.00
ShoreTel Voice Switch Rack Mount Tray Gen4	Additional Component	ShoreTel	SHO-10223	\$ 65.00
ShoreTel Voice Switch Dual Tray Wall Mount Kit	Additional Component	ShoreTel	SHO-10224	\$ 15.00
ShoreTel Voice Switch Wall Mount Bracket Kit	Additional Component	ShoreTel	SHO-10521	\$ 55.00
Handset, IP phone	Additional Component	ShoreTel	SHO-10162	\$ 25.00
25	Additional Component	ShoreTel	SHO-10381	\$ 25.00
Handset Cord, all models except IP655, 9ft	Additional Component	ShoreTel	SHO-10373	\$ 5.00
Handset Cord, for IP 400 series phones and Dock, 9ft	Additional Component	ShoreTel	SHO-10536	\$ 5.00
Handset Cord, IP 655, 9ft	Additional Component	ShoreTel	SHO-10397	\$ 5.00
Handset Cover and Clip, IP 930D	Additional Component	ShoreTel	SHO-10511	\$ 20.00
Rack Mount Ears, lead-free (10 pairs, 8 screws per pair)	Additional Component	ShoreTel	SHO-10400	\$ 100.00
IP4xx Language Keys, French (Qty 50)	Additional Component	ShoreTel	SHO-10508	\$ 59.00
IP4xx Language Keys, Spanish (Qty 50)	Additional Component	ShoreTel	SHO-10509	\$ 59.00
IP4xx Language Keys, German (Qty 50)	Additional Component	ShoreTel	SHO-10510	\$ 59.00
ShoreTel Paging Adapter PA-1. With contact closure support	Additional Component	ShoreTel	SHO-60165	\$ 35.00
Overlay, IP212 SLV, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80015	\$ 35.00
Overlay, IP212 BLK, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80016	\$ 35.00
Overlay, 230/560 SLV, FR-CN (25PK)	Additional Component	ShoreTel	SHO-80017	\$ 35.00
Overlay, 230/560 BLK ,FR-CN (25PK)	Additional Component	ShoreTel	SHO-80018	\$ 35.00
Overlay, IP110 SLV, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80019	\$ 35.00
Overlay, IP110 BLK, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80020	\$ 35.00

Small PBX Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
ShoreTel Mobility Router 2000 Appliance and Software - 10 to 100 Users	Additional Component	ShoreTel	SHO-80164	\$ 3,246.75
ShoreTel Mobility Router 4000 Appliance and Software - 10 to 1,000 Users	Additional Component	ShoreTel	SHO-80121	\$ 4,546.75
ECC Version 9 Base 10 Package - Includes 10 Agent (inbound voice/callback)	Additional Component	ShoreTel	SHO-30133	\$ 8,504.00
ECC Version 9 Connect Base 10 Package - Includes 10 Agent (inbound voice)	Additional Component	ShoreTel	SHO-30156	\$ 8,504.00
ECC Inbound Voice License - Version 7 or later - Add-on 1 agent and 1 IVR	Additional Component	ShoreTel	SHO-30122	\$ 825.00
ECC Outbound Campaign License - Version 7 or later - Requires Inbound Voice	Additional Component	ShoreTel	SHO-30123	\$ 400.00
ECC Email License - Version 7 or later - Requires Inbound Voice License	Additional Component	ShoreTel	SHO-30124	\$ 400.00
ECC Web License - Version 7 or later - Requires Inbound Voice License	Additional Component	ShoreTel	SHO-30125	\$ 400.00
ECC IVR License - Version 7 or later	Additional Component	ShoreTel	SHO-30126	\$ 200.00
ECC Supervisor License - Version 7 or later	Expansion Configuration	ShoreTel	SHO-30127	\$ 825.00
ECC Redundant Server License - Version 7 or later	Additional Component	ShoreTel	SHO-30128	\$ 6,500.00
ECC Version 8 Upgrade License	Expansion Configuration	ShoreTel	SHO-30129	\$ -
ECC Agent Activity Event Feed License	Additional Component	ShoreTel	SHO-30108	\$ 350.00
ECC Group Activity Event Feed License	Additional Component	ShoreTel	SHO-30109	\$ 350.00
ECC Lab System - Includes 5 inbound, outbound, web, and email licenses, and	Additional Component	ShoreTel	SHO-30104	\$ 4,000.00
ECC Partner Production System - Includes 6 licenses for inbound, outbound and	Additional Component	ShoreTel	SHO-30112	\$ 2,000.00
ShoreTel Contact Center Wrap Application ("Wrap App") - Licensed per Contact	Additional Component	ShoreTel	SHO-18080	\$ 1,500.00

Medium PBX Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
(1) ShoreTel ST100A and (2) ST100DA ShoreTel Voice Sw	Base System	ShoreTel	10524, 10525, 10564	\$ 21,925.71
Zone 2 ShoreTel IP420 IP Telephone (10495) with Telephony License incl. E	Base System	ShoreTel	SHO-10495, 30146	\$ 663.49
Zone 1&3 ShoreTel IP420 IP Telephone (10495) with Telephony License incl	Base System	ShoreTel	SHO-10495, 30146	\$ 708.49
ShoreTelUSB Connect ONSITE software server Software (Can Be Virtualize	Base System	ShoreTel	SHO-29153	\$ -
24 Port 10/100 PoE Data Switch Per 24 Users	Expansion Configuration	HP	HP1910	\$ 385.00
ShoreTel Voice Switch ST50A	Expansion Configuration	ShoreTel	SHO-10523	\$ 1,300.00
ShoreTel Voice Switch ST1D - Supports T-1/ISDN-PRI Requires Connect O	Expansion Configuration	ShoreTel	SHO-10526	\$ 1,950.00
Connect ONSITE Telephony to Essentials upgrade license bundle	Expansion Configuration	ShoreTel	SHO-30150	\$ 26.00
Connect ONSITE Telephony to Standard upgrade license bundle	Expansion Configuration	ShoreTel	SHO-30151	\$ 91.00
Connect ONSITE Telephony to Advanced upgrade license bundle	Expansion Configuration	ShoreTel	SHO-30152	\$ 221.00
Workgroup Agent Access Basic ACD License	Expansion Configuration	ShoreTel	SHO-40007	\$ 191.75
Workgroup Supervisor Access Basic ACD License	Expansion Configuration	ShoreTel	SHO-40008	\$ 386.75
ShoreTel Voice Switch SG-24A	Additional Component	ShoreTel	SHO-10321	\$ 1,946.75
ShoreTel Voice Switch SG-30	Additional Component	ShoreTel	SHO-10320	\$ 1,036.75
ShoreTel Voice Switch SG-50	Additional Component	ShoreTel	SHO-10259	\$ 1,296.75
ShoreTel Voice Switch SG-50v	Additional Component	ShoreTel	SHO-10324	\$ 1,621.75
ShoreTel Voice Switch SG-90	Additional Component	ShoreTel	SHO-10260	\$ 1,946.75
ShoreTel Voice Switch SG-90v	Additional Component	ShoreTel	SHO-10325	\$ 2,401.75
ShoreTel Voice Switch SG-T1k	Additional Component	ShoreTel	SHO-10322	\$ 2,271.75
ShoreTel Voice Switch SG-220T1	Additional Component	ShoreTel	SHO-10261	\$ 3,896.75
ShoreTel Voice Switch SG-220T1A	Additional Component	ShoreTel	SHO-10229	\$ 4,221.75
Virtual Phone Capacity License - Qty 1	Additional Component	ShoreTel	SHO-30134	\$ 29.25
Virtual Phone Capacity License - Qty 50	Additional Component	ShoreTel	SHO-30135	\$ 1,137.50
Virtual Phone Capacity License - Qty 200	Additional Component	ShoreTel	SHO-30136	\$ 3,250.00
ShoreTel Voice Switch ST50A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10523	\$ 1,300.00
ShoreTel Voice Switch ST100A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10524	\$ 2,080.00

Medium PBX Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
ShoreTel Voice Switch ST100DA - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10525	\$ 3,965.00
ShoreTel Voice Switch ST1D - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10526	\$ 1,950.00
ShoreTel Voice Switch ST2D - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10529	\$ 3,510.00
ShoreTel Voice Switch ST200 - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10527	\$ 2,925.00
ShoreTel Voice Switch ST500 - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10528	\$ 6,500.00
ShoreTel Voice Switch ST24A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10531	\$ 1,950.00
ShoreTel Voice Switch ST48A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10530	\$ 3,510.00
Voice Switch 144 Analog Port Bundle - includes 6 ShoreTel Voice Switch ST	Additional Component	ShoreTel	SHO-60214	\$ 15,600.00
Voice Switch 144 Analog Port Bundle - includes 3 ShoreTel Voice Switch ST	Additional Component	ShoreTel	SHO-60215	\$ 14,755.00
Connect Small Business Edition 100 HW bundle, analog trunking with server	Additional Component	ShoreTel	SHO-60187	\$ 1,495.00
Connect Small Business Edition 100 HW bundle, digital trunking with server	Additional Component	ShoreTel	SHO-60188	\$ 2,995.00
Connect Small Business Edition 100 HW bundle, analog trunking with UC30	Additional Component	ShoreTel	SHO-60218	\$ 2,195.00
Connect Small Business Edition 100 HW bundle, digital trunking with UC30	Additional Component	ShoreTel	SHO-60219	\$ 3,695.00
Connect Small Business Edition 100 HW bundle, analog trunking with UC75	Additional Component	ShoreTel	SHO-60223	\$ 4,195.00
Connect Small Business Edition 100 HW bundle, digital trunking with UC75	Additional Component	ShoreTel	SHO-60224	\$ 5,695.00
Connect Small Business Edition 100 HW bundle, analog trunking without ser	Additional Component	ShoreTel	SHO-60185	\$ 995.00
Connect Small Business Edition 100 HW bundle, digital trunking without ser	Additional Component	ShoreTel	SHO-60186	\$ 2,495.00
Connect Small Business Edition 100 VIRTUAL bundle, 25 users. Includes 20	Additional Component	ShoreTel	SHO-60198	\$ 2,500.00
Connect Small Business Edition 100 VIRTUAL bundle, 50 users. Includes 45	Additional Component	ShoreTel	SHO-60199	\$ 6,000.00
Connect Small Business Edition 100 VIRTUAL bundle, 50 users. Includes 45	Additional Component	ShoreTel	SHO-60200	\$ 8,000.00
Connect Small Business Edition 100 SW bundle, 15 users. Includes 11 Essent	Additional Component	ShoreTel	SHO-60193	\$ 1,000.00
Connect Small Business Edition 100 SW bundle, 20 users. Includes 14 Essent	Additional Component	ShoreTel	SHO-60194	\$ 1,500.00
Connect Small Business Edition 100 SW bundle, 25 users. Includes 17 Essent	Additional Component	ShoreTel	SHO-60195	\$ 2,000.00
Connect Small Business Edition 100 SW bundle, 50 users. Includes 39 Essent	Additional Component	ShoreTel	SHO-60196	\$ 5,500.00
Connect Small Business Edition 100 SW bundle, GSA. Includes 1 Courtesy a	Additional Component	ShoreTel	SHO-60203	\$ 500.00
Small Business Edition 100 Server (UC Server 25)	Additional Component	ShoreTel	SHO-60169	\$ 1,500.00
Connect ONSITE Small Business Edition Server (UC Server 30)	Additional Component	ShoreTel	SHO-10564	\$ 2,200.00

Medium PBX Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
Connect ONSITE Small Business Edition Server (UC Server 75)	Additional Component	ShoreTel	SHO-60217	\$ 4,200.00
Small Business Edition 100 Server Replacement (existing SBE customer only)	Additional Component	ShoreTel	SHO-60173	\$ 1,125.00
Connect ONSITE Small Business Edition Server Replacement (existing SBE)	Additional Component	ShoreTel	SHO-60227	\$ 1,900.00
Connect ONSITE Small Business Edition Server Replacement (existing SBE)	Additional Component	ShoreTel	SHO-60228	\$ 3,900.00
Small Business Edition Upgrade to Small Business Edition 100	Additional Component	ShoreTel	SHO-10476	\$ 1,995.00
SBE or SBE 100 Upgrade to Enterprise Edition (Available 120 days after SB)	Additional Component	ShoreTel	SHO-60157	\$ 4,495.00
ShoreTel IP Phone IP420, 10/100	Additional Component	ShoreTel	SHO-10495	\$ 122.85
ShoreTel IP Phone IP420g, 10/100/1000	Additional Component	ShoreTel	SHO-10546	\$ 142.35
ShoreTel IP Phone IP480, 10/100	Additional Component	ShoreTel	SHO-10496	\$ 194.35
ShoreTel IP Phone IP480g, 10/100/1000	Additional Component	ShoreTel	SHO-10497	\$ 239.85
ShoreTel IP Phone IP485g, 10/100/1000	Additional Component	ShoreTel	SHO-10498	\$ 278.85
ShoreTel IP Phone IP655, with anti-glare screen, 10/100/1000	Additional Component	ShoreTel	SHO-10429	\$ 486.85
Satellite microphones for ShoreTel IP Phone 655, Qty 2	Additional Component	ShoreTel	□□□□□□	\$ 126.75
ShoreTel IP Phone BB424 for IP 485g - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10518	\$ 226.85
Power Adapter, BB424 - One required for each of 2+ units on a phone	Additional Component	ShoreTel	SHO-10532	\$ 20.00
ShoreTel IP Phone 930D Starter Kit, NA - Includes IP 930D DECT Phone H	Additional Component	ShoreTel	SHO-10384	\$ 389.95
ShoreTel IP Phone 930D Base, Spare	Additional Component	ShoreTel	SHO-10386	\$ 324.35
ShoreTel IP Phone 930D Handset Charger, Spare	Additional Component	ShoreTel	SHO-10388	\$ 25.00
ShoreTel IP Phone 930D Handset, Spare - Includes Handset and Charger	Additional Component	ShoreTel	SHO-10389	\$ 129.35
ShoreTel IP Phone 930D Repeater	Additional Component	ShoreTel	SHO-10449	\$ 249.00
ShoreTel IP Phone 930D Battery, Spare	Additional Component	ShoreTel	SHO-10450	\$ 10.00
PoE Cable, Repeater, IP930D	Additional Component	ShoreTel	□□□□□□	\$ 15.00
ShoreTel IP Phone Gig Power Adaptor 10/100/1000	Additional Component	ShoreTel	SHO-10269	\$ 20.00
Connect ONSITE Courtesy license. Includes Extension Only with no Connect	Additional Component	ShoreTel	SHO-30145	\$ 64.35
Connect ONSITE Telephony license. Includes Ext+Mbx with no Connect cli	Additional Component	ShoreTel	SHO-30146	\$ 103.35
Mailbox Only License for ShoreTel	Additional Component	ShoreTel	SHO-30040	\$ 58.50
Connect ONSITE Courtesy license. Includes Extension Only with no Connect	Additional Component	ShoreTel	SHO-30145	\$ 64.35
Connect ONSITE Telephony license. Includes Ext+Mbx with no Connect cli	Additional Component	ShoreTel	SHO-30146	\$ 103.35
Connect ONSITE Essentials license bundle. Includes Ext+Mbx, Connect desk	Additional Component	ShoreTel	SHO-30147	\$ 129.35

Medium PBX Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
Connect ONSITE Standard license bundle. Includes Ext+Mbx, Connect desk	Additional Component	ShoreTel	SHO-30148	\$ 194.35
Connect ONSITE Advanced license bundle. Includes Ext+Mbx, Connect desk	Additional Component	ShoreTel	SHO-30149	\$ 324.35
Connect ONSITE Telephony to Essentials upgrade license bundle	Additional Component	ShoreTel	SHO-30150	\$ 26.00
Connect ONSITE Telephony to Standard upgrade license bundle	Additional Component	ShoreTel	SHO-30151	\$ 91.00
Connect ONSITE Telephony to Advanced upgrade license bundle	Additional Component	ShoreTel	SHO-30152	\$ 221.00
Connect ONSITE Essentials to Standard upgrade license bundle	Additional Component	ShoreTel	SHO-30153	\$ 65.00
Connect ONSITE Essentials to Advanced upgrade license bundle	Additional Component	ShoreTel	SHO-30154	\$ 195.00
Connect ONSITE Standard to Advanced upgrade license bundle	Additional Component	ShoreTel	SHO-30155	\$ 130.00
ShoreTel 14.2 (General Release)	Additional Component	ShoreTel	SHO-29152	\$-
KIT, USB Connect ONSITE Software	Additional Component	ShoreTel	SHO-29153	\$-
ShoreTel 14.2 or earlier to Connect ONSITE upgrade license	Additional Component	ShoreTel	SHO-30159	\$-
Additional Language License	Additional Component	ShoreTel	SHO-30041	\$ 646.75
SIP Trunk Software License - For hardware-based deployments	Additional Component	ShoreTel	SHO-30043	\$ 32.50
Virtual SIP Trunk License - Qty 1	Additional Component	ShoreTel	SHO-30137	\$ 61.75
Virtual SIP Trunk License - Qty 25	Additional Component	ShoreTel	SHO-30138	\$ 1,381.25
Virtual SIP Trunk License - Qty 50	Additional Component	ShoreTel	SHO-30139	\$ 2,437.50
SIP Trunk to Virtual SIP Trunk Upgrade License	Additional Component	ShoreTel	SHO-30140	\$ 29.25
Promotional Upgrade from SIP trunk license to Virtual SIP trunk license	Additional Component	ShoreTel	SHO-55218	\$-
SIP Device License (version 8.0 and later)	Additional Component	ShoreTel	SHO-30053	\$ 19.50
License, Legacy PBX Integration - Allows voicemail to be used with an existi	Additional Component	ShoreTel	SHO-30079	\$ 19.50
SIP Trunk to SIP Device Conversion License	Additional Component	ShoreTel	SHO-30057	\$-
SIP-based third party messaging integration License	Additional Component	ShoreTel	SHO-30080	\$ 2,921.75
Distributed Voice Services License	Additional Component	ShoreTel	SHO-21020	\$ 646.75
Additional Site License	Additional Component	ShoreTel	SHO-30044	\$ 321.75
ShoreTel TAPI Application Server License	Additional Component	ShoreTel	SHO-30049	\$ 321.75
ShoreTel Remote Web Reporting License - not required for ShoreTel 11 or la	Additional Component	ShoreTel	SHO-30048	\$ 2,695.00
License, Remote Phone for Edge Gateway	Additional Component	ShoreTel	SHO-30143	\$ 97.50
License, Virtual Edge Gateway Server	Additional Component	ShoreTel	SHO-30144	\$-
License, VPN Concentrator upgrade to ShoreTel Edge Gateway. Order 1 per t	Additional Component	ShoreTel	SHO-10566	\$-
Ingate SIParator 21. Includes 5 SIP session licenses and can be expanded up t	Additional Component	ShoreTel	SHO-80090	\$ 1,290.00

Medium PBX Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
Ingate SIParator 21 and failover unit. Includes 5 SIP session license pairs for	Additional Component	ShoreTel	SHO-80151	\$ 2,180.00
Rack Mount Kit for Ingate SIParator 21	Additional Component	ShoreTel	SHO-80131	\$ 35.00
Ingate SIParator 52. Includes 50 SIP session licenses and can be expanded up	Additional Component	ShoreTel	SHO-80145	\$ 6,035.00
Ingate Software SIParator. Includes 5 SIP session licenses and can be expand	Additional Component	ShoreTel	SHO-80123	\$ 1,100.00
Ingate Software SIParator. Supports up to 2000 simultaneous SIP trunk calls.	Additional Component	ShoreTel	SHO-80124	\$ 1,997.00
ShoreTel 14.2 (General Release)	Additional Component	ShoreTel	SHO-29152	\$-
KIT, USB Connect ONSITE Software	Additional Component	ShoreTel	SHO-29153	\$-
ShoreTel 14.2 or earlier to Connect ONSITE upgrade license	Additional Component	ShoreTel	SHO-30159	\$-
Additional Language License	Additional Component	ShoreTel	SHO-30041	\$ 646.75
SIP Trunk Software License - For hardware-based deployments	Additional Component	ShoreTel	SHO-30043	\$ 32.50
Virtual SIP Trunk License - Qty 1	Additional Component	ShoreTel	SHO-30137	\$ 61.75
Virtual SIP Trunk License - Qty 25	Additional Component	ShoreTel	SHO-30138	\$ 1,381.25
Virtual SIP Trunk License - Qty 50	Additional Component	ShoreTel	SHO-30139	\$ 2,437.50
SIP Trunk to Virtual SIP Trunk Upgrade License	Additional Component	ShoreTel	SHO-30140	\$ 29.25
Promotional Upgrade from SIP trunk license to Virtual SIP trunk license	Additional Component	ShoreTel	SHO-55218	\$-
SIP Device License (version 8.0 and later)	Additional Component	ShoreTel	SHO-30053	\$ 19.50
License, Legacy PBX Integration - Allows voicemail to be used with an existi	Additional Component	ShoreTel	SHO-30079	\$ 30.00
SIP Trunk to SIP Device Conversion License	Additional Component	ShoreTel	SHO-30057	\$-
SIP-based third party messaging integration License	Additional Component	ShoreTel	SHO-30080	\$ 2,921.75
Distributed Voice Services License	Additional Component	ShoreTel	SHO-21020	\$ 646.75
Additional Site License	Additional Component	ShoreTel	SHO-30044	\$ 321.75
ShoreTel TAPI Application Server License	Additional Component	ShoreTel	SHO-30049	\$ 321.75
ShoreTel Remote Web Reporting License - not required for ShoreTel 11 or la	Additional Component	ShoreTel	SHO-30048	\$ 58.50
License, Remote Phone for Edge Gateway	Additional Component	ShoreTel	SHO-30143	\$ 97.50
License, Virtual Edge Gateway Server	Additional Component	ShoreTel	SHO-30144	\$-
License, VPN Concentrator upgrade to ShoreTel Edge Gateway. Order 1 per	Additional Component	ShoreTel	SHO-10566	\$-
Ingate SIParator 21. Includes 5 SIP session licenses and can be expanded up t	Additional Component	ShoreTel	SHO-80090	\$ 1,290.00
Ingate SIParator 21 and failover unit. Includes 5 SIP session license pairs for	Additional Component	ShoreTel	SHO-80151	\$ 2,180.00
Rack Mount Kit for Ingate SIParator 21	Additional Component	ShoreTel	SHO-80131	\$ 35.00
Ingate SIParator 52. Includes 50 SIP session licenses and can be expanded up	Additional Component	ShoreTel	SHO-80145	\$ 6,035.00
Ingate SIParator 52 and failover unit. Includes 50 SIP session license pairs fo	Additional Component	ShoreTel	SHO-80148	\$ 9,225.00

Medium PBX Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
Ingate Software SIPParator. Includes 5 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80123	\$ 1,100.00
Ingate Software SIPParator. Supports up to 2000 simultaneous SIP trunk calls.	Additional Component	ShoreTel	SHO-80124	\$ 1,997.00
Ingate Software SIPParator. Includes 50 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80125	\$ 3,280.00
Ingate Software SIPParator. Includes 100 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80126	\$ 5,700.00
Ingate Software SIPParator. Includes 200 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80127	\$ 10,300.00
Ingate Software SIPParator. Includes 500 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80128	\$ 17,910.00
Ingate SIPParator additional 5 SIP session licenses	Additional Component	ShoreTel	SHO-80095	\$ 230.00
Ingate SIPParator additional 100 SIP session licenses	Additional Component	ShoreTel	SHO-80154	\$ 3,400.00
Ingate SIPParator additional 100 SIP session failover license pairs for primary	Additional Component	ShoreTel	SHO-80155	\$ 3,400.00
Ingate SIPParator additional 5 SIP session failover license pairs for primary and	Additional Component	ShoreTel	SHO-80156	\$ 230.00
Ingate SIPParator additional SIP trunk group license for hardware or software	Additional Component	ShoreTel	SHO-80162	\$ 450.00
Service Appliance 100 - required to host Conferencing and Instant Messaging	Additional Component	ShoreTel	SHO-60125	\$ 1,621.75
Service Appliance 400	Additional Component	ShoreTel	SHO-60145	\$ 8,446.75
10 Concurrent Audio Conferencing Ports	Additional Component	ShoreTel	SHO-30091	\$ 1,137.50
10 Concurrent Web Conferencing Ports	Additional Component	ShoreTel	SHO-30093	\$ 1,137.50
Converged Conferencing to ShoreTel Service Appliance (SA-100) upgrade, per	Additional Component	ShoreTel	SHO-60139	\$ 1,296.75
Converged Conferencing to ShoreTel Service Appliance (SA-400) upgrade, per	Additional Component	ShoreTel	SHO-60146	\$ 5,625.75
Audio Conferencing License upgrade, Converged to ShoreTel Conferencing	Additional Component	ShoreTel	SHO-30114	\$-
Web Conferencing License upgrade, Converged to ShoreTel Conferencing	Additional Component	ShoreTel	SHO-30113	\$-
Converged Conferencing to ShoreTel Virtual Service Appliance upgrade, per	Additional Component	ShoreTel	SHO-60168	\$-
Personal Access License	Additional Component	ShoreTel	SHO-40005	\$-
Professional Access License (includes Softphone)	Additional Component	ShoreTel	SHO-30052	\$ 52.00
Operator Access License	Additional Component	ShoreTel	SHO-40006	\$ 386.75
Workgroup Agent Access License	Additional Component	ShoreTel	SHO-40007	\$ 191.75
Workgroup Supervisor Access License	Additional Component	ShoreTel	SHO-40008	\$ 386.75
High Resolution Video License, 1024x768 (requires 8.1 or higher)	Additional Component	ShoreTel	SHO-40009	\$ 451.75
VPN Concentrator Add-on licenses, Qty 5. For models 4550, 5300LF2, 7301	Additional Component	ShoreTel	SHO-30058	\$ 390.00
VPN Concentrator Add-on licenses, Qty 10. For models 5300LF2, 7301	Additional Component	ShoreTel	SHO-30059	\$ 650.00
ShoreWare Workgroup Monitor Application	Additional Component	ShoreTel	SHO-18003	\$ 2,413.45
Workgroup Exceptional/Abandoned Call Report	Additional Component	ShoreTel	SHO-18004	\$ 965.25
Target Service Level Agreement Report	Additional Component	ShoreTel	SHO-18005	\$ 965.25

Medium PBX Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
Workgroup Agent Daily Login/Logout Report	Additional Component	ShoreTel	SHO-18006	\$ 965.25
Enhanced Reporting Bundle - Includes Report Scheduler, Call History Report	Additional Component	ShoreTel	SHO-18065	\$ 3,250.00
Enhanced Workgroup Reporting Bundle, Standard - Includes Workgroup Mo	Additional Component	ShoreTel	SHO-18066	\$ 4,500.00
Enhanced Workgroup Reporting Bundle, Premium - Includes Report Schedul	Additional Component	ShoreTel	SHO-18067	\$ 6,500.00
K-12 Applications - Standard Bundle: Emergency Notification (5 or fewer),	Additional Component	ShoreTel	SHO-18062	\$ 3,250.00
K-12 Applications - Premium Bundle: Emergency Notification (6 or more),	Additional Component	ShoreTel	SHO-18063	\$ 6,500.00
Automates initial creation of new ShoreTel records as well as the ongoing syn	Additional Component	ShoreTel	SHO-18064	\$ 3,250.00
ShoreWare Emergency Notification, 5 or Fewer	Additional Component	ShoreTel	SHO-18008	\$ 1,430.00
ShoreWare Emergency Notification, 6 or More	Additional Component	ShoreTel	SHO-18009	\$ 3,575.00
ShoreTel Call Router Application	Additional Component	ShoreTel	SHO-18010	\$ 2,234.70
ShoreTel EasyPop Application, Universal CRM Connector	Additional Component	ShoreTel	SHO-18011	\$ 130.00
ShoreTel Application Dialer	Additional Component	ShoreTel	SHO-18012	\$ 46.80
ShoreTel Outbound Campaign IVR Application Base	Additional Component	ShoreTel	SHO-18016	\$ 3,571.75
ShoreTel Outbound Campaign IVR Application Add-on	Additional Component	ShoreTel	SHO-18017	\$ 711.75
ShoreTel Contact Center Agent Dashboard - Base Package (5 users)	Additional Component	ShoreTel	SHO-18018	\$ 812.50
ShoreTel Contact Center Agent Dashboard - Add-on (1 user)	Additional Component	ShoreTel	SHO-18019	\$ 97.50
ShoreTel Contact Center Interaction Viewer - Base Package (1 user)	Additional Component	ShoreTel	SHO-18020	\$ 1,787.50
ShoreTel Contact Center Interaction Viewer - Add-on Package (1 user)	Additional Component	ShoreTel	SHO-18021	\$ 260.00
ShoreTel CCIR Transform Service	Additional Component	ShoreTel	SHO-18022	\$ 1,267.50
ShoreTel Contact Center Real-time Monitoring Bundle	Additional Component	ShoreTel	SHO-18023	\$ 1,950.00
Contact Center Instant Override Message	Additional Component	ShoreTel	SHO-18074	\$ 1,625.00
Contact Center Email Alert	Additional Component	ShoreTel	SHO-18075	\$ 812.50
Contact Center Agent Notification	Additional Component	ShoreTel	SHO-18076	\$ 1,625.00
Bridged Call Appearance Hold Handler	Additional Component	ShoreTel	SHO-18077	\$ 1,625.00
ShoreTel for Zendesk - Licensed per user	Additional Component	ShoreTel	SHO-18078	\$ 130.00
ShoreTel for Desk.com - Licensed per user	Additional Component	ShoreTel	SHO-18079	\$ 130.00
SALESFORCE.COM Call Center Adaptor Software	Additional Component	ShoreTel	SHO-41002	\$ 130.00
SALESFORCE Reporting Service, up to 25 extensions	Additional Component	ShoreTel	SHO-18071	\$ 2,145.00
SALESFORCE Reporting Service, more than 25 extensions	Additional Component	ShoreTel	SHO-18072	\$ 3,250.00
SALSFORCE Connector for Contact Center IVR	Additional Component	ShoreTel	SHO-18073	\$ 3,250.00
ShoreTel Netsuite CRM Integration Software	Additional Component	ShoreTel	SHO-41004	\$ 130.00

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Item Description	Item Type	Manufacturer	Model	Cost
ShoreTel Microsoft Dynamics CRM Integration	Additional Component	ShoreTel	SHO-41005	\$ 130.00
ShoreTel Web Dialer	Additional Component	ShoreTel	SHO-93111	\$ 46.00
ShoreTel Call Recorder - Base package, includes 5 simultaneous sessions	Additional Component	ShoreTel	SHO-18024	\$ 3,250.00
ShoreTel Call Recorder - Add-on, 5 sessions. (Requires SHO-18024)	Additional Component	ShoreTel	SHO-18025	\$ 130.00
ShoreTel Nuisance Call Handler	Additional Component	ShoreTel	SHO-18026	\$ 1,625.00
Cost Recovery Integration Application - Base package	Additional Component	ShoreTel	SHO-18027	\$ 2,600.00
Cost Recovery Integration Application - Add-on one desktop user license	Additional Component	ShoreTel	SHO-18028	\$ 26.00
ShoreTel Enhanced Paging Application - Base package	Additional Component	ShoreTel	SHO-18029	\$ 3,575.00
ShoreTel Enhanced Paging Application - Add-on	Additional Component	ShoreTel	SHO-18030	\$ 325.00
Super Group Application - Enhanced Hunt Group	Additional Component	ShoreTel	SHO-18031	\$ 1,625.00
AMS 360 Integration Application	Additional Component	ShoreTel	SHO-18032	\$ 130.00
Voice Forms IVR Application	Additional Component	ShoreTel	SHO-18033	\$ 3,640.00
Caller Directed Router Application	Additional Component	ShoreTel	SHO-18034	\$ 2,234.70
Call History Report	Additional Component	ShoreTel	SHO-18035	\$ 965.25
System Directory Synchronization Application (1 system license)	Additional Component	ShoreTel	SHO-18036	\$ 1,573.00
Schedule-based "On Call" Routing Application	Additional Component	ShoreTel	SHO-18037	\$ 2,234.70
Phone Use Scheduler	Additional Component	ShoreTel	SHO-18038	\$ 22,340.70
Do Not Disturb Override Application	Additional Component	ShoreTel	SHO-18039	\$ 812.50
ShoreTel ACT! Integration Application	Additional Component	ShoreTel	SHO-18041	\$ 130.00
Calls by Dialed Party Report - Enhanced ShoreTel CDR based historical report	Additional Component	ShoreTel	SHO-18042	\$ 965.25
Calls by Origin Report - Enhanced ShoreTel CDR based historical report that	Additional Component	ShoreTel	SHO-18043	\$ 965.25
Workgroup Agent Ring Time Report - Enhanced ShoreTel CDR based historical	Additional Component	ShoreTel	SHO-18044	\$ 965.25
ShoreTel Report Scheduler - Application that runs, stores, and delivers ShoreTel	Additional Component	ShoreTel	SHO-18045	\$ 2,275.00
Contact Center Agent Alert - Notifies an agent via visual desktop alert when h	Additional Component	ShoreTel	SHO-18046	\$ 16.25
Hospitality Connector - Software service that allows external systems to initia	Additional Component	ShoreTel	SHO-18047	\$ 2,925.00
Site Router - Automatically routes inbound calls based on the ShoreTel Site o	Additional Component	ShoreTel	SHO-18048	\$ 2,234.70
Pre-announce application - System-wide application to play recorded announ	Additional Component	ShoreTel	SHO-18081	\$ 975.00
Analog Harmonica and Telco cable (FF)	Additional Component	ShoreTel	SHO-60047	\$ 65.00
Harmonica, ROHS RJ11/50P FEM	Additional Component	ShoreTel	SHO-10151	\$ 35.00
IP 110 / 115 / BB24 Wall Mount Kit	Additional Component	ShoreTel	SHO-10195	\$ 10.00
IP 212k / 230 / 265 Wall Mount Kit	Additional Component	ShoreTel	SHO-10211	\$ 10.00

Medium PBX Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
IP 560 / 565 Wall Mount Kit	Additional Component	ShoreTel	SHO-10169	\$ 10.00
IP 655 Wall Mount Kit	Additional Component	ShoreTel	SHO-10428	\$ 15.00
IP 480/480g/485 Wall Mount Kit	Additional Component	ShoreTel	SHO-60152	\$ 15.00
IP 420 / 420g Wall Mount Kit	Additional Component	ShoreTel	SHO-60153	\$ 15.00
IP 400 Wall Plate Mounting for IP400 Series Phones	Additional Component	ShoreTel	SHO-10533	\$ 15.00
IP 110 / 115 Phone Base	Additional Component	ShoreTel	SHO-10370	\$ 7.00
IP 210 / 230 / 230G / 265 Phone Base	Additional Component	ShoreTel	SHO-10371	\$ 7.00
IP 530 / 560 / 560G / 565G Phone Base	Additional Component	ShoreTel	SHO-10372	\$ 7.00
IP 420 / 420g Phone Stand	Additional Component	ShoreTel	SHO-60208	\$ 8.00
IP 480 / 480g / 485g Phone Stand	Additional Component	ShoreTel	SHO-60209	\$ 8.00
IP 655 Phone Stand	Additional Component	ShoreTel	SHO-60210	\$ 12.00
ShoreTel Voice Switch Rack Mount Tray Gen4	Additional Component	ShoreTel	SHO-10223	\$ 65.00
ShoreTel Voice Switch Dual Tray Wall Mount Kit	Additional Component	ShoreTel	SHO-10224	\$ 15.00
ShoreTel Voice Switch Wall Mount Bracket Kit	Additional Component	ShoreTel	SHO-10521	\$ 55.00
Handset, IP phone	Additional Component	ShoreTel	SHO-10162	\$ 25.00
25	Additional Component	ShoreTel	SHO-10381	\$ 25.00
Handset Cord, all models except IP655, 9ft	Additional Component	ShoreTel	SHO-10373	\$ 5.00
Handset Cord, for IP 400 series phones and Dock, 9ft	Additional Component	ShoreTel	SHO-10536	\$ 5.00
Handset Cord, IP 655, 9ft	Additional Component	ShoreTel	SHO-10397	\$ 5.00
Handset Cover and Clip, IP 930D	Additional Component	ShoreTel	SHO-10511	\$ 20.00
Rack Mount Ears, lead-free (10 pairs, 8 screws per pair)	Additional Component	ShoreTel	SHO-10400	\$ 100.00
IP4xx Language Keys, French (Qty 50)	Additional Component	ShoreTel	SHO-10508	\$ 59.00
IP4xx Language Keys, Spanish (Qty 50)	Additional Component	ShoreTel	SHO-10509	\$ 59.00
IP4xx Language Keys, German (Qty 50)	Additional Component	ShoreTel	SHO-10510	\$ 59.00
ShoreTel Paging Adapter PA-1. With contact closure support	Additional Component	ShoreTel	SHO-60165	\$ 35.00
Overlay, IP212 SLV, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80015	\$ 35.00
Overlay, IP212 BLK, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80016	\$ 35.00
Overlay, 230/560 SLV, FR-CN (25PK)	Additional Component	ShoreTel	SHO-80017	\$ 35.00
Overlay, 230/560 BLK ,FR-CN (25PK)	Additional Component	ShoreTel	SHO-80018	\$ 35.00
Overlay, IP110 SLV, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80019	\$ 35.00
Overlay, IP110 BLK, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80020	\$ 35.00

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Item Description	Item Type	Manufacturer	Model	Cost
ShoreTel Mobility Router 2000 Appliance and Software - 10 to 100 Users	Additional Component	ShoreTel	SHO-80164	\$ 3,246.75
ShoreTel Mobility Router 4000 Appliance and Software - 10 to 1,000 Users	Additional Component	ShoreTel	SHO-80121	\$ 4,546.75
ECC Version 9 Base 10 Package - Includes 10 Agent (inbound voice/callback)	Additional Component	ShoreTel	SHO-30133	\$ 8,504.00
ECC Version 9 Connect Base 10 Package - Includes 10 Agent (inbound voice)	Additional Component	ShoreTel	SHO-30156	\$ 8,504.00
ECC Inbound Voice License - Version 7 or later - Add-on 1 agent and 1 IVR	Additional Component	ShoreTel	SHO-30122	\$ 825.00
ECC Outbound Campaign License - Version 7 or later - Requires Inbound Vo	Additional Component	ShoreTel	SHO-30123	\$ 400.00
ECC Email License - Version 7 or later - Requires Inbound Voice License	Additional Component	ShoreTel	SHO-30124	\$ 400.00
ECC Web License - Version 7 or later - Requires Inbound Voice License	Additional Component	ShoreTel	SHO-30125	\$ 400.00
ECC IVR License - Version 7 or later	Additional Component	ShoreTel	SHO-30126	\$ 200.00
ECC Supervisor License - Version 7 or later	Expansion Configuration	ShoreTel	SHO-30127	\$ 825.00
ECC Redundant Server License - Version 7 or later	Additional Component	ShoreTel	SHO-30128	\$ 6,500.00
ECC Version 8 Upgrade License	Expansion Configuration	ShoreTel	SHO-30129	\$-
ECC Agent Activity Event Feed License	Additional Component	ShoreTel	SHO-30108	\$ 350.00
ECC Group Activity Event Feed License	Additional Component	ShoreTel	SHO-30109	\$ 350.00
ECC Lab System - Includes 5 inbound, outbound, web, and email licenses, an	Additional Component	ShoreTel	SHO-30104	\$ 4,000.00
ECC Partner Production System - Includes 6 licenses for inbound, outbound	Additional Component	ShoreTel	SHO-30112	\$ 2,000.00
ShoreTel Contact Center Wrap Application ("Wrap App") - Licensed per Con	Additional Component	ShoreTel	SHO-18080	\$ 1,500.00
6 UTP PLN	Additional Component	Mohawk	M58280	\$ 245.70
6 UTP RSR	Additional Component	Mohawk	M58291	\$ 198.00
5e UTP RSR	Additional Component	Mohawk	M57554	\$ 135.90
5e UTP PLN	Additional Component	Mohawk	M57547	\$ 255.60
CAT 6 Jack	Additional Component	Hubbell	HXJ6B	\$ 6.70
CAT 5e Jack	Additional Component	Hubbell	HXJ5EB	\$ 4.62
Plate	Additional Component	Hubbell	IMF20W	\$ 2.73
24 Port CAT 6 Patch Panel	Additional Component	Hubbell	P6E24U	\$ 159.90
24 Port Patch Panel	Additional Component	Hubbell	P624AU	\$ 172.90
24 Port CAT 5e Patch Panel	Additional Component	Hubbell	P5E24U	\$ 144.30

Large PBX Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
(1) ShoreTel ST100A and (2) ST100DA ShoreTel Voice Sw	Base System	ShoreTel	10524,10525, 60217	\$ 24,455.81
Zone 2 ShoreTel IP420 IP Telephone (10495) with Telephony License incl. E	Base System	ShoreTel	SHO-10495, 30146	\$ 663.49
Zone 1&3 ShoreTel IP420 IP Telephone (10495) with Telephony License incl	Base System	ShoreTel	SHO-10495, 30146	\$ 708.49
ShoreTelUSB Connect ONSITE software server Software (Can Be Virtualiz	Base System	ShoreTel	SHO-29153	\$ -
ShoreTel UC 75 Server Hardware Included, DEDUCT if to be virtualized. Pr	Base System	ShoreTel	SHO-60217	\$ (3,413.21)
24 Port 10/100 PoE Data Switch Per 24 Users	Expansion Configuration	HP	HP1910	\$ 385.00
ShoreTel Voice Switch ST50A	Expansion Configuration	ShoreTel	SHO-10523	\$ 1,300.00
ShoreTel Voice Switch ST1D - Supports T-1/ISDN-PRI Requires Connect O	Expansion Configuration	ShoreTel	SHO-10526	\$ 1,950.00
Connect ONSITE Telephony to Essentials upgrade license bundle	Expansion Configuration	ShoreTel	SHO-30150	\$ 26.00
Connect ONSITE Telephony to Standard upgrade license bundle	Expansion Configuration	ShoreTel	SHO-30151	\$ 91.00
Connect ONSITE Telephony to Advanced upgrade license bundle	Expansion Configuration	ShoreTel	SHO-30152	\$ 221.00
Workgroup Agent Access Basic ACD License	Expansion Configuration	ShoreTel	SHO-40007	\$ 191.75
Workgroup Supervisor Access Basic ACD License	Expansion Configuration	ShoreTel	SHO-40008	\$ 386.75
ShoreTel Voice Switch SG-24A	Additional Component	ShoreTel	SHO-10321	\$ 1,946.75
ShoreTel Voice Switch SG-30	Additional Component	ShoreTel	SHO-10320	\$ 1,036.75
ShoreTel Voice Switch SG-50	Additional Component	ShoreTel	SHO-10259	\$ 1,296.75
ShoreTel Voice Switch SG-50v	Additional Component	ShoreTel	SHO-10324	\$ 1,621.75
ShoreTel Voice Switch SG-90	Additional Component	ShoreTel	SHO-10260	\$ 1,946.75
ShoreTel Voice Switch SG-90v	Additional Component	ShoreTel	SHO-10325	\$ 2,401.75
ShoreTel Voice Switch SG-T1k	Additional Component	ShoreTel	SHO-10322	\$ 2,271.75
ShoreTel Voice Switch SG-220T1	Additional Component	ShoreTel	SHO-10261	\$ 3,896.75
ShoreTel Voice Switch SG-220T1A	Additional Component	ShoreTel	SHO-10229	\$ 4,221.75
	Additional Component	ShoreTel		
Virtual Phone Capacity License - Qty 1	Additional Component	ShoreTel	SHO-30134	\$ 29.25
Virtual Phone Capacity License - Qty 50	Additional Component	ShoreTel	SHO-30135	\$ 1,137.50
Virtual Phone Capacity License - Qty 200	Additional Component	ShoreTel	SHO-30136	\$ 3,250.00
ShoreTel Voice Switch ST50A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10523	\$ 1,300.00

Large PBX Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
ShoreTel Voice Switch ST100A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10524	\$ 2,080.00
ShoreTel Voice Switch ST100DA - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10525	\$ 3,965.00
ShoreTel Voice Switch ST1D - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10526	\$ 1,950.00
ShoreTel Voice Switch ST2D - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10529	\$ 3,510.00
ShoreTel Voice Switch ST200 - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10527	\$ 2,925.00
ShoreTel Voice Switch ST500 - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10528	\$ 6,500.00
ShoreTel Voice Switch ST24A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10531	\$ 1,950.00
ShoreTel Voice Switch ST48A - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10530	\$ 3,510.00
Voice Switch 144 Analog Port Bundle - includes 6 ShoreTel Voice Switch ST	Additional Component	ShoreTel	SHO-60214	\$ 15,600.00
Voice Switch 144 Analog Port Bundle - includes 3 ShoreTel Voice Switch ST	Additional Component	ShoreTel	SHO-60215	\$ 14,755.00
Connect Small Business Edition 100 HW bundle, analog trunking with server	Additional Component	ShoreTel	SHO-60187	\$ 1,495.00
Connect Small Business Edition 100 HW bundle, digital trunking with server	Additional Component	ShoreTel	SHO-60188	\$ 2,995.00
Connect Small Business Edition 100 HW bundle, analog trunking with UC30	Additional Component	ShoreTel	SHO-60218	\$ 2,195.00
Connect Small Business Edition 100 HW bundle, digital trunking with UC30	Additional Component	ShoreTel	SHO-60219	\$ 3,695.00
Connect Small Business Edition 100 HW bundle, analog trunking with UC75	Additional Component	ShoreTel	SHO-60223	\$ 4,195.00
Connect Small Business Edition 100 HW bundle, digital trunking with UC75	Additional Component	ShoreTel	SHO-60224	\$ 5,695.00
Connect Small Business Edition 100 HW bundle, analog trunking without server	Additional Component	ShoreTel	SHO-60185	\$ 995.00
Connect Small Business Edition 100 HW bundle, digital trunking without server	Additional Component	ShoreTel	SHO-60186	\$ 2,495.00
Connect Small Business Edition 100 VIRTUAL bundle, 25 users. Includes 20	Additional Component	ShoreTel	SHO-60198	\$ 2,500.00
Connect Small Business Edition 100 VIRTUAL bundle, 50 users. Includes 45	Additional Component	ShoreTel	SHO-60199	\$ 6,000.00
Connect Small Business Edition 100 VIRTUAL bundle, 50 users. Includes 45	Additional Component	ShoreTel	SHO-60200	\$ 8,000.00
Connect Small Business Edition 100 SW bundle, 15 users. Includes 11 Essential	Additional Component	ShoreTel	SHO-60193	\$ 1,000.00
Connect Small Business Edition 100 SW bundle, 20 users. Includes 14 Essential	Additional Component	ShoreTel	SHO-60194	\$ 1,500.00
Connect Small Business Edition 100 SW bundle, 25 users. Includes 17 Essential	Additional Component	ShoreTel	SHO-60195	\$ 2,000.00
Connect Small Business Edition 100 SW bundle, 50 users. Includes 39 Essential	Additional Component	ShoreTel	SHO-60196	\$ 5,500.00
Connect Small Business Edition 100 SW bundle, GSA. Includes 1 Courtesy a	Additional Component	ShoreTel	SHO-60203	\$ 500.00
Small Business Edition 100 Server (UC Server 25)	Additional Component	ShoreTel	SHO-60169	\$ 1,500.00

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Item Description	Item Type	Manufacturer	Model	Cost
Connect ONSITE Small Business Edition Server (UC Server 30)	Additional Component	ShoreTel	SHO-10564	\$ 2,200.00
Connect ONSITE Small Business Edition Server (UC Server 75)	Additional Component	ShoreTel	SHO-60217	\$ 4,200.00
Small Business Edition 100 Server Replacement (existing SBE customer only)	Additional Component	ShoreTel	SHO-60173	\$ 1,125.00
Connect ONSITE Small Business Edition Server Replacement (existing SBE)	Additional Component	ShoreTel	SHO-60227	\$ 1,900.00
Connect ONSITE Small Business Edition Server Replacement (existing SBE)	Additional Component	ShoreTel	SHO-60228	\$ 3,900.00
Small Business Edition Upgrade to Small Business Edition 100	Additional Component	ShoreTel	SHO-10476	\$ 1,995.00
SBE or SBE 100 Upgrade to Enterprise Edition (Available 120 days after SB)	Additional Component	ShoreTel	SHO-60157	\$ 4,495.00
ShoreTel IP Phone IP420, 10/100	Additional Component	ShoreTel	SHO-10495	\$ 122.85
ShoreTel IP Phone IP420g, 10/100/1000	Additional Component	ShoreTel	SHO-10546	\$ 142.35
ShoreTel IP Phone IP480, 10/100	Additional Component	ShoreTel	SHO-10496	\$ 194.35
ShoreTel IP Phone IP480g, 10/100/1000	Additional Component	ShoreTel	SHO-10497	\$ 239.85
ShoreTel IP Phone IP485g, 10/100/1000	Additional Component	ShoreTel	SHO-10498	\$ 278.85
ShoreTel IP Phone IP655, with anti-glare screen, 10/100/1000	Additional Component	ShoreTel	SHO-10429	\$ 486.85
Satellite microphones for ShoreTel IP Phone 655, Qty 2	Additional Component	ShoreTel	□□□□□□	\$ 126.75
ShoreTel IP Phone BB424 for IP 485g - Requires Connect ONSITE	Additional Component	ShoreTel	SHO-10518	\$ 226.85
Power Adapter, BB424 - One required for each of 2+ units on a phone	Additional Component	ShoreTel	SHO-10532	\$ 20.00
ShoreTel IP Phone 930D Starter Kit, NA - Includes IP 930D DECT Phone H	Additional Component	ShoreTel	SHO-10384	\$ 389.95
ShoreTel IP Phone 930D Base, Spare	Additional Component	ShoreTel	SHO-10386	\$ 324.35
ShoreTel IP Phone 930D Handset Charger, Spare	Additional Component	ShoreTel	SHO-10388	\$ 25.00
ShoreTel IP Phone 930D Handset, Spare - Includes Handset and Charger	Additional Component	ShoreTel	SHO-10389	\$ 129.35
ShoreTel IP Phone 930D Repeater	Additional Component	ShoreTel	SHO-10449	\$ 249.00
ShoreTel IP Phone 930D Battery, Spare	Additional Component	ShoreTel	SHO-10450	\$ 10.00
PoE Cable, Repeater, IP930D	Additional Component	ShoreTel	□□□□□□	\$ 15.00
ShoreTel IP Phone Gig Power Adaptor 10/100/1000	Additional Component	ShoreTel	SHO-10269	\$ 20.00
Connect ONSITE Courtesy license. Includes Extension Only with no Connect	Additional Component	ShoreTel	SHO-30145	\$ 64.35
Connect ONSITE Telephony license. Includes Ext+Mbx with no Connect cli	Additional Component	ShoreTel	SHO-30146	\$ 103.35
Mailbox Only License for ShoreTel	Additional Component	ShoreTel	SHO-30040	\$ 58.50
Connect ONSITE Courtesy license. Includes Extension Only with no Connect	Additional Component	ShoreTel	SHO-30145	\$ 64.35
Connect ONSITE Telephony license. Includes Ext+Mbx with no Connect cli	Additional Component	ShoreTel	SHO-30146	\$ 103.35

Large PBX Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
Connect ONSITE Essentials license bundle. Includes Ext+Mbx, Connect desk	Additional Component	ShoreTel	SHO-30147	\$ 129.35
Connect ONSITE Standard license bundle. Includes Ext+Mbx, Connect desk	Additional Component	ShoreTel	SHO-30148	\$ 194.35
Connect ONSITE Advanced license bundle. Includes Ext+Mbx, Connect desk	Additional Component	ShoreTel	SHO-30149	\$ 324.35
Connect ONSITE Telephony to Essentials upgrade license bundle	Additional Component	ShoreTel	SHO-30150	\$ 26.00
Connect ONSITE Telephony to Standard upgrade license bundle	Additional Component	ShoreTel	SHO-30151	\$ 91.00
Connect ONSITE Telephony to Advanced upgrade license bundle	Additional Component	ShoreTel	SHO-30152	\$ 221.00
Connect ONSITE Essentials to Standard upgrade license bundle	Additional Component	ShoreTel	SHO-30153	\$ 65.00
Connect ONSITE Essentials to Advanced upgrade license bundle	Additional Component	ShoreTel	SHO-30154	\$ 195.00
Connect ONSITE Standard to Advanced upgrade license bundle	Additional Component	ShoreTel	SHO-30155	\$ 130.00
ShoreTel 14.2 (General Release)	Additional Component	ShoreTel	SHO-29152	\$-
KIT, USB Connect ONSITE Software	Additional Component	ShoreTel	SHO-29153	\$-
ShoreTel 14.2 or earlier to Connect ONSITE upgrade license	Additional Component	ShoreTel	SHO-30159	\$-
Additional Language License	Additional Component	ShoreTel	SHO-30041	\$ 646.75
SIP Trunk Software License - For hardware-based deployments	Additional Component	ShoreTel	SHO-30043	\$ 32.50
Virtual SIP Trunk License - Qty 1	Additional Component	ShoreTel	SHO-30137	\$ 61.75
Virtual SIP Trunk License - Qty 25	Additional Component	ShoreTel	SHO-30138	\$ 1,381.25
Virtual SIP Trunk License - Qty 50	Additional Component	ShoreTel	SHO-30139	\$ 2,437.50
SIP Trunk to Virtual SIP Trunk Upgrade License	Additional Component	ShoreTel	SHO-30140	\$ 29.25
Promotional Upgrade from SIP trunk license to Virtual SIP trunk license	Additional Component	ShoreTel	SHO-55218	\$-
SIP Device License (version 8.0 and later)	Additional Component	ShoreTel	SHO-30053	\$ 19.50
License, Legacy PBX Integration - Allows voicemail to be used with an existi	Additional Component	ShoreTel	SHO-30079	\$ 19.50
SIP Trunk to SIP Device Conversion License	Additional Component	ShoreTel	SHO-30057	\$-
SIP-based third party messaging integration License	Additional Component	ShoreTel	SHO-30080	\$ 2,921.75
Distributed Voice Services License	Additional Component	ShoreTel	SHO-21020	\$ 646.75
Additional Site License	Additional Component	ShoreTel	SHO-30044	\$ 321.75
ShoreTel TAPI Application Server License	Additional Component	ShoreTel	SHO-30049	\$ 321.75
ShoreTel Remote Web Reporting License - not required for ShoreTel 11 or la	Additional Component	ShoreTel	SHO-30048	\$ 2,695.00
License, Remote Phone for Edge Gateway	Additional Component	ShoreTel	SHO-30143	\$ 97.50
License, Virtual Edge Gateway Server	Additional Component	ShoreTel	SHO-30144	\$-
License, VPN Concentrator upgrade to ShoreTel Edge Gateway. Order 1 per	Additional Component	ShoreTel	SHO-10566	\$-

Large PBX Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
Ingate SIParator 21. Includes 5 SIP session licenses and can be expanded up to 100	Additional Component	ShoreTel	SHO-80090	\$ 1,290.00
Ingate SIParator 21 and failover unit. Includes 5 SIP session license pairs for 100	Additional Component	ShoreTel	SHO-80151	\$ 2,180.00
Rack Mount Kit for Ingate SIParator 21	Additional Component	ShoreTel	SHO-80131	\$ 35.00
Ingate SIParator 52. Includes 50 SIP session licenses and can be expanded up to 100	Additional Component	ShoreTel	SHO-80145	\$ 6,035.00
Ingate Software SIParator. Includes 5 SIP session licenses and can be expanded up to 100	Additional Component	ShoreTel	SHO-80123	\$ 1,100.00
Ingate Software SIParator. Supports up to 2000 simultaneous SIP trunk calls.	Additional Component	ShoreTel	SHO-80124	\$ 1,997.00
ShoreTel 14.2 (General Release)	Additional Component	ShoreTel	SHO-29152	\$-
KIT, USB Connect ONSITE Software	Additional Component	ShoreTel	SHO-29153	\$-
ShoreTel 14.2 or earlier to Connect ONSITE upgrade license	Additional Component	ShoreTel	SHO-30159	\$-
Additional Language License	Additional Component	ShoreTel	SHO-30041	\$ 646.75
SIP Trunk Software License - For hardware-based deployments	Additional Component	ShoreTel	SHO-30043	\$ 32.50
Virtual SIP Trunk License - Qty 1	Additional Component	ShoreTel	SHO-30137	\$ 61.75
Virtual SIP Trunk License - Qty 25	Additional Component	ShoreTel	SHO-30138	\$ 1,381.25
Virtual SIP Trunk License - Qty 50	Additional Component	ShoreTel	SHO-30139	\$ 2,437.50
SIP Trunk to Virtual SIP Trunk Upgrade License	Additional Component	ShoreTel	SHO-30140	\$ 29.25
Promotional Upgrade from SIP trunk license to Virtual SIP trunk license	Additional Component	ShoreTel	SHO-55218	\$-
SIP Device License (version 8.0 and later)	Additional Component	ShoreTel	SHO-30053	\$ 19.50
License, Legacy PBX Integration - Allows voicemail to be used with an existing PBX	Additional Component	ShoreTel	SHO-30079	\$ 30.00
SIP Trunk to SIP Device Conversion License	Additional Component	ShoreTel	SHO-30057	\$-
SIP-based third party messaging integration License	Additional Component	ShoreTel	SHO-30080	\$ 2,921.75
Distributed Voice Services License	Additional Component	ShoreTel	SHO-21020	\$ 646.75
Additional Site License	Additional Component	ShoreTel	SHO-30044	\$ 321.75
ShoreTel TAPI Application Server License	Additional Component	ShoreTel	SHO-30049	\$ 321.75
ShoreTel Remote Web Reporting License - not required for ShoreTel 11 or later	Additional Component	ShoreTel	SHO-30048	\$ 58.50
License, Remote Phone for Edge Gateway	Additional Component	ShoreTel	SHO-30143	\$ 97.50
License, Virtual Edge Gateway Server	Additional Component	ShoreTel	SHO-30144	\$-
License, VPN Concentrator upgrade to ShoreTel Edge Gateway. Order 1 per gateway	Additional Component	ShoreTel	SHO-10566	\$-
Ingate SIParator 21. Includes 5 SIP session licenses and can be expanded up to 100	Additional Component	ShoreTel	SHO-80090	\$ 1,290.00
Ingate SIParator 21 and failover unit. Includes 5 SIP session license pairs for 100	Additional Component	ShoreTel	SHO-80151	\$ 2,180.00
Rack Mount Kit for Ingate SIParator 21	Additional Component	ShoreTel	SHO-80131	\$ 35.00
Ingate SIParator 52. Includes 50 SIP session licenses and can be expanded up to 100	Additional Component	ShoreTel	SHO-80145	\$ 6,035.00

Large PBX Telephone System Configuration(s)

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Item Description	Item Type	Manufacturer	Model	Cost
Ingate SIParator 52 and failover unit. Includes 50 SIP session license pairs for	Additional Component	ShoreTel	SHO-80148	\$ 9,225.00
gate Software SIParator. Includes 5 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80123	\$ 1,100.00
Ingate Software SIParator. Supports up to 2000 simultaneous SIP trunk calls.	Additional Component	ShoreTel	SHO-80124	\$ 1,997.00
Ingate Software SIParator. Includes 50 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80125	\$ 3,280.00
Ingate Software SIParator. Includes 100 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80126	\$ 5,700.00
Ingate Software SIParator. Includes 200 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80127	\$ 10,300.00
Ingate Software SIParator. Includes 500 SIP session licenses and can be expanded	Additional Component	ShoreTel	SHO-80128	\$ 17,910.00
Ingate SIParator additional 5 SIP session licenses	Additional Component	ShoreTel	SHO-80095	\$ 230.00
Ingate SIParator additional 100 SIP session licenses	Additional Component	ShoreTel	SHO-80154	\$ 3,400.00
Ingate SIParator additional 100 SIP session failover license pairs for primary	Additional Component	ShoreTel	SHO-80155	\$ 3,400.00
Ingate SIParator additional 5 SIP session failover license pairs for primary and	Additional Component	ShoreTel	SHO-80156	\$ 230.00
Ingate SIParator additional SIP trunk group license for hardware or software	Additional Component	ShoreTel	SHO-80162	\$ 450.00
Service Appliance 100 - required to host Conferencing and Instant Messaging	Additional Component	ShoreTel	SHO-60125	\$ 1,621.75
Service Appliance 400	Additional Component	ShoreTel	SHO-60145	\$ 8,446.75
10 Concurrent Audio Conferencing Ports	Additional Component	ShoreTel	SHO-30091	\$ 1,137.50
10 Concurrent Web Conferencing Ports	Additional Component	ShoreTel	SHO-30093	\$ 1,137.50
Converged Conferencing to ShoreTel Service Appliance (SA-100) upgrade, per	Additional Component	ShoreTel	SHO-60139	\$ 1,296.75
Converged Conferencing to ShoreTel Service Appliance (SA-400) upgrade, per	Additional Component	ShoreTel	SHO-60146	\$ 5,625.75
Audio Conferencing License upgrade, Converged to ShoreTel Conferencing	Additional Component	ShoreTel	SHO-30114	\$-
Web Conferencing License upgrade, Converged to ShoreTel Conferencing	Additional Component	ShoreTel	SHO-30113	\$-
Converged Conferencing to ShoreTel Virtual Service Appliance upgrade, per	Additional Component	ShoreTel	SHO-60168	\$-
Personal Access License	Additional Component	ShoreTel	SHO-40005	\$-
Professional Access License (includes Softphone)	Additional Component	ShoreTel	SHO-30052	\$ 52.00
Operator Access License	Additional Component	ShoreTel	SHO-40006	\$ 386.75
Workgroup Agent Access License	Additional Component	ShoreTel	SHO-40007	\$ 191.75
Workgroup Supervisor Access License	Additional Component	ShoreTel	SHO-40008	\$ 386.75
High Resolution Video License, 1024x768 (requires 8.1 or higher)	Additional Component	ShoreTel	SHO-40009	\$ 451.75
VPN Concentrator Add-on licenses, Qty 5. For models 4550, 5300LF2, 7301	Additional Component	ShoreTel	SHO-30058	\$ 390.00
VPN Concentrator Add-on licenses, Qty 10. For models 5300LF2, 7301	Additional Component	ShoreTel	SHO-30059	\$ 650.00
ShoreWare Workgroup Monitor Application	Additional Component	ShoreTel	SHO-18003	\$ 2,413.45
Workgroup Exceptional/Abandoned Call Report	Additional Component	ShoreTel	SHO-18004	\$ 965.25

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Item Description	Item Type	Manufacturer	Model	Cost
Target Service Level Agreement Report	Additional Component	ShoreTel	SHO-18005	\$ 965.25
Workgroup Agent Daily Login/Logout Report	Additional Component	ShoreTel	SHO-18006	\$ 965.25
Enhanced Reporting Bundle - Includes Report Scheduler, Call History Report	Additional Component	ShoreTel	SHO-18065	\$ 3,250.00
Enhanced Workgroup Reporting Bundle, Standard - Includes Workgroup Mo	Additional Component	ShoreTel	SHO-18066	\$ 4,500.00
Enhanced Workgroup Reporting Bundle, Premium - Includes Report Schedul	Additional Component	ShoreTel	SHO-18067	\$ 6,500.00
K-12 Applications - Standard Bundle: Emergency Notification (5 or fewer),	Additional Component	ShoreTel	SHO-18062	\$ 3,250.00
K-12 Applications - Premium Bundle: Emergency Notification (6 or more),	Additional Component	ShoreTel	SHO-18063	\$ 6,500.00
Automates initial creation of new ShoreTel records as well as the ongoing syn	Additional Component	ShoreTel	SHO-18064	\$ 3,250.00
ShoreWare Emergency Notification, 5 or Fewer	Additional Component	ShoreTel	SHO-18008	\$ 1,430.00
ShoreWare Emergency Notification, 6 or More	Additional Component	ShoreTel	SHO-18009	\$ 3,575.00
ShoreTel Call Router Application	Additional Component	ShoreTel	SHO-18010	\$ 2,234.70
ShoreTel EasyPop Application, Universal CRM Connector	Additional Component	ShoreTel	SHO-18011	\$ 130.00
ShoreTel Application Dialer	Additional Component	ShoreTel	SHO-18012	\$ 46.80
ShoreTel Outbound Campaign IVR Application Base	Additional Component	ShoreTel	SHO-18016	\$ 3,571.75
ShoreTel Outbound Campaign IVR Application Add-on	Additional Component	ShoreTel	SHO-18017	\$ 711.75
ShoreTel Contact Center Agent Dashboard - Base Package (5 users)	Additional Component	ShoreTel	SHO-18018	\$ 812.50
ShoreTel Contact Center Agent Dashboard - Add-on (1 user)	Additional Component	ShoreTel	SHO-18019	\$ 97.50
ShoreTel Contact Center Interaction Viewer - Base Package (1 user)	Additional Component	ShoreTel	SHO-18020	\$ 1,787.50
ShoreTel Contact Center Interaction Viewer - Add-on Package (1 user)	Additional Component	ShoreTel	SHO-18021	\$ 260.00
ShoreTel CCIR Transform Service	Additional Component	ShoreTel	SHO-18022	\$ 1,267.50
ShoreTel Contact Center Real-time Monitoring Bundle	Additional Component	ShoreTel	SHO-18023	\$ 1,950.00
Contact Center Instant Override Message	Additional Component	ShoreTel	SHO-18074	\$ 1,625.00
Contact Center Email Alert	Additional Component	ShoreTel	SHO-18075	\$ 812.50
Contact Center Agent Notification	Additional Component	ShoreTel	SHO-18076	\$ 1,625.00
Bridged Call Appearance Hold Handler	Additional Component	ShoreTel	SHO-18077	\$ 1,625.00
ShoreTel for Zendesk - Licensed per user	Additional Component	ShoreTel	SHO-18078	\$ 130.00
ShoreTel for Desk.com - Licensed per user	Additional Component	ShoreTel	SHO-18079	\$ 130.00
SALESFORCE.COM Call Center Adaptor Software	Additional Component	ShoreTel	SHO-41002	\$ 130.00
SALESFORCE Reporting Service, up to 25 extensions	Additional Component	ShoreTel	SHO-18071	\$ 2,145.00
SALESFORCE Reporting Service, more than 25 extensions	Additional Component	ShoreTel	SHO-18072	\$ 3,250.00
SALSFORCE Connector for Contact Center IVR	Additional Component	ShoreTel	SHO-18073	\$ 3,250.00

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Item Description	Item Type	Manufacturer	Model	Cost
ShoreTel Netsuite CRM Integration Software	Additional Component	ShoreTel	SHO-41004	\$ 130.00
ShoreTel Microsoft Dynamics CRM Integration	Additional Component	ShoreTel	SHO-41005	\$ 130.00
ShoreTel Web Dialer	Additional Component	ShoreTel	SHO-93111	\$ 46.00
ShoreTel Call Recorder - Base package, includes 5 simultaneous sessions	Additional Component	ShoreTel	SHO-18024	\$ 3,250.00
ShoreTel Call Recorder - Add-on, 5 sessions. (Requires SHO-18024)	Additional Component	ShoreTel	SHO-18025	\$ 130.00
ShoreTel Nuisance Call Handler	Additional Component	ShoreTel	SHO-18026	\$ 1,625.00
Cost Recovery Integration Application - Base package	Additional Component	ShoreTel	SHO-18027	\$ 2,600.00
Cost Recovery Integration Application - Add-on one desktop user license	Additional Component	ShoreTel	SHO-18028	\$ 26.00
ShoreTel Enhanced Paging Application - Base package	Additional Component	ShoreTel	SHO-18029	\$ 3,575.00
ShoreTel Enhanced Paging Application - Add-on	Additional Component	ShoreTel	SHO-18030	\$ 325.00
Super Group Application - Enhanced Hunt Group	Additional Component	ShoreTel	SHO-18031	\$ 1,625.00
AMS 360 Integration Application	Additional Component	ShoreTel	SHO-18032	\$ 130.00
Voice Forms IVR Application	Additional Component	ShoreTel	SHO-18033	\$ 3,640.00
Caller Directed Router Application	Additional Component	ShoreTel	SHO-18034	\$ 2,234.70
Call History Report	Additional Component	ShoreTel	SHO-18035	\$ 965.25
System Directory Synchronization Application (1 system license)	Additional Component	ShoreTel	SHO-18036	\$ 1,573.00
Schedule-based "On Call" Routing Application	Additional Component	ShoreTel	SHO-18037	\$ 2,234.70
Phone Use Scheduler	Additional Component	ShoreTel	SHO-18038	\$ 22,340.70
Do Not Disturb Override Application	Additional Component	ShoreTel	SHO-18039	\$ 812.50
ShoreTel ACT! Integration Application	Additional Component	ShoreTel	SHO-18041	\$ 130.00
Calls by Dialed Party Report - Enhanced ShoreTel CDR based historical report	Additional Component	ShoreTel	SHO-18042	\$ 965.25
Calls by Origin Report - Enhanced ShoreTel CDR based historical report that	Additional Component	ShoreTel	SHO-18043	\$ 965.25
Workgroup Agent Ring Time Report - Enhanced ShoreTel CDR based historical	Additional Component	ShoreTel	SHO-18044	\$ 965.25
ShoreTel Report Scheduler - Application that runs, stores, and delivers ShoreTel	Additional Component	ShoreTel	SHO-18045	\$ 2,275.00
Contact Center Agent Alert - Notifies an agent via visual desktop alert when h	Additional Component	ShoreTel	SHO-18046	\$ 16.25
Hospitality Connector - Software service that allows external systems to initia	Additional Component	ShoreTel	SHO-18047	\$ 2,925.00
Site Router - Automatically routes inbound calls based on the ShoreTel Site o	Additional Component	ShoreTel	SHO-18048	\$ 2,234.70
Pre-announce application - System-wide application to play recorded announc	Additional Component	ShoreTel	SHO-18081	\$ 975.00
Analog Harmonica and Telco cable (FF)	Additional Component	ShoreTel	SHO-60047	\$ 65.00
Harmonica, ROHS RJ11/50P FEM	Additional Component	ShoreTel	SHO-10151	\$ 35.00
IP 110 / 115 / BB24 Wall Mount Kit	Additional Component	ShoreTel	SHO-10195	\$ 10.00

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Item Description	Item Type	Manufacturer	Model	Cost
IP 212k / 230 / 265 Wall Mount Kit	Additional Component	ShoreTel	SHO-10211	\$ 10.00
IP 560 / 565 Wall Mount Kit	Additional Component	ShoreTel	SHO-10169	\$ 10.00
IP 655 Wall Mount Kit	Additional Component	ShoreTel	SHO-10428	\$ 15.00
IP 480/480g/485 Wall Mount Kit	Additional Component	ShoreTel	SHO-60152	\$ 15.00
IP 420 / 420g Wall Mount Kit	Additional Component	ShoreTel	SHO-60153	\$ 15.00
IP 400 Wall Plate Mounting for IP400 Series Phones	Additional Component	ShoreTel	SHO-10533	\$ 15.00
IP 110 / 115 Phone Base	Additional Component	ShoreTel	SHO-10370	\$ 7.00
IP 210 / 230 / 230G / 265 Phone Base	Additional Component	ShoreTel	SHO-10371	\$ 7.00
IP 530 / 560 / 560G / 565G Phone Base	Additional Component	ShoreTel	SHO-10372	\$ 7.00
IP 420 / 420g Phone Stand	Additional Component	ShoreTel	SHO-60208	\$ 8.00
IP 480 / 480g / 485g Phone Stand	Additional Component	ShoreTel	SHO-60209	\$ 8.00
IP 655 Phone Stand	Additional Component	ShoreTel	SHO-60210	\$ 12.00
ShoreTel Voice Switch Rack Mount Tray Gen4	Additional Component	ShoreTel	SHO-10223	\$ 65.00
ShoreTel Voice Switch Dual Tray Wall Mount Kit	Additional Component	ShoreTel	SHO-10224	\$ 15.00
ShoreTel Voice Switch Wall Mount Bracket Kit	Additional Component	ShoreTel	SHO-10521	\$ 55.00
Handset, IP phone	Additional Component	ShoreTel	SHO-10162	\$ 25.00
25	Additional Component	ShoreTel	SHO-10381	\$ 25.00
Handset Cord, all models except IP655, 9ft	Additional Component	ShoreTel	SHO-10373	\$ 5.00
Handset Cord, for IP 400 series phones and Dock, 9ft	Additional Component	ShoreTel	SHO-10536	\$ 5.00
Handset Cord, IP 655, 9ft	Additional Component	ShoreTel	SHO-10397	\$ 5.00
Handset Cover and Clip, IP 930D	Additional Component	ShoreTel	SHO-10511	\$ 20.00
Rack Mount Ears, lead-free (10 pairs, 8 screws per pair)	Additional Component	ShoreTel	SHO-10400	\$ 100.00
IP4xx Language Keys, French (Qty 50)	Additional Component	ShoreTel	SHO-10508	\$ 59.00
IP4xx Language Keys, Spanish (Qty 50)	Additional Component	ShoreTel	SHO-10509	\$ 59.00
IP4xx Language Keys, German (Qty 50)	Additional Component	ShoreTel	SHO-10510	\$ 59.00
ShoreTel Paging Adapter PA-1. With contact closure support	Additional Component	ShoreTel	SHO-60165	\$ 35.00
Overlay, IP212 SLV, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80015	\$ 35.00
Overlay, IP212 BLK, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80016	\$ 35.00
Overlay, 230/560 SLV, FR-CN (25PK)	Additional Component	ShoreTel	SHO-80017	\$ 35.00
Overlay, 230/560 BLK ,FR-CN (25PK)	Additional Component	ShoreTel	SHO-80018	\$ 35.00
Overlay, IP110 SLV, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80019	\$ 35.00

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Item Description	Item Type	Manufacturer	Model	Cost
Overlay, IP110 BLK, FCH-CAN (25PK)	Additional Component	ShoreTel	SHO-80020	\$ 35.00
ShoreTel Mobility Router 2000 Appliance and Software - 10 to 100 Users	Additional Component	ShoreTel	SHO-80164	\$ 3,246.75
ShoreTel Mobility Router 4000 Appliance and Software - 10 to 1,000 Users	Additional Component	ShoreTel	SHO-80121	\$ 4,546.75
ECC Version 9 Base 10 Package - Includes 10 Agent (inbound voice/callback)	Additional Component	ShoreTel	SHO-30133	\$ 8,504.00
ECC Version 9 Connect Base 10 Package - Includes 10 Agent (inbound voice)	Additional Component	ShoreTel	SHO-30156	\$ 8,504.00
ECC Inbound Voice License - Version 7 or later - Add-on 1 agent and 1 IVR	Additional Component	ShoreTel	SHO-30122	\$ 825.00
ECC Outbound Campaign License - Version 7 or later - Requires Inbound Vo	Additional Component	ShoreTel	SHO-30123	\$ 400.00
ECC Email License - Version 7 or later - Requires Inbound Voice License	Additional Component	ShoreTel	SHO-30124	\$ 400.00
ECC Web License - Version 7 or later - Requires Inbound Voice License	Additional Component	ShoreTel	SHO-30125	\$ 400.00
ECC IVR License - Version 7 or later	Additional Component	ShoreTel	SHO-30126	\$ 200.00
ECC Supervisor License - Version 7 or later	Expansion Configuration	ShoreTel	SHO-30127	\$ 825.00
ECC Redundant Server License - Version 7 or later	Additional Component	ShoreTel	SHO-30128	\$ 6,500.00
ECC Version 8 Upgrade License	Expansion Configuration	ShoreTel	SHO-30129	\$-
ECC Agent Activity Event Feed License	Additional Component	ShoreTel	SHO-30108	\$ 350.00
ECC Group Activity Event Feed License	Additional Component	ShoreTel	SHO-30109	\$ 350.00
ECC Lab System - Includes 5 inbound, outbound, web, and email licenses, an	Additional Component	ShoreTel	SHO-30104	\$ 4,000.00
ECC Partner Production System - Includes 6 licenses for inbound, outbound d	Additional Component	ShoreTel	SHO-30112	\$ 2,000.00
ShoreTel Contact Center Wrap Application ("Wrap App") - Licensed per Con	Additional Component	ShoreTel	SHO-18080	\$ 1,500.00
6 UTP PLN	Additional Component	Mohawk	M58280	\$ 245.70
6 UTP RSR	Additional Component	Mohawk	M58291	\$ 198.00
5e UTP RSR	Additional Component	Mohawk	M57554	\$ 135.90
5e UTP PLN	Additional Component	Mohawk	M57547	\$ 255.60
CAT 6 Jack	Additional Component	Hubbell	HXJ6B	\$ 6.70
CAT 5e Jack	Additional Component	Hubbell	HXJ5EB	\$ 4.62
Plate	Additional Component	Hubbell	IMF20W	\$ 2.73
24 Port CAT 6 Patch Panel	Additional Component	Hubbell	P6E24U	\$ 159.90
24 Port Patch Panel	Additional Component	Hubbell	P624AU	\$ 172.90
24 Port CAT 5e Patch Panel	Additional Component	Hubbell	P5E24U	\$ 144.30

APPENDIX D, LOBBYING CERTIFICATION FORM

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance is placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed under Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than ~~\$100,000~~ for such failure.

SIGNATURE: 

TITLE: President

DATE: September 21, 2017

APPENDIX E

COSTARS PROGRAM ELECTION TO PARTICIPATE

If awarded a Contract, our firm agrees to sell the awarded items/services at the same prices and/or discounts, and in accordance with the contractual terms and conditions, to registered COSTARS Members who elect to participate in the contract. Our firm also agrees to pay the applicable Administrative Fee (\$1500, or \$500 for a Department of General Services Self-Certified Small Business, or \$166 for a Department of General Services-verified Small Diverse Business) at the beginning of each contract year and upon each contract renewal date.

If you are a Department of General Services Self-Certified Small Business or Department of General Services-verified Small Diverse Business, you must submit a copy of your active Small Business Contracting Program certificate with your bid response.

Sage Technology Solutions, Inc.

Contract Number: [REDACTED]

Signature/Date

9/25/17

Daniel Rohrer, President

Printed Name/Title

APPENDIX F

IRAN FREE PROCUREMENT CERTIFICATION FORM

(Pennsylvania's Procurement Code Sections 3501-3506, 62 Pa.C.S. §§ 3501-3506)

To be eligible for an award of a contract with a Commonwealth entity for goods or services worth at least \$1,000,000 or more, a vendor must either: a) certify it is **not** on the current list of persons engaged in investment activities in Iran created by the Pennsylvania Department of General Services ("DGS") pursuant to Section 3503 of the Procurement Code **and** is eligible to contract with the Commonwealth under Sections 3501-3506 of the Procurement Code; or b) demonstrate it has received an exception from the certification requirement for that solicitation or contract pursuant to Section 3503(e).

To comply with this requirement, please insert your vendor or financial institution name and complete **one** of the options below. Please note: Pennsylvania law establishes penalties for providing false certifications, including civil penalties equal to the greater of \$250,000 or twice the amount of the contract for which the false certification was made; contract termination; and three-year ineligibility to bid on contracts. (Section 3503 of the Procurement Code.)

OPTION #1 - CERTIFICATION

I, the official named below, certify I am duly authorized to execute this certification on behalf of the vendor/financial institution identified below, and the vendor/financial institution identified below is **not** on the current list of persons engaged in investment activities in Iran created by DGS **and** is eligible to contract with the Commonwealth of Pennsylvania Sections 3501-3506 of the Procurement Code.

<i>Vendor Name/Financial Institution (Printed)</i>	
[REDACTED]	
<i>By (Authorized Signature)</i>	
[REDACTED]	
<i>Printed Name and Title of Person Signing</i> Daniel Rohrer, President	<i>Date Executed</i> September 21, 2017

OPTION #2 – EXEMPTION

Pursuant to Procurement Code Section 3503(e), DGS may permit a vendor/financial institution engaged in investment activities in Iran, on a case-by-case basis, to enter into a contract for goods and services.

If you have obtained a written exemption from the certification requirement, please fill out the information below, and attach the written documentation demonstrating the exemption approval.

<i>Vendor Name/Financial Institution (Printed)</i>	
<i>By (Authorized Signature)</i>	
<i>Printed Name and Title of Person Signing</i>	<i>Date Executed</i>



Date: September 25, 2017

From: Edward Bowen
ShoreTel INC

To: Department of General Services Bureau of Procurement

RE: State of PA IFB 6100041793 for PBX & Key Telephone Systems Equipment and Related Services

Good Afternoon.

Per ITB 6100041793 and the requirement on 11-8 on Page 20-21;

Please accept this as confirmation that Sage Technologies Solutions Inc is an authorized partner of ShoreTel and has the capability and certifications to meet the demands of the Commonwealth of Pennsylvania. Sage Technologies Solutions Inc has proved to be an extremely capable ShoreTel Partner.

Sage Technologies Solutions Inc currently has several ShoreTel certifications. They have demonstrated the competency and track record to make me feel confident they will do an excellent job representing ShoreTel on this contract.

Sage Technologies Solutions Inc currently has several local Government customers in Pennsylvania and we know they will provide the same level of superior service to the Commonwealth of Pennsylvania they have shown their existing customers.

Thank You,

[Redacted signature]

Edward L Bowen,
Government Program Manager

[Redacted contact information]



October 24, 2017

From: D & H Distributing Co., Inc.
2525 N. Seventh Street
Harrisburg, PA 17110-0967

To: Department of General Services
Bureau of Procurement
1555 Walnut Street
6th Floor, Forum Place 1
Harrisburg, PA 17101

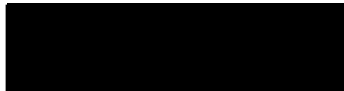
Subject: Letter of Supply of **D&H Distributing Co., Inc.** ("Supplier") to **Sage Technology Solutions, Inc.** ("Reseller")

RE: IFB: PBX & Key Telephone Systems #6100041793

To the extent that D&H maintains its authorizations from the vendors listed below as an authorized Distributor and to the extent Sage Technology Solutions, Inc. maintains its credit facility with D&H and qualifies for any authorizations required by the listed vendors, D&H hereby certifies that it will provide Sage Technology Solutions, Inc. with a continuing source of supply of the vendors for the duration of the contract.

Vendors: HP

Authorized Signature

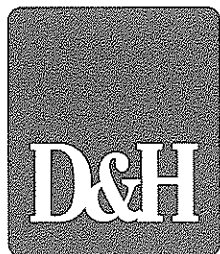


Jeff Davis
Senior VP of Sales
D&H Distributing Company

800.877.1200 | 717.236.8001 | www.dandh.com

Corporate Headquarters: 2525 North Seventh Street, Harrisburg, PA 17110-0967

Distribution Centers: Atlanta 770.683.3770 | Chicago 630.226.1350 | Fresno 559.233.3001
Harrisburg 717.561.4313 | Camp Hill 717.731.1902 | Ontario, Canada 905.796.0330





Hubbell Premise Wiring
HUBBELL INCORPORATED (Delaware)
 23 Clara Drive, Suite 103
 Mystic, CT 06355
 (860)535-8326 FAX: (860)535-8328
<http://www.hubbell-premise.com>

October 20, 2017
 Department of General Services
 Bureau of Procurement 1
 555 Walnut St 6th FL
 Forum Place 1
 Harrisburg, PA 17101

To Whom It May Concern:

Ref: PBX & Key Telephone Systems (IFB#6100041793)

This letter certifies that Sage Technology Solutions, Inc. of Mount Joy, PA is a Hubbell Premise Wiring authorized certified installer in good standing for the state of Pennsylvania.

As Director of Customer Service and Sales Support of Hubbell Premise Wiring I have the authority to write this letter. My direct supervisor is Laura Connolly, Director of Customer Service and Sales Support, Hubbell Wiring Systems. If further information is needed, I can be reached at 860-535-5313 or you can contact Laura at 203-882-4807.

We look forward to working with Sage Technology Solutions, Inc. of Mount Joy, PA to support the requirements of the state of Pennsylvania.

Sincerely,



Sharon Uricchio
 Director, Customer Service and Sales Support
 Hubbell Premise Wiring

Worldwide Locations

Hubbell Canada, Inc.	905-839-1138	Fax: 905-839-9108
Hubbell Int. Inc. Korea	82-2-607-1362	Fax: 82-2-603-7386
Hubbell Ltd. England	44-1234-855444	Fax: 44-1234-854008
Hubbell-Taian Co., Ltd.	886-2-515-0855	Fax: 886-2-515-0899

Hubbell Premise Wiring is a registered ISO 9002 Company

Hubbell de Mexico, S.A. De C.V.	525-575-2022	Fax: 525-559-8626
Hubbell S.E. Asia Pte., Ltd.	65-4544772	Fax: 65-4544775
Hubbell Inc. Middle East	971-4-369763	Fax: 971-4-360541

VAR Price List - July, 2017

Market Family	Item Type	SKU	Short Name	Item Description	MSRP Price
IP Telephony	Advanced Applications	1801U	Call Router Application	Call Router Application - System-wide Caller ID and DNS based routing with web-based Administration	3,438.00
IP Telephony	Advanced Applications	18024	Call Recorder	Call Recorder - Base package (5 simultaneous sessions) - Automated recording of external calls. Features rich, flexible recording profiles & web-based player for accessing recordings.	5,000.00
IP Telephony	Advanced Applications	18025	Call Recorder add-on 5 simultaneous sessions	Call Recorder - Combine with Base Package incrementally for increased concurrent call recording capacity	200.00
IP Telephony	Advanced Applications	18028	Nuisance Call Handler	Nuisance Call Handler - System-wide monitoring and configurable re-direction of incoming calls based on calling party number	2,500.00
IP Telephony	Advanced Applications	18029	Enhanced Paging Application	Enhanced Paging Application - Base package	5,500.00
IP Telephony	Advanced Applications	18030	Enhanced Paging Application expansion	Enhanced Paging Application - Combines with Base Instance incrementally for distributed operation	500.00
IP Telephony	Advanced Applications	18031	Super Group Application	Super Group Application - Enhanced hunt group-like feature allowing more than 16 phones (up to 100) to ring simultaneously in response to an inbound call	2,500.00
IP Telephony	Advanced Applications	18032	AMS 360 Integration Application	AMS 360 Integration Application - Desktop Integration to Vertafore AMS 360 for Independent Insurance Agencies. Licensed on a per user basis.	200.00
IP Telephony	Advanced Applications	18033	Voice Forms IVR Application	Voice Forms IVR Application - Configurable automated voice response application that allows callers to fill out "forms" over the phone. Consolidated responses can be retrieved later from VoiceMail.	5,600.00
IP Telephony	Advanced Applications	18034	Caller Directed Router Application	Caller Directed Router Application - Routes incoming calls based on caller input (e.g. account or zip code.) Includes web based administration of associated IVR and routing rules.	3,438.00
IP Telephony	Advanced Applications	18035	Call History Report	Call History Report - Enhanced CDR based historical report that presents lifecycle "reads to give" information on a call by call basis.	1,485.00
IP Telephony	Advanced Applications	18037	Schedule based On Call Routing Application	Schedule based "On Call" Routing Application - Automatically routes inbound calls based on a customer-defined schedule.	3,438.00
IP Telephony	Advanced Applications	18038	Phone Use Scheduler	Phone Use Scheduler - Automatically changes phone status for groups and individuals according to configurable schedules. Sets Call Handling Mode, User Group, and Sends users home. Complements Do Not Disturb (DND) Override.	3,438.00
IP Telephony	Advanced Applications	18039	Do Not Disturb (DND) Override Application	Do Not Disturb (DND) Override Application - Provides internal and external callers the ability to override DND call handling modes such as Out of Office or In a Meeting. Complements Phone User Scheduler.	1,250.00
IP Telephony	Advanced Applications	18042	Calls by Dialed Party Report	Calls by Dialed Party Report - Enhanced CDR based historical report that presents calls received with results grouped by the number that was dialed (the called party.)	1,485.00
IP Telephony	Advanced Applications	18043	Calls by Origin Report	Calls by Origin Report - Enhanced CDR based historical report that presents calls received by caller ID origin: By country code, then, for US/Canada numbers, also by state/province, area code, and rate center.	1,485.00
IP Telephony	Advanced Applications	18045	Report Scheduler	Report Scheduler - Application that runs, stores, and delivers CDR based historical reports (both built-in and Enhanced) unattended.	3,500.00
IP Telephony	Advanced Applications	18048	Site Router	Site Router - Automatically routes inbound calls based on the Site of the calling party	3,438.00
IP Telephony	Advanced Applications	18064	Active Directory Import Application	Active Directory Import application automates initial creation of new records as well as the ongoing synchronization between Microsoft AD and ShoreTel. Licensed one per system.	5,000.00
IP Telephony	Advanced Applications	18071	Salesforce Call Reporting Service (up to 25 extensions)	Salesforce Call Reporting Service, up to 25 extensions. Integrates ShoreTel CDR into Salesforce to be presentable in Reports & Dashboards.	3,300.00
IP Telephony	Advanced Applications	18072	Salesforce Call Reporting Service (more than 25 extensions)	Salesforce Call Reporting Service, more than 25 extensions. Integrates ShoreTel CDR into Salesforce to be presentable in Reports & Dashboards.	5,000.00
IP Telephony	Advanced Applications	18073	Salesforce Connector for Contact Center IVR	Salesforce Connector for Contact Center IVR. Drive ECC script flows based on queries of Salesforce data.	5,000.00
IP Telephony	Advanced Applications	18074	Contact Center Instant Override Message	Contact Center Instant Override Message. Communicate an urgent or time-critical, usually temporary, message to callers. Record and activate/deactivate message via convenient automated telephony interface.	2,500.00
IP Telephony	Advanced Applications	18075	Contact Center EMail Alert Service	Contact Center EMail Alert Service. Monitors the performance of CC groups and sends EMail notifications when configured thresholds are reached.	1,250.00
IP Telephony	Advanced Applications	18076	Contact Center Agent Notification Application	Contact Center Agent Notification Application - Whispers CC queue name to agents upon call presentation. Not supported for use with the ShoreTel Softphone.	2,500.00
IP Telephony	Advanced Applications	18077	Bridged Call Appearance (BCA) Hold Handler	Bridged Call Appearance (BCA) Hold Handler - Transfers BCA calls to a configurable destination when hold time threshold is exceeded	2,500.00
IP Telephony	Advanced Applications	18078	ShoreTel for Zendesk	ShoreTel for Zendesk - Licensed per user.	200.00
IP Telephony	Advanced Applications	18079	ShoreTel for Desk.com	ShoreTel for Desk.com - Licensed per user.	200.00
IP Telephony	Advanced Applications	18081	Pre-Announce Application	Pre-Announce Application - System-wide application to play recorded announcements instead of ringback tones on incoming calls, such as for Euro ISDN call pre-answering. Licensed one per system.	1,538.00
IP Telephony	Application Servers	29153	Connect ONSITE Software for Enterprise and SBE 100 customers	Connect ONSITE Software for Enterprise and SBE 100 customers. Includes the Virtual Phone Switch, Virtual SIP Trunk Switch and Virtual Service Appliance features. (Licenses purchased separately)	-
	Application Servers	30159	Connect ONSITE no-charge upgrade license (Required for ST 14.2 and earlier systems before upgrading)	Connect ONSITE no-charge upgrade license. Required for ST 14.2 and earlier systems before upgrading to Connect.	-
IP Telephony	Application Servers	30143	Edge Gateway Remote Phone license	Edge Gateway Remote Phone license. Enables a user to remotely use a 400 series phone or softphone within the Connect client and ShoreTel Conferencing for the Web client.	150.00
IP Telephony	Application Servers	30144	Virtual Edge Gateway Server license	Virtual Edge Gateway Server license. Enables reverse proxies (no voice or video) for remote desktop clients. Soft phone and 400 series desk phones require a remote phone license, included in Standard and Advanced bundles and sold standalone (SKU 30143).	-
IP Telephony	Application Servers	21020	Distributed Voice Services license	Distributed Voice Services License	995.00
IP Telephony	Application Servers	29152	ShoreTel 14.2 Software (GA Release)	ShoreTel 14.2 Software (General Release) for SBE100 and Enterprise customers	-
IP Telephony	Application Servers	30006	Softphone license	Softphone License (ShoreTel 7.5 and earlier versions)	150.00
IP Telephony	Application Servers	30035	Extension & Mailbox license	Extension & Mailbox License	200.00
IP Telephony	Application Servers	30039	Extension-only license	Extension-only License (Requires ShoreTel 5.2 or higher)	140.00
IP Telephony	Application Servers	30040	Mailbox-only license	Mailbox-only License (Requires ShoreTel 5.2 or higher)	90.00
IP Telephony	Application Servers	30041	Add'l Language license	Add'l Language License (Requires ShoreTel 5.2 or higher)	995.00
IP Telephony	Application Servers	30043	SIP Trunk Software license	SIP Trunk Software License (requires ShoreTel 6. If you have a Conf Bridge you must upgrade it to Release 5.8)	50.00
IP Telephony	Application Servers	30044	Additional Site license	Additional Site License	495.00
IP Telephony	Application Servers	30048	Remote Web Reporting License (not required for ShoreTel 11 or later)	Remote Web Reporting License (License to enable generation of CDR reports via the web at remote locations) - not required for ShoreTel 11 or later	2,695.00
IP Telephony	Application Servers	30049	TAPI Application Server license	TAPI Application Server License (License to allow control of use of TAPI applications with system)	495.00
IP Telephony	Application Servers	60151	30 SIP Trunk Bundle	30 SIP Trunk Bundle Containing 30 x Individual SIP Trunks (SKU 30043) to interwork with 3rd party SIP to E1/R2 Gateway for MEXICO only	495.00
IP Telephony	Client Software	30053	SIP Device license	SIP Device License (Allows a SIP device to register with system. SIP devices also require SKU 30035 or 30039 to operate)	30.00
IP Telephony	Client Software	30057	SIP Trunk to SIP Device Conversion license	SIP Trunk to SIP Device Conversion License (Converts a self-audited SIP Trunk License acquired with 877.5 or earlier to a single keyed SIP Device License for use with ST8. Requires proof of ownership of SIP Trunk License.)	-
IP Telephony	GSA Bundles	10560	IP Phone IP420g - GSA Bundle	IP Phone 420g bundled with Extension and Mailbox (ONSITE Telephony) License - GSA Bundle. Requires ShoreTel Connect ONSITE August 2016 Release or later.	419.00
IP Telephony	GSA Bundles	10515	IP Phone IP485g - GSA Bundle	IP Phone 485g bundled with Extension and Mailbox (ONSITE Telephony) License - GSA Bundle	629.00
IP Telephony	GSA Bundles	10514	IP Phone IP480g - GSA Bundle	IP Phone 480g bundled with Extension and Mailbox (ONSITE Telephony) License - GSA Bundle	569.00
IP Telephony	GSA Bundles	10513	IP Phone IP480 - GSA Bundle	IP Phone 480 bundled with Extension and Mailbox (ONSITE Telephony) License - GSA Bundle	499.00
IP Telephony	GSA Bundles	10512	IP Phone IP420 - GSA Bundle	IP Phone 420 bundled with Extension and Mailbox (ONSITE Telephony) License - GSA Bundle	399.00
IP Telephony	GSA Bundles	10298	IP Phone IP 655 - GSA Bundle	IP Phone 655 bundled with Extension and Mailbox (ONSITE Telephony) License - GSA Bundle	865.00
IP Telephony	GSA Bundles	10280	IP Phone IP 230g Black - GSA Bundle	IP Phone 230g Black bundled with Extension and Mailbox (ONSITE Telephony) License - GSA Bundle	629.00

IP Telephony	Legacy Integration	30079	Legacy PBX Integration Voice Mail license	License, Legacy PBX Integration - Allows a customer to adopt voicemail to be used in conjunction with an existing legacy PBX such as a NORTEL or AVAYA PBX using an SMDI or CSIG integration.	30.00
IP Telephony	Legacy Integration	30080	SIP-based 3rd party Messaging Integration license	License, SIP-based third party messaging integration - Allow a customer to use a third party voicemail with the system using SIP	4,495.00
IP Telephony	Legacy Integration	60038	PBXLink DM1-4 SMDI Gateway	PBXLink DM1-4 SMDI Gateway	1,428.00
IP Telephony	Legacy Integration	60039	PBXLink DM1-4+ SMDI Gateway	PBXLink DM1-4+ SMDI Gateway	1,428.00
IP Telephony	Other Equipment	60208	Phone Stand for IP Phone IP420	Phone Stand for IP Phone IP420/IP420g	8.00
IP Telephony	Other Equipment	60209	Phone Stand for IP Phone IP480 / IP480g / IP485g	Phone Stand for IP Phones IP480, IP480g and IP485g	8.00
IP Telephony	Other Equipment	60210	Phone Stand for IP Phone IP655	Phone Stand for IP Phone IP655	12.00
IP Telephony	Other Equipment	10532	Power Adapter for BB424 (Requires ShoreTel Connect)	Power Adapter for BB424. 100-240 VAC/0.8A/50-60Hz In., 12 VDC/2A Out. 2.2m cord, includes plugs for NA, Europe, UK, Australia. One Power Adapter required when connecting two or more BB424 button boxes to one IP 485g phone. Requires ShoreTel Connect.	20.00
IP Telephony	Other Equipment	80185	ShoreTel Paging Adapter PA-1	Paging Adapter PA-1. With contact closure support.	45.00
IP Telephony	Other Equipment	10181	Harmonica for SG40/8	Harmonica for SG-40/8	35.00
IP Telephony	Other Equipment	10180	Power Cord, EU 8FT Black	Power Cord, EU 8FT Black	N/A
IP Telephony	Other Equipment	10181	Power Cord, UK 8FT Black	Power Cord, UK 8FT Black	N/A
IP Telephony	Other Equipment	10182	Handset for IP500/200/1XX series IP phones	Handset for IP500/200/1XX series IP Phones	25.00
IP Telephony	Other Equipment	10189	Wall Mount Kit for IP Phone IP560 / IP560g / IP665g	Wall Mount Kit for IP Phone IP560 / IP560g / IP665g	10.00
IP Telephony	Other Equipment	10195	Wall Mount Kit for IP Phone IP110 / IP115 / BB24	Wall Mount Kit for IP Phone IP110 / IP115 / BB24	10.00
IP Telephony	Other Equipment	10211	Wall Mount Kit for IP Phone IP212K / 230 / 230g / 265	Wall Mount Kit for IP Phone IP212K / 230 / 230g / 265	10.00
IP Telephony	Other Equipment	10224	Wall Mount Bracket Kit for SG voice switch dual rack tray	Wall Mount Bracket Kit for dual rack tray. For SG Switch 1U half width. Contains two brackets, hardware and instructions.	15.00
IP Telephony	Other Equipment	10289	IP Phone Power Adapter for Ethernet Speed of 10/100/1000	IP Phone Power Adapter for Ethernet Speed of 10/100/1000 (min 10 w/o phone order)	20.00
IP Telephony	Other Equipment	10272	Kit IP Phone UK Power Adapter for Ethernet Speed of 10/100/1000	IP Phone UK Power Adapter for Ethernet Speed of 10/100/1000 (min 10 w/o phone order)	30.00
IP Telephony	Other Equipment	10273	Kit IP Phone EU Power Adapter for Ethernet Speed of 10/100/1000	IP Phone EU Power Adapter for Ethernet Speed of 10/100/1000 (min 10 w/o phone order)	30.00
IP Telephony	Other Equipment	10317	Power Cord, AU/NZ 8FT Black	Power Cord, AU/NZ 8FT Black	N/A
IP Telephony	Other Equipment	10318	Kit IP Phone AU/NZ Power Adapter for Ethernet Speed of 10/100/1000	IP Phone AU/NZ Power Adapter for Ethernet Speed of 10/100/1000 (min 10 w/o phone order)	30.00
IP Telephony	Other Equipment	10370	Phone Base for IP Phone IP110 / IP115 / BB24	Phone Base for IP Phone IP110 / IP115 / BB24	7.00
IP Telephony	Other Equipment	10371	Phone Base for IP Phone IP210 / IP230 / IP230G / IP265	Phone Base for IP Phone IP210 / IP230 / IP230G / IP265	7.00
IP Telephony	Other Equipment	10372	Phone Base for IP Phone IP530 / IP560 / IP560G / IP565G	Phone Base for IP Phone IP530 / IP560 / IP560G / IP565G	7.00
IP Telephony	Other Equipment	10373	Handset Cord (6 ft) for 1XX/2XX/3XX series IP phones	Handset Cord (6 ft) Spare, All models except IP655	5.00
IP Telephony	Other Equipment	10381	Handset for IP Phone IP655, IP 400 series phones and Dock	Handset for IP Phone IP655, IP 400 series phones and Dock	25.00
IP Telephony	Other Equipment	10388	Handset Charger for IP930D DECT Phone	Handset Charger for IP930D DECT Phone (spare)	25.00
IP Telephony	Other Equipment	10394	Handset for IP500/200/1XX series IP Phones (Telstra branded)	Handset for IP500/200/1XX series IP Phones (Telstra branded)	25.00
IP Telephony	Other Equipment	10397	Handset Cord (6 ft) for IP Phone IP655	Handset Cord (6 ft) Spare, IP 655 only	5.00
IP Telephony	Other Equipment	10400	Rack Mount Ears (10 pairs, 8 screws per pair)	Rack Mount Ears (10 pairs, 8 screws per pair)	100.00
IP Telephony	Other Equipment	10428	Wall Mount Kit for IP Phone IP855	Wall Mount Kit for IP Phone IP855	15.00
IP Telephony	Other Equipment	10445	Handset for IP Phone IP655 and IP 400 series (Telstra branded)	Handset for IP Phone IP655 (Telstra branded)	25.00
IP Telephony	Other Equipment	10449	IP930D DECT Phone Repeater	Repeater - IP930D DECT Phone - Requires ShoreTel 14 or later	248.00
IP Telephony	Other Equipment	10450	IP930D Battery (Spare)	IP930D Battery (Spare)	15.00
IP Telephony	Other Equipment	10478	PoE cable for IP930D DECT Repeater	PoE cable for IP930D DECT Repeater	15.00
IP Telephony	Other Equipment	10508	IP Phone IP4xx French language key kit	IP Phone IP4xx French language key kit, Qty 50	58.00
IP Telephony	Other Equipment	10509	IP Phone IP4xx Spanish language key kit	IP Phone IP4xx Spanish language key kit, Qty 50	58.00
IP Telephony	Other Equipment	10510	IP Phone IP4xx German language key kit	IP Phone IP4xx German language key kit, Qty 50	58.00
IP Telephony	Other Equipment	10511	Handset cover with integrated belt clip for IP Phone IP930D	Handset cover with integrated belt clip for IP Phone IP930D	20.00
IP Telephony	Other Equipment	10533	Telephone Wall Plate Mounting for IP400 Series phones	Telephone Wall Plate Mounting for IP400 Series phones. For mounting phone onto an existing 2-stud telephone wall plate (stud center-to-center distance: 3-15/16 Inch / 100mm OR 3-5/16 inch / 84mm).	15.00
IP Telephony	Other Equipment	10538	Handset Cord (12 ft) for IP 400 series phones and Dock	Handset Cord (12 ft) for IP 400 series phones and Dock	5.00
IP Telephony	Other Equipment	60047	Analog Harmonica & Telco 26PR Cable Kit for SG switches	Analog Harmonica & Telco 26PR (FF) Cable Kit for SG 30 / SG 50 / SG 90 and SG 220T1A switches	65.00
IP Telephony	Other Equipment	60182	Wall Mount Kit for IP Phone IP480 / 480g / 485g	Wall Mount Kit for IP Phone IP480 / 480g / 485g	15.00
IP Telephony	Other Equipment	60183	Wall Mount Kit for IP Phone IP420	Wall Mount Kit for IP Phone IP420/IP420g	15.00
IP Telephony	Other Equipment	80016	IP212 Silver French-Canadian Overlay Pack, Qty 25	IP212 Silver French-Canadian Overlay Pack, Qty 25	35.00
IP Telephony	Other Equipment	80017	IP212 Black French-Canadian Overlay Pack, Qty 25	IP212 Black French-Canadian Overlay Pack, Qty 25	35.00
IP Telephony	Other Equipment	80017	IP230/560 Silver French-Canadian Overlay Pack, Qty 25	IP230/560 Silver French-Canadian Overlay Pack, Qty 25	35.00
IP Telephony	Other Equipment	80018	IP230/560 Black French-Canadian Overlay Pack, Qty 25	IP230/560 Black French-Canadian Overlay Pack, Qty 25	35.00
IP Telephony	Other Equipment	80019	IP110/115 Silver French-Canadian Overlay Pack, Qty 25	IP110 Silver French-Canadian Overlay Pack, Qty 25	35.00
IP Telephony	Other Equipment	80020	IP110/115 Black French-Canadian Overlay Pack, Qty 25	IP110 Black French-Canadian Overlay Pack, Qty 25	35.00
IP Telephony	Other Equipment	80021	IP212 Black German Overlay Pack, Qty 25	IP212 Black German Overlay Pack, Qty 25	35.00
IP Telephony	Other Equipment	80022	IP212 Silver German Overlay Pack, Qty 25	IP212 Silver German Overlay Pack, Qty 25	35.00
IP Telephony	Other Equipment	80023	IP110/115 Black German Overlay Pack, Qty 25	IP110/115 Black German Overlay Pack, Qty 25	35.00
IP Telephony	Other Equipment	80024	IP110/115 Silver German Overlay Pack, Qty 25	IP110/115 Silver German Overlay Pack, Qty 25	35.00
IP Telephony	Other Equipment	80025	IP230 Black German Overlay Pack, Qty 25	IP230 Black German Overlay Pack, Qty 25	35.00
IP Telephony	Other Equipment	80026	IP230 Silver German Overlay Pack, Qty 25	IP230 Silver German Overlay Pack, Qty 25	35.00
IP Telephony	Other Equipment	80065	IP560 Silver German Overlay Pack, Qty 25	IP560 Silver German Overlay Pack, Qty 25	35.00
IP Telephony	Other Equipment	80066	IP560 Black German Overlay Pack, Qty 25	IP560 Black German Overlay Pack, Qty 25	35.00
IP Telephony	Phones	10546	IP Phone IP420g	IP Phone IP420g. Requires ShoreTel Connect. ONSITE August 2016 Release or later.	218.00
IP Telephony	Phones	10495	IP Phone IP420	IP Phone IP420 - Requires ShoreTel 14 or later	188.00
IP Telephony	Phones	10496	IP Phone IP460	IP Phone IP460 - Requires ShoreTel 14 or later	288.00
IP Telephony	Phones	10497	IP Phone IP480g	IP Phone IP480g - Requires ShoreTel 14 or later	369.00
IP Telephony	Phones	10498	IP Phone IP485g	IP Phone IP485g - Requires ShoreTel 14 or later	429.00
IP Telephony	Phones	10518	Button Box BB424 for IP485g phones	Button Box BB424 for IP 485g phones. Up to four connect via USB; first powered from USB port on phone, additional require separate Power Adapter SKU 10532 (confirm Power Adapter country availability before ordering). Requires ShoreTel Connect.	348.00
IP Telephony	Phones	10420	IP Phone IP655 with anti-glare screen	IP Phone IP655 with anti-glare screen - (Requires ShoreTel 11.1 or later)	749.00
IP Telephony	Phones	10401	Satellite microphones for IP Phone IP655	Satellite microphones for IP Phone IP655, Qty 2	195.00
IP Telephony	Phones	10217	IP Phone IP115 - Black	IP Phone IP115 - Black ASIA ONLY	98.00
IP Telephony	Phones	10384	IP930D DECT Phone Starter Kit - US / Canada / Mexico	Starter Kit - IP930D DECT Phone - US / Canada / Mexico (Includes Base, Handset & Charger) - Requires ShoreTel 14 or later	599.00
IP Telephony	Phones	10385	IP930D DECT Phone Starter Kit - Europe / Australia / New Zealand / South Africa	Starter Kit - IP930D DECT Phone - Europe / Australia / New Zealand / South Africa (Includes Base, Handset & Charger) - Requires ShoreTel 14 or later	499.00
IP Telephony	Phones	10386	IP930D DECT Phone Add-on Base - US / Canada / Mexico	Base - IP930D DECT Phone (Add-on) - US / Canada / Australia / New Zealand	499.00
IP Telephony	Phones	10387	IP930D DECT Phone Add-on Base - Europe / Australia / New Zealand / South Africa	Base - IP930D DECT Phone (Add-on) - Europe / Australia / New Zealand / South Africa - Requires ShoreTel 14 or later	499.00
IP Telephony	Phones	10389	IP930D DECT Phone Add-on Handset	Handset - IP930D DECT Phone (Add-on) - Includes handset charger - Requires ShoreTel 14 or later	199.00
IP Telephony	Phones	10547	IP8430M Multi-Cell DECT Base Handset. Requires IP8660 Multi-Cell DECT Base and ST 14 or later.	IP8430M Multi-Cell DECT Base Handset. Includes Charging Dock with Power Adapter (UK, Europe plugs), battery and belt clip. Requires IP8660 Multi-Cell DECT Base. Requires SIP Device license and ShoreTel 14 or later.	152.00
IP Telephony	Phones	10548	IP8630M Multi-Cell DECT Advanced Handset. Requires IP8660 Multi-Cell DECT Base and ST 14 or later.	IP8630M Multi-Cell DECT Advanced Handset. Includes Charging Dock with Power Adapter (UK, Europe plugs), battery and belt clip. Requires IP8660 Multi-Cell DECT Base. Requires SIP Device license and ShoreTel 14 or later.	240.00
IP Telephony	Phones	10549	IP8630M Multi-Cell DECT Rugged Handset. Requires IP8660 Multi-Cell DECT Base and ST 14 or later.	IP8630M Multi-Cell DECT Rugged Handset. Includes Charging Dock with Power Adapter (UK, Europe plugs), battery and belt clip. Requires IP8660 Multi-Cell DECT Base. Requires SIP Device license and ShoreTel 14 or later.	425.00
IP Telephony	Phones	10544	IP8660M Multi-Cell DECT Base	IP8660M Multi-Cell DECT Base, Europe. Powered via PoE. Requires ShoreTel 14 or later.	316.00
IP Telephony	Promotions	55218	Promotional upgrade from SIP Trunk license (SKU 30043) to Virtual SIP Trunk license. Enables 1 SIP Trunk on a ShoreTel virtual SIP Trunk switch.	Promotional upgrade from SIP Trunk license (SKU 30043) to Virtual SIP Trunk license. Enables 1 SIP Trunk on a ShoreTel virtual SIP Trunk switch.	-
IP Telephony	Server Hardware	10564	Connect Small Business Edition Server (UC Server 30) with Microsoft Windows Server 2016	Connect Small Business Edition Server (UC Server 30). Intel Xeon E3-1225 v5, 8GB RAM, 1TB HD. Ships with Microsoft Windows Server 2016	2,200.00
IP Telephony	Server Hardware	80227	SBE Server Replacement with UC Server 30 and Microsoft Windows Server 2016	SBE Server Replacement. Allows existing SBE customers to replace outdated HQ server with currently shipping server: UC Server 30 (Intel Xeon E3-1225 v5, 8GB RAM, 1TB HD). Ships with Microsoft Windows Server 2016	1,900.00

IP Telephony	Server Hardware	60189	Small Business Edition Server (UC Server 25)	Small Business Edition Server (UC Server 25); Celeron J1900 / 2.0GHz, 4GB RAM, 500GB HD. Ships with Microsoft Windows Server 2012 R2 Telecom Edition.	1,500.00
IP Telephony	Server Hardware	60173	SBE Server Replacement	SBE Server Replacement. Allows existing SBE customers to replace outdated HQ server with currently shipping server. UC Server 25 (Celeron J1900/2.0GHz, 4GB RAM, 500GB HD). Ships with Microsoft Windows Server 2012 R2 Telecom Edition.	1,125.00
IP Telephony	Small Business Edition	60218	Connect Small Business Edition 100 HW bundle, analog trunking with server.	Connect Small Business Edition 100 HW bundle, analog trunking with server. Includes ST100A, UC Server 30 and rack-mount tray. Requires Connect SBE SW bundle (SKUs 60193-60198, or 60203). One HW bundle per SBE 100 system only.	2,195.00
IP Telephony	Small Business Edition	60219	Connect Small Business Edition 100 HW bundle, digital trunking with server.	Connect Small Business Edition 100 HW bundle, digital trunking with server. Includes ST100DA, UC Server 30 and rack-mount tray. Requires Connect SBE SW bundle (SKUs 60193-60198, or 60203). One HW bundle per SBE 100 system only.	3,695.00
IP Telephony	Small Business Edition	60220	Connect Small Business Edition 100 HW bundle, analog trunking with server. Not available in USA or Canada.	Connect Small Business Edition 100 HW bundle, analog trunking with server. Includes ST100A, UC Server 30 and rack-mount tray. Requires Connect Authorization license (SKU 60197). One HW bundle per SBE 100 system only. Not available in USA or Canada.	2,195.00
IP Telephony	Small Business Edition	60221	Connect Small Business Edition 100 HW bundle, digital trunking with server. Not available in USA or Canada.	Connect Small Business Edition 100 HW bundle, digital trunking with server. Includes ST100DA, UC Server 30 and rack-mount tray. Requires Connect Authorization license (SKU 60197). One HW bundle per SBE 100 system only. Not available in USA or Canada.	3,195.00
IP Telephony	Small Business Edition	60222	Connect Small Business Edition 100 HW bundle, digital trunking with server. Not available in USA or Canada.	Connect Small Business Edition 100 HW bundle, digital trunking with server. Includes SG90BRI, UC Server 30 and rack-mount tray. Requires Connect Authorization license (SKU 60197). One HW bundle per SBE 100 system only. Not available in USA or Canada.	2,695.00
IP Telephony	Small Business Edition	60187	Connect Small Business Edition 100 Authorization license. Not available in USA or Canada.	Connect Small Business Edition 100 Authorization license. Activates SBE 100 with 10 Essentials and 1 Advanced license bundles, 10 SIP trunk and 1 Pre-Announce app license. One authorization license per SBE 100 system only. Not available in USA or Canada.	500.00
IP Telephony	Small Business Edition	60193	Connect Small Business Edition 100 SW bundle, 15 users.	Connect Small Business Edition 100 SW bundle, 15 users. Includes 11 Essential, 3 Standard, 1 Advanced and 1 Courtesy license bundles, 8 SIP Trunk licenses, 1 Additional Site license. Requires Connect SBE 100 HW bundle. One SW bundle per SBE 100 system only.	1,000.00
IP Telephony	Small Business Edition	60194	Connect Small Business Edition 100 SW bundle, 20 users.	Connect Small Business Edition 100 SW bundle, 20 users. Includes 14 Essential, 5 Standard, 1 Advanced and 1 Courtesy license bundles, 8 SIP Trunk licenses, 2 Additional Site licenses. Requires Connect SBE 100 HW bundle. One SW bundle per SBE 100 system only.	1,500.00
IP Telephony	Small Business Edition	60195	Connect Small Business Edition 100 SW bundle, 25 users.	Connect Small Business Edition 100 SW bundle, 25 users. Includes 17 Essential, 7 Standard, 1 Advanced and 1 Courtesy license bundles, 24 SIP Trunk licenses, 3 Additional Site licenses. Requires Connect SBE 100 HW bundle. One SW bundle per SBE 100 system only.	2,000.00
IP Telephony	Small Business Edition	60196	Connect Small Business Edition 100 SW bundle, 50 users.	Connect Small Business Edition 100 SW bundle, 50 users. Includes 39 Essential, 10 Standard, 1 Advanced and 1 Courtesy license bundles, 4 Additional Site licenses. Requires Connect SBE 100 HW bundle. One SW bundle per SBE 100 system only.	5,500.00
IP Telephony	Small Business Edition	60203	Connect Small Business Edition 100 SW bundle for GSA contract orders only.	Connect Small Business Edition 100 SW bundle, GSA. Includes 1 Courtesy and 1 Advanced license bundle, 8 SIP Trunk licenses, 1 Additional Site license. Requires Connect SBE 100 HW bundle. One SW bundle per SBE 100 system only. GSA contracts only.	500.00
IP Telephony	Small Business Edition	60183	Connect Small Business Edition 100 HW bundle (ST100A analog trunking with server)	Connect Small Business Edition 100 HW bundle, analog trunking with server. Includes ST100A, UC Server 25 and rack-mount tray. Requires Connect SBE SW bundle (SKUs 60193-60198, or 60203). One HW bundle per SBE 100 system only.	1,495.00
IP Telephony	Small Business Edition	60184	Connect Small Business Edition 100 HW bundle (ST100DA digital trunking with server)	Connect Small Business Edition 100 HW bundle, digital trunking with server. Includes ST100DA, UC Server 25 and rack-mount tray. Requires Connect SBE SW bundle (SKUs 60193-60198, or 60203). One HW bundle per SBE 100 system only.	2,695.00
IP Telephony	Small Business Edition	60185	Connect Small Business Edition 100 HW bundle (ST 100A analog trunking without server)	Connect Small Business Edition 100 HW bundle, analog trunking without server. Includes ST100A and rack-mount tray. Requires Connect SBE SW bundle (SKUs 60193-60198, or 60203). One HW bundle per SBE 100 system only.	995.00
IP Telephony	Small Business Edition	60186	Connect Small Business Edition 100 HW bundle (ST100DA digital trunking without server)	Connect Small Business Edition 100 HW bundle, digital trunking without server. Includes ST100DA and rack-mount tray. Requires Connect SBE SW bundle (SKUs 60193-60198, or 60203). One HW bundle per SBE 100 system only.	2,495.00
IP Telephony	Small Business Edition	60187	Connect Small Business Edition 100 HW bundle (ST100A analog trunking with server, VADs only)	Connect Small Business Edition 100 HW bundle, analog trunking with server. Includes ST100A, UC Server 25 and rack-mount tray. Requires Connect SBE SW bundle (SKUs 60193-60198). One HW bundle per SBE 100 system only. VADs only.	1,495.00
IP Telephony	Small Business Edition	60188	Connect Small Business Edition 100 HW bundle (ST100DA digital trunking with server, VADs only)	Connect Small Business Edition 100 HW bundle, digital trunking with server. Includes ST100DA, UC Server 25 and rack-mount tray. Requires Connect SBE SW bundle (SKUs 60193-60198). One HW bundle per SBE 100 system only. VADs only.	2,695.00
IP Telephony	Small Business Edition	60189	Connect Small Business Edition 100 HW bundle (ST100A analog trunking with server, outside NA only)	Connect Small Business Edition 100 HW bundle, analog trunking with server. Includes ST100A, UC Server 25 and rack-mount tray. Requires Connect Authorization license (SKU 60197). One HW bundle per SBE 100 system only. Not available in USA or Canada.	1,495.00
IP Telephony	Small Business Edition	60190	Connect Small Business Edition 100 HW bundle (ST100DA digital trunking with server, outside NA only)	Connect Small Business Edition 100 HW bundle, digital trunking with server. Includes ST100DA, UC Server 25 and rack-mount tray. Requires Connect Authorization license (SKU 60197). One HW bundle per SBE 100 system only. Not available in USA or Canada.	2,495.00
IP Telephony	Small Business Edition	60191	Connect Small Business Edition 100 HW bundle (ST100A analog trunking without server, outside NA only)	Connect Small Business Edition 100 HW bundle, analog trunking without server. Includes ST100A and rack-mount tray. Requires Connect Authorization license (SKU 60197). One HW bundle per SBE 100 system only. Not available in USA or Canada.	995.00
IP Telephony	Small Business Edition	60192	Connect Small Business Edition 100 HW bundle (ST100DA digital trunking without server, outside NA only)	Connect Small Business Edition 100 HW bundle, digital trunking without server. Includes ST100DA and rack-mount tray. Requires Connect Authorization license (SKU 60197). One HW bundle per SBE 100 system only. Not available in USA or Canada.	1,695.00
IP Telephony	Small Business Edition	60198	Connect Small Business Edition 100 VIRTUAL bundle (25 users)	Connect Small Business Edition 100 VIRTUAL bundle, 25 users. Includes 20 Essential, 4 Standard, 1 Advanced and 1 Courtesy license bundles, 26 virtual IP phone, 10 virtual SIP trunk and 3 Additional Site licenses.	2,500.00
IP Telephony	Small Business Edition	60199	Connect Small Business Edition 100 VIRTUAL bundle (50 users)	Connect Small Business Edition 100 VIRTUAL bundle, 50 users. Includes 45 Essential, 4 Standard, 1 Advanced and 1 Courtesy license bundles, 51 virtual IP phone, 20 virtual SIP trunk and 4 Additional Site licenses.	6,000.00
IP Telephony	Small Business Edition	60200	Connect Small Business Edition 100 VIRTUAL bundle (50 users)	Connect Small Business Edition 100 VIRTUAL bundle, 50 users. Includes 45 Essential, 4 Standard, 1 Advanced, 1 Courtesy license bundles, 51 virtual IP phone, 30 virtual SIP trunk, 4 Additional Site, 10 audio, 10 web collaboration licenses, and virtual SMR.	8,000.00
IP Telephony	Small Business Edition	60176	SBE 100 HW Bundle (BRI or analog trunking)	Small Business Edition 100, BRI or analog trunking. Contains SG90BRI, UC Server 25 and a tray. Requires SKU 10475 or 60197 SBE 100 authorization license. Not available in USA or Canada.	1,995.00
IP Telephony	Small Business Edition	60157	SBE or SBE 100 Upgrade to Enterprise	SBE or SBE 100 Upgrade to Enterprise (available 120 days after SBE software license activation)	4,495.00
IP Telephony	Small Business Edition	10476	Small Business Edition Upgrade to Small Business Edition 100	Small Business Edition Upgrade to Small Business Edition 100	1,095.00
IP Telephony	Third Party Products	10566	VPN Concentrator to EGW License Upgrade	VPN Concentrator License Upgrade to Edge Gateway remote phone license (1 port); requires ShoreTel Connect	-
IP Telephony	Third Party Products	80090	Ingate SIPParator 21	Ingate SIPParator 21. Includes 5 SIP session licenses and can be expanded up to 400 SIP sessions.	1,290.00
IP Telephony	Third Party Products	60151	Ingate SIPParator 21 and failover unit. Includes 5 SIP session license pairs.	Ingate SIPParator 21 and failover unit. Includes 5 SIP session license pairs for primary and failover units. Can be expanded up to 400 SIP sessions.	2,180.00
IP Telephony	Third Party Products	80131	Rack Mount Kit for Ingate SIPParator 21	Rack Mount Kit for Ingate SIPParator 21	95.00
IP Telephony	Third Party Products	80095	Ingate SIPParator additional 5 SIP session licenses	Ingate SIPParator additional 5 SIP session licenses	230.00
IP Telephony	Third Party Products	60156	Ingate SIPParator additional 5 SIP session failover license pairs for primary and failover units	Ingate SIPParator additional 5 SIP session failover license pairs for primary and failover units	230.00
IP Telephony	Third Party Products	60154	Ingate SIPParator additional 100 SIP session licenses	Ingate SIPParator additional 100 SIP session licenses	3,400.00

IP Telephony	Third Party Products	80155	Ingate SIPParator additional 100 SIP session failover license pairs for primary and failover units	Ingate SIPParator additional 100 SIP session failover license pairs for primary and failover units	3,400.00
IP Telephony	Third Party Products	80162	Additional SIP Trunk Group License for HW or SW appliances with less than 400 SIP session capacity	Additional SIP Trunk Group License for hardware or software appliances with less than 400 SIP session capacity - allows shared SIP Session licenses	450.00
IP Telephony	Third Party Products	80163	Additional SIP Trunk Group License for HW or SW appliances with more than 400 SIP session capacity	Additional SIP Trunk Group License for hardware or software appliances with more than 400 SIP session capacity - allows shared SIP Session licenses	1,000.00
IP Telephony	Third Party Products	80145	Ingate SIPParator 52	Ingate SIPParator 52. Includes 50 SIP session licenses and can be expanded up to 2,000 SIP sessions	6,035.00
IP Telephony	Third Party Products	80148	Ingate SIPParator 52 and failover unit	Ingate SIPParator 52 and failover unit. Includes 50 SIP session license pairs for primary and failover units. Can be expanded up to 2,000 SIP sessions.	6,225.00
IP Telephony	Third Party Products	80128	Ingate Software SIPParator. Includes 500 SIP session licenses.	Ingate Software SIPParator. Includes 500 SIP session licenses and can be expanded up to 2,000 SIP sessions.	17,910.00
IP Telephony	Third Party Products	80127	Ingate Software SIPParator. Includes 200 SIP session licenses.	Ingate Software SIPParator. Includes 200 SIP session licenses and can be expanded up to 2,000 SIP sessions.	10,300.00
IP Telephony	Third Party Products	80126	Ingate Software SIPParator. Includes 100 SIP session licenses.	Ingate Software SIPParator. Includes 100 SIP session licenses and can be expanded up to 2,000 SIP sessions.	5,700.00
IP Telephony	Third Party Products	80125	Ingate Software SIPParator. Includes 50 SIP session licenses.	Ingate Software SIPParator. Includes 50 SIP session licenses and can be expanded up to 2,000 SIP sessions.	3,280.00
IP Telephony	Third Party Products	80124	Ingate Software SIPParator. Includes 25 SIP session licenses.	Ingate Software SIPParator. Includes 25 SIP session licenses and can be expanded up to 2,000 SIP sessions.	1,997.00
IP Telephony	Third Party Products	80123	Ingate Software SIPParator. Includes 5 SIP session licenses.	Ingate Software SIPParator. Includes 5 SIP session licenses and can be expanded up to 2,000 SIP sessions.	1,100.00
IP Telephony	Third Party Products	80180	Ingate SIPParator 21 with Small Office license. Includes 30 SIP session licenses.	Ingate SIPParator 21 with Small Office License. Includes 30 SIP session licenses. Maximum capacity limited to 30 SIP sessions. Use SKU 80158 to allow more SIP sessions.	975.00
IP Telephony	Third Party Products	80158	Ingate SIPParator 21 Small Office license upgrade (allows additional capacity beyond 30 SIP sessions)	Ingate SIPParator 21 Small Office License upgrade. Allows additional capacity beyond 30 to a maximum of 400 SIP sessions. SIP session licenses sold separately.	1,265.00
IP Telephony	Third Party Products	80159	Ingate Software SIPParator with Small Office license. Includes 30 SIP session licenses.	Ingate Software SIPParator with Small Office License. Includes 30 SIP session licenses. Maximum capacity limited to 30 SIP sessions. Use SKU 80161 to allow more SIP sessions.	975.00
IP Telephony	Third Party Products	80161	Ingate Software SIPParator Small Office license upgrade (allows add'l capacity beyond 30 sessions)	Ingate Software SIPParator Small Office License upgrade. Allows additional capacity beyond 30 to a maximum of 1000 SIP sessions. SIP session licenses sold separately.	1,285.00
IP Telephony	Voice Switches	10523	Voice Switch ST50A (Requires ShoreTel Connect)	Voice Switch ST50A, 1U half-width. Max Capacities: 50 IP Phones, 4 Analog Exts, 8 SIP Trunk, 4 LS Trks. Made in USA. Requires ShoreTel Connect; not supported with ShoreTel 14 or older. Use Dual Switch Tray (SKU 10223) for rack mounting.	2,000.00
IP Telephony	Voice Switches	10524	Voice Switch ST100A (Requires ShoreTel Connect)	Voice Switch ST100A, 1U half-width. Max Capacities: 100 IP Phones, 8 Analog Exts, 14 SIP Trunk, 8 LS Trks. Made in USA. Requires ShoreTel Connect; not supported with ShoreTel 14 or older. Use Dual Switch Tray (SKU 10223) for rack mounting.	3,200.00
IP Telephony	Voice Switches	10525	Voice Switch ST100DA (Requires ShoreTel Connect)	Voice Switch ST100DA, 1U half-width. Max Capacities: 100 IP Phones, 8 Analog Exts, 38 SIP Trunk, 2 LS Trks, 1 Dig. Trunk (T1 or E1). Made in USA. Requires ShoreTel Connect; not for ShoreTel 14 or older. Use Dual Switch Tray (SKU 10223) for rack mounting.	6,100.00
IP Telephony	Voice Switches	10526	Voice Switch ST1D (Requires ShoreTel Connect)	Voice Switch ST1D, 1U half-width. Max Capacities: 30 SIP Trunk, 1 Dig. Trunk (T1 or E1). Made in USA. Requires ShoreTel Connect; not supported with ShoreTel 14 or older. Use Dual Switch Tray (SKU 10223) for rack mounting.	3,000.00
IP Telephony	Voice Switches	10529	Voice Switch ST2D (Requires ShoreTel Connect)	Voice Switch ST2D, 1U half-width. Max Capacities: 60 SIP Trunk, 2 Dig. Trunks (T1 or E1). Made in USA. Requires ShoreTel Connect; not supported with ShoreTel 14 or older. Use Dual Switch Tray (SKU 10223) for rack mounting.	5,400.00
IP Telephony	Voice Switches	10527	Voice Switch ST200 (Requires ShoreTel Connect)	Voice Switch ST200, 1U half-width. Max Capacities: 200 IP Phones. Made in USA. Requires ShoreTel Connect; not supported with ShoreTel 14 or older. Use Dual Switch Tray (SKU 10223) for rack mounting.	4,500.00
IP Telephony	Voice Switches	10528	Voice Switch ST500 (Requires ShoreTel Connect)	Voice Switch ST500, 1U half-width. Max Capacities: 500 IP Phones. Made in USA. Requires ShoreTel Connect; not supported with ShoreTel 14 or older. Use Dual Switch Tray (SKU 10223) for rack mounting.	10,000.00
IP Telephony	Voice Switches	10531	Voice Switch ST24A (Requires ShoreTel Connect)	Voice Switch ST24A, 1U full-width. Max Capacities: 24 Analog Exts. No IP Phone or trunk support. Made in USA. Requires ShoreTel Connect; not supported with ShoreTel 14 or older. Ready for rack mounting.	3,000.00
IP Telephony	Voice Switches	10530	Voice Switch ST48A (Requires ShoreTel Connect)	Voice Switch ST48A, 1U full-width. Max Capacities: 48 Analog Exts. No IP Phone or trunk support. Made in USA. Requires ShoreTel Connect; not supported with ShoreTel 14 or older. Ready for rack mounting.	5,400.00
IP Telephony	Voice Switches	10550	Voice Switch ST100DA, T1 or E1. Mexico and CALA only.	Voice Switch ST100DA, 1U half-width. Capacities: 100 IP Exts, 8 Analog Exts, 38 SIP Trunk, 2 LS Trks, 1 Dig. Trunk (T1 or E1). USA-made. Requires ShoreTel Connect; not for 14 or older. Use Dual Switch Tray (SKU 10223) for rack mount. Mexico & CALA only.	3,600.00
IP Telephony	Voice Switches	10551	Voice Switch ST1D, T1 or E1. For Mexico and CALA only.	Voice Switch ST1D, 1U half-width. Max Capacities: 30 SIP Trunk, 1 Dig. Trunk (T1 or E1). Made in USA. Requires ShoreTel Connect; not supported with ShoreTel 14 or older. Use Dual Switch Tray (SKU 10223) for rack mounting. For Mexico and CALA only.	500.00
IP Telephony	Voice Switches	10552	Voice Switch ST2D, 2 x T1 or 2 x E1. For Mexico and CALA only.	Voice Switch ST2D, 1U half-width. Max Capacities: 60 SIP Trunk, 2 Dig. Trunks (T1 or E1). Made in USA. Requires ShoreTel Connect; not supported with ShoreTel 14 or older. Use Dual Switch Tray (SKU 10223) for rack mounting. For Mexico and CALA only.	900.00
IP Telephony	Voice Switches	10521	ShoreTel ST Voice Switch Wall Mount Bracket Kit	ShoreTel ST Voice Switch Wall Mount Bracket Kit. Includes bracket for a single half-width ST Voice Switch, and mounting hardware. For ST Voice Switches only. DO NOT USE Rack Mount Dual Switch Tray (SKU 10223) to wallmount ST Voice Switches.	55.00
IP Telephony	Voice Switches	10215	Voice Switch SIP-BRI 8	Voice Switch SIP-BRI 8	1,495.00
IP Telephony	Voice Switches	10223	Rack Mount Tray Kit for two SG 1U half width voice switches	Rack Mount Tray Kit for SG switch 1U half width, holds two 1U half width voice switches	65.00
IP Telephony	Voice Switches	10228	Voice Switch SG-90BRI	Voice Switch SG-90BRI - 1U half width - Max Capacities: 90 IP phones, 4 Analog exts, 8 BRI Channels, 0 Universal ports. Not all maximum capacities can be reached at the same time. Assembled in USA	3,495.00
IP Telephony	Voice Switches	10229	Voice Switch SG-220T1A	Voice Switch SG-220T1A - 1U half width, Max Capacities: 1 T1, 220 IP phones, 4 Analog exts, 2 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units. Made in USA.	6,495.00
IP Telephony	Voice Switches	10259	Voice Switch SG-50	Voice Switch SG-50 - 1U half width, Max Capacities: 50 IP phones, 2 Analog exts, 4 LS trunks, 0 Universal ports. Not all maximum capacities can be reached at the same time. Requires one Tray (SKU 10223) for every two units. Made in USA.	1,995.00
IP Telephony	Voice Switches	10260	Voice Switch SG-90	Voice Switch SG-90 - 1U half width, Max Capacities: 90 IP phones, 4 Analog exts, 8 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units. Made in USA.	2,995.00
IP Telephony	Voice Switches	10281	Voice Switch SG-220T1	Voice Switch SG-220T1 - 1U half width, Max Capacities: 1 T1, 220 IP phones, 0 analog exts, 0 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units. Made in USA.	5,995.00
IP Telephony	Voice Switches	10282	Voice Switch SG-220E1 (International only)	Voice Switch SG-220E1 - 1U half width - Max Capacities: 1 T1, 220 IP phones, 0 Analog exts, 0 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units. Made in USA.	5,995.00
IP Telephony	Voice Switches	10319	Voice Switch SG-30BRI	Voice Switch SG-30BRI - 1U half width, Max Capacities: 30 IP phones, 2 Analog exts, 1 BRI trunk (2 channels), 0 Universal ports. Not all maximum capacities can be reached at the same time. Assembled in USA.	1,595.00
IP Telephony	Voice Switches	10320	Voice Switch SG-30	Voice Switch SG-30 - 1U half width, Max Capacities: 30 IP phones, 2 Analog exts, 2 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units. (Requires ShoreTel 8 or later). Made in USA.	1,595.00
IP Telephony	Voice Switches	10321	Voice Switch SG-24A	Voice Switch SG-24A - 1U full width, Max Capacities: 24 Analog extensions. No IP Phone or trunk support. (requires ShoreTel 8 or later). Made in USA.	2,995.00
IP Telephony	Voice Switches	10322	Voice Switch SG-T1k	Voice Switch SG-T1k - 1U half width, Max Capacities: 1 T1, 0 IP phones, 0 Analog exts, 0 LS only trunks, 0 Universal ports. Digital trunk support only. Requires one Tray (SKU 10223) for every two units. (Requires ShoreTel 8 or later). Made in USA.	3,495.00
IP Telephony	Voice Switches	10323	Voice Switch SG-E1k	Voice Switch SG-E1k - 1U half width, Max Capacities: 1 E1, 0 IP phones, 0 Analog exts, 0 LS only trunks, 0 Universal ports. Digital trunk support only. Requires one Tray (SKU 10223) for every two units. (Requires ShoreTel 8.1 or later). Made in USA.	3,495.00

IP Telephony	Voice Switches	10324	Voice Switch SG-50V	Voice Switch SG-50V - 1U half width. Max Capacities: 50 IP phones, 2 Analog exts, 4 LS trunks, 50 mailboxes, 22 hours of storage. Requires one Tray (SKU 10223) for every two units. (Requires ShoreTel 8.1 or later). Made in USA.	2,465.00
IP Telephony	Voice Switches	10325	Voice Switch SG-80V	Voice Switch SG-80V - 1U half width. Max Capacities: 90 IP phones, 4 Analog exts, 8 LS trunks, 80 mailboxes, 56 hours of storage. Requires one Tray (SKU 10223) for every two units. (Requires ShoreTel 8.1 or later). Made in USA.	3,695.00
IP Telephony	Voice Switches	10326	Voice Switch SG-90BRIV	Voice Switch SG-90BRIV - 1U half width - Max Capacities: 90 IP phones, 4 Analog exts, 8 BRI Channels, 0 Universal ports, 80 mailboxes, 56 hours of storage. Not all maximum capacities can be reached at the same time. Made in USA.	3,995.00
IP Telephony	Voice Switches	10365	Voice Switch SG-220E1	Voice Switch SG-220E1 - 1U half width, Max Capacities - 1 E1, 220 IP phones, 0 analog exts, 0 LS trunks, 0 universal ports. Requires one Tray for every two units. For Mexico and CALA Only	3,495.00
IP Telephony	Voice Switches	10366	Voice Switch SG-E1k (International only)	Voice Switch SG-E1k (International only) - 1U half width, Max Capacities - 1 E1, 0 IP phones, 0 Analog exts, 0 LS only trunks, 0 Universal ports. Digital trunk support only. Requires one Tray (SKU 10223) for every two units. For Mexico and CALA only	995.00
IP Telephony	Voice Switches	10411	Voice Switch SG-60V (Taiwan)	Voice Switch SG-60V (Taiwan) - 1U half width, Max Capacities: 90 IP phones, 4 Analog exts, 8 LS trunks, 80 mailboxes, 56 hours of storage. Requires one Tray (SKU 10223) for every two units. (Requires ShoreTel 8.1 or later). For sale in Taiwan only.	3,695.00
IP Telephony	Voice Switches	10537	Voice Switch SG-90V	Voice Switch SG-90V - 1U half width, 90 IP phones, 4 Analog exts, 8 LS trunks, 90 mailboxes, 56 hours of storage. Requires one Tray (SKU 10223) for every two units. (Requires ShoreTel 8.1 or later). Made in USA. This switch should only ship to China.	3,695.00
IP Telephony	Voice Switches	10538	Voice Switch SG-220E1 (International only)	Voice Switch SG-220E1 (international only) - 1U half width - Max Capacities, 1 E1, 220 IP phones, 0 Analog exts, 0 LS trunks, 0 Universal ports. Made in USA. This switch should only ship to China	5,095.00
IP Telephony	Voice Switches	30134	Virtual phone capacity license (qty 1)	Virtual phone capacity license. 1 license per each phone registered to a virtual phone switch.	45.00
IP Telephony	Voice Switches	30135	Virtual phone capacity license (qty 50)	Virtual phone capacity license. Quantity 50. Each phone also requires an Extension license.	1,750.00
IP Telephony	Voice Switches	30136	Virtual phone capacity license (qty 200)	Virtual phone capacity license. Quantity 200. Each phone also requires an Extension license.	5,000.00
IP Telephony	Voice Switches	30137	Virtual SIP trunk license (qty 1)	Virtual SIP trunk license. Enable 1 SIP trunk on a ShoreTel virtual SIP trunk switch.	95.00
IP Telephony	Voice Switches	30138	Virtual SIP trunk license (qty 25)	Virtual SIP trunk license. Pack of 25. Enables 25 SIP trunks on a ShoreTel virtual SIP trunk switch.	2,125.00
IP Telephony	Voice Switches	30139	Virtual SIP trunk license (qty 50)	Virtual SIP trunk license. Pack of 50. Enables 50 SIP trunks on a ShoreTel virtual SIP trunk switch.	3,750.00
IP Telephony	Voice Switches	30140	Upgrade from SIP trunk license to Virtual SIP trunk license	Upgrade from SIP trunk license (SKU 30043) to Virtual SIP trunk license. Enables 1 SIP trunk on a ShoreTel virtual SIP trunk switch	45.00
IP Telephony	Voice Switches	60214	Voice Switch 144 (6x24) Analog (FXS) Port Bundle	Voice Switch 144 (6x24) Analog (FXS) Port Bundle. Includes 6 x Voice Switch ST24A and 144 Courtesy ONSITE (Extension Only) licenses. Requires ShoreTel Connect.	24,000.00
IP Telephony	Voice Switches	60215	Voice Switch 144 (3x48) Analog (FXS) Port Bundle	Voice Switch 144 (3x48) Analog (FXS) Port Bundle. Includes 3 x Voice Switch ST48A and 144 Courtesy ONSITE (Extension Only) licenses. Requires ShoreTel Connect.	22,700.00

Unified Communication

Unified Communication: Advanced Applications	18008	Emergency Notification, 5 or fewer alerts	Emergency Notification, 5 or fewer	2,450.00
Unified Communication: Advanced Applications	18009	Emergency Notification, 8 or more alerts	Emergency Notification, 8 or more	5,500.00
Unified Communication: Advanced Applications	18011	EasyPop (Universal CRM Connector)	EasyPop (Universal CRM Connector) - Licensed per desktop seat	200.00
Unified Communication: Advanced Applications	18012	Application Dialer	Application Dialer - Desktop client application which allows highlight and click-to-call from any Microsoft Windows Application	72.00
Unified Communication: Advanced Applications	18027	Cost Recovery Integration Application	Cost Recovery Integration Application - Base package - Includes server only, no desktop clients	4,000.00
Unified Communication: Advanced Applications	18028	Cost Recovery Integration Application	Cost Recovery Integration Application - Call accounting system with built-in integrations to Equitrac and Capitrak cost recovery systems. Combine with base server if desktop client for assigning codes is desired.	40.00
Unified Communication: Advanced Applications	18036	System Directory Synchronization	Enhanced CDR based historical report that presents lifecycle 'cradle to grave' information on a call by call basis.	2,420.00
Unified Communication: Advanced Applications	18041	ACTI Integration Application	ACTI integration Application - Desktop integration to Sage ACTI. Licensed on a per user basis.	200.00
Unified Communication: Advanced Applications	18047	Hospitality Connector	Hospitality Connector - Software service that allows external systems to initiate User Name, User Group, and CHM (Call Handling Mode) changes on the system.	4,500.00
Unified Communication: Advanced Applications	18049	Base Bundle of 25 Web Dialer application licenses	Base Bundle of 25 Web Dialer application licenses. Provides "click to dial" functionality. One license per user is required. Supported configurations include IE (Windows) plus Chrome and Firefox (Windows, Mac, Linux).	500.00
Unified Communication: Advanced Applications	18050	Base Bundle of 50 Web Dialer application licenses	Base Bundle of 50 Web Dialer application licenses. Provides "click to dial" functionality. One license per user is required. Supported configurations include IE (Windows) plus Chrome and Firefox (Windows, Mac, Linux).	800.00
Unified Communication: Advanced Applications	18051	Add On Bundle of 5 Web Dialer licenses	Add On Bundle of 5 Web Dialer licenses. Provides "click to dial" functionality. Supported configurations include IE (Windows) plus Chrome and Firefox (Windows, Mac, Linux). One license per user is required. Must first purchase a Base Bundle.	70.00
Unified Communication: Advanced Applications	18052	Base Bundle of 5000 Web Dialer application licenses	Base Bundle of 5000 Web Dialer application licenses. Provides "click to dial" functionality. One license per user is required. Supported configurations include IE (Windows) plus Chrome and Firefox (Windows, Mac, Linux).	30,000.00
Unified Communication: Advanced Applications	18053	Base Bundle of 25 Application Dialer licenses	Base Bundle of 25 Application Dialer licenses. Provides "click to dial" functionality from within Microsoft applications. One license per user is required.	500.00
Unified Communication: Advanced Applications	18054	Base Bundle of 50 Application Dialer licenses	Base Bundle of 50 Application Dialer licenses. Provides "click to dial" functionality from within Microsoft applications. One license per user is required.	800.00
Unified Communication: Advanced Applications	18055	Add On Bundle of 5 Application Dialer licenses	Add On Bundle of 5 Application Dialer licenses. Provides "click to dial" functionality from within Microsoft applications. One license per user is required. Must first purchase a Base Bundle.	70.00
Unified Communication: Advanced Applications	18056	Base Bundle of 5000 Application Dialer licenses	Base Bundle of 5000 Application Dialer licenses. Provides "click to dial" functionality from within Microsoft applications. One license per user is required.	30,000.00
Unified Communication: Advanced Applications	18057	Base Bundle of 25 Web Dialer plus 25 Application Dialer licenses	Base Bundle of 25 Web Dialer plus 25 Application Dialer licenses. Provides "click to dial" functionality from within popular browsers and Microsoft applications.	800.00
Unified Communication: Advanced Applications	18058	Base Bundle of 50 Web Dialer plus 50 Application Dialer licenses	Base Bundle of 50 Web Dialer plus 50 Application Dialer licenses. Provides "click to dial" functionality from within popular browsers and Microsoft applications.	1,000.00
Unified Communication: Advanced Applications	18059	Add On Bundle of 5 Web Dialer plus 5 Application Dialer licenses	Add On Bundle of 5 Web Dialer plus 5 Application Dialer licenses. Provides "click to dial" functionality from within popular browsers and Microsoft applications. Must first purchase a Base Bundle.	90.00
Unified Communication: Advanced Applications	18060	Base Bundle of 5000 Web Dialer plus 5000 Application Dialer licenses	Base Bundle of 5000 Web Dialer plus 5000 Application Dialer licenses. Provides "click to dial" functionality from within popular browsers and Microsoft applications.	37,500.00
Unified Communication: Advanced Applications	18062	K-12 Applications Standard Bundle	Bundle of Advanced Applications for Staff Emergency Notification & Classroom Phone Management. Available only for K-12 Education customers.	5,000.00
Unified Communication: Advanced Applications	18063	K-12 Applications Premium Bundle	Bundle of Advanced Applications for Staff Emergency Notification, Classroom Phone Management & Parent Outreach. Available only for K-12 Education customers.	10,000.00
Unified Communication: Advanced Applications	18065	Enhanced Reporting Bundle	Enhanced Reporting Bundle	5,000.00
Unified Communication: Advanced Applications	18066	Enhanced Workgroup Reporting Standard Bundle	Enhanced Workgroup Reporting - Standard Bundle	7,000.00
Unified Communication: Advanced Applications	18067	Enhanced Workgroup Reporting Premium Bundle	Enhanced Workgroup Reporting - Premium Bundle	10,000.00
Unified Communication: Advanced Applications	41002	SALESFORCE Call Center Adapter Software	SALESFORCE Call Center Adapter Software - Cloud Software based on Salesforce Open CTI	200.00
Unified Communication: Advanced Applications	41004	Netsuite CRM Integration Software	Netsuite CRM Integration Software	200.00
Unified Communication: Advanced Applications	41005	Microsoft Dynamics CRM integration (Includes ShoreTel Web Dialer)	Microsoft Dynamics CRM Integration	200.00
Unified Communication: Advanced Applications	93111	Web Dialer (IE / Chrome / Firefox)	Web Dialer	72.00
Unified Communication: Client Software	30145	Connect ONSITE Courtesy license	Connect ONSITE Courtesy license. Includes Extension Only with no Connect client capability.	69.00
Unified Communication: Client Software	30146	Connect ONSITE Telephony license	Connect ONSITE Telephony license. Includes Ext+Mbx with no Connect client capability.	159.00

Unified Communication Client Software	30147	Connect ONSITE Essentials license bundle	Connect ONSITE Essentials license bundle. Includes Ext+Mbx, Connect desktop client with IM, collaboration, softphone and video. Also Includes Web and App dialer licenses.	199.00
Unified Communication Client Software	30148	Connect ONSITE Standard license bundle	Connect ONSITE Standard license bundle. Includes Ext+Mbx, Connect desktop and mobility clients with IM, collaboration, softphone and video. Also Includes Web and App Dialer, Remote Phone, CRM client integration and Operator.	299.00
Unified Communication Client Software	30149	Connect ONSITE Advanced license bundle	Connect ONSITE Advanced license bundle. Includes Ext+Mbx, Connect desktop and mobility clients with IM, collaboration, softphone and video. Also Includes Web and App Dialer, Remote Phone, CRM client integration and Operator.	499.00
Unified Communication Client Software	30150	Connect ONSITE Telephony to Essentials upgrade license bundle	Connect ONSITE Telephony to Essentials upgrade license bundle	40.00
Unified Communication Client Software	30151	Connect ONSITE Telephony to Standard upgrade license bundle	Connect ONSITE Telephony to Standard upgrade license bundle	140.00
Unified Communication Client Software	30152	Connect ONSITE Telephony to Advanced upgrade license bundle	Connect ONSITE Telephony to Advanced upgrade license bundle	340.00
Unified Communication Client Software	30153	Connect ONSITE Essentials to Standard upgrade license bundle	Connect ONSITE Essentials to Standard upgrade license bundle	100.00
Unified Communication Client Software	30154	Connect ONSITE Essentials to Advanced upgrade license bundle	Connect ONSITE Essentials to Advanced upgrade license bundle	300.00
Unified Communication Client Software	30155	Connect ONSITE Standard to Advanced upgrade license bundle	Connect ONSITE Standard to Advanced upgrade license bundle	200.00
Unified Communication Client Software	30052	Professional Access license	Professional Access License	80.00
Unified Communication Client Software	40005	Personal Access license	Personal Access License	-
Unified Communication Client Software	40006	Operator Access license	Operator Access License	595.00
Unified Communication Client Software	40008	High Resolution Video license	High Resolution Video License, 1024x768 (requires ShoreTel 8.1)	895.00
Unified Communication Collaboration	30091	10 Concurrent Audio Conferencing Ports	10 Concurrent Audio Conferencing Ports. Requires ShoreTel 12 or later.	1,750.00
Unified Communication Collaboration	30093	10 Concurrent Web Conferencing Ports	10 Concurrent Web Conferencing Ports. Requires ShoreTel 12 or later.	1,750.00
Unified Communication Collaboration	30113	Web Conferencing Upgrade (Converged Conferencing to ShoreTel Audio Conferencing License Upgrade, Converged Conferencing (10 Conferencing ports; requires ShoreTel 12 or later)	Web Conferencing License Upgrade, Converged to Conferencing (10 Conferencing Audio Conferencing License Upgrade, Converged to Conferencing (10 Conferencing ports; requires ShoreTel 12 or later)	-
Unified Communication Collaboration	30114	Audio Conferencing Upgrade (Converged Conferencing to ShoreTel Conferencing, 10 ports)	Audio Conferencing License Upgrade, Converged to Conferencing (10 Conferencing ports; requires ShoreTel 12 or later)	-
Unified Communication Server Hardware	60125	SA-100 appliance required to host Conferencing and Instant Messaging	SA-100 appliance required to host Conferencing and Instant Messaging. Requires ShoreTel 12 or later.	2,495.00
Unified Communication Server Hardware	60127	SA-100 appliance (non-TPM, China) required to host Conferencing and Instant Messaging	SA-100 appliance (non-TPM, China) required to host Conferencing and Instant Messaging. Requires ShoreTel 12 or later.	2,495.00
Unified Communication Server Hardware	60139	Hardware upgrade, Converged Conferencing to Service Appliance	Hardware upgrade, Converged Conferencing to Service Appliance (one per SA-100; requires ShoreTel 12 or later)	1,995.00
Unified Communication Server Hardware	60145	SA-400 appliance required to host Conferencing and Instant Messaging	SA-400 appliance required to host Conferencing and Instant Messaging. Requires ShoreTel 12.3 or 13.1 or later.	12,995.00
Unified Communication Server Hardware	60146	Hardware upgrade, Converged Conferencing to Service Appliance 400	Hardware upgrade, Converged Conferencing to Service Appliance 400 (one per SA-400; requires ShoreTel 12.3 or 13.1 or later.)	8,655.00
Unified Communication Application Servers	60168	Software upgrade, Converged Conferencing to Virtual Service Appliance	Software upgrade, Converged Conferencing to Virtual Service Appliance (one per Virtual SA; requires ShoreTel 14.2 or later)	-
Contact Center	18003	Workgroup Monitor Application	Workgroup Monitor Application - Realtime performance monitor for Workgroups, including statistical views.	3,715.00
Contact Center	18004	Workgroup Exceptional/Abandoned Call Report	Workgroup Exceptional/Abandoned Call Report	1,485.00
Contact Center	18005	Workgroup Target Service Level Agreement Report	Workgroup Target Service Level Agreement Report	1,485.00
Contact Center	18008	Workgroup Agent Daily Login/Logout Report	Workgroup Agent Daily Login/Logout Report	1,485.00
Contact Center	18010	Outbound Campaign IVR Application	Outbound Campaign IVR Application - Base package (5 simultaneous calls) - Create automated calling campaigns for Simple Notifications and Scripted Interactions with transfer to agents.	5,495.00
Contact Center	18017	Outbound Campaign IVR Application	Outbound Campaign IVR Application - Add-on bundle (5 simultaneous calls) - Combine with Base Package incrementally for increased simultaneous call volume	1,095.00
Contact Center	18018	Contact Center Agent Dashboard	Contact Center Agent Dashboard - Base package (5 concurrent users) - Web-based Contact Center Agent Dashboard - Add-on license (1 concurrent user) - Combine with Base Package incrementally for increased concurrent user capacity.	1,250.00
Contact Center	18019	Contact Center Agent Dashboard add-on license	Contact Center Agent Dashboard - Add-on license (1 concurrent user) - Combine with Base Package incrementally for increased concurrent user capacity.	150.00
Contact Center	18020	Contact Center Interaction Viewer base package	Contact Center Interaction Viewer - Base package (1 concurrent user) - Web based viewer for end to end call interaction details with link to CDR. Includes pre-qualified CCIR Transform Service. Runs on separate server from CC server.	2,750.00
Contact Center	18021	Contact Center Interaction Viewer add-on license	Contact Center Interaction Viewer - Add-on license (1 concurrent user) - Combine with Base Package incrementally for increased concurrent user capacity.	400.00
Contact Center	18022	CCIR Transform Service	CCIR Transform Service (No CC Interaction Viewer Web Application) - Re-factors CCIR database data into a database that is call oriented. Included in the CCIV user.	1,950.00
Contact Center	18023	Contact Center Real-time Monitoring Bundle	Contact Center Real-time Monitoring Bundle (includes 1 CC Interaction Viewer user, 1 CCIR Transform Service & 5 CC Agent Dashboard user licenses). Must be installed on separate server from CC server.	3,000.00
Contact Center	18044	Workgroup Agent Ring Time Report	Workgroup Agent Ring Time Report - Enhanced CDR based historical report that presents Workgroup calls offered to agents, showing for each time it occurred and the duration that the call rang at the agent extension.	1,485.00
Contact Center	18046	Contact Center Agent Alert	Contact Center Agent Alert - Notifies an agent via visual desktop alert when he enters a state in which he cannot receive ACD calls.	25.00
Contact Center	18060	ShoreTel Contact Center Wrap Application	ShoreTel Contact Center Wrap Application ("Wrap App") - Licensed per Contact Center Server.	1,500.00
Contact Center	30156	ECC Base 10 Package for Connect Contact Center	Connect Contact Center Base 10 package. Includes server-based software plus 10 Agent licenses (inbound voice/callbacks), 30 IVR port licenses, 1 Supervisor license and 2 each Group and Agent Feed licenses. Only one Base 10 package needed per server.	8,504.00
Contact Center	30133	ECC 8 Base 10 package	ECC 8 Base 10 package. Includes server-based software plus 10 Agent licenses (inbound voice/callbacks), 30 IVR port licenses, 1 Supervisor license and 2 each Group and Agent Feed licenses. Only one Base 10 package needed per server.	8,504.00
Contact Center	30129	ECC 6 and earlier upgrade license to Connect Contact Center or ECC 7-9	ECC 6 and earlier upgrade license. Converts ECC 6 and earlier dongle licenses to Connect Contact Center or ECC 7-9 software keys. Dongle must be returned in 30 days.	-
Contact Center	30128	Contact Center Redundant Server license for warm standby server (Connect Contact Center or ECC 7-9)	Contact Center Redundant Server license for the warm standby server. Can be used with Connect Contact Center or ECC 7-9. Will be configured with the same licenses as the primary server. Includes a TAPI license.	8,500.00
Contact Center	30126	Contact Center IVR license for one concurrent IVR port (Connect Contact Center or ECC 7-9)	Contact Center IVR license for one concurrent IVR port. Can be used with Connect Contact Center or ECC 7-9. These are incremental licenses over the Base 10 package.	200.00
Contact Center	30109	Contact Center Group Activity Event Feed license	Contact Center Group Activity Event Feed license. Can be used with Connect Contact Center or ECC 7-9. One license to activate one group activity event feed. Two event feed licenses are included in the Base 10 package.	350.00
Contact Center	30108	Contact Center Agent Activity Event Feed license	Contact Center Agent Activity Event Feed license. Can be used with Connect Contact Center or ECC 7-9. One license to activate one agent activity event feed. Two event feed licenses are included in the Base 10 package.	350.00
Contact Center	30104	Connect Contact Center Lab System	Connect Contact Center Lab System. Limit one per customer. Non-production only. Includes server-based software plus 5 each Inbound, Outbound, Web, Email licenses, 1 Supervisor and 1 each Agent and Group Event Feed licenses. Licenses cannot be added.	4,000.00
Contact Center	30060	Workgroup to Contact Center Base System Upgrade	Workgroup to Contact Center Base System Upgrade. Can be used with Connect Contact Center or ECC 7-9. Required only for upgrading from Workgroup to new CC system. Includes 1 each Inbound agent, IVR port, Agent Feed and Group Feed.	600.00
Contact Center	30058	Contact Center TAPI App Server license	Contact Center TAPI App Server license. Can be used with Connect Contact Center or ECC 7-9. Allows use of TAPI apps installed on distributed Contact Center servers. One license required for each additional (not the primary) server.	495.00
Contact Center	30122	Contact Center Inbound Voice license bundle (Connect Contact Center or ECC 7-9)	Contact Center Inbound Voice license bundle. Can be used with Connect Contact Center or ECC 7-9. Add-on one agent and one IVR port (concurrent) license. These are incremental licenses over the Base 10 bundle.	825.00
Contact Center	30123	Contact Center Outbound Campaign license (Connect Contact Center or ECC 7-9)	Contact Center Outbound Campaign license. Can be used with Connect Contact Center or ECC 7-9. One concurrent license add-on to Inbound Voice. One consumed every time an agent logs into a group with dial list feature enabled.	400.00
Contact Center	30124	Contact Center Email license (Connect Contact Center or ECC 7-9)	Contact Center Email license. Can be used with Connect Contact Center or ECC 7-9. One concurrent license add-on to Inbound Voice for handling emails. One consumed every time an agent logs into a group that has email feature enabled.	400.00
Contact Center	30125	Contact Center Web license (Connect Contact Center or ECC 7-9)	Contact Center Web license. Can be used with Connect Contact Center or ECC 7-9. One concurrent license add-on to Inbound Voice for handling web chat. One consumed every time an agent logs into a group that has chat feature enabled.	400.00
Contact Center	30127	Contact Center Supervisor license (Connect Contact Center or ECC 7-9)	Contact Center Supervisor license. Can be used with Connect Contact Center or ECC 7-9. One concurrent license includes capability to access Agent Manager, Director, Reports, GCCS and Wallboard Editor.	825.00
Contact Center	30088	Workgroup Agent to Contact Center Agent upgrade license	Workgroup Agent to Contact Center Agent upgrade license. Can be used with Connect Contact Center or ECC 7-9. Upgrades a Workgroup agent to a CC agent with inbound voice capability and one IVR port.	600.00

Contact Center	Client Software	30089	Workgroup Supervisor to CC Supervisor upgrade license	Workgroup Supervisor to CC Supervisor upgrade license. Can be used with Connect Contact Center or ECC 7-9. Access real time, historical reports, and wallboards.	800.00
Contact Center	Client Software	40007	Workgroup Agent Access License	Workgroup Agent Access License	295.00
Contact Center	Client Software	40008	Workgroup Supervisor Access License	Workgroup Supervisor Access License	1875.00
Mobility	Application Servers	30157	Connect ONSITE Virtual Mobility Router and software media kit	Connect ONSITE virtual Mobility Router and software media kit. Can be used with Connect ONSITE and ST 14.2 and earlier systems. Ships with Connect Mobility software; ST 14.2 and earlier customers must download the ShoreTel Mobility 8.x software.	-
Mobility	Client Software	30105	Mobility Client Access license	Mobility Client Access License for one end user; includes one SIP Device License and one Mobile Access License (initial minimum order quantity is 10).	150.00
Mobility	Client Software	30106	Upgrade to Mobility Client Access license from Mobile Access license	Upgrade to Mobility Client Access License from Mobile Access License; includes one SIP User License and one Mobility Client Access License. Requires separate purchase of ShoreTel Mobility Router.	55.00
Mobility	Server Hardware	80164	Mobility Router 2000 Appliance	Mobility Router 2000 Appliance; supports up to 100 users when the appropriate number of client access licenses are purchased. Does not support redundant operation.	4,995.00
Mobility	Server Hardware	80120	Mobility Router 2000 Appliance	Mobility Router 2000 Appliance; supports up to 100 users when the appropriate number of client access licenses are purchased. Does not support redundant operation.	4,995.00
Mobility	Server Hardware	80121	Mobility Router 4000 Appliance	Mobility Router 4000 Appliance; supports up to 1000 users when the appropriate number of client access licenses are purchased.	6,995.00
Global Services	Enterprise Support	91070	Enterprise Advanced Queue Access 1 year - First Engineer	Enterprise Advanced Queue Access 1 year - First Engineer	18,000.00
Global Services	Enterprise Support	91092	TAC Remote Break-Fix Support for Customers with no Support Agreement	TAC Remote Break-Fix Support for Customers with no Support Agreement. Hourly rate, two hours minimum.	350.00
Global Services	Enterprise Support	91101	Standard license Lockout Recovery Service	Standard License Lockout Recovery Service (Work completed within 1 business day)	400.00
Global Services	Enterprise Support	91102	Expedited license Lockout Recovery Service	Expedited License Lockout Recovery Service (Work completed within 2 hours)	600.00
Global Services	Enterprise Support	93198	Custom TAC support engagement based on a Statement of Work	Custom TAC support engagement based on a Statement of Work	1.00
Global Services	Enterprise Support	92213	Enterprise Support (1 Year, SW Only)	Enterprise Support (1 Year, SW Only)	1.00
Global Services	Enterprise Support	92233	Enterprise Support (3 Year, SW Only)	Enterprise Support (3 Year, SW Only)	1.00
Global Services	Enterprise Support	92253	Enterprise Support (5 Year, SW Only)	Enterprise Support (5 Year, SW Only)	1.00
Global Services	Enterprise Support	92454	Enterprise Support - Advantage Pro (1 Year, No Phones)	Enterprise Support - Advantage Pro, 1-Yr, No Phones. 1 year service agreement providing Enterprise Support excluding phones, with full Technical Account Manager services.	1.00
Global Services	Enterprise Support	92455	Enterprise Support - Advantage Pro (3 Year, No Phones)	Enterprise Support - Advantage Pro, 3-Yr, No Phones. 3 year service agreement providing Enterprise Support excluding phones, with full Technical Account Manager services.	1.00
Global Services	Enterprise Support	92456	Enterprise Support - Advantage Pro (5 Year, No Phones)	Enterprise Support - Advantage Pro, 5-Yr, No Phones. 5 year service agreement providing Enterprise Support excluding phones, with full Technical Account Manager services.	1.00
Global Services	Enterprise Support	92457	Enterprise Support - Advantage Pro (1 Year, Full)	Enterprise Support - Advantage Pro, 1-Yr, Full. 1 year service agreement providing Enterprise Support including phones, with full Technical Account Manager services.	1.00
Global Services	Enterprise Support	92458	Enterprise Support - Advantage Pro (3 Year, Full)	Enterprise Support - Advantage Pro, 3-Yr, Full. 3 year service agreement providing Enterprise Support including phones, with full Technical Account Manager services.	1.00
Global Services	Enterprise Support	92459	Enterprise Support - Advantage Pro (5 Year, Full)	Enterprise Support - Advantage Pro, 5-Yr, Full. 5 year service agreement providing Enterprise Support including phones, with full Technical Account Manager services.	1.00
Global Services	Enterprise Support	92460	Enterprise Support - Plus for DMRs, 1-Yr, No Phones	Enterprise Support - Plus for DMRs, 1-Yr, No Phones. 1 year service agreement providing Enterprise Support with no phones support, with Technical Account Manager services.	1.00
Global Services	Enterprise Support	92461	Enterprise Support - Plus for DMRs, 3-Yr, No Phones	Enterprise Support - Plus for DMRs, 3-Yr, No Phones. 3 year service agreement providing Enterprise Support with no phones support, with Technical Account Manager services.	1.00
Global Services	Enterprise Support	92462	Enterprise Support - Plus for DMRs, 5-Yr, No Phones	Enterprise Support - Plus for DMRs, 5-Yr, No Phones. 5 year service agreement providing Enterprise Support with no phones support, with Technical Account Manager services.	1.00
Global Services	Enterprise Support	92463	Enterprise Support - Plus for DMRs, 1-Yr, Full support	Enterprise Support - Plus for DMRs, 1-Yr, Full support. 1 year service agreement providing Enterprise Support including phones, with Technical Account Manager services.	1.00
Global Services	Enterprise Support	92464	Enterprise Support - Plus for DMRs, 3-Yr, Full support	Enterprise Support - Plus for DMRs, 3-Yr, Full support. 3 year service agreement providing Enterprise Support including phones, with Technical Account Manager services.	1.00
Global Services	Enterprise Support	92465	Enterprise Support - Plus for DMRs, 5-Yr, Full support	Enterprise Support - Plus for DMRs, 5-Yr, Full support. 5 year service agreement providing Enterprise Support including phones, with Technical Account Manager services.	1.00
Global Services	Enterprise Support	92468	Fee for early termination of an annually billed multi year Enterprise Support agreement	Fee for early termination of an annually billed multi year Enterprise Support agreement	1.00
Global Services	Enterprise Support	92469	Enterprise Support with annual billing for a 3 year term, Full	Enterprise Support with annual billing for a 3 year term, phones included. Penalty fee applies for early cancellation.	1.00
Global Services	Enterprise Support	92470	Enterprise Support with annual billing for a 3 year term, No Phones	Enterprise Support with annual billing for a 3 year term, NP (phones not included). Penalty fee applies for early cancellation.	1.00
Global Services	Enterprise Support	92471	Enterprise Support with annual billing for a 5 year term, Full	Enterprise Support with annual billing for a 5 year term, phones included. Penalty fee applies for early cancellation.	1.00
Global Services	Enterprise Support	92472	Enterprise Support with annual billing for a 5 year term, No Phones	Enterprise Support with annual billing for a 5 year term, NP (phones not included). Penalty fee applies for early cancellation.	1.00
Global Services	Enterprise Support	92473	Enterprise Support with annual billing for a 3 year term, Full	Enterprise Support with annual billing for a 3 year term, phones included. Penalty fee applies for early cancellation. Add ons are pro-rated to the end of the term and billed once.	1.00
Global Services	Enterprise Support	92474	Enterprise Support with annual billing for a 3 year term, No Phones	Enterprise Support with annual billing for a 3 year term, NP (phones not included). Penalty fee applies for early cancellation. Add ons are pro-rated to the end of the term and billed once.	1.00
Global Services	Enterprise Support	92475	Enterprise Support with annual billing for a 5 year term, Full	Enterprise Support with annual billing for a 5 year term, phones included. Penalty fee applies for early cancellation. Add ons are pro-rated to the end of the term and billed once.	1.00
Global Services	Enterprise Support	92476	Enterprise Support with annual billing for a 5 year term, No Phones	Enterprise Support with annual billing for a 5 year term, NP (phones not included). Penalty fee applies for early cancellation. Add ons are pro-rated to the end of the term and billed once.	1.00
Global Services	Enterprise Support	92477	Enterprise Support - Advantage Core (1 Year, No Phones)	Enterprise Support - Advantage Core, 1-Yr, No Phones. 1 year service agreement providing Enterprise Support excluding phones, with essential Technical Account Manager services.	1.00
Global Services	Enterprise Support	92478	Enterprise Support - Advantage Core (3 Year, No Phones)	Enterprise Support - Advantage Core, 3-Yr, No Phones. 3 year service agreement providing Enterprise Support excluding phones, with essential Technical Account Manager services.	1.00
Global Services	Enterprise Support	92479	Enterprise Support - Advantage Core (5 Year, No Phones)	Enterprise Support - Advantage Core, 5-Yr, No Phones. 5 year service agreement providing Enterprise Support excluding phones, with essential Technical Account Manager services.	1.00
Global Services	Enterprise Support	92480	Enterprise Support - Advantage Core (1 Year, Full)	Enterprise Support - Advantage Core, 1-Yr, Full. 1 year service agreement providing Enterprise Support including phones, with essential Technical Account Manager services.	1.00
Global Services	Enterprise Support	92481	Enterprise Support - Advantage Core (3 Year, Full)	Enterprise Support - Advantage Core, 3-Yr, Full. 3 year service agreement providing Enterprise Support including phones, with essential Technical Account Manager services.	1.00
Global Services	Enterprise Support	92482	Enterprise Support - Advantage Core (5 Year, Full)	Enterprise Support - Advantage Core, 5-Yr, Full. 5 year service agreement providing Enterprise Support including phones, with essential Technical Account Manager services.	1.00
Global Services	Enterprise Support	95111	Enterprise Support (1 Year, No Phones)	Enterprise Support (1 Year, No Phones)	1.00
Global Services	Enterprise Support	95112	Enterprise Support (1 Year, Full)	Enterprise Support (1 Year, Full Coverage)	1.00
Global Services	Enterprise Support	95131	Enterprise Support (3 Year, No Phones)	Enterprise Support (3 Year, No Phones)	1.00

Global Services	Enterprise Support	95132	Enterprise Support (3 Year, Full)	Enterprise Support (3 Year, Full Coverage)	1.00
Global Services	Enterprise Support	95151	Enterprise Support (5 Year, No Phones)	Enterprise Support (5 Year, No Phones)	1.00
Global Services	Enterprise Support	95152	Enterprise Support (5 Year, Full)	Enterprise Support (5 Year, Full Coverage)	1.00
Global Services	Enterprise Support	95211	Enterprise Support (1 Year, No Phones, Next Business Day Onsite Switch Replacement)	Enterprise Support (1 Year, No Phones, Next Business Day Onsite Switch Replacement). Allow 30 days from purchase for contract activation in the U.S. 60 days for other countries. Min. \$1800 (\$US or equivalent)	1.00
Global Services	Enterprise Support	95212	Enterprise Support (1 Year, Full Coverage, Next Business Day Onsite Switch Replacement)	Enterprise Support (1 Year, Full Coverage, Next Business Day Onsite Switch Replacement). Allow 30 days from purchase for contract activation in the U.S. 60 days for other countries. Min. \$1800 (\$US or equivalent)	1.00
Global Services	Enterprise Support	95231	Enterprise Support (3 Year, No Phones, Next Business Day Onsite Switch Replacement)	Enterprise Support (3 Year, No Phones, Next Business Day Onsite Switch Replacement). Allow 30 days from purchase for contract activation in the U.S. 60 days for other countries. Min. \$1800 per year (\$US or equivalent)	1.00
Global Services	Enterprise Support	95232	Enterprise Support (3 Year, Full Coverage, Next Business Day Onsite Switch Replacement)	Enterprise Support (3 Year, Full Coverage, Next Business Day Onsite Switch Replacement). Allow 30 days from purchase for contract activation in the U.S. 60 days for other countries. Min. \$1800 per year (\$US or equivalent)	1.00
Global Services	Enterprise Support	95251	Enterprise Support (5 Year, No Phones, Next Business Day Onsite Switch Replacement)	Enterprise Support (5 Year, No Phones, Next Business Day Onsite Switch Replacement). Allow 30 days from purchase for contract activation in the U.S. 60 days for other countries. Min. \$1800 per year (\$US or equivalent)	1.00
Global Services	Enterprise Support	95252	Enterprise Support (5 Year, Full Coverage, Next Business Day Onsite Switch Replacement)	Enterprise Support (5 Year, Full Coverage, Next Business Day Onsite Switch Replacement). Allow 30 days from purchase for contract activation in the U.S. 60 days for other countries. Min. \$1800 per year (\$US or equivalent)	1.00
Global Services	Enterprise Support	95331	Enterprise Support (3 Year, No Phones, 4hr Onsite Switch Replacement)	Enterprise Support (3 Year, No Phones, 4hr Onsite Switch Replacement). Allow 30 days from purchase for contract activation in the U.S. 60 days for other countries. Min. \$1800 per year (\$US or equivalent)	1.00
Global Services	Enterprise Support	95332	Enterprise Support (3 Year, Full Coverage, 4hr Onsite Switch Replacement)	Enterprise Support (3 Year, Full Coverage, 4hr Onsite Switch Replacement). Allow 30 days from purchase for contract activation in the U.S. 60 days for other countries. Min. \$1800 per year (\$US or equivalent)	1.00
Global Services	Enterprise Support	95351	Enterprise Support (5 Year, No Phones, 4hr Onsite Switch Replacement)	Enterprise Support (5 Year, No Phones, 4hr Onsite Switch Replacement). Allow 30 days from purchase for contract activation in the U.S. 60 days for other countries. Min. \$1800 per year (\$US or equivalent)	1.00
Global Services	Enterprise Support	95352	Enterprise Support (5 Year, Full Coverage, 4hr Onsite Switch Replacement)	Enterprise Support (5 Year, Full Coverage, 4hr Onsite Switch Replacement). Allow 30 days from purchase for contract activation in the U.S. 60 days for other countries. Min. \$1800 per year (\$US or equivalent)	1.00
Global Services	Enterprise Support	97133	Enterprise Support - E-Rate (5 Year, No Phones), No RMA.	Enterprise Support - E-Rate, 1-Yr, No Phones, No RMA. Includes software downloads, bug fixes, and access to a technical assistance center.	1.00
Global Services	Enterprise Support	97134	Enterprise Support - E-Rate (3 Year, No Phones), No RMA.	Enterprise Support - E-Rate, 3-Yr, No Phones, No RMA. Includes software downloads, bug fixes, and access to a technical assistance center.	1.00
Global Services	Enterprise Support	97135	Enterprise Support - E-Rate (5 Year, No Phones), No RMA.	Enterprise Support - E-Rate, 5-Yr, No Phones, No RMA. Includes software downloads, bug fixes, and access to a technical assistance center.	1.00
Global Services	Implementation Services	93206	TAM Quarterly Engagement Service	TAM Quarterly Engagement Service. Includes limited-term Support Advantage Pro service, Network Diagnostic Service & UC Healthcheck.	45,000.00
Global Services	Implementation Services	93343	TAC rapid response installation support	TAC rapid response installation support. Remote troubleshooting of technical issues encountered during installation. Excludes managing, designing or performing installation. Minimum order 4 hrs, hourly rate USD \$225.00.	225.00
Global Services	Implementation Services	10143	On-site Travel Expense (T&E estm. for the first day)	On-site Travel Expense (T&E estm. for the first day)	1,000.00
Global Services	Implementation Services	91057	1 additional test agent for VoIP Readiness Assessment (3-10 agents total)	1 additional test agent for VoIP Readiness Assessment, 3-10 agents total. Must be ordered with SKU 91072.	150.00
Global Services	Implementation Services	91058	1 additional test agent for VoIP Readiness Assessment (11 or more agents total)	1 additional test agent for VoIP Readiness Assessment, 11 or more agents total. Must be ordered with SKU 91072, qty 1 and SKU 91057, qty 8.	100.00
Global Services	Implementation Services	91072	Remote VoIP readiness assessment (includes 1-2 test agents and project report)	VoIP readiness assessment, remote. Includes 1-2 test agents and project report	1,500.00
Global Services	Implementation Services	91077	Enterprise Advanced Queue Access 1 year - Additional Engineer	Enterprise Advanced Queue Access 1 year - Additional Engineer	8,000.00
Global Services	Implementation Services	91088	High Touch Implementation Service	High Touch Implementation Service - Implementation services price for High Touch Shared Implementation Service - Implementation services price for remote shared	1.00
Global Services	Implementation Services	91087	Shared Implementation Service	Shared Implementation Service - Implementation services price for remote shared	1.00
Global Services	Implementation Services	91090	Miscellaneous minor parts charge	Miscellaneous minor parts charge when does implementation	250.00
Global Services	Implementation Services	91098	Contact Center Implementation (includes remote discovery and onsite project report)	Contact Center Implementation includes Remote Discovery, Project Management	1.00
Global Services	Implementation Services	91136	Contact Center Reports Consulting - Remote	Contact Center Reports Consulting - Remote	1,200.00
Global Services	Implementation Services	91137	Contact Center Reports Consulting - Onsite	Contact Center Reports Consulting - Onsite	2,400.00
Global Services	Implementation Services	91138	Contact Center Reports Consulting + 4 Reports - Remote	Contact Center Reports Consulting + 4 Reports - Remote	2,400.00
Global Services	Implementation Services	91139	Contact Center Reports Consulting + 4 Reports - Onsite	Contact Center Reports Consulting + 4 Reports - Onsite	3,600.00
Global Services	Implementation Services	91140	Contact Center Reports Consulting + 6 Reports - Remote	Contact Center Reports Consulting + 6 Reports - Remote	2,800.00
Global Services	Implementation Services	91141	Contact Center Reports Consulting + 6 Reports - Onsite	Contact Center Reports Consulting + 6 Reports - Onsite	4,100.00
Global Services	Implementation Services	91142	Contact Center Reports Consulting + 8 Reports - Remote	Contact Center Reports Consulting + 8 Reports - Remote	3,300.00
Global Services	Implementation Services	91143	Contact Center Reports Consulting + 8 Reports - Onsite	Contact Center Reports Consulting + 8 Reports - Onsite	4,500.00
Global Services	Implementation Services	91280	Mobility Pilot Implementation (T&E not included)	Mobility Pilot implementation - excludes travel and expenses	9,000.00
Global Services	Implementation Services	91283	Healthcheck service for Unified Communications solution deployments (onsite, T&E included)	Healthcheck service for Unified Communications solution deployments. Onsite, T&E included for HQ site only.	15,000.00
Global Services	Implementation Services	91294	Healthcheck service for Contact Center solution deployments (onsite, T&E included)	Healthcheck service for Contact Center solution deployments. Onsite, T&E included for HQ site only.	15,000.00
Global Services	Implementation Services	91295	Remote Healthcheck service for Contact Center solution deployments	Healthcheck service for Contact Center solution deployments. Remote.	12,500.00
Global Services	Implementation Services	91296	Remote Healthcheck service for Unified Communication solution deployments	Healthcheck service for Unified Communication solution deployments. Remote.	12,500.00
Global Services	Implementation Services	91299	Remote Upgrade service for Unified Communications system	Upgrade service for Unified Communications system with project management, planning and upgrade activities performed remotely with onsite support by the Partner and/or Customer.	1.00
Global Services	Implementation Services	91300	Upgrade service for Unified Communications system (onsite, T&E included)	Upgrade service for Unified Communications system with project management and planning plus a engineer onsite (at one site) to perform upgrade activities. Remote sites supported by the Partner and/or Customer.	1.00
Global Services	Implementation Services	91310	Custom work engagement based on a Statement of Work	Custom work engagement based on a Statement of Work	1.00
Global Services	Implementation Services	91311	Custom quote for reimbursement of travel and expenses incurred while delivering Services	Custom quote for reimbursement of travel and expenses incurred while delivering Services	1.00
Global Services	Implementation Services	91312	Services - Expedite fee	Services - Expedite fee	1,800.00
Global Services	Implementation Services	91314	Implementation Hands-on Mentoring for Unified Communications, Implementation 1 (custom SOW required)	Implementation Hands-on Mentoring for Unified Communications, Implementation #1. Custom quote required if config falls outside criteria for standard pricing.	8,700.00
Global Services	Implementation Services	91315	Implementation Hands-on Mentoring for Unified Communications, Implementation 2 (custom SOW required)	Implementation Hands-on Mentoring for Unified Communications, Implementation #2. Custom quote required if config falls outside criteria for standard pricing.	3,780.00
Global Services	Implementation Services	91316	Implementation Hands-on Mentoring for Contact Center, Implementation 1 (custom SOW required)	Implementation Hands-on Mentoring for Contact Center, Implementation #1. Custom quote required if config falls outside criteria for standard pricing.	9,980.00
Global Services	Implementation Services	91317	Implementation Hands-on Mentoring for Contact Center, Implementation 2 (custom SOW required)	Implementation Hands-on Mentoring for Contact Center, Implementation #2. Custom quote required if config falls outside criteria for standard pricing.	3,960.00
Global Services	Implementation Services	91318	Implementation Hands-on Mentoring for Mobility, Implementation 1 (custom SOW required)	Implementation Hands-on Mentoring for Mobility, Implementation #1. Custom quote required if config falls outside criteria for standard pricing.	5,310.00
Global Services	Implementation Services	91319	Implementation Hands-on Mentoring for Mobility, Implementation 2 (custom SOW required)	Implementation Hands-on Mentoring for Mobility, Implementation #2. Custom quote required if config falls outside criteria for standard pricing.	2,340.00
Global Services	Implementation Services	91350	Remote Implementation service for Mobility (shared service model during business hours)	Implementation service for Mobility; remote delivery with shared service model during business hours for one Mobility Router	3,600.00
Global Services	Implementation Services	91365	Remote Assist Service, Contact Center Advanced (Business Hours)	Remote Assist Service, Contact Center Advanced, Business Hours (8:00AM-5:00PM Monday - Friday), Time and Materials, hourly rate, 4 hour minimum, 8 hour maximum.	400.00
Global Services	Implementation Services	91366	Remote Assist Service, Contact Center Advanced (Evening Hours and Saturday)	Remote Assist Service, Contact Center Advanced, Evening Hours and Saturday (5:01PM-7:59AM Monday - Friday and all day Saturday), Time and Materials, hourly rate, 4 hour minimum, 8 hour maximum.	600.00
Global Services	Implementation Services	91367	Remote Assist Service, Contact Center Advanced (Sunday and Holidays)	Remote Assist Service, Contact Center Advanced, Sunday and Holidays (Sunday and ShoreTel Holidays), Time and Materials, hourly rate, 4 hour minimum, 8 hour maximum.	800.00
Global Services	Implementation Services	91368	High Touch Plus Implementation Service	High Touch Plus Implementation Service - includes onsite ShoreTel voice implementation service during business hours and remote design, configuration, optimization, & installation of customer's data network.	1.00
Global Services	Implementation Services	92483	Remote Network design/configure/install (single site, 1-10 phones)	Network design/configure/install, remote. Single site, 1-10 phones. Includes at least 1 firewall, 1 core L3 voice switch, multiple L2 POE voice switches, 1 mgnd svcs router & 1 WLAN controller with APs, as required. Doesn't include network assessment.	450.00
Global Services	Implementation Services	92484	Remote Network design/configure/install (single site, 11-25 phones)	Network design/configure/install, remote. Single site, 11-25 phones. Includes at least 1 firewall, 1 core L3 voice switch, multiple L2 POE voice switches, 1 managed svcs router & 1 WLAN controller with APs, as required. Doesn't include network assessment.	675.00

Global Services	Implementation Services	92485	Remote Network design/configure/install (single site, 26-50 phones)	Network design/configure/install, remote. Single site, 26-50 phones. Includes at least 1 firewall, 1 core L3 voice switch, multiple L2 POE voice switches, 1 mngd svcs router & 1 WLAN controller with APs, as required. Doesn't include network assessment.	900.00
Global Services	Implementation Services	92486	Remote Network design/configure/install (single site, 51-75 phones)	Network design/configure/install, remote. Single site, 51-75 phones. Includes at least 1 firewall, 1 core L3 voice switch, multiple L2 POE voice switches, 1 mngd svcs router & 1 WLAN controller with APs, as required. Doesn't include network assessment.	1,125.00
Global Services	Implementation Services	92487	Remote Network design/configure/install (single site, 76-100 phones)	Network design/configure/install, remote. Single site, 76-100 phones. Includes at least 1 firewall, 1 core L3 voice switch, multiple L2 POE voice switches, 1 mngd svcs router & 1 WLAN controller with APs, as required. Doesn't include network assessment.	1,575.00
Global Services	Implementation Services	92488	Remote Network design/configure/install (single site, 101-150 phones)	Network design/configure/install, remote. Single site, 101-150 phones. Includes at least 1 firewall, 1 core L3 voice switch, multiple L2 POE voice switches, 1 mngd svcs router & 1 WLAN controller with APs, as required. Doesn't include network assessment.	2,250.00
Global Services	Implementation Services	92489	Remote Network design/configure/install (single site, 151-200 phones)	Network design/configure/install, remote. Single site, 151-200 phones. Includes at least 1 firewall, 1 core L3 voice switch, multiple L2 POE voice switches, 1 mngd svcs router & 1 WLAN controller with APs, as required. Doesn't include network assessment.	3,150.00
Global Services	Implementation Services	92490	Remote Network design/configure/install (single site, 201-300 phones)	Network design/configure/install, remote. Single site, 201-300 phones. Includes at least 1 firewall, 1 core L3 voice switch, multiple L2 POE voice switches, 1 mngd svcs router & 1 WLAN controller with APs, as required. Doesn't include network assessment.	4,275.00
Global Services	Implementation Services	92491	Remote Network design/configure/install (single site, 301-500 phones)	Network design/configure/install, remote. Single site, 301-500 phones. Includes at least 1 firewall, 1 core L3 voice switch, multiple L2 POE voice switches, 1 mngd svcs router & 1 WLAN controller with APs, as required. Doesn't include network assessment.	5,625.00
Global Services	Implementation Services	92492	Remote Network design/configure/install (single site, 501-750 phones)	Network design/configure/install, remote. Single site, 501-750 phones. Includes at least 1 firewall, 1 core L3 voice switch, multiple L2 POE voice switches, 1 mngd svcs router & 1 WLAN controller with APs, as required. Doesn't include network assessment.	7,200.00
Global Services	Implementation Services	92493	Remote Network design/configure/install (single site, 751-1000 phones)	Network design/configure/install, remote. Single site, 751-1000 phones. Includes at least 1 firewall, 1 core L3 voice switch, multiple L2 POE voice switches, 1 mngd svcs router & 1 WLAN controller with APs, as required. Doesn't include network assessment.	9,000.00
Global Services	Implementation Services	92494	Remote Network Design Validation (up to 500 phones and 5 sites)	Network Design Validation, Remote. Up to 500 phones and 5 sites. Assures network design fully supports voice & video. Includes review of network schema & config, written report and conf call to discuss results.	1,000.00
Global Services	Implementation Services	92495	Remote Network Diagnosis (up to 500 phones and 5 sites)	Network Diagnosis, Remote. Up to 500 phones & 5 sites. Includes isolation & characterization of data network issues, concludes remediation. No charge for first 500 phones & 5 sites if behavior is caused by ShoreTel system.	1,500.00
Global Services	Implementation Services	92496	Network Diagnosis (up to 500 phones and 5 sites, US and Canada only, T&E included)	Diagnosis, On-site. Up to 500 phones/5 sites. Isolation & characterization, no remediation. No charge except travel for 1st at 500 phones/5 sites if behavior caused by non-standard Network Services work. Requires custom quote.	2,800.00
Global Services	Implementation Services	92497	Non-standard Network Services work (requires custom quote)	Non-standard Network Services work. Requires custom quote.	1.00
Global Services	Implementation Services	93148	On-site Travel Expense (T&E estim. for additional day)	On-site Travel Expense (T&E estim. for additional day, requires First Day or SKU 10143 to be ordered)	250.00
Global Services	Implementation Services	93157	Remote Assist Service (Business Hours)	Remote Assist Service, Business Hours (8:00AM-5:00PM Monday - Friday). Time and Materials, hourly rate, four hours minimum.	225.00
Global Services	Implementation Services	93158	Remote Assist Service (Evening Hours and Saturday)	Remote Assist Service, Evening Hours and Saturday (5:01PM-7:59AM Monday - Friday and all day Saturday). Time and Materials, hourly rate, four hours minimum.	337.00
Global Services	Implementation Services	93159	Remote Assist Service (Sunday and Holidays)	Remote Assist Service, Sunday and Holidays (Sunday and ShoreTel Holidays). Time and Materials, hourly rate, four hours minimum.	450.00
Global Services	Implementation Services	93160	Project Technical Account Manager (T&M, five days minimum)	Project Technical Account Manager - Time and Materials - Full Day Rate (Five days minimum, 8:00AM-5:00PM Monday - Friday, Travel and Expense extra)	1,800.00
Global Services	Implementation Services	93197	Replace phrase "ShoreTel" with a customer designated company name in the SA-100400 prompts	Replace phrase "ShoreTel" with a customer designated company name in the SA-100400 prompts. Customer must provide WAV file with proper pronunciation.	1,350.00
Global Services	Implementation Services	97141	WLAN VoIP readiness assessment (on-site, up to 15k sq ft, T&E included)	WLAN VoIP readiness assessment, on-site. Up to 15k sq ft total, unlimited APs, T&E included.	3,500.00
Global Services	Implementation Services	97142	Up to 15k sq ft additional coverage for WLAN VoIP readiness assessment (on-site, T&E included)	Up to 15k sq ft additional coverage for WLAN VoIP readiness assessment, unlimited APs, T&E included. Must be ordered with SKU 97141.	1,000.00
Global Services	Implementation Services	97143	Remote WLAN VoIP readiness assessment (up to 15k sq ft)	Shared Wireless LAN (802.11 W-Fi) Assessment for Mobility; customer/partner conducts all on-site activity; up to 15k sq ft; unlimited APs	2,000.00
Global Services	Implementation Services	97144	Implementation service for Mobility (requires custom SOW)	Implementation service for Mobility; on-site delivery during business hours; end price per custom SOW; submit SOW for final service price quote.	1.00
Global Services	Implementation Services	97172	Remote SBE 100 system Implementation (up to 5 sites, 1-25 users)	Remote SBE 100 system Implementation. Up to 5 sites, 1-25 users. Includes config, review of call flows for best practices & 1 hr cutover support. ShoreTel UC25 server only, no customer provided servers. SBE systems upgraded to Enterprise excluded.	2,250.00
Global Services	Implementation Services	97173	Remote SBE 100 system Implementation (up to 5 sites, 26-50 users)	Remote SBE 100 system implementation. Up to 5 sites, 26-50 users. Includes config, review of call flows for best practices & 1 hr cutover support. ShoreTel UC25 server only, no customer provided servers. SBE systems upgraded to Enterprise excluded.	3,600.00
Global Services	Implementation Services	97174	Remote SBE 100 system Implementation (up to 5 sites, 51-75 users)	Remote SBE 100 system Implementation. Up to 5 sites, 51-75 users. Includes config, review of call flows for best practices & 1 hr cutover support. ShoreTel UC25 server only, no customer provided servers. SBE systems upgraded to Enterprise excluded.	4,200.00
Global Services	Implementation Services	97175	Remote SBE 100 system Implementation (up to 5 sites, 76-100 users)	Remote SBE 100 system Implementation. Up to 5 sites, 76-100 users. Includes config, review of call flows for best practices & 1 hr cutover support. ShoreTel UC25 server only, no customer provided servers. SBE systems upgraded to Enterprise excluded.	4,800.00
Global Services	Out of Warranty / Expired Supp	10000	Voice Switch Re-certification Fee	Voice Switch Re-certification Fee	750.00
Global Services	Out of Warranty / Expired Supp	91073	Voice Switch Repair for out-of-warranty devices	Voice Switch Repair for out-of-warranty devices	750.00
Global Services	Partner Support	91213	Partner Support (1 Year, SW Only)	Partner Support (1 Year, SW Only)	1.00
Global Services	Partner Support	91233	Partner Support (3 Year, SW Only)	Partner Support (3 Year, SW Only)	1.00
Global Services	Partner Support	91253	Partner Support (5 Year, SW Only)	Partner Support (5 Year, SW Only)	1.00
Global Services	Partner Support	91301	Fee for early termination of an annually billed multi year Partner Support agreement	Fee for early termination of an annually billed multi year Partner Support agreement	1.00
Global Services	Partner Support	91302	Partner Support with annual billing for a 3 year term, Full	Partner Support with annual billing for a 3 year term, phones included. Penalty fee applies for early cancellation.	1.00
Global Services	Partner Support	91303	Partner Support with annual billing for a 3 year term, No Phones	Partner Support with annual billing for a 3 year term, NP (phones not included). Penalty fee applies for early cancellation.	1.00
Global Services	Partner Support	91304	Partner Support with annual billing for a 5 year term, Full	Partner Support with annual billing for a 5 year term, phones included. Penalty fee applies for early cancellation.	1.00
Global Services	Partner Support	91305	Partner Support with annual billing for a 5 year term, No Phones	Partner Support with annual billing for a 5 year term, NP (phones not included). Penalty fee applies for early cancellation.	1.00
Global Services	Partner Support	91306	Partner Support with annual billing for a 3 year term, Full	Partner Support with annual billing for a 3 year term, phones included. Penalty fee applies for early cancellation. Add ons are pro-rated to the end of the term and billed once.	1.00
Global Services	Partner Support	91307	Partner Support with annual billing for a 3 year term, No Phones	Partner Support with annual billing for a 3 year term, NP (phones not included). Penalty fee applies for early cancellation. Add ons are pro-rated to the end of the term and billed once.	1.00
Global Services	Partner Support	91308	Partner Support with annual billing for a 5 year term, Full	Partner Support with annual billing for a 5 year term, phones included. Penalty fee applies for early cancellation. Add ons are pro-rated to the end of the term and billed once.	1.00
Global Services	Partner Support	91309	Partner Support with annual billing for a 5 year term, No Phones	Partner Support with annual billing for a 5 year term, NP (phones not included). Penalty fee applies for early cancellation. Add ons are pro-rated to the end of the term and billed once.	1.00
Global Services	Partner Support	91454	Partner Support - Advantage Core (1 Year, No Phones)	Partner Support - Advantage Core, 1-Yr, No Phones. 1 year service agreement providing Partner Support excluding phones, with essential Technical Account Manager services.	1.00
Global Services	Partner Support	91455	Partner Support - Advantage Core (3 Year, No Phones)	Partner Support - Advantage Core, 3-Yr, No Phones. 3 year service agreement providing Partner Support excluding phones, with essential Technical Account Manager services.	1.00

Global Services	Training	93358	UCSE Progression Academy India-Philippines-China-Middle East-Africa-CALA-Spain ONLY	UC Support Engineer Tier 1 Progression Academy Training (Includes UCSP & UCSE; per academy, individual subscription valid for 2 years) India-Philippines-China-Middle East-Africa-CALA-Spain ONLY	775.00
Global Services	Training	93357	UCSE Tier 1 Progression Academy (UCSE) 5+ India-Philippines-China-Middle East-Africa-CALA-Spain ONLY	UC Support Engineer Tier 1 Progression Academy Training, 5+ (per academy, individual subscription valid for 2 years) India-Philippines-China-Middle East-Africa-CALA-Spain ONLY	558.00
Global Services	Training	93358	UCSE Tier 1 Progression Academy (UCSE) 12+India-Philippines-China-Middle East-Africa-CALA-Spain ONLY	UC Support Engineer Tier 1 Progression Academy Training, 12+ (per academy, individual subscription valid for 2 years) India-Philippines-China-Middle East Africa-CALA-Spain ONLY	468.00
Global Services	Training	93359	UC Support Engineer Tier 1 Progression Academy (UCSE) 12+ Training Ireland-France-Singapore-ANZ ONLY	UC Support Engineer Tier 1 Progression Academy (UCSE) 12+ Training Ireland-France-Singapore-ANZ ONLY (per academy, individual subscription valid for 2 years)	744.00
Global Services	Training	93360	UC Support Engineer Tier 1 Progression Academy (UCSE) Training Ireland-France-Singapore-ANZ ONLY	UC Support Engineer Tier 1 Progression Academy (UCSE) Training Ireland-France-Singapore-ANZ ONLY (per academy, individual subscription valid for 2 years)	1,162.00
Global Services	Training	93361	UC Support Engineer Tier 1 Progression Academy (UCSE) 5+ Training Ireland-France-Singapore-ANZ ONLY	UC Support Engineer Tier 1 Progression Academy (UCSE) 5+ Training Ireland-France-Singapore-ANZ ONLY (per academy, individual subscription valid for 2 years)	837.00
Global Services	Training	93201	OT-307.01 Connect Contact Center Agent (per student)	OT-307.01 Connect Contact Center Agent	85.00
Global Services	Training	93202	OT-306.01 Connect Contact Center Supervisor (per student)	OT-306.01 Connect Contact Center Supervisor	85.00
Global Services	Training	93203	OT-302.01 Connect Contact Center Admin (per student)	OT-302.01 Connect Contact Center Admin	170.00
Global Services	Training	93204	OT-304.01 Scripting Overview (per student)	OT-304.01 Scripting Overview	85.00
Global Services	Training	93205	OT-303.01 Connect Contact Center Reports (per student)	OT-303.01 Connect Contact Center Reports	85.00
Global Services	Training	93292	BR-017.01 Connect Update (per student)	BR-017.01 Connect Update (per student)	255.00
Global Services	Training	93293	BR-018.01 Connect Contact Center Update (per student)	BR-018.01 Connect Contact Center Update	255.00
Global Services	Training	93294	BR-019.01 Connect Mobility Update (per student)	BR-019.01 Connect Mobility Update (per student)	85.00
Global Services	Training	93295	OT-308.01 Installing the Contact Center (per student)	OT-308.01 Installing the Contact Center (per student)	1,020.00
Global Services	Training	93350	UC Support Engineer Tier 1 Progression Academy (UCSE)	UC Support Engineer Tier 1 Progression Academy (UCSE)	1,937.00
Global Services	Training	93351	UC Support Engineer Tier 1 Progression Academy (UCSE) 5+	UC Support Engineer Tier 1 Progression Academy (UCSE) 5+	1,600.00
Global Services	Training	93352	UC Support Engineer Tier 1 Progression Academy (UCSE) 12+	UC Support Engineer Tier 1 Progression Academy (UCSE) 12+	1,200.00
Global Services	Training	93353	OT-116.01 Edge Gateway Implementation	OT-116.01 Edge Gateway Implementation	1,360.00
Global Services	Training	93354	OT-112.01 Hybrid Sites Training (per student)	OT-112.01 Hybrid Sites Training (per student)	42.50
Global Services	Training	93355	Connect ONSITE Administration Academy Training (COAA)	Connect ONSITE Administration Academy Training (COAA)	500.00
Global Services	Training	93337	OT-309.01 Contact Center System Programmer (per student)	OT-309.01 Contact Center System Programmer	2040.00
Global Services	Training	93338	OT-310.01 ShoreTel Connect Contact Center Multi-Media (per student)	OT-310.01 ShoreTel Connect Contact Center Multi-Media	1700.00
Global Services	Training	93339	OT-311.01 CCIR and CCIR TS (per student)	OT-311.01 CCIR and CCIR TS	85.00
Global Services	Training	93340	OT-312.01 Contact Center Reports (per student)	OT-312.01 Contact Center Reports	680.00
Global Services	Training	93341	OT-313.01 Contact Center CCIV (per student)	OT-313.01 Contact Center CCIV	85.00
Global Services	Training	93342	OT-315.01 Connect Contact Center Scripting (per student)	OT-315.01 Connect Contact Center Scripting	1360.00
Global Services	Training	97179	CC System Programmer (CCSP) Continuity Subscription Training	Contact Center System Programmer (CCSP) Continuity Subscription Training (per subscription, individual subscription valid for 2 years)	225.00
Global Services	Training	91347	3405SP ECC System Administrator Training, Self-Paced eLearning (per student)	3405SP ECC System Administrator Training, Self-Paced eLearning (per student)	248.00
Global Services	Training	91348	3411SP Call Control Scripting, Self-Paced eLearning (per student)	3411SP Call Control Scripting, Self-Paced eLearning (per student)	99.00
Global Services	Training	92023	End Users & System Administrators Training (per site)	Onsite Training - End Users & System Administrators - Full Day - Up to 80 Students Per Site (Travel & Expenses Included)	3,500.00
Global Services	Training	92468	OT-320.01 Enterprise Contact Center @ CCSE Update Training (per student)	OT-320.01 Enterprise Contact Center @ CCSE Update Training (per student)	100.00
Global Services	Training	92469	OT-321.01 Enterprise Contact Center @ CCSP Update Training (per student)	OT-321.01 Enterprise Contact Center @ CCSP Update Training (per student)	100.00
Global Services	Training	92500	OT-322.01 Enterprise Contact Center @ CCSE Update Training (per student)	OT-322.01 Enterprise Contact Center @ CCSE Update Training (per student)	200.00
Global Services	Training	92501	OT-281.01 ShoreTel 14.2 UC Programmer Update Training (per student)	OT-281.01 ShoreTel 14.2 UC Programmer Update Training (per student)	100.00
Global Services	Training	92502	OT-280.01 UC System Installer 14.2 Update Training (per student)	OT-280.01 UC System Installer 14.2 Update Training (per student)	100.00
Global Services	Training	92503	OT-283.01 UC Advanced Engineer 14.2 Update Training (per student)	OT-283.01 UC Advanced Engineer 14.2 Update Training (per student)	200.00
Global Services	Training	92504	OT-282.01 UC System Support Engineer ShoreTel 14.2 Update Training (per student)	OT-282.01 UC System Support Engineer ShoreTel 14.2 Update Training (per student)	200.00
Global Services	Training	92505	OT-114.01 Connect Telephony for Microsoft (per student)	OT-114.01 Connect Telephony for Microsoft (per student)	42.50
Global Services	Training	92506	Remote Cloud Contact Center Agent Training (up to 1 hour)	Remote Cloud Contact Center Agent Training (up to 1 hour)	250.00
Global Services	Training	92507	Remote Cloud Contact Center Supervisor Training (up to 1 hour and up to 15 students)	Remote Cloud Contact Center Supervisor Training (up to 1 hour and up to 15 students)	250.00
Global Services	Training	92508	Remote Cloud Contact Center Reporting Training (up to 1 hour and up to 15 students)	Remote Cloud Contact Center Reporting Training (up to 1 hour and up to 15 students)	250.00
Global Services	Training	92509	Extra Day - Onsite Cloud Contact Center Training - Full Day - Up to 80 Students/8 hours per site	Extra Day - Onsite Cloud Contact Center Training - Full Day - Up to 80 Students/8 hours per site	900.00
Global Services	Training	92510	Onsite Cloud Contact Center Training - Full Day - Up to 80 Students/8 hours per site	Onsite Cloud Contact Center Training - Full Day - Up to 80 Students/8 hours per site (Travel & Expenses Included)	1,500.00
Global Services	Training	93051	3201 Communicator Training (per student)	3201 Communicator Training (per student)	195.00
Global Services	Training	93052	3201 Communicator Group Training (up to 8 students)	3201 Communicator Group Training (up to 8 students)	1,250.00
Global Services	Training	93053	3205 System Administrator Training (per student)	3205 System Administrator Training (per student)	649.00
Global Services	Training	93054	3205 System Administrator Group Training (up to 8 Students)	3205 System Administrator Group Training (up to 8 Students)	3,125.00
Global Services	Training	93061	3200 Implementing the IP System Training (per student)	3200 Implementing the IP System Training (per student)	3,125.00
Global Services	Training	93066	Custom Training / Customer Quote	Custom Training / Customer Quote	1.00
Global Services	Training	93068	3405 Contact Center System Administrator Training (per student)	3405 Contact Center System Administrator Training (Per Student)	995.00
Global Services	Training	93071	3404 Contact Center Supervisor Training (per student)	3404 Contact Center Supervisor Training (Per Student)	195.00
Global Services	Training	93072	3401 Contact Center Agent Training (per student)	3401 Contact Center Agent Training (Per Student)	99.00
Global Services	Training	93074	Onsite Contact Center User Training - Full Day (up to 80 students)	Onsite Contact Center User Training - Full Day - Up to 80 Students Per Site (Travel & Expenses Included)	3,500.00
Global Services	Training	93078	3400 Implementing Contact Center Training (per student)	3400 Implementing Contact Center Training (per student)	3,125.00
Global Services	Training	93079	3210 Maintaining and Supporting the IP System Training (per student)	3210 Maintaining and Supporting the IP System Training (per student)	3,125.00
Global Services	Training	93193	3500 Implementing the Mobility Solution Training (per student)	3500 Implementing the Mobility Solution Training (per student)	2,250.00
Global Services	Training	93194	3401sp Contact Center Agent Training, Self-Paced eLearning (Per Student)	3401sp Contact Center Agent Training, Self-Paced eLearning (Per Student)	49.00
Global Services	Training	93195	3404sp Contact Center Supervisor Training, Self-Paced eLearning (Per Student)	3404sp Contact Center Supervisor Training, Self-Paced eLearning (Per Student)	99.00

Global Services	Training	93346	UC System Programmer Academy Training (IE-FR-SG-ANZ only)	UC System Programmer Academy Training (per academy; individual subscription	938.00
Global Services	Training	93347	UC System Programmer Academy Training 5+ (IE-FR-SG-ANZ only)	UC System Programmer Academy Training 5+ (per academy when you order 5-11	875.00
Global Services	Training	93349	UC System Programmer Academy Training 12+ (IE-FR-SG-ANZ only)	UC System Programmer Academy Training 12+ (per academy when you order 12-25	800.00
Global Services	Training	93349	OT-314.01 CC Troubleshooting (per student)	OT-314.01 CC Troubleshooting (per student)	1,360.00
Global Services	Training	97156	3200 Implementing the IP System Training (per student, ANZ Only)	3200 Implementing the IP System Training (per student, ANZ Only)	2,804.00
Global Services	Training	97157	3210 Maintaining and Supporting the IP System Training (per student, ANZ Only)	3210 Maintaining and Supporting the IP System Training (per student, ANZ Only)	2,804.00
Global Services	Training	97158	3400 Implementing Contact Center Training (per student, ANZ Only)	3400 Implementing Contact Center Training (per student, ANZ Only)	2,604.00
Global Services	Training	97159	3410 Maintaining and Supporting Contact Center Training (per student, ANZ Only)	3410 Maintaining and Supporting Contact Center Training (per student, ANZ Only)	2,031.00
Global Services	Training	97160	3406 Using and Designing ShoreTel Contact Center Reports Training (per student, ANZ Only)	3406 Using and Designing ShoreTel Contact Center Reports Training (per student, ANZ Only)	677.00
Global Services	Training	97161	3500 Implementing the Mobility Solution Training (per student, ANZ Only)	3500 Implementing the Mobility Solution Training (per student, ANZ Only)	2,031.00
Global Services	Training	97162	3510 Maintaining and Supporting the Mobility Solution Training (per student, ANZ Only)	3510 Maintaining and Supporting the Mobility Solution Training (per student, ANZ Only)	1,354.00
Global Services	Training	97163	3200 Implementing the IP System Training (per student, Asia Only)	3200 Implementing the IP System Training (per student, Asia Only)	1,700.00
Global Services	Training	97164	3210 Maintaining and Supporting the IP System Training (per student, Asia Only)	3210 Maintaining and Supporting the IP System Training (per student, Asia Only)	1,700.00
Global Services	Training	97165	3400 Implementing Contact Center Training (per student, Asia Only)	3400 Implementing Contact Center Training (per student, Asia Only)	1,700.00
Global Services	Training	97166	3410 Maintaining and Supporting Contact Center Training (per student, Asia Only)	3410 Maintaining and Supporting Contact Center Training (per student, Asia Only)	1,700.00
Global Services	Training	97167	3406 Using and Designing ShoreTel Contact Center Reports Training (per student, Asia Only)	3420 Using and Designing Contact Center Reports Training (per student, Asia Only)	500.00
Global Services	Training	97168	3500 Implementing the Mobility Solution Training (per student, Asia Only)	3500 Implementing the Mobility Solution Training (per student, Asia Only)	1,400.00
Global Services	Training	97169	3510 Maintaining and Supporting the Mobility Solution Training (per student, Asia Only)	3510 Maintaining and Supporting the Mobility Solution Training (per student, Asia Only)	900.00
Global Services	Training	97176	3220 Advanced Support for the ShoreTel UC Solution Training (per student)	3220 Advanced Support for the ShoreTel UC Solution Training (per student)	3,125.00
Global Services	Training	97177	3400u ECC Implementation and Support Certification Update Training, Self-Paced (per student)	3400u ECC Implementation and Support Certification Update Training, Self-Paced eLearning (Per Student)	125.00
Global Services	Training	97178	3500u Mobility Implementation and Support Certification Update Training, Self-Paced (per student)	3500u Mobility Implementation and Support Certification Update Training, Self-Paced eLearning (Per Student)	125.00
Global Services	Training	97181	UC System Installer Academy Training	UC System Installer Academy Training (per academy; individual subscription valid for 2 years)	1,583.00
Global Services	Training	97182	UC System Installer Academy Training 5+ (must order 5-11)	UC System Installer Academy Training 5+ (per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years)	1,100.00
Global Services	Training	97183	UC System Installer Academy Training 12+ (must order 12-25)	UC System Installer Academy Training 12+ (per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2 years)	1,100.00
Global Services	Training	97184	UC System Programmer Academy Training	UC System Programmer Academy Training (per academy; individual subscription valid for 2 years)	1,583.00
Global Services	Training	97185	UC System Programmer Academy training (must order 5-11)	UC System Programmer Academy training (per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years)	1,100.00
Global Services	Training	97186	UC System Programmer Academy Training 12+ (must order 12-25)	UC System Programmer Academy Training 12+ (per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2 years)	1,100.00
Global Services	Training	97187	UC Support Engineer Tier 1 Academy Training (includes UCSP & UCSI)	UC Support Engineer Tier 1 Academy Training (includes UCSP & UCSI; per academy; individual subscription valid for 2 years)	5,063.00
Global Services	Training	97188	UC Support Engineer Tier 1 Academy Training 5+ (includes UCSP & UCSI, must order 5-11)	UC Support Engineer Tier 1 Academy Training 5+ (includes UCSP & UCSI; per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years)	3,800.00
Global Services	Training	97189	UC Support Engineer Tier 1 Academy Training 12+ (includes UCSP & UCSI, must order 12-25)	UC Support Engineer Tier 1 Academy Training 12+ (includes UCSP & UCSI; per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2 years)	3,400.00
Global Services	Training	97190	Mobility System Installer Academy Training	Mobility System Installer Academy Training (per academy; individual subscription valid for 2 years)	2,188.00
Global Services	Training	97191	Mobility System Installer Academy Training 5+ (must order 5-11)	Mobility System Installer Academy Training 5+ (per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years)	1,700.00
Global Services	Training	97192	Mobility System Installer Academy Training 12+ (must order 12-25)	Mobility System Installer Academy Training 12+ (per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2 years)	1,500.00
Global Services	Training	97193	Mobility Support Engineer Tier 1 Academy Training (includes MSI)	Mobility Support Engineer Tier 1 Academy Training (includes MSI; per academy; individual subscription valid for 2 years)	3,500.00
Global Services	Training	97194	Mobility Support Engineer Tier 1 Academy Training 5+ (includes MSI, must order 5-11)	Mobility Support Engineer Tier 1 Academy Training 5+ (includes MSI; per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years)	2,700.00
Global Services	Training	97195	Mobility Support Engineer Tier 1 Academy Training 12+ (includes MSI, must order 12-25)	Mobility Support Engineer Tier 1 Academy Training 12+ (includes MSI; per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2 years)	2,400.00
Global Services	Training	97196	ECC System Installer Academy Training	ECC System Installer Academy Training (per academy; individual subscription valid for 2 years)	1,583.00
Global Services	Training	97197	ECC System Installer Academy Training 5+ (must order 5-11)	ECC System Installer Academy Training 5+ (per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years)	1,200.00
Global Services	Training	97198	ECC System Installer Academy Training 12+ (must order 12-25)	ECC System Installer Academy Training 12+ (per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2 years)	1,100.00
Global Services	Training	97199	ECC System Programmer Academy Training	ECC System Programmer Academy Training (per academy; individual subscription valid for 2 years)	1,583.00
Global Services	Training	97200	ECC System Programmer Academy Training 5+ (must order 5-11)	ECC System Programmer Academy Training 5+ (per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years)	1,200.00
Global Services	Training	97201	ECC System Programmer Academy Training 12+ (must order 12-25)	ECC System Programmer Academy Training 12+ (per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2 years)	1,100.00
Global Services	Training	97202	ECC Support Engineer Tier 1 Academy Training	ECC Support Engineer Tier 1 Academy Training (includes ECC Installer/Programmer; per subscription; valid for 2 years)	5,063.00
Global Services	Training	97203	ECC Support Engineer Tier 1 Academy Training 5+ (includes ECCSI & ECCSP, must order 5-11)	ECC Support Engineer Tier 1 Academy Training 5+ (includes ECCSI & ECCSP; per academy when you order 5-11 academies of the same type; individual subscriptions valid for 2 years)	3,800.00
Global Services	Training	97204	ECC Support Engineer Tier 1 Academy Training 12+ (includes ECCSI & ECCSP, must order 5-11)	ECC Support Engineer Tier 1 Academy Training 12+ (includes ECCSI & ECCSP; per academy when you order 12-25 academies of the same type; individual subscriptions valid for 2 years)	3,400.00
Global Services	Training	97205	BR-001.01 Fundamentals/Architecture Training (per student)	BR-001.01 Fundamentals/Architecture Training (per student)	255.00
Global Services	Training	97206	BR-002.01 Basic Phone/Client Training (per student)	BR-002.01 Basic Phone/Client Training (per student)	85.00
Global Services	Training	97207	OT-101.01 Basic Admin 1 Training (per student)	OT-101.01 Basic Admin 1 Training (per student)	127.50
Global Services	Training	97208	OT-103.01 Implementing the Hardware Design Training (per student)	OT-103.01 Implementing the Hardware Design? Training (per student)	1,360.00
Global Services	Training	97209	OT-201.01 Advanced Client/Role Client Training (per student)	OT-201.01 Advanced Client/Role Client Training (per student)	63.75
Global Services	Training	97210	OT-102.01 Basic Admin 2 Training (per student)	OT-102.01 Basic Admin 2 Training (per student)	170.00
Global Services	Training	97211	OT-104 .01 System Limitations Training (per student)	OT-104 .01 System Limitations Training (per student)	85.00
Global Services	Training	97212	OT-105.01 Phone Customization Training (per student)	OT-105.01 Phone Customization Training (per student)	212.00
Global Services	Training	97213	OT-107.01 Db Gathering Training (per student)	OT-107.01 Db Gathering Training (per student)	63.75
Global Services	Training	97214	OT-108.01 Db Import Training (per student)	OT-108.01 Db Import Training (per student)	65.00
Global Services	Training	97215	OT-203.01 Implementing Solution Design Training (per student)	OT-203.01 Implementing Solution Design? Training (per student)	1,360.00
Global Services	Training	97216	OT-106.01 Back up and Restore Training (per student)	OT-106.01 Back up and Restore Training (per student)	65.00
Global Services	Training	97217	OT-109.01 Create Test Plan Training (per student)	OT-109.01 Create Test Plan Training (per student)	85.00
Global Services	Training	97218	OT-205.01 End User and Administrative Train-the-Trainer course (per student)	OT-205.01 End User and Administrative Train-the-Trainer course (per student)	127.50
Global Services	Training	97219	OT-110.01 Escalate to TAC Training (per student)	OT-110.01 Escalate to TAC Training (per student)	42.50
Global Services	Training	97220	OT-209.01 IT Preparations Training (per student)	OT-209.01 IT Preparations Training (per student)	85.00
Global Services	Training	97221	OT-202.01 Network Assessment Training (per student)	OT-202.01 Network Assessment Training (per student)	85.00
Global Services	Training	97222	OT-204.01 Advanced Architecture Training (per student)	OT-204.01 Advanced Architecture Training (per student)	127.50
Global Services	Training	97223	OT-111.01 Servers Training (per student)	OT-111.01 Servers Training (per student)	42.50
Global Services	Training	97224	OT-211.01 Virtualization Training (per student)	OT-211.01 Virtualization Training (per student)	127.50
Global Services	Training	97225	OT-208.01 T1 Troubleshooting Utilities Training (per student)	OT-208.01 T1 Troubleshooting Utilities Training (per student)	85.00

Global Services	Training	97226	OT-213.01 Fax Solutions Training (per student)	OT-213.01 Fax Solutions Training (per student)	63.75
Global Services	Training	97227	OT-212.01 Sip Phones Training (per student)	OT-212.01 Sip Phones Training (per student)	42.50
Global Services	Training	97228	OT-207.01 Conferencing Training (per student)	OT-207.01 Conferencing Training (per student)	127.80
Global Services	Training	97229	OT-218.01 SIP and Ingate Training (per student)	OT-218.01 SIP and Ingate Training (per student)	127.50
Global Services	Training	97230	OT-208.01 Configuring The Trunks/3rd Party PBX Training (per student)	OT-208.01 Configuring The Trunks/3rd Party PBX Training (per student)	340.00
Global Services	Training	97231	OT-218.01 ShoreTel Applications Integrations Training (per student)	OT-218.01 ShoreTel Applications Integrations Training (per student)	63.75
Global Services	Training	97232	OT-217.01 Advanced Dial Plan Training (per student)	OT-217.01 Advanced Dial Plan Training (per student)	340.00
Global Services	Training	97233	OT-250.01 Tier 1 Support Training (per student)	OT-250.01 Tier 1 Support Training (per student)	2,650.00
Global Services	Training	97234	OT-215.01 AD Integration Training (per student)	OT-215.01 AD Integration Training (per student)	127.50
Global Services	Training	97235	OT-255.01 Tier 2 Support Training (per student)	OT-255.01 Tier 2 Support Training (per student)	3,400.00
Global Services	Training	97238	UC System Programmer Continuity Subscription Training	UC System Programmer Continuity Subscription Training (per subscription; individual subscription valid for 2 years)	125.00
Global Services	Training	97237	UC System Programmer Continuity Subscription Training (must order 5-11)	UC System Programmer Continuity Subscription Training (per subscription when you order 5-11 academea of the same type; individual subscriptions valid for 2 years)	110.00
Global Services	Training	97238	UC System Installer Continuity Subscription Training	UC System Installer Continuity Subscription Training (per subscription; individual subscription valid for 2 years)	125.00
Global Services	Training	97239	UC System Installer Continuity Subscription Training (must order 5-11)	UC System Installer Continuity Subscription Training (per subscription when you order 5-11 academea of the same type; individual subscriptions valid for 2 years)	110.00
Global Services	Training	97240	UC Support Engineer Tier 1 Academy Training (Includes UCSP & UCSI)	UC Support Engineer Tier 1 Academy Training (Includes UCSP & UCSI; per academy; individual subscription valid for 2 years)	225.00
Global Services	Training	97241	UC Support Engineer Tier 1 Continuity Subscription Training	UC Support Engineer Tier 1 Continuity Subscription Training (Includes UCSP & UCSI); per academy when you order 5-11 subscriptions of the same type; individual subscriptions valid for 2 years)	200.00
Global Services	Training	97242	UC Advanced Engineer Tier 2 Continuity Subscription Training	UC Advanced Engineer Tier 2 Continuity Subscription Training (per subscription; individual subscription valid for 2 years)	275.00
Global Services	Training	97243	UC Advanced Engineer Tier 2 Continuity Subscription Training (must order 5-11)	UC Advanced Engineer Tier 2 Continuity Subscription Training (per subscription when you order 5-11 subscriptions of the same type; individual subscriptions valid for 2 years)	250.00
Global Services	Training	97244	Mobility Continuity Subscription Training	Mobility Continuity Subscription Training (per subscription; individual subscription valid for 2 years)	225.00
Global Services	Training	97245	Mobility Continuity Subscription Training 5+ (must order 5-11)	Mobility Continuity Subscription Training (5+ subscriptions of the same type; each valid for 2 years)	200.00
Global Services	Training	97248	ECC Continuity Subscription Training	ECC Continuity Subscription Training (per subscription; individual subscription valid for 2 years)	225.00
Global Services	Training	97249	ECC Continuity Subscription Training 5+ (must order 5-11)	ECC Continuity Subscription Training (5+ subscriptions of the same type; each valid for 2 years)	200.00
Global Services	YCSF Network Services	91083	Network Design Service (per hour)	Network Design Service (per hour)	200.00
Other	Fees	91313	Fee, merge of two ShoreTel systems, with at least one system being SBE or SBE 100	Fee, merge of two ShoreTel systems, with at least one system being SBE or SBE 100. A new system license (SBE 100 or Enterprise) will be generated. When merging more than two systems, additional fee is required per each additional system.	2,000.00
Other	Fees	91342	Fee, changes to the system license to allow merge or split of Enterprise systems	Fee, changes to the system license to allow merge or split of Enterprise systems. Fee per transaction for unlimited number of Enterprise systems. Use SKU 91313 for merge of SBE systems.	500.00
Other	Finance/Internal	93164	Same Day Processing Fee	Same Day Processing Fee	75.00
Other	Finance/Internal	93192	Additional Freight Fee - UPS in-route per package	Additional Freight Fee - UPS in-route per package	15.00
Other	User Documentation	10304	Voice Mail Quick Reference Doc Pack (qty 25)	Voice Mail Quick Reference, Doc. Pack, Qty 25	10.00
Other	User Documentation	10305	IP110 IP Phone Quick Reference Doc Pack (qty 25)	IP110 IP Phone Quick Reference, Doc. Pack, Qty 25	10.00
Other	User Documentation	10306	IP110 IP Phone User Guide Doc Pack (qty 25)	IP110 IP Phone User Guide, Doc. Pack, Qty 25	125.00
Other	User Documentation	10307	IP212k IP Phone Quick Reference Doc Pack (qty 25)	IP212k IP Phone Quick Reference, Doc. Pack, Qty 25	10.00
Other	User Documentation	10308	IP212k IP Phone User Guide Doc Pack (qty 25)	IP212k IP Phone User Guide, Doc. Pack, Qty 25	125.00
Other	User Documentation	10311	IP580/560G IP Phone Quick Reference Doc Pack (qty 25)	IP580/560G IP Phone Quick Reference, Doc. Pack, Qty 25	10.00
Other	User Documentation	10312	IP530/560/580G IP Phone User Guide Doc Pack (qty 25)	IP530/560/580G IP Phone User Guide, Doc. Pack, Qty 25	125.00
Other	User Documentation	10313	IP115 IP Phone Quick Reference Doc Pack (qty 25)	IP115 IP Phone Quick Reference, Doc. Pack, Qty 25	10.00
Other	User Documentation	10314	IP115 IP Phone User Guide Doc Pack (qty 25)	IP115 IP Phone User Guide, Doc. Pack, Qty 25	125.00
Other	User Documentation	10315	IP265 IP Phone Quick Reference Doc Pack (qty 25)	IP265 IP Phone Quick Reference, Doc. Pack, Qty 25	10.00
Other	User Documentation	10316	IP265 IP Phone User Guide Doc Pack (qty 25)	IP265 IP Phone User Guide, Doc. Pack, Qty 25	125.00
Other	User Documentation	10327	IP665G IP Phone Quick Reference Doc Pack (qty 25)	IP665G IP Phone Quick Reference, Doc. Pack, Qty 25	10.00
Other	User Documentation	10328	IP665G IP Phone User Guide Doc Pack (qty 25)	IP665G IP Phone User Guide, Doc. Pack, Qty 25	125.00
Other	User Documentation	10331	IP230/230G IP Phone Quick Reference Doc Pack (qty 25)	IP230/230G IP Phone Quick Reference, Doc. Pack, Qty 25	10.00
Other	User Documentation	10332	IP230/230G IP Phone User Guide Doc Pack (qty 25)	IP230/230G IP Phone User Guide, Doc. Pack, Qty 25	125.00
Other	User Documentation	10382	IP655 IP Phone Quick Reference Doc Pack (qty 25)	IP655 IP Phone Quick Reference, Doc. Pack, Qty 25	10.00
Other	User Documentation	10383	ShoreTel 855 IP Phone User Guide Doc Pack (qty 25)	IP855 IP Phone User Guide, Doc. Pack, Qty 25	125.00
Other	User Documentation	10502	ShoreTel 420 IP Phone Quick Reference Doc Pack (qty 25)	ShoreTel 420 IP Phone Quick Reference, Doc. Pack, Qty 25	10.00
Other	User Documentation	10503	ShoreTel 480/480g IP Phone Quick Reference Doc Pack (qty 25)	ShoreTel 480/480g IP Phone Quick Reference, Doc. Pack, Qty 25	10.00
Other	User Documentation	10504	ShoreTel 485g IP Phone Quick Reference Doc Pack (qty 25)	ShoreTel 485g IP Phone Quick Reference, Doc. Pack, Qty 25	10.00
Other	User Documentation	10505	ShoreTel 420 IP Phone User Guide Doc Pack (qty 25)	ShoreTel 420 IP Phone User Guide, Doc. Pack, Qty 25	125.00
Other	User Documentation	10506	ShoreTel 480/480g IP Phone User Guide Doc Pack (qty 25)	ShoreTel 480/480g IP Phone User Guide, Doc. Pack, Qty 25	125.00
Other	User Documentation	10507	ShoreTel 485g IP Phone User Guide Doc Pack (qty 25)	ShoreTel 485g IP Phone User Guide, Doc. Pack, Qty 25	125.00
Sales Tools	CC Demos	30112	Connect Contact Center Partner Production (NFR) system	Connect Contact Center Partner Production (NFR) System. Includes 6 licenses for Inbound Voice, Outbound Campaign, Web chat and Email, 2 Supervisor licenses and 1 TAPI App Server license). Not for resale. Limit one per reseller.	2,000.00
Sales Tools	Demo Kits	10561	Connect ONSITE Demo Laptop	Connect ONSITE Demo Laptop. HP ProBook 650G2 with Intel I7 Quad Core CPU. Software includes Windows 10, VMware Workstation 12, ShoreTel Connect ONSITE with virtual phone and trunk switch and Connect Contact Center.	2,200.00
Sales Tools	Demo Kits	10562	Connect ONSITE vMini Demo Kit G2	Connect ONSITE vMini Demo Kit G2. Includes HP ProBook 650, IP480, IP485g and PoE switch in a carry-on case. Software includes Windows 10, VMware Workstation 12, ShoreTel Connect ONSITE with virtual phone and trunk switch and Connect Contact Center.	2,000.00
Sales Tools	Demo Kits	10535	Canvas backpack bag (rolling with extendable handle)	Canvas backpack bag, rolling with extendable handle, shoulder straps and adjustable dividing insert.	219.00
Sales Tools	Demo Kits	60207	Recovery flash drive for Connect vMini demo kit	Recovery flash drive for Connect vMini demo kit. This solution is hardware specific to the HP ProBook 645G laptop.	75.00
Sales Tools	Demo Kits	60171	Recovery flash drive for vMini demo kit	Recovery flash drive for vMini demo kit. This solution is hardware specific to the HP ProBook 645G laptop.	75.00
Sales Tools	Demo Kits	60167	USB Flash Drive, ST 14.2 Recovery Image for Client Laptop	USB Flash Drive, ST 14.2 Recovery Image for Client Laptop [Dell laptops covered; Latitude e5440, & E6230] Used in new demo kits.	85.00
Sales Tools	Demo Kits	60166	USB Flash Drive, ST 14.2 Recovery Image for Client Laptop	USB Flash Drive, ST 14.2 Recovery Image for Client Laptop [Dell laptops covered; Vostro, Latitude L13, E6220 & E6230] Used for upgrade bundle.	85.00
Sales Tools	Demo Kits	10501	Custom stitched and imprinted microfiber soft bag	Custom stitched and imprinted microfiber soft bag for phones with pocket for handset	5.00
Sales Tools	UC Demos	30092	10 Concurrent Audio Conferencing Ports (Demo only)	10 Concurrent Audio Conferencing Ports. Demo only. Requires ShoreTel 12 or later.	300.00
Sales Tools	UC Demos	30094	10 Concurrent Web Conferencing Ports (Demo only)	10 Concurrent Web Conferencing Ports. Demo only. Requires ShoreTel 12 or later.	300.00



**ORIGINAL
BID - Invitation For Bid**

Page 2 of 2

Original Approval Date: 08/25/2017

Supplier Name: _____

***** Attributes Page *****

*** No further information for this bid ***

Mandatory QUESTION #02 - Is the offer in accordance with the "Representations and Authorizations" listed in section "Submission – 001.1" of the attached solicitation document?

Response:

Mandatory QUESTION #01 - Has the submitter read, and does the submitter understand, the "Representations and Authorizations" listed in section "Submission – 001.1" of the attached solicitation document?

Response:

INVITATION FOR BID FOR

**PBX & KEY TELEPHONE SYSTEMS, EQUIPMENT AND RELATED
SERVICES**

ISSUING OFFICE

**DEPARTMENT OF GENERAL SERVICES
BUREAU OF PROCUREMENT**

IFB NUMBER

6100041793

DATE OF ISSUANCE

08/25/2017

INVITATION FOR BID
FOR
PBX & KEY TELEPHONE SYSTEMS, EQUIPMENT AND RELATED SERVICES

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CALENDAR OF EVENTS

The Commonwealth will make every effort to adhere to the following schedule:

Activity	Responsibility	Date
Deadline to submit questions via email to RA-GSITPROCUREMENT@pa.gov with the subject line "IFB 6100041793 Question"	Bidders	9/5/17
Answers to potential Bidder questions posted to the eMarketplace website no later than this date.	Issuing Office	9/14/17
Please monitor the eMarketplace website for all communications regarding this IFB.	Bidders	On going
Bids must be submitted via the PASupplierPortal website no later than this date.	Bidders	9/27/17 1:00 PM

PART I

GENERAL INFORMATION

I-1. Purpose.

The Commonwealth of Pennsylvania (“Commonwealth”) is issuing this Invitation for Bids (IFB) to satisfy a need for private branch exchange (“PBX”) and key telephone systems, equipment and related services (“Project”).

I-2. Type of Contract.

If the Issuing Office enters into a contract as a result of this IFB, it will be a contract containing the Contract Terms and Conditions as shown in **Part V** of this IFB.

I-3. Term.

The term of the Contract shall be **two (2) years**. The term of the Contract shall commence on the Effective Date, as defined in **Part V, Contract Terms and Conditions**.

I-4. Renewal of Contract Term.

The Contract may be mutually renewed for a maximum of **three (3) additional 1-year terms**, so long as the Commonwealth provides written notice to Contractor of its intention to extend the Contract by letter dated not less than **90 days** prior to the expiration of the term of the agreement, or any extension thereof, and the Contractor consents to the renewal not less than **60 days** prior to the expiration of the term of the agreement or any extension thereof. The renewal may be exercised as individual or multiple year terms(s). Any renewal will be under the same terms, covenants and conditions. No further document is required to be executed to renew the term of the Contract.

I-5. No Pre-Bid Conference.

There will be no pre-bid conference for this IFB. If there are any questions, please forward them to the Issuing Office prior to the Bid opening date and time.

I-6. Questions.

All questions regarding the IFB must be submitted in writing to the email address of the Issuing Officer provided in the solicitation (with the subject line “**IFB 6100042381 Question**”). Please use **Appendix A, Questions Submittal Template**. While there is no set timeline for the submittal of questions, questions received within 48 hours prior to the Bid opening date and time will be answered at the discretion of the Commonwealth. All questions received will be answered, in writing, and such responses shall be posted to the eMarketplace website as an addendum to the IFB. The Issuing Officer shall not be bound by any verbal information nor shall it be bound by any written information that is not either

contained within the IFB or formally issued as an addendum by the Issuing Office. The Issuing Office does not consider questions to be a protest of the specifications or of the solicitation.

I-7. Addenda to the IFB.

If the Issuing Office deems it necessary to revise any part of this IFB before the bid opening date, the Issuing Office will post an addendum to the eMarketplace website. It is the Bidder's responsibility to periodically check the website for any new information or addenda to the IFB.

I-8. Submission of Bids.

- A. Bids are requested for the item(s) described in the Invitation for Bids and all the documents referenced in the form (collectively called the IFB). Bidders must submit their bids through the Commonwealth's electronic system (SRM).
- B. It is the responsibility of each bidder to ensure that its Bid is received through the electronic system prior to the date and time set for the opening of bids ("Bid Opening Time"). No Bid shall be considered if it arrives after the Bid Opening Time, regardless of reason for the late arrival.

Bids that are timely received prior to the Bid Opening Time shall be opened publicly in the presence of one or more witnesses at the time and place designated in this IFB for the Bid opening.

- C. Bids must be firm. If a Bid is submitted with conditions or exceptions or not in conformance with the terms and conditions referenced in the IFB Form, it shall be rejected. The Bid shall also be rejected if the items offered by the Bidder are not in conformance with the specifications as determined by the Commonwealth.
- D. The Bidder, intending to be legally bound hereby, offers and agrees, if this Bid is accepted, to provide the awarded items at the price(s) set forth in this Bid at the time(s) and place(s) specified.

I-9. Bid Protest Procedure.

The Bid Protest Procedure is on the DGS website at:

<http://www.dgs.pa.gov/Documents/Procurement%20Forms/Handbook/Pt1/Pt%20I%20Ch%2058%20Bid%20Protests.pdf>.

I-10. Electronic Version of this IFB.

This IFB is being made available by electronic means. If a Bidder electronically accepts the IFB, the Bidder acknowledges and accepts full responsibility to ensure that no changes are made to the IFB. In the event of a conflict between a version of the IFB in the Bidder's

possession and the Issuing Office's version of the IFB, the Issuing Office's version shall govern.

I-11. COSTARS Program.

COSTARS Purchasers. Section 1902 of the [Commonwealth Procurement Code](#), 62 Pa. C.S. § 1902 ("Section 1902"), authorizes local public procurement units and state-affiliated entities (together, "COSTARS Members") to participate in Commonwealth procurement contracts that the Department of General Services ("DGS") may choose to make available to COSTARS Members. DGS has identified this Contract as one which will be made available for COSTARS Members' participation.

A. Only those entities registered with DGS are authorized to participate as COSTARS Members in this Contract. A COSTARS Member may be either a local public procurement unit or a state-affiliated entity.

(i) A "local public procurement unit" is:

- (1) Any political subdivision (local government unit), such as a municipality, school district, or commission;
- (2) Any public authority (including authorities formed under the Municipality Authorities Act of 1955 or other authorizing legislation, such as the Public Transportation Law or the Aviation Code);
- (3) Any tax-exempt, nonprofit educational institution or organization;
- (4) Any tax-exempt, nonprofit public health institution or organization;
- (5) Any nonprofit fire, rescue, or ambulance company; and
- (6) Any other entity that spends public funds for the procurement of supplies, services, and construction (such as a council of governments, an area government, or an organization that receives public grant funds).

The Department reserves the right to review and determine eligible applicants as Local Public Procurement Units on a case-by-case basis.

(ii) A state-affiliated entity is a Commonwealth authority or other Commonwealth entity that is not a Commonwealth agency. The term includes:

- (1) The Pennsylvania Turnpike Commission;
- (2) The Pennsylvania Housing Finance Agency;
- (3) The Pennsylvania Municipal Retirement System;
- (4) The Pennsylvania Infrastructure Investment Authority;
- (5) The State Public School Building Authority;
- (6) The Pennsylvania Higher Education Facilities Authority, and
- (7) The State System of Higher Education.

The term does not include any court or other officer or agency of the unified judicial system, the General Assembly and its officers and agencies, any State-related institution, or any Commonwealth executive or independent agencies, boards, or commissions not listed above. Statewide “row” offices, including the Auditor General, Attorney General, and State Treasurer **are not** State-affiliated entities under the [Commonwealth Procurement Code](#). However, elements of the court system, the General Assembly, and independent agencies, boards or commissions have been deemed eligible for COSTARS membership as entities that spend public funds for the procurement of supplies, services and construction.

- (iii) A complete list of local public procurement units and state-affiliated entities that have registered with DGS and that are authorized to procure items from the Contract can be found at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>.

- B. COSTARS Members have the option to purchase from this Contract, from any DGS contract established exclusively for COSTARS Members in accordance with the requirements of Section 1902, from any other cooperative procurement contracts, or from their own procurement contracts established in accordance with the applicable laws governing such procurements. The Contractor understands and acknowledges that there is no guarantee that a COSTARS Member will place an order under this Contract, and that the decision to procure from this Contract is within the sole discretion of each COSTARS Member.

- C. DGS is acting as a facilitator for COSTARS Members who may wish to purchase under this Contract. COSTARS Members that participate in this Contract and issue purchase orders (“POs”) to Contractors are third party beneficiaries who have the right to sue and be sued for breach of this Contract without joining the Commonwealth or DGS as a party. The Commonwealth will not intervene in any action between a Contractor and a COSTARS Member unless substantial interests of the Commonwealth are involved.

- D. COSTARS Members electing to participate in this Contract will order items directly from the Contractor and be responsible for payment directly to the Contractor.

- E. Those Contractors electing to permit COSTARS Members to procure from this Contract shall pay the Required Administrative Fee applicable to the Contractor’s classification:

Contractor Classification	Required Administrative Fee
DGS Verified Small Diverse Business	\$166
DGS Self-Certified Small Business	\$500
All Other Bidders	\$1,500

- (i) Each Bidder electing to permit COSTARS Members to participate in the Contract must submit the COSTARS Program Election to Participate form (**Appendix E, COSTARS Program Election Form**) with its Bid and pay the applicable Administrative Fee upon Contract award in order to sell the awarded items/services to COSTARS Members. If the Bidder is a Department of General Services-Certified Small Business or Department of General Services-verified Small Diverse Business, a copy of its active Small Business Contracting Program certificate must be included with the Bid.
 - (ii) At the beginning of each Contract year and upon any Contract renewal, the Contractor shall submit a check for the required amount, payable to “Commonwealth of PA.” The Contractor must pay the Administrative Fee at each contract renewal date to continue to sell the awarded items/services to COSTARS Members.
- F. DGS has registered the COSTARS name and logo (together, the “COSTARS Brand”) as a trademark with the Pennsylvania Department of State. Therefore, the Contractor may use the COSTARS Brand only as permitted under this Subsection.
- (i) The Contractor shall pay the Administrative Fee covering its participation in the program, including without limitation any use of the COSTARS Brand, for each year of the Contract period. The fee is payable upon Contract award and prior to the renewal date for each succeeding Contract period.
 - (ii) DGS grants the Contractor a nonexclusive license to use the COSTARS Brand, subject to the following conditions:
 - (1) The Contractor agrees not to transfer to any third party, including without limitation any of its subcontractors or suppliers, any privileges it may have to use the COSTARS Brand under this Contract.
 - (2) The Contractor agrees not to use the COSTARS Brand to represent or imply any Commonwealth endorsement or approval of its products or services.

- (3) The Contractor is permitted to use the COSTARS Brand in broadcast, or Internet media solely in connection with this Contract and any other Contract with the Commonwealth under which it has agreed to make sales to COSTARS Purchasers. The Contractor may use the COSTARS Brand on business cards, brochures, and other print publications so long as the purpose is to identify the Contractor as a COSTARS vendor, and only so long as the required Contract fee is kept current.
 - (4) Should this Contract terminate for any reason, the Contractor agrees promptly to remove the COSTARS Brand from any and all print and electronic media and to refrain from using the COSTARS Brand for any purpose whatsoever from the date of Contract termination forward.
 - (5) The Contractor agrees to defend, indemnify, and hold harmless the Commonwealth of Pennsylvania and DGS from and against all claims, demands, liabilities, obligations, costs, and expenses of any nature whatsoever arising out of or based upon the Contractor's use of the COSTARS Brand.
 - (6) The Contractor agrees it has no property rights in the use of the COSTARS Brand by virtue of this nonexclusive license. The Contractor expressly waives any claims, including without limitation due process claims that may otherwise be available under the law in the event of any dispute involving these terms of use.
- G. The Contractor shall furnish to the DGS COSTARS Program Office a quarterly electronic Contract sales report detailing the previous quarter's Contract purchasing activity, using the form and in the format prescribed by DGS. The Contractor shall submit its completed quarterly report no later than the **fifteenth calendar day** of the succeeding Contract quarter.
- (i) The Contractor shall submit the reports through the web-based COSTARS Suppliers' Gateway of the PA Supplier Portal at <https://pasupplierportal.state.pa.us/irj/portal/anonymous> Enterprise Applications. If a Contractor does not have access to the Internet, the Contractor shall send the reports, using the form and in the format prescribed by DGS, on compact disc via US Postal Service to the DGS COSTARS Program Office, Bureau of Procurement, 6th Floor Forum Place, 555 Walnut Street, Harrisburg, PA 17101-1914.
 - (ii) For each PO received, the Contractor shall include on the report the name and address of each COSTARS-Registered Purchaser that has used the Contract along with the sales date, and dollar volume of sales to the specific Purchaser for the reporting period.

- (iii) DGS may suspend the Contractor’s participation in the COSTARS Program for failure to provide the Quarterly Sales Report within the specified time.

- H. Additional information regarding the COSTARS Program is available on the DGS COSTARS Website at:
<http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>.

- (i) If the Contractor is aware of any qualified entity not currently registered and wishing to participate in the COSTARS Program, please refer the potential purchaser to the DGS COSTARS Website at <http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx>, where it may register by completing the online registration form and receiving DGS confirmation of its registration. To view a list of currently-registered COSTARS member entities, please visit the COSTARS website.

- (ii) Direct all questions concerning the COSTARS Program to:

Department of General Services
COSTARS Program
555 Walnut Street, 6th Floor
Harrisburg, PA 17101
Telephone: 1-866-768-7827
E-mail: GS-PACostars@pa.gov

I-12. Participating Addendum with an External Procurement Activity.

Section 1902 of the *Commonwealth Procurement Code*, 62 Pa. C. S. Section 1902, permits external procurement activities to participate in cooperative purchasing agreements for the procurement of services, supplies or construction.

- A. Definitions. The following words and phrases have the meanings set forth in this provision:
 - (i) *External procurement activity.* The term, as defined in 62 Pa. C. S. Section 1901, means a “buying organization not located in the Commonwealth [of Pennsylvania] which if located in this Commonwealth would qualify as a public procurement unit [under 62 Pa. C.S. Section 1901]. An agency of the United States is an external procurement activity.”

 - (ii) *Participating addendum.* A bilateral agreement executed by the Contractor and an external procurement activity that clarifies the operation of the Contract for the external procurement activity concerned. The terms and conditions in any participating addendum shall affect only the procurements

of the purchasing entities under the jurisdiction of the external procurement activity signing the participating addendum.

(iii) *Public procurement unit.* The term, as defined in 62 Pa. C. S. Section 1901, means a “local public procurement unit or purchasing agency.”

(iv) *Purchasing agency.* The term, as defined in 62 Pa. C. S. Section 103, means a “Commonwealth agency authorized by this part or any other law to enter into contracts for itself or as the agent of another Commonwealth agency.”

B. General. A participating addendum shall incorporate the terms and conditions of the Contract resulting from this IFB. The Contractor shall not be required to enter into any participating addendum.

C. Additional Terms.

(i) A participating addendum may include additional terms that are required by the law governing the external procurement activity.

(ii) A participating addendum may include new, mutually agreed upon terms that clarify ordering procedures specific to a participating external procurement activity.

(iii) The construction and effect of any participating addendum shall be governed by and construed in accordance with the laws governing the external procurement activity.

(iv) If an additional term requested by the external procurement activity will result in an increased cost to the Contractor, the Contractor shall adjust its pricing up or down accordingly.

D. Prices.

(i) *Price adjustment.* For any costs affecting the percent markup that the Contractor will or will not incur or that differ from costs incurred or not incurred in the fulfillment of this Contract, the Contractor shall adjust its pricing up or down accordingly. These costs may include, but not be limited to:

(1) State and local taxes;

(2) Unemployment and workers compensation fees;

(3) E-commerce transaction fees; and

(4) Costs associated with additional terms, established pursuant to the Contract.

(ii) The Contractor's pricing for an external procurement activity shall be firm and fixed for the duration of the initial term of the Contract. After the initial term of the Contract, if the Contract is renewed, the Contractor's pricing may be adjusted up or down based on market conditions only with the mutual agreement of both the Contractor and any external procurement activity.

E. Usage Reports on External Procurement Activities.

The Contractor shall furnish to the Contracting Officer an electronic quarterly usage report, preferably in spreadsheet format no later than the fifteenth calendar day of the succeeding calendar quarter. Reports shall be e-mailed to the Contracting Officer for the Contract. Each report shall indicate the name and address of the Contractor, contract number, period covered by the report, the name of the external procurement activity that has used the Contract and the total volume of sales to the external procurement activity for the reporting period.

F. Electronic Copy of Participating Addendum. The Contractor, upon request of the Contracting Officer, shall submit one electronic copy of the participating addendum to the Contracting Officer within ten days after request.

I-13. Prices.

The Bid submitted by the successful Bidder will be incorporated into any resulting Contract and the Bidder will be required to provide the awarded item(s) at the prices quoted in its Bid.

I-14. Approved Equal

Whenever an item is defined in this IFB by trade name and catalog number of a manufacturer or vendor, the term 'or approved equal,' if not inserted therewith shall be implied. Any reference to a particular manufacturer's product either by trade name or by limited description is solely for the purpose of more clearly indicating the minimum standard of quality desired, except where a 'no substitute' is requested. When a 'no substitute' is requested, the Issuing Office will consider Bids for the referenced product only. The term 'or approved equal' is defined as meaning any other make which, in the sole opinion of the Issuing Office, is of such character, quality, and performance equivalence as to meet the standard of quality of products specified for which it is to be used equally as well as that specified. A Bidder quoting on a product other than the referenced product shall: a) furnish complete identification in its Bid of the product it is offering by trade name, brand and/or model number; b) furnish descriptive literature and data with respect to the substitute product it proposes to furnish; and c) indicate any known specification deviations from the referenced product.

I-15. Alternates.

A Bidder who wants to offer an alternate must notify the Issuing Office in writing, at least **five (5) days** prior to the scheduled Bid opening, that the Bidder intends to offer an alternate in its Bid. An “alternate” is a product that deviates from the requirements of the specifications in its composition, qualities, performance, size dimension, etc. The written notification from the Bidder must include a complete description of the alternate and must identify the product's deviations from the specifications. Upon receipt of the notification, the Issuing Office will determine whether the alternate is acceptable. If the Issuing Office, in its discretion, determines that the alternate is acceptable, the Issuing Office will issue a change notice to the IFB that revises the specifications. If no change notice is issued revising the specification, a Bid offering the alternate will not be considered for award. If an item or items in the IFB are designated “no substitute,” this provision does not apply and no alternate may be proposed by a Bidder nor will any alternate be considered by the Issuing Office.

I-16. New Equipment.

Unless otherwise specified in this IFB, all products offered by Bidders must be new or remanufactured. A ‘new’ product is one that will be used first by the Commonwealth after it is manufactured or produced. A ‘remanufactured’ product is one which: 1) has been rebuilt, using new or used parts, to a condition which meets the original manufacturer’s most recent specifications for the item; 2) does not, in the opinion of the Issuing Office, differ in appearance from a new item; and 3) has the same warranty as a new item. Unless otherwise specified in this IFB, used or reconditioned products are not acceptable. This clause shall not be construed to prohibit Bidders from offering products with recycled content, provided the product is new or remanufactured.

I-17. Modification or Withdrawal of Bid.

A. Bid Modification Prior to Bid Opening. Bids may be modified only by written notice or in person prior to the exact hour and date specified for Bid opening.

- (i) If a Bidder intends to modify its Bid by written notice, the notice must specifically identify the Bid to be modified and must be signed by the Bidder. The Bidder must include evidence of authorization for the individual who signed the modification to modify the Bid on behalf of the Bidder. The Bid modification must be received in a sealed envelope. The sealed envelope must identify the assigned Collective Number and the Bid Opening Time, and should state that enclosed in the envelope is a Bid modification
- (ii) If a Bidder intends to modify its Bid in person, the individual who will modify the Bid must arrive in the Bid Opening Room prior to the Bid Opening Time, show a picture identification and provide evidence of his/her

authorization to modify the Bid on behalf of the Bidder. If a Bidder intends to modify its Bid in person, the Bidder may do so only in the presence of an agency employee. (The agency employee will observe the actions taken by the individual to modify the Bid, but will not read the Bid or the modification).

B. Bid Withdrawal Prior to Bid Opening. Bids may be withdrawn only by written notice or in person prior to the exact hour and date specified for Bid opening.

(i) If a Bidder intends to withdraw its Bid by written notice, the notice shall specifically identify the Bid to be withdrawn and shall be signed by the Bidder. The Bidder must include evidence of authorization for the individual who signed the Bid withdrawal to withdraw the Bid on behalf of the Bidder. Except as provided in Subsection C, below, Bid withdrawals received after the exact hour and date specified for the receipt of Bids shall not be accepted.

(ii) If a Bidder intends to withdraw its Bid in person, the individual who will withdraw the Bid must arrive in the Bid Opening Room prior to the Bid Opening Time, show a picture identification and provide evidence of his/her authorization to withdraw the Bid on behalf of the Bidder.

C. Bid Withdrawal After Bid Opening. Bidders are permitted to withdraw erroneous Bids after Bid opening only if the following conditions are met:

(i) The Bidder submits a written request for withdrawal.

(ii) The Bidder presents credible evidence with the request that the reason for the lower Bid price was a clerical mistake as opposed to a judgment mistake and was actually due to an unintentional arithmetical error or an unintentional omission of a substantial quantity of work, labor, material, or services made directly in the compilation of the Bid.

(iii) The request for relief and supporting evidence must be received by the Issuing Office within **three (3) business days** after Bid opening, but before award of the contract.

(iv) The Issuing Office shall not permit a Bid withdrawal if the Bid withdrawal would result in the award of the contract on another Bid of the same Bidder, its partner, or a corporation or business venture owned by or in which the Bidder has a substantial interest.

(v) If a Bidder is permitted to withdraw its Bid, the Bidder cannot supply any material or labor or perform any subcontract or other work agreement for the awarded contractor, without the written approval of the Issuing Office.

- D. Firm Bid. Except as provided above, a Bid may not be modified, withdrawn, or cancelled by any Bidder for a period of **60 days** following the time and date designated for Bid opening, unless otherwise specified by the Bidder in its Bid. If the lowest responsible Bidder, as determined by the Issuing Office, withdraws its Bid prior to the expiration of the award period or fails to comply with the requirements set forth in the IFB including but not limited to any requirement to submit performance or payment bonds or insurance certificates within the required time period, the Bidder shall be liable to the Commonwealth for all costs and damages associated with the re-award or re-bid including the difference between the Bidder's price and the actual cost that the Commonwealth pays for the awarded items.
- E. Clarification and Additional Information. After the receipt of Bids, the Issuing Office shall have the right to contact Bidders for the purpose of seeking:
- (i) Clarification of the Bid which confirms the Issuing Office's understanding of statements or information in the Bid or;
 - (ii) Additional information on the items offered; provided the IFB does not require the rejection of the Bid for failure to include such information.

I-18. Rejection of Bids.

The Issuing Office reserves the right to reject any and all Bids, to waive technical defects or any informality in Bids, and to accept or reject any part of any Bid if the best interests of the Commonwealth are thereby served.

I-19. Representations and Authorizations.

By submitting its Bid, each Bidder understands, represents, and acknowledges that:

- A. All of the Bidder's information and representations in the Bid are material and important, and the Issuing Office may rely upon the contents of the Bid in awarding the contract(s). The Commonwealth shall treat any misstatement, omission or misrepresentation as fraudulent concealment of the true facts relating to the Bid, punishable pursuant to 18 Pa. C.S. § 4904.
- B. The Bidder has arrived at the price(s) and amounts in its Bid independently and without consultation, communication, or agreement with any other Bidder or potential Bidder.
- C. The Bidder has not disclosed the price(s), the amount of the Bid, nor the approximate price(s) or amount(s) of its Bid to any other firm or person who is a Bidder or potential Bidder for this IFB, and the Bidder shall not disclose any of these items on or before the bid opening date of this IFB.

- D. The Bidder has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting a Bid on this contract, or to submit a Bid higher than this Bid, or to submit any intentionally high or noncompetitive Bid or other form of complementary Bid. The Bidder makes its Bid in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive Bid.
- E. To the best knowledge of the person signing the Bid for the Bidder, the Bidder, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last four years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Bidder has disclosed in its Bid.
- F. To the best of the knowledge of the person signing the Bid for the Bidder and except as the Bidder has otherwise disclosed in its Bid, the Bidder has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Bidder that is owed to the Commonwealth.
- G. The Bidder is not currently under suspension or debarment by the Commonwealth, any other state or the federal government, and if the Bidder cannot so certify, then it shall submit along with its Bid a written explanation of why it cannot make such certification.
- H. The Bidder has not made, under separate contract with the Issuing Office, any recommendations to the Issuing Office concerning the need for the services described in its Bid or the specifications for the services described in the Bid.
- I. Each Bidder, by submitting its Bid, authorizes Commonwealth agencies to release to the Commonwealth information concerning the Bidder's Pennsylvania taxes, unemployment compensation and workers' compensation liabilities.
- J. Until the selected Bidder receives a fully executed and approved written contract from the Issuing Office, there is no legal and valid contract, in law or in equity, and the Bidder shall not begin to perform.
- K. The Bidder is not currently engaged, and will not during the duration of the Contract engage, in a boycott of a person or an entity based in or doing business with a jurisdiction which the Commonwealth is not prohibited by Congressional statute from engaging in trade or commerce.

I-20. Bidding Reference Material. Registration and bidding information is located at : <http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Supplier%20Service%20Center/Pages/default.aspx>.

PART II REQUIREMENTS

II-1. **COSTARS Program Election to Participate.**

If the Bidder is willing to sell the awarded items/services at the same prices and/or discounts, and in accordance with the contractual terms and conditions, to COSTARS members, the Bidder should complete and return the **COSTARS Program Election to Participate Form** which is an attachment to this IFB as **Appendix E**. If the Bidder is asserting that it is a Department of General Services Certified Small Business, the Bidder must submit its active certification with the Bid Response.

II-2. **Lobbying Certification and Disclosure.**

With respect to an award of a federal contract, grant, or cooperative agreement exceeding \$100,000 or an award of a federal loan or a commitment providing for the United States to insure or guarantee a loan exceeding \$150,000 all recipients must certify that they will not use federal funds for lobbying and must disclose the use of non-federal funds for lobbying by filing required documentation. Bidders must complete and return the **Lobbying Certification Form** and the **Disclosure of Lobbying Activities Form**, which are attached to and made a part of this IFB as **Appendix D**. The completed and signed **Lobbying Certification Form** and the **Disclosure of Lobbying Activities Form** should be submitted with the Bid Response. Commonwealth agencies will not contract with outside firms or individuals to perform lobbying services, regardless of the source of funds.

II-3. **Post-submission Descriptive Literature.**

The Commonwealth may, during its evaluation of the Bids, require any Bidder to submit cuts, illustrations, drawings, prints, test data sheets, specification sheets and brochures which detail construction features, design, components, materials used, applicable dimensions and any other pertinent information which the Issuing Office may require in order to evaluate the product(s) offered. The required information must be submitted within **two (2) business days** after notification from the Issuing Office. Failure to submit the required information prior to the expiration of the **second business day** after notification shall result in the rejection of the Bid as non-responsive.

II-4. **Reciprocal Limitations Act.**

This procurement is subject to the *Reciprocal Limitations Act*. Bidders must complete and submit with the Bid Response the **State of Manufacture Chart**, which is contained in GSPUR-89 ("Reciprocal Limitations Act Requirements") which is attached to and made part of this IFB as **Appendix B**. The completed **State of Manufacture Chart** should be submitted as part of the Bid Response.

II-5. **Information Technology Policies.**

This IFB is subject to the Information Technology Policies (ITPs) issued by the Office of Administration, Office for Information Technology (OA-OIT). ITPs may be found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>.

All Bids must be submitted on the basis that all ITPs are applicable to this procurement. It is the responsibility of the Bidder to read and be familiar with the ITPs. Notwithstanding the foregoing, if the Bidder believes that any ITP is not applicable to this procurement, it must list all such ITPs in its Bid, and explain why it believes the ITP is not applicable. The Issuing Office may, in its sole discretion, accept or reject any request that an ITP not be considered to be applicable to the procurement. The Bidder's failure to list an ITP will result in its waiving its right to do so later, unless the Issuing Office, in its sole discretion, determines that it would be in the best interest of the Commonwealth to waive the pertinent ITP.

- II-6. Iran Free Procurement Certification and Disclosure.** Prior to entering a contract worth at least \$1,000,000 or more with a Commonwealth entity, a Bidder must: a) certify it is not on the current list of persons engaged in investment activities in Iran created by the Pennsylvania Department of General Services ("DGS") pursuant to Section 3503 of the Procurement Code and is eligible to contract with the Commonwealth under Sections 3501-3506 of the Procurement Code; or b) demonstrate it has received an exception from the certification requirement for that solicitation or contract pursuant to Section 3503(e). All Bidders must complete and return the Iran Free Procurement Certification form, (**Appendix F, Iran Free Procurement Certification Form**), which is attached hereto and made part of this IFB. The completed and signed Iran Free Procurement Certification form must be submitted as part of the Technical Submittal.

See the following web page for current Iran Free Procurement list:
<http://www.dgs.pa.gov/businesses/materials%20and%20services%20procurement/procurement-resources/pages/default.aspx#>

Failure to submit the documentation listed above will result in the Bid being rejected. The submission of any documentation other than what is listed above may result in the Bid being rejected.

- II-7. Pennsylvania Prevailing Wage Act:** The Contractor shall comply with the *Pennsylvania Prevailing Wage Act*, [The Act of August 15, 1961](#), P.L. 987, No. 442, as amended, 43 P.S. §§ 165-1—165-17.

II-8. Bid Submission.

Any Bid submitted to the Issuing Office in hardcopy format will be rejected. Please refer to **Part I, Section I-8, Submission of Bids**, of the IFB. In addition to the applicable documentation listed in **Part II, Sections II-1—II-6**, the following additional documentation must be completed and returned with a Bidder's Bid:

- **Appendix C, Cost Matrix.**

- **Manufacturer Authorization Letter** (if applicable): If a Bidder is submitting as a reseller, it must submit a Manufacturer Authorization Letter which clearly states the Bidder is authorized to provide the OEM's equipment and services to the Commonwealth for this IFB.
 - A. The Manufacturer Authorization Letter must reference the Commonwealth's **IFB 6100041793 for PBX & Key Telephone Systems, Equipment and Related Services**.
 - B. A Bidder must submit a Manufacturer Authorization Letter for each OEM the Bidder is proposing, unless the Bidder is the OEM.

- **Manufacturer Price List.** A Bidder must submit a document and/or web link to the OEM's current retail price list for each OEM the Bidder is proposing.
 - A. The OEM's current retail price list must include all Equipment & Services provided by the OEM.
 - B. A Bidder must be capable of providing all Equipment & Services provided by an OEM.

**PART III
SELECTION CRITERIA**

III-1. Mandatory Responsiveness Requirements.

To be eligible for selection, a bid must be:

- A. Timely received from a Bidder;
- B. Properly signed by the Bidder.

III-2. Method of Award.

Award will be made to all responsive and responsible bidders.

III-3. Awards.

Unless all Bids are rejected, and except as otherwise provided by law, award will be made through the issuance of a contract/purchase order in accordance with the method of award. Unless otherwise specified by the Issuing Office in the IFB form the Commonwealth reserves the right to award by item or on a total Bid basis, whichever is deemed more advantageous to the Commonwealth. In cases of discrepancies in prices, the unit price will be binding unless the unit price is obviously in error and the extended price is obviously correct, in which case the erroneous unit price will be corrected. As a condition for receipt of award of a contract/purchase order, the Bidder must be registered in the Commonwealth of Pennsylvania's Vendor Master file. In order to register, Bidders must visit the PA Supplier Portal at <https://www.pasupplierportal.state.pa.us/> or call the Customer Support Center at 877-435-7363 or 717-346-2676.

III-4. Tie Bids.

All tie bids will be broken by the Issuing Office.

III-5. Prompt Payment Discounts.

Prompt payment discounts will not be considered in making an award. If prompt payment discounts are offered by any Bidder, however, the Issuing Office will take advantage of such offer.

III-6. Option for Separate Competitive Bidding Procedure.

The Commonwealth reserves the right to purchase products or services covered under this Contract through a separate competitive bidding procedure, whenever Commonwealth deems it in the best interest of the Commonwealth. The right will generally be exercised only when a specific need for a large quantity of the product or service exists or when the price offered is significantly lower than the Contract price.

III-7. Rebates.

Any rebate applicable at the time of bid should be taken into consideration by the Bidder in calculating its bid price. Bidders must specifically state in their bid proposal, when applicable, that rebates have been considered in arriving at the bid price. Following award, the Commonwealth will assign to the awarded Bidder, any rebates which the Bidder stated that they took into consideration. If the Bidder fails to include such a statement, the Commonwealth will receive the full benefit of the manufacturer's rebate.

PART IV
SPECIFICATIONS

IV-1. Objectives.

The Commonwealth is seeking to reduce its cost for PBX and Key telephone systems, equipment and other related services, by distributing out the volume of Commonwealth demand.

IV-2. Nature and Scope of the Project

This IFB seeks the best prices for PBX and Key telephone systems, equipment, and the other related services within specific zones across the Commonwealth as specified in **Appendix G, Zones**.

IV-3. Requirements.

The plan for this IFB is to provide end users with PBX and Key telephone systems, equipment, and related services. Contractors must comply with these requirements:

A. **General Requirements.**

- (i) Support Services: Services in this area include but are not limited to: service delivery, order processing, service desk, and billing.
- (ii) Project Management and Administration. The Contractor shall provide a dedicated project manager who will be responsible for coordination of all activities between the Issuing Office, Commonwealth agency, Contractor, and its subcontractors. The project manager cannot be removed without written consent from the Issuing Officer.
- (iii) Compliance with Commonwealth Contract Change Control. The Contractor shall follow the change procedures attached to **Appendix J, Contract Change Control Procedures** for all contract changes. The completed **Appendix M, Contract Change Request Form** shall be sent to RA-OACCRCONTRACTCOMP@pa.gov for approvals.
- (iv) Commonwealth Ordering and Inventory Tool: The Contractor shall accept utilization of the Commonwealth's ordering and inventory tool, currently the Enterprise Services Management System.
- (v) The Contractor shall have the capability of providing coverage to all counties within a selected zone.

- (vi) The Contractor shall provide, install, maintain, and support the equipment which makes the telephone system fully operational. The Commonwealth will consider the Contractor to be the sole point of contact regarding contractual matters, including payment of any and all charges resulting from the cost for an installed telephone system and cabling.
 - (1) The Contractor shall have on-hand inventory for most replacement parts for all installed telephone systems and cabling.
 - (2) All existing ACDs and IVRs shall be supported by the Contractor. Any new ACD and IVR systems and services may not be procured through this award.
- (vii) All installed telephone systems shall be turnkey; ready for immediate use following installation. All telephone systems shall be installed without any loss of service to the Commonwealth. Surge/transient protection shall be included for all telephone systems, especially within campus environments. The Commonwealth agency will accept order in ESMS within **five (5) business days** of receipt. If there are issues with service within **ten (10) business days** of order acceptance, payment for the service may be withheld until such issues are resolved. Service levels as detailed in **Appendix I, Service Level Agreements** may apply.
- (viii) The Contractor shall submit a quote to the Commonwealth agency for all telephone systems requiring equipment or labor, such as core drilling, conduit, or after hours work. The Contractor shall provide a description why the equipment or labor is needed within its quote and should include detail of number of hours and number of technicians required. Commonwealth agency approval must be obtained through an email or signature on the quote and attached to the ESMS Order Screen.
- (ix) The Contractor shall guarantee that the installation of all telephone systems will be in full compliance with all federal, state, and local government building and fire statutes, codes and regulations as well as industry standards.
- (x) The Contractor shall have telephones, equipment, and/or other components available to support the installed telephone systems until the expiration of the contract.
- (xi) The cost for a telephone system being offered, including installation, will constitute as the final cost. The Commonwealth will not pay travel time or delivery charges.
- (xii) Location Assessments. A location assessment includes such things as, but not limited to, the assessment of power, facilities, space, etc. The locations

of the telephone systems within the Commonwealth are specified within **Appendix O, PBX & Key Telephone System Data**. The Contractor shall comply with the requirements below when performing location assessments, after a Commonwealth agency has expressed interest in procuring a telephone system:

- (1) Location assessments shall be conducted within **five (5) business days** upon notification from the Commonwealth agency.
 - (2) If at the time of the location assessment the Contractor determines there are unusual installation factors requiring additional cost, the Contractor shall submit in writing, to the Commonwealth agency, a detailed explanation of reasons for the additional cost.
 - (3) The Contractor shall indicate the cost for location assessments in **Appendix C, Cost Matrix**. If it is determined, by the Commonwealth agency, that the services provided were incomplete and/or unsatisfactory, the Contractor shall return to the location, within **24 hours**, and correct the issue at no additional cost.
- (xiii) The Contractor will be responsible for investigating and recommending the most effective and efficient configuration for each Commonwealth agency. Consideration shall be given to the stability of the configuration being offered and the future direction of technology, confirming to the best of their ability that the recommended approach is not short lived. Several approaches may exist for equipment configurations.
- (1) The Contractor shall provide a justification for its equipment and other products being offered, along with cost.
 - (2) The Contractor is encouraged to present explanations of benefits and merits of its solution being offered together with any other related services, including warranties and maintenance.
- (xiv) If during the term of a contract, resulting from this IFB, new equipment becomes available, an Contractor may, with the written approval of the Commonwealth agency, substitute equipment if it offers features equal to or greater than, and at a cost that is equal to or less than the original bid. Changes must follow the contract change control procedures within **Appendix J, Contract Change Control Procedures**.
- (xv) The Contractor must provide monthly reports to Contract Compliance via email to RA-OACCRCONTRACTCOMP@pa.gov. In addition, the monthly service level reports must be provided in the format specified in **Appendix I, Service Level Agreements**, no later than the **10th** calendar day of the succeeding month.

(xvi) The Contractor shall accept utilization of the Commonwealth's Enterprise Services Management System (ESMS) for ordering and inventory.

(1) Order notifications are sent via email and therefore, the Contractor shall provide an email address.

(2) The Contractor shall be responsible for changing order statuses as it progresses through from submit to vendor complete (service ready for use).

(xvii) Service levels within **Appendix I, Service Level Agreements** and **Appendix H, Service Level Agreement Methodology** shall apply. The Service Level credits for services associated with the contract(s) resulting from this IFB are referenced within **Appendix I, Service Level Agreements**.

The Contractor must reimburse the Commonwealth within **45 days** of the missed SLA. The Contractor must pay the service credits by deducting the amount from an invoice or by sending a check addressed to the Commonwealth of Pennsylvania for the amount of the service credits. All checks must be sent to the following address:

Office of Comptroller Operations
Revenue & Cash Management
555 Walnut St., 9th Floor
Harrisburg PA 17101-1925

The Contractor must attach, along with its check, a breakdown of the reimbursement which includes, at a minimum: Commonwealth agency, SRM purchase order number and reimbursement amount.

B. Telephone System Requirements.

(i) The telephone system(s) being offered must be configured to meet the small, medium, and large needs of the Commonwealth. Each configuration must indicate the minimum and maximum capacity specifications such as, but not limited to, number and type of ports, hours of storage and number of mailboxes.

(ii) The Bidder shall indicate all of the items required, to make the telephone system(s) being offered fully operational, and include the equipment and/or other components, if any, which are interchangeable. The Bidder shall indicate the cost for all items, as well as the costs for optional items and services within **Appendix C, Cost Matrix**.

- (iii) The telephone system(s) being offered must include power failure and surge/transient protection. Bidders shall include the cost for optional power failure and surge/transient protections within **Appendix C, Cost Matrix**.
- (iv) The Contractor must have security measures in place to control access to the telephone system(s) being installed to prevent toll fraud.
- (v) The Bidder shall provide a voice processing system as an option.
 - (1) The telephone system(s) being offered must include software for voice mail, telephone answering, automated attendant, audiotext, facsimile and forms software that can query a caller for information to be transcribed at a later time.
 - (2) Include all components and all optional capabilities, including expansions options within **Appendix C, Cost Matrix**.
- (vi) The Bidder must provide station message detailed recording (SMDR) as an option.
 - (1) The telephone system(s) being offered must be microprocessor controlled; stand-alone telephone accounting system with fully modular software and expansion capability.
 - (2) Bidder must also include call accounting software or a solution that has the ability of providing call accounting.
 - (3) Include all standard and optional SMDR capabilities within **Appendix C, Cost Matrix**.
- (vii) The Contractor shall allow remote access by the Commonwealth as a Commonwealth agency may elect to perform remote moves, adds and changes (MACs).
 - (1) The Contractor must provide remote maintenance 24/7 that includes monitoring of the telephone system for all alarms.
 - (2) A technician must be dispatched for all alarms not cleared remotely, and the location must be notified of the situation.
- (viii) The telephone system(s) being offered and supported must have inherent ISDN (integrated service digital network), and SMDR, and have, VoIP capability and must be T-1 (DS1)/DS3 and SIP trunking compatible and must be capable of enabling Telephony Services Application Programmers Interface (TSAPI) or Telephone API.

- (1) The telephone system(s) being offered must also have a minimum redundancy level of duplicate central processing units, RAM memory and power supply. The redundant system must be capable of hot swapping, that is, the ability to change integral parts without any loss of service.
 - (2) The telephone system(s) being offered must be configured non-blocking and provide a platform with open face specifications which will allow intra and internetwork and future advances in technology without requiring non-affected elements to be replaced.
 - (3) The telephone system(s) being offered must have sufficient memory to handle for example speed calling and the memory capacity must increase proportionately as configurations increase in size.
 - (4) The Contractor will be responsible for complete design of each telephone system.
 - (ix) The telephone system(s) being offered must have call tracing ability.
 - (x) The Contractor must provide a cutover plan for each telephone system being installed.
 - (xi) All infrastructure must be maintained at current generation of operating systems and updated prior to end of support.
 - (xii) All voice traffic must be encrypted in compliance with [IRS Publication 1075, Tax Information Security Guidelines for Federal, State and Local Agencies: Safeguards for Protecting Federal Tax Returns and Return Information.](https://www.irs.gov/pub/irs-pdf/p1075.pdf) <https://www.irs.gov/pub/irs-pdf/p1075.pdf>.
 - (xiii) Systems installed must have the ability to send 911 information to the correct Public Safety Answering Point (PSAP).
- C. **Moves, Adds and Changes (MACs).** A move, add or change is defined as any ancillary service performed on equipment after a telephone system has been installed. Ancillary services are such things as, telephone moves when employees are relocated, telephone additions when new employees are hired and changes to equipment features.

The Contractor must be capable of performing MACs on installed telephone systems. The Contractor must, at a minimum, be able to perform MACs on:

- (i) Key Telephone Systems;
- (ii) PBX Telephone Systems;
- (iii) Installing of cable, less than 150 feet;

- (iv) □ CPU & Consoles, such as analog/digital;
- (v) □ ISDN sets, attendant consoles, variety of IP sets;
- (vi) □ PC voice mail systems; and
- (vii) □ Conference phones.

D. □ **Cabling & Wiring.**

- (i) □ As a standard, all cable installed must be at a minimum, Cat6 or Cat6e. Any variation will be at the sole discretion of the Commonwealth agency.
- (ii) □ Standard Cat6 cable being installed should not exceed 328 feet from the demarcation (demarc) point.
 - (1) □ The demarc is defined as the point between the wiring that comes in from the local telephone company and the wiring used to connect to the telephone system.
 - (2) □ The cost for cable runs which exceed 295 feet must be included in **Appendix C, Cost Matrix.**
- (iii) □ A minimum of one (1) power failure jack and one (1) currently available analog telephone must be included in the cost of each telephone system, if applicable, which must be located in a convenient accessible area such as at the receptionist's desk or manager's office, unless otherwise designated by the Commonwealth agency.
- (iv) □ The scope of the voice cabling support starts at the demarc, includes the main distribution frame (MDF), any intermediate distribution frames (IDFs), other wiring closets, the jacks located in the user space, and all wiring in-between.
- (v) □ Each installation shall adhere to the following:
 - (1) □ All cabling shall clearly be labeled at both ends.
 - (2) □ The patch panel or wiring block shall be labeled with the telecommunications outlet number and location(s) of the remote end as defined by the Commonwealth agency.
 - (3) □ The numbering scheme shall be kept uniform and consistent throughout an entire location.
 - (4) □ Each installation shall be required to have up-to-date cable records located at the MDF, IDF or patch panel.

- (5) The patch panel or wiring block shall be labeled with the telecommunications outlet number and location(s) of the remote end as defined by the Commonwealth agency. Documentation/labeling are typically done in accordance with the TIA 606 standards. These cable records are and will remain the property of the Commonwealth.

- (vi) On-site technicians must have all of the necessary tools to perform cabling services.

- (vii) All cabling shall be installed and tested in accordance with the current version of the EIA/TIA-568 Commercial Building Wiring Standards and all associated reference documents.

- (viii) Voice circuits are typically terminated with industry standard telecommunications jacks (e.g., RJ11, RJ45), as requested by the Commonwealth agency. Jacks will be wired according to the current Electronic Industries Association/Telecommunications Industry Association (EIA/TIA)-568 Commercial Building Wiring Standard EIA/TIA 568B, bulletin TSB-36, or bulletin TSB-40A standards, based on relevancy.

- (ix) Testing may include, but is not limited to, attenuation testing, near-end crosstalk (NEXT) testing, distance testing (time domain reflectometer – TDR), wiremap testing, jitter, and tone testing for any and all of the circuits and systems outlined above.
 - (1) The nature of the testing is determined by the equipment in use and the circuit type.
 - (2) Testing is typically per TIA/EIA TSB-67 standards and all associated reference documents.
 - (3) As a minimum, the test results for each telecommunications outlet location shall contain the jack number and wire map.
 - (4) Depending on the nature of the problem attenuation, near end crosstalk (NEXT), and cable impedance may also be required.

- (x) Testing/troubleshooting specific to ISDN includes full channel (analog only) / half channel (analog and digital) measurements (particularly when there is a PBX with ISDN interface), attenuation, line level, peak code word, crosstalk, idle channel noise, bit error testing, error measurement (short and long term), and coder offset.

Due to the higher frequency of ISDN, voltage and current measurement alone is insufficient for ISDN testing.

- (xi) All new cabling is required for each installation and shall be Communications Riser cable (CMR) unless cabling is run in air plenum space in which case cabling shall be Communications Plenum cable (CMP).
 - (1) The Contractor may only use a locations existing cable when prior approval is obtained from the Commonwealth agency.
 - (2) If an exception to use a location's existing cable is obtained the Contractor must provide a credit amount per jack within **Appendix C, Cost Matrix**.
 - (3) All cable being reused requires testing.
 - (4) The Contractor must provide a minimum of **25%** spare cable pairs at the mainframe and/or IDF.
- (xii) Testing and certification is required to ensure all cables and their associated jacks, patch panels and jumpers meet the appropriate standards for the type of telephone system being installed. The Contractor shall provide a complete copy of all certification test results to the Commonwealth agency.
- (xiii) All cable records must be updated whenever MACs are made that affect the internal building wiring in any way. These records shall be updated by the technician performing the cabling service, on the **same business day**.
- (xiv) The Contractor, its subcontractor(s) and Commonwealth agency personnel will use **Appendix N, Cable Management Form** when performing any service that affects cable and wiring information within a Commonwealth facility.
 - (1) The Contractor shall be responsible for filling out the portion of the form which pertains to the cabling services performed and must send the completed form to the Commonwealth agency.
 - (2) The Commonwealth agency will enter the information from the form into the Commonwealth's ESMS.
- (xv) The Contractor may be required, in the future, to update cable records through the ESMS. Access to the ESMS website will be provided to the Contractor, for updating purposes only, when cable changes and/or new services are requested by the Commonwealth agency. Information shall be updated through the ESMS website, by the Contractor, before billing takes place. In the case of a MAC order where a telephone is moved, the

Contractor will be responsible for ensuring the cable records are updated. Until access to the ESMS website is provided to the Contractor, a hardcopy of the **Appendix N, Cable Management Form** shall be provided to the Commonwealth agency.

E. **Maintenance & Warranty.**

- (i) The Contractor must, if elected by the Commonwealth agency, service an installed telephone system until the expiration of its contract.
- (ii) The Contractor must include, at no cost to the Commonwealth, the most recent software upgrades during the warranty period.
 - (1) The Contractor, at no cost to the Commonwealth, shall include the most recent software upgrades when telephone systems are covered by maintenance.
 - (2) If other costs are associated with software upgrades they must be included within **Appendix C, Cost Matrix**. The Bidder must include a cost for maintenance within **Appendix C, Cost Matrix**.
- (iii) The Contractor shall support existing ACD systems.
- (iv) The Contractor is not permitted to install any new ACD or IVR systems.
- (v) The Contractor shall have a dispatch center that will be responsible for receiving and handling all service calls from the Commonwealth. The centralized dispatch center must have a toll-free telephone number specifically for use by the Commonwealth when placing service calls. Sufficient support must be available, at all times, to meet the needs of the Commonwealth. The Commonwealth will not call a manufacturer directly for any warranty or maintenance issues.
- (vi) The Contractor must provide a facility to receive service calls on a **24-hour per day basis, 365 days of the year**, during the warranty period and any additional maintenance periods.
 - (1) The Contractor shall provide a listing of maintenance locations and list which counties will be covered by each location.
 - (a) Indicate how many service technicians, trained on the telephone systems and equipment being offered, will be available at each location and the number of locations for which the technicians will be responsible.

(b) Indicate how many fully equipped service vehicles will be available and at which locations the vehicles are assigned.

(2) The Bidder shall provide remote alarm capabilities.

F. **Software.**

All Equipment purchased or leased should be provided without an operating system, unless specifically requested by the Commonwealth. The Contractor may not offer Equipment which requires commercially available software for its use, unless and until the Commonwealth has entered into a software license agreement with the software licensor. The Contractor must inform any such software licensor that it must enter into a software license agreement with the Commonwealth that incorporates **Appendix Q, Software License Requirements Agreement**, as a material part of the licensor's software license agreement.

G. **Training**

(i) The Contractor shall provide training for the technical staff responsible for administrative support of a telephone system during the warranty and any additional maintenance periods.

(1) Training shall include all processes including, MACs, equipment, voicemail, auto attendants, call accounting packages for the telephone system.

(2) Specify the costs associated with training within **Appendix C, Cost Matrix**.

(ii) Training courses shall be provided at the location where the telephone system has been installed. Examples of training elements would be; all varieties of telephones, attendant consoles, equipment, voicemail, auto attendants, administrative terminal, etc. The date and time of the training courses must be coordinated between the project manager and the Commonwealth agency.

(iii) Training courses shall be completed prior to acceptance and activation of a telephone system. Specific training courses for the administrator of voicemail, Auto Attendants, SMDR and attendant consoles shall be conducted separately.

(iv) Training documentation shall be provided to technical staff for each telephone system. The Contractor shall develop, update, and maintain all training documentation during warranty and any additional maintenance periods.

- (v) The Contractor shall provide unlimited follow-up training, when new equipment or features are added, at no cost, when requested by the Commonwealth agency.

H. **Reporting.**

(i) Monthly Reports.

The Contractor must provide monthly reports to each Commonwealth agency and a consolidated monthly report to the Department of General Services, Bureau of Procurement. The monthly reports must include all activity by the Commonwealth, as well as for any external procurement activity by other state entities. The Contractor must provide monthly reports to the Commonwealth no later than **10 business days** after the end of the month.

A monthly report must consist of, and include at a minimum:

- (1) Ordering and delivery report of Equipment purchases which includes, at a minimum: Agency Information, Equipment Information, Order Information, Shipment and Delivery Information and Invoice Information.
- (2) Problem and response report which includes, at a minimum: Agency Information, Servers, Equipment Information and Problem/Response Information.
- (3) Service level report which includes, at a minimum: Agency Information. Off-the-shelf SLA computation, Custom SLA computation and Incorrect Shipment Correction SLA computation.
- (4) Outstanding issues report which includes, at a minimum: Agency Information and Outstanding Issue Summary.

(ii) Quarterly Reports.

The Contractor must provide quarterly reports to the Commonwealth no later than **15 business days** after the end of a quarter. A quarter is defined by the Commonwealth as follows:

- Quarter 1: January through March.
- Quarter 2: April through June.
- Quarter 3: July through September.
- Quarter 4: October through December.

The Contractor must submit a quarterly report which includes, at a minimum, the following:

- (1) Sales summary report which includes, at a minimum:
 - (a) Agency Information: Identifying information for the Commonwealth agency.
 - (b) Maintenance/Services Information: Detailed description of the maintenance/services being performed.
 - (c) Equipment Information: Detailed information about the Equipment purchased, including the manufacturer; product description/base configuration details; manufacturer part number; any additional upgrades purchased; and quantity.
 - (d) Order Information: Detailed breakout of the total price of the order. This includes the quantity provided; base configuration cost; and cost and quantity of any upgrades purchased. Include the appropriate item cost or list price and associated markup or discount.
 - (e) Invoice Information: Invoice information for the associated order.

- (2) Problem and response report, which includes, at a minimum: Agency Information; Equipment Information; Maintenance/Services Information; and Problem/Response Information.

- (3) Outstanding issues summary report which includes, at a minimum: Agency Information and Outstanding Issue Summary.

- (iii) Quarterly summary report—to be delivered in person at Quarterly Business Reviews (QBRs)—of quarterly contract activities; achievements; challenges; and Contractor’s recommendations for the Commonwealth.

- (iv) Detailed SLA metric report. The Contractor will be responsible for tracking and quarterly reporting on the SLA metrics listed in **Appendix I, Service Level Agreements**. The format of the report must be approved by the Commonwealth before ordering can commence.

- (v) Additional Reports.

Additional reports may be added, or removed, by the Commonwealth at any time.

PART V
CONTRACT TERMS AND CONDITIONS
FOR IT SUPPLIES AND RELATED SERVICES
-ELECTRONIC CONTRACT-

V-1. TERM OF CONTRACT.

The term of the Contract shall commence on the Effective Date (as defined below) and shall end on the Expiration Date identified in the Contract, subject to the other provisions of the Contract.

The Effective Date shall be: (a) the Effective Date printed on the Contract after the Contract has been fully executed by the Contractor and the Commonwealth (signed and approved as required by Commonwealth contracting procedures); or (b) the “Valid from” date printed on the Contract, whichever is later.

V-2. EXTENSION OF CONTRACT TERM.

The Commonwealth reserves the right, upon notice to the Contractor, to extend the term of the Contract for up to three (3) months upon the same terms and conditions.

V-3. COMMENCEMENT OF PERFORMANCE.

(a) General. The Contractor shall not commence performance and the Commonwealth shall not be liable to pay the Contractor for any Supply furnished or Service performed or expenses incurred, until both of the following have occurred:

(i) the Effective Date has occurred; and

(ii) the Contractor has received a Purchase Order or other written notice to proceed signed by the Contracting Officer.

(b) Prohibition Prior to Effective Date. No Commonwealth employee has the authority to verbally direct the delivery of any Supply or the commencement of any Service under this Contract prior to the date performance may commence. The Contractor hereby waives any claim or cause of action for any Supply delivered or Service performed prior to the date performance may commence.

V-4. ELECTRONIC SIGNATURES.

(a) The Contract and/or Purchase Order may be electronically signed by the Commonwealth.

(i) Contract. “Fully Executed” at the top of the first page of the Contract output indicates that the signatures of all the individuals required to bind the Commonwealth to the terms of the Contract have been electronically

affixed to the Contract. If the Contract output form does not have “Fully Executed” at the top of the first page, the Contract has not been fully executed.

- (ii) Purchase Orders. The electronically-printed name of the Purchasing Agent on the Purchase Order indicates that all approvals required by Commonwealth contracting procedures have been obtained.
- (b) The Commonwealth and the Contractor specifically agree as follows:
 - (i) No handwritten signature shall be required in order for the Contract to be legally enforceable.
 - (ii) The parties agree that no writing shall be required in order to make the Contract legally binding, notwithstanding contrary requirements in any law. The parties hereby agree not to contest the validity or enforceability of a genuine Contract or acknowledgement issued electronically under the provisions of a statute of frauds or any other applicable law relating to whether certain agreements be in writing and signed by the party bound thereby. Any genuine Contract or acknowledgement issued electronically, if introduced as evidence on paper in any judicial, arbitration, mediation, or administrative proceedings, will be admissible as between the parties to the same extent and under the same conditions as other business records originated and maintained in documentary form. Neither party shall contest the admissibility of copies of a genuine Contract or acknowledgements under either the business records exception to the hearsay rule or the best evidence rule on the basis that the Contract or acknowledgement were not in writing or signed by the parties. A Contract or acknowledgment shall be deemed to be genuine for all purposes if it is transmitted to the location designated for such documents.
- (c) Each party will immediately take steps to verify any document that appears to be obviously garbled in transmission or improperly formatted to include re-transmission of any such document if necessary.

V-5. DEFINITIONS.

As used in this Contract, these words shall have the following meanings:

- (a) Agency: The department, board, commission or other agency of the Commonwealth of Pennsylvania listed as the Purchasing Agency. If a COSTARS entity or external procurement activity has issued an order against this Contract, that entity shall also be identified as “Agency.”
- (b) Contracting Officer: The person authorized to administer this Contract for the Commonwealth and to make written determinations with respect to the Contract.

- (c) Days: Calendar days, unless specifically indicated otherwise.
- (d) Developed Works: All documents, sketches, drawings, designs, works, papers, files, reports, computer programs, computer documentation, data, records, software, samples or any other tangible material without limitation authored or prepared by Contractor as the work product covered in the scope of work for the Project.
- (e) Documentation: All materials required to support and convey information about the Services or Supplies required by this Contract. It includes, but is not necessarily restricted to: written reports and analyses; diagrams, maps, logical and physical designs; system designs; computer programs; flow charts; disks and/or other machine-readable storage media.
- (f) Expiration Date: The last valid date of this Contract, as indicated in the Contract documents to which these Terms are attached.
- (g) Services: All Contractor activity necessary to satisfy the Contract.
- (h) Supplies: All tangible and intangible property including, but not limited to materials and equipment, provided by the Contractor to satisfy the Contract.
- (i) Terms. These Standard Contract Terms and Conditions for IT Supplies and Related Services.

V-6. PURCHASE ORDERS.

- (a) The Agency may issue Purchase Orders against the Contract. These orders constitute the Contractor's authority to make delivery. All Purchase Orders received by the Contractor up to and including the expiration date of the Contract are acceptable and must be performed in accordance with the Contract. Each Purchase Order will be deemed to incorporate the terms and conditions set forth in the Contract.
- (b) Purchase Orders may be electronically signed by the Agency. The electronically-printed name of the purchaser represents the signature of that individual who has the authority, on behalf of the Commonwealth, to authorize the Contractor to proceed.
- (c) Purchase Orders may be issued electronically or through facsimile equipment. The electronic transmission of a purchase order shall require acknowledgement of receipt of the transmission by the Contractor. Receipt of the electronic or facsimile transmission of the Purchase Order shall constitute receipt of an order. Orders received by the Contractor after 4:00 p.m. will be considered received the following business day.

V-7. INDEPENDENT PRIME CONTRACTOR.

In performing its obligations under the Contract, the Contractor will act as an independent contractor and not as an employee or agent of the Commonwealth. The Contractor will be responsible for all Services in this Contract whether or not Contractor provides them directly. Further, the Contractor is the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

V-8. SUBCONTRACTS.

The Contractor may subcontract any portion of the Services described in this Contract to third parties selected by Contractor and approved in writing by the Commonwealth, whose approval shall not be unreasonably withheld. Notwithstanding the above, if Contractor has disclosed the identity of Subcontractor(s) together with the scope of work to be subcontracted in its bid/proposal, award of the Contract is deemed approval of all named Subcontractors and a separate approval is not required. The existence of any subcontract shall not change the obligations of Contractor to the Commonwealth under this Contract. Upon request of the Commonwealth, the Contractor must provide the Commonwealth with an unredacted copy of the subcontract agreement between the Contractor and the subcontractor in accordance with the provisions of **Section V-22(c)**. The Commonwealth reserves the right, for good cause, to require that the Contractor remove a subcontractor from the project. The Commonwealth will not be responsible for any costs incurred by the Contractor in replacing the subcontractor if good cause exists.

V-9. OTHER CONTRACTORS.

The Commonwealth may undertake or award other contracts for additional or related Supplies furnished or Services performed, and the Contractor shall fully cooperate with other contractors and Commonwealth employees, and coordinate its Supplies or Services with such additional work as may be required. The Contractor shall not commit or permit any act that will interfere with the performance of Supplies furnished or Services performed by any other contractor or by Commonwealth employees. This section shall be included in the Contracts of all contractors with which this Contractor will be required to cooperate. The Commonwealth shall equitably enforce this section as to all contractors to prevent the imposition of unreasonable burdens on any contractor.

V-10. DELIVERY.

(a) Supply Delivery: All Supplies shall be delivered F.O.B. Destination. The Contractor agrees to bear the risk of loss, injury, or destruction of the item(s) ordered prior to receipt of the items by the Commonwealth. Such loss, injury, or destruction shall not release the Contractor from any contractual obligations. Except as otherwise provided in this contract, all item(s) must be delivered within the time period specified. Time is of the essence and, in addition to any other

remedies, the Contract is subject to termination for failure to deliver as specified. Unless otherwise stated in this Contract, delivery must be made within **thirty (30) days** after the Effective Date.

- (b) Delivery of Services: The Contractor shall proceed with all due diligence in the performance of the Services with qualified personnel, in accordance with the completion criteria set forth in the Contract.

V-11. PRODUCT CONFORMANCE.

The Commonwealth reserves the right to require any and all Contractors to:

- (a) Provide certified data from laboratory testing performed by the Contractor, or performed by an independent laboratory, as specified by the Commonwealth.
- (b) Supply published manufacturer product Documentation.
- (c) Permit a Commonwealth representative to witness testing at the Contractor's location or at an independent laboratory.
- (d) Complete a survey/questionnaire relating to the bid requirements and specifications.
- (e) Provide customer references.
- (f) Provide a product demonstration at a location near Harrisburg or the Commonwealth agency location.

V-12. ACCEPTANCE.

- (a) Supplies: No Supplies received by the Commonwealth shall be deemed accepted until the Commonwealth has had a reasonable opportunity to inspect the Supplies. Any Supplies that are discovered to be defective or fail to conform to the specifications may be rejected upon initial inspection or at any later time if the defects contained in the Supplies or the noncompliance with the specifications were not reasonably ascertainable upon the initial inspection. It shall thereupon become the duty of the Contractor to remove rejected item(s) from the premises without expense to the Commonwealth within fifteen (15) days after notification. Rejected Supplies left longer than fifteen (15) days will be regarded as abandoned, and the Commonwealth shall have the right to dispose of them as its own property and shall retain that portion of the proceeds of any sale which represents the Commonwealth's costs and expenses in regard to the storage and sale of the Supplies. Upon notice of rejection, the Contractor shall immediately replace all such rejected Supplies with others conforming to the specifications and which are not defective. If the Contractor fails, neglects or refuses to do so, the Commonwealth shall then have the right to procure a corresponding quantity of

such Supplies, and deduct from any monies due or that may thereafter become due to the Contractor, the difference between the price stated in the Contract and the cost thereof to the Commonwealth.

- (b) Services: Acceptance of Services, including Developed Works, will occur in accordance with an Approval Plan (Plan) submitted by the Contractor and approved by the Commonwealth. Upon approval of the Plan by the Commonwealth, the Plan becomes part of this Contract. For contracts where the development of software, the configuration of software or the modification of software is the deliverable, the Plan must include an Acceptance Test Plan. The Acceptance Test Plan will provide for a Final Acceptance Test, and may provide for Interim Milestone Acceptance Tests. Each Acceptance Test will be designed to demonstrate that the Developed Works conform to the functional specification for the Developed Works, if any, and/or the requirements of this Contract. Contractor shall notify the Commonwealth when the deliverable is completed and ready for acceptance testing. The Commonwealth will not unreasonably delay commencement of acceptance testing.

V-13. REJECTED MATERIAL NOT CONSIDERED ABANDONED.

The Commonwealth shall have the right to not regard any rejected material as abandoned and to demand that the Contractor remove the rejected material from the premises within thirty (30) days of notification. The Contractor shall be responsible for removal of the rejected material as well as proper clean-up. If the Contractor fails or refuses to remove the rejected material as demanded by the Commonwealth, the Commonwealth may seek payment from, or set-off from any payments due to the Contractor under this or any other Contract with the Commonwealth, the costs of removal and clean-up. This is in addition to all other rights to recover costs incurred by the Commonwealth.

V-14. ESTIMATED QUANTITIES.

It shall be understood and agreed that any quantities listed in the Contract are estimated only and may be increased or decreased in accordance with the actual requirements of the Commonwealth and that the Commonwealth in accepting any bid/proposal or portion thereof, contracts only and agrees to purchase only the materials and services in such quantities as represent the actual requirements of the Commonwealth.

V-15. MANUFACTURER'S PRICE REDUCTION.

If, prior to the delivery of the awarded Supplies by the Contractor, a price reduction is announced by the original equipment manufacturer, a comparative price reduction will be given to the Commonwealth by the Contractor.

V-16. SPECIAL REQUIREMENTS.

The Commonwealth reserves the right to purchase Supplies and Services within the scope of this Contract through other procurement methods whenever the Commonwealth deems it to be in its best interest.

V-17. WARRANTIES.

- (a) The Contractor warrants that all Supplies furnished and all Services performed by the Contractor, its agents and subcontractors shall be free and clear of any defects in workmanship or materials and conform in all material respects to the functional specifications and requirements of the Contract. Unless otherwise stated in the Contract, all Supplies are warranted for a period of one (1) year following delivery by the Contractor and acceptance by the Commonwealth. The Contractor shall repair, replace or otherwise correct any problem with the delivered Supplies. When an item is replaced, it shall be replaced with an item of equivalent or superior quality without any additional cost to the Commonwealth.
- (b) The Contractor hereby represents and warrants to the Commonwealth that the Contractor will not cause, or take any action that may directly or indirectly cause a disruption of the Commonwealth's operations.
- (c) Contractor warrants that it has the necessary legal rights, including licenses to third party products, tools or materials, to perform the Services and deliver the Supplies and Developed Materials under this Contract.
- (d) THE FOREGOING EXPRESS WARRANTIES ARE THE CONTRACTOR'S SOLE AND EXCLUSIVE WARRANTIES AND NO OTHER WARRANTIES, EXPRESS OR IMPLIED, SHALL APPLY, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
- (e) All warranties shall survive final acceptance.

V-18. COMPENSATION.

- (a) Compensation for Supplies: The Contractor shall be required to furnish the awarded Supplies at the price(s) quoted in the Purchase Order. All Supplies shall be delivered within the time period(s) specified in the Purchase Order. The Contractor shall be compensated only for Supplies that are delivered and accepted by the Commonwealth.
- (b) Compensation for Services: The Contractor shall be required to perform the specified Services at the price(s) quoted in the Contract. All Services shall be performed within the time period(s) specified in the Contract. The Contractor shall be compensated only for Services performed to the satisfaction of the Commonwealth. The Contractor shall not be allowed or paid travel or per diem expenses except as specifically set forth in the Contract. If not otherwise specified

in the Contract, travel and related expenses shall be reimbursed in accordance with [Management Directive 230.10 Amended, Commonwealth Travel Policy](#), and [Manual 230.1, Commonwealth Travel Procedures Manual](#).

V-19. BILLING REQUIREMENTS.

Unless the Contractor has been authorized by the Commonwealth for Evaluated Receipt Settlement or Vendor Self-Invoicing, the Contractor shall include in all of its invoices the following minimum information:

- (a) Vendor name and “Remit to” address, including SAP Vendor number;
- (b) Bank routing information, if ACH;
- (c) SAP Purchase Order number;
- (d) Delivery Address, including name of Commonwealth agency;
- (e) Description of the Supplies/Services delivered in accordance with SAP Purchase Order (include purchase order line number if possible);
- (f) Quantity provided;
- (g) Unit price;
- (h) Price extension;
- (i) Total price; and
- (j) Delivery date of Supplies or Services.

If an invoice does not contain the minimum information set forth in this section, or, if applicable, comply with the provisions located at <http://www.budget.pa.gov/Programs/Pages/E-Invoicing.aspx>, relating to the Commonwealth E-Invoicing Program, the Commonwealth may return the invoice as improper. If the Commonwealth returns an invoice as improper, the time for processing a payment will be suspended until the Commonwealth receives a correct invoice. The Contractor may not receive payment until the Commonwealth has received a correct invoice.

Contractors are required to establish separate billing accounts with each Contractor agency and invoice them directly. Each invoice shall be itemized with adequate detail and match the line item on the Purchase Order. In no instance shall any payment be made for Services to the Contractor that are not in accordance with the prices on the Purchase Order, the Contract, updated price lists or any discounts negotiated by the purchasing agency.

V-20. PAYMENT.

- (a) The Commonwealth shall put forth reasonable efforts to make payment by the required payment date. The required payment date is:
 - (i) the date on which payment is due under the terms of the Contract;
 - (ii) thirty (30) days after a proper invoice actually is received at the “Bill To” address if a date on which payment is due is not specified in the Contract (a “proper” invoice is not received until the Commonwealth accepts the service as satisfactorily performed); or
 - (iii) the payment date specified on the invoice if later than the dates established by (i) and (ii) above.

- (b) Payment may be delayed if the payment amount on an invoice is not based upon the price(s) as stated in the Contract. If any payment is not made within fifteen (15) days after the required payment date, the Commonwealth may pay interest as determined by the Secretary of Budget in accordance with Act of December 13, 1982, P.L. 1155, No. 266, as amended, [72 P. S. § 1507](#), (relating to interest penalties on Commonwealth accounts) and accompanying regulations [4 Pa. Code §§ 2.31—2.40](#). See, [Procurement Handbook, Part I, Chapter 18, A 8](#). Payment should not be construed by the Contractor as acceptance of the service performed by the Contractor. The Commonwealth reserves the right to conduct further testing and inspection after payment, but within a reasonable time after performance, and to reject the service if such post payment testing or inspection discloses a defect or a failure to meet specifications. The Contractor agrees that the Commonwealth may set off the amount of any state tax liability or other obligation of the Contractor or its subsidiaries to the Commonwealth against any payments due the Contractor under any contract with the Commonwealth.

- (c) The Commonwealth shall have the option of using the Commonwealth purchasing card to make purchases under the Contract or Purchase Order. The Commonwealth’s purchasing card is similar to a credit card in that there will be a small fee which the Contractor will be required to pay and the Contractor will receive payment directly from the card issuer rather than the Commonwealth. Any and all fees related to this type of payment are the responsibility of the Contractor. In no case will the Commonwealth allow increases in prices to offset credit card fees paid by the Contractor or any other charges incurred by the Contractor, unless specifically stated in the terms of the Contract or Purchase Order.

- (d) The Commonwealth will make contract payments through Automated Clearing House (ACH).

- (i) Within 10 days of award of the contract or purchase order, the Contractor must submit or must have already submitted their ACH information within their user profile in the Commonwealth's procurement system (SRM).
- (ii) The Contractor must submit a unique invoice number with each invoice submitted. The unique invoice number will be listed on the Commonwealth of Pennsylvania's ACH remittance advice to enable the Contractor to properly apply the state agency's payment to the invoice submitted.
- (iii) It is the responsibility of the Contractor to ensure that the ACH information contained in SRM is accurate and complete. Failure to maintain accurate and complete information may result in delays in payments.

V-21. TAXES.

The Commonwealth is exempt from all excise taxes imposed by the Internal Revenue Service and has accordingly registered with the Internal Revenue Service to make tax free purchases under Registration No. 237400001-K. With the exception of purchases of the following items, no exemption certificates are required and none will be issued: undyed diesel fuel, tires, trucks, gas guzzler emergency vehicles, and sports fishing equipment. The Commonwealth is also exempt from Pennsylvania state sales tax, local sales tax, public transportation assistance taxes and fees and vehicle rental tax. The Department of Revenue regulations provide that exemption certificates are not required for sales made to governmental entities and none will be issued. Nothing in this section is meant to exempt a construction contractor from the payment of any of these taxes or fees which are required to be paid with respect to the purchase, use, rental, or lease of tangible personal property or taxable services used or transferred in connection with the performance of a construction contract.

V-22. CONFIDENTIALITY.

- (a) The Contractor agrees to protect the confidentiality of the Commonwealth's confidential information. The Commonwealth agrees to protect the confidentiality of Contractor's confidential information. In order for information to be deemed confidential, the party claiming confidentiality must designate the information as "confidential" in such a way as to give notice to the other party (notice may be communicated by describing the information, and the specifications around its use or disclosure, in the applicable document). Neither party may assert that information owned by the other party is such party's confidential information. The parties agree that such confidential information shall not be copied, in whole or in part, or used or disclosed except when essential for authorized activities under this Contract and, in the case of disclosure, where the recipient of the confidential information has agreed to be bound by confidentiality requirements no less restrictive than those set forth herein. Each copy of such confidential information shall be marked by the party making the copy with any notices appearing in the original. Upon expiration or termination of this Contract, the receiving party will

return to the disclosing party all copies of the confidential information in the receiving party's possession, other than one copy, (where permitted by law or regulation) which may be maintained for archival purposes only, and which will remain subject to this Contract's security, privacy, data retention/destruction and confidentiality provisions (all of which shall survive the expiration or termination of this Contract). Both parties agree that a material breach of these requirements may, after failure to cure within the period specified in this Contract, and at the discretion of the non-breaching party, result in termination for default pursuant to **Section V-29(c)**, in addition to other remedies available to the non-breaching party.

- (b) Insofar as information is not otherwise protected by law or regulation, the obligations stated in this section do not apply to information:
 - (i) already known to the recipient at the time of disclosure other than through the contractual relationship and not otherwise subject to any obligation of non-disclosure or confidentiality;
 - (ii) independently generated by the recipient and not derived from the information supplied by the disclosing party;
 - (iii) known or available to the public, except where such knowledge or availability is the result of unauthorized disclosure by the recipient of the proprietary information;
 - (iv) disclosed to the recipient without a similar restriction by a third party who has the right to make such disclosure; or
 - (v) required to be disclosed by the recipient by law, regulation, court order, or other legal process.

There shall be no restriction with respect to the use or disclosure of any ideas, concepts, know-how or data processing techniques developed alone or jointly with the Commonwealth in connection with Services provided to the Commonwealth under this Contract.

- (c) The Contractor shall use the following process when submitting information to the Commonwealth it believes to be confidential and/or proprietary information or trade secrets:
 - (i) Prepare and submit un-redacted version of the appropriate document, and
 - (ii) Prepare and submit a redacted version of the document that redacts the information that is asserted to be confidential or proprietary information or a trade secret. The Contractor shall use a redaction program that ensures the information is permanently and irreversibly redacted, or

- (iii) Prepare and submit a signed written statement that identifies confidential or proprietary information or trade secrets and that states:
 - (i) the attached material contains confidential or proprietary information or trade secrets;
 - (ii) the Contractor is submitting the material in both redacted and un-redacted format, if possible, in accordance with 65 P.S. § 67.707(b); and
 - (iii) the Contractor is requesting that the material be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests.
- (iv) Submit the two (2) documents along with the signed written statement to the Commonwealth.

V-23. SENSITIVE INFORMATION.

- (a) The Contractor shall not publish or otherwise disclose, except to the Commonwealth or the Contractor's subcontractors and except matters of public record (which is to be determined entirely in the discretion of the Commonwealth), any information or data obtained hereunder from private individuals, organizations, or public agencies.
- (b) The parties shall not use or disclose any information about a recipient receiving services from, or otherwise enrolled in, a Commonwealth program affected by or benefiting from Services under this Contract for any purpose not connected with the parties' Contract responsibilities except with consent pursuant to applicable law and regulations. All documents associated with direct disclosures of this kind must be announced to and open for inspection by the Commonwealth.
- (c) Rights and obligations of the parties under this section survive the expiration or termination of this Contract.

V-24. COMMONWEALTH HELD HARMLESS.

- (a) The Contractor shall hold the Commonwealth harmless from and indemnify the Commonwealth against any and all third party claims, demands and actions based upon or arising out of any activities performed by the Contractor and its employees and agents under this Contract, provided the Commonwealth gives Contractor prompt notice of any such claim of which it learns. Pursuant to the [*Commonwealth Attorneys Act*](#), Act of October 15, 1980, P.L. 950, No. 164, as amended, 71 P. S. §§ 732-101—732-506, the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG may, however, in its sole discretion and under such terms as it deems appropriate, delegate its right of defense. If OAG delegates the defense to the

Contractor, the Commonwealth will cooperate with all reasonable requests of Contractor made in the defense of such suits.

- (b) Notwithstanding the above, neither party shall enter into any settlement without the other party's written consent, which shall not be unreasonably withheld. The Commonwealth may, in its sole discretion, allow the Contractor to control the defense and any related settlement negotiations.

V-25. SOVEREIGN IMMUNITY.

No provision of this Contract may be construed to waive or limit the sovereign immunity of the Commonwealth of Pennsylvania or its governmental sub-units.

V-26. LIMITATION OF LIABILITY.

- (a) The Contractor's liability to the Commonwealth under the Contract shall be limited to the greater of \$250,000 or the value of the Contract (including any amendments). This limitation will apply, except as otherwise stated in this section, regardless of the form of action, whether in contract or in tort, including negligence. This limitation does not, however, apply to any damages for:
 - (i) bodily injury;
 - (ii) death;
 - (iii) intentional injury;
 - (iv) damage to real property or tangible personal property for which the Contractor is legally liable;
 - (v) the Contractor's indemnity of the Commonwealth for patent, copyright, trade secret, or trademark protection; or
 - (vi) the Contractor's indemnity of the Commonwealth for data breach.
- (b) The Contractor will not be liable for consequential or incidental damages, except for damages as set forth in subsection (a) above or as otherwise specified in the Contract.

V-27. DEFAULT.

- (a) The Commonwealth may, subject to the Force Majeure provisions of this Contract, and in addition to its other rights under the Contract, declare the Contractor in default by written notice thereof to the Contractor, and terminate (as provided in the Termination Provisions of this Contract) the whole or any part of this Contract or any Purchase Order for any of the following reasons:

- (i) Failure to begin delivering Supplies or performing Services within the time specified in the Contract or Purchase Order or as otherwise specified;
- (ii) Failure to deliver Supplies or perform Services with sufficient labor, equipment, or material to insure the completion of the specified work in accordance with the Contract or Purchase Order terms;
- (iii) Unsatisfactory performance of the work;
- (iv) Failure to deliver the Supply(ies) or perform Services within the time specified in the Contract or Purchase Order or as otherwise specified;
- (v) Improper delivery;
- (vi) Failure to provide a Supply(ies) or perform Services that conform with the specifications referenced in the Contract or Purchase Order;
- (vii) Delivery of a defective Supply;
- (viii) Failure or refusal to remove material, or remove and replace any work rejected as defective or unsatisfactory;
- (ix) Discontinuance of furnishing Supplies or performing Services without approval;
- (x) Failure to resume furnishing Supplies or performing Services that were discontinued, within a reasonable time after notice to do so;
- (xi) Insolvency or bankruptcy;
- (xii) Assignment made for the benefit of creditors;
- (xiii) Failure or refusal within 10 days after written notice by the Contracting Officer, to make payment or show cause why payment should not be made, of any amounts due for Supplies furnished or Services performed, for equipment rentals, or for utility services rendered;
- (xiv) Failure to protect, repair or make good any damage or injury to property;
- (xv) Breach of any provision of the Contract;
- (xvi) Failure to comply with representations made in the Contractor's bid/proposal; or
- (xvii) Failure to comply with applicable industry standards, customs and practice.

- (b) In the event that the Commonwealth terminates this Contract or any Purchase Order in whole or in part as provided in subsection (a) above, the Commonwealth may procure, upon such terms and in such manner as it determines, Supplies and/or Services similar or identical to those so terminated, and the Contractor shall be liable to the Commonwealth for any reasonable excess costs for such similar or identical items included within the terminated part of the Contract or Purchase Order.
- (c) If the Contract or a Purchase Order is terminated as provided in subsection (a) above, the Commonwealth, in addition to any other rights provided in this section, may require the Contractor to transfer title and deliver immediately to the Commonwealth in the manner and to the extent directed by the Contracting Officer, such partially completed items, including, where applicable, reports, working papers and other Documentation, as the Contractor has specifically produced or specifically acquired for the performance of such part of the Contract or Purchase Order as has been terminated. Except as provided below, payment for completed work accepted by the Commonwealth shall be at the Contract price. Except as provided below, payment for partially completed items including, where applicable, reports and working papers, delivered to and accepted by the Commonwealth shall be in an amount agreed upon by the Contractor and Contracting Officer. The Commonwealth may withhold from amounts otherwise due the Contractor for such completed or partially completed works, such sum as the Contracting Officer determines to be necessary to protect the Commonwealth against loss.
- (d) The rights and remedies of the Commonwealth provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.
- (e) The Commonwealth's failure to exercise any rights or remedies provided in this section shall not be construed to be a waiver by the Commonwealth of its rights and remedies in regard to the event of default or any succeeding event of default.
- (f) Following exhaustion of the Contractor's administrative remedies as set forth in the **Section V-30**, Contract Controversies, the Contractor's exclusive remedy shall be to seek damages in the Commonwealth Board of Claims.

V-28. FORCE MAJEURE.

Neither party will incur any liability to the other if its performance of any obligation under this Contract is prevented or delayed by causes beyond its control and without the fault or negligence of either party. Causes beyond a party's control may include, but aren't limited to, acts of God or war, changes in controlling law, regulations, orders or the requirements of any governmental entity, severe weather conditions, civil disorders, natural disasters,

fire, epidemics and quarantines, general strikes throughout the trade, and freight embargoes.

The Contractor shall notify the Commonwealth orally within five (5) days and in writing within ten (10) days of the date on which the Contractor becomes aware, or should have reasonably become aware, that such cause would prevent or delay its performance. Such notification shall (i) describe fully such cause(s) and its effect on performance, (ii) state whether performance under the contract is prevented or delayed and (iii) if performance is delayed, state a reasonable estimate of the duration of the delay. The Contractor shall have the burden of proving that such cause(s) delayed or prevented its performance despite its diligent efforts to perform and shall produce such supporting Documentation as the Commonwealth may reasonably request. After receipt of such notification, the Commonwealth may elect to cancel the Contract, cancel the Purchase Order, or to extend the time for performance as reasonably necessary to compensate for the Contractor's delay.

In the event of a declared emergency by competent governmental authorities, the Commonwealth by notice to the Contractor, may suspend all or a portion of the Contract or Purchase Order.

V-29. TERMINATION PROVISIONS.

The Commonwealth has the right to terminate this Contract or any Purchase Order issued thereunder for any of the reasons set forth in this section. Termination shall be effective upon written notice to the Contractor.

- (a) Termination for convenience: The Commonwealth shall have the right to terminate the Contract or a Purchase Order issued from the Contract, in whole or in part, for its convenience if the Commonwealth determines termination to be in its best interest. The Contractor shall be paid for work satisfactorily completed prior to the effective date of the termination, but in no event shall the Contractor be entitled to recover loss of profits.
- (b) Non-appropriation: The Commonwealth's obligation to make payments during any Commonwealth fiscal year succeeding the current fiscal year shall be subject to availability and appropriation of funds. When funds (state and/or federal) are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal year period, the Commonwealth shall have the right to terminate the Contract or a Purchase Order in whole or in part. The Contractor shall be reimbursed for the reasonable value of any nonrecurring costs incurred but not amortized in the price of the Supplies or Services delivered under the Contract. Such reimbursement shall not include loss of profit, loss of use of money, or administrative or overhead costs. The reimbursement amount may be paid from any appropriations available for that purpose.
- (c) Termination for cause: The Commonwealth shall have the right to terminate the Contract or a Purchase Order, in whole or in part, for Contractor default under the

Default Clause upon written notice to the Contractor. The Commonwealth shall also have the right, upon written notice to the Contractor, to terminate the Contract or a Purchase Order for other cause as specified in the Contract or by law. If it is later determined that the Commonwealth erred in terminating the Contract or a Purchase Order for cause, then, at the Commonwealth's discretion, the Contract or Purchase Order shall be deemed to have been terminated for convenience under subsection (a) above.

V-30. CONTRACT CONTROVERSIES.

- (a) Pursuant to Section 1712.1 of the [Commonwealth Procurement Code](#) (62 Pa. C. S. § 1712.1), in the event of a claim arising from the Contract, the Contractor must, within six (6) months after the cause of action accrues, file a written claim with the contracting officer for a determination. The claim shall state all grounds upon which the Contractor asserts a controversy exists. If the Contractor fails to file a claim or files an untimely claim, the Contractor is deemed to have waived its right to assert a claim in any forum. At the time the claim is filed, or within **sixty (60) days** thereafter, either party may request mediation through the Commonwealth Office of General Counsel Dispute Resolution Program.

- (b) If the Contractor or the contracting officer requests mediation and the other party agrees, the contracting officer shall promptly make arrangements for mediation. Mediation shall be scheduled so as to not delay the issuance of the final determination beyond the required **120 days** after receipt of the claim if mediation is unsuccessful. If mediation is not agreed to or if resolution is not reached through mediation, the contracting officer shall review timely-filed claims and issue a final determination, in writing, regarding the claim. The final determination shall be issued within **120 days** of the receipt of the claim, unless extended by consent of the contracting officer and the Contractor. The contracting officer shall send his/her written determination to the Contractor. If the contracting officer fails to issue a final determination within the **120 days** (unless extended by consent of the parties), the claim shall be deemed denied. The contracting officer's determination shall be the final order of the purchasing agency.

- (c) Within **fifteen (15) days** of the mailing date of the determination denying a claim or within **135 days** of filing a claim if, no extension is agreed to by the parties, whichever occurs first, the Contractor may file a statement of claim with the Commonwealth Board of Claims. Pending a final judicial resolution of a controversy or claim, the Contractor shall proceed diligently with the performance of the Contract in a manner consistent with the determination of the contracting officer and the Commonwealth shall compensate the Contractor pursuant to the terms of the Contract.

V-31. ASSIGNABILITY AND SUBCONTRACTING.

- (a) Subject to the terms and conditions of this section, this Contract shall be binding upon the parties and their respective successors and assigns.
- (b) The Contractor shall not subcontract with any person or entity to perform all or any part of the furnishing of Supplies or performance of Services under this Contract without the prior written consent of the Contracting Officer, whose consent may be withheld at their sole and absolute discretion.
- (c) The Contractor may not assign, in whole or in part, this Contract or its rights, duties, obligations, or responsibilities hereunder without the prior written consent of the Contracting Officer, whose consent may be withheld at their sole and absolute discretion.
- (d) Notwithstanding the foregoing, the Contractor may, without the consent of the Contracting Officer, assign its rights to payment to be received under the Contract, provided that the Contractor provides written notice of such assignment to the Contracting Officer together with a written acknowledgement from the assignee that any such payments are subject to all of the terms and conditions of this Contract.
- (e) For the purposes of this Contract, the term “assign” shall include, but shall not be limited to, the sale, gift, assignment, pledge, or other transfer of any ownership interest in the Contractor provided, however, that the term shall not apply to the sale or other transfer of stock of a publicly traded company.
- (f) Any assignment consented to by the Contracting Officer shall be evidenced by a written assignment agreement executed by the Contractor and its assignee in which the assignee agrees to be legally bound by all of the terms and conditions of the Contract and to assume the duties, obligations, and responsibilities being assigned.
- (g) A change of name by the Contractor, following which the Contractor’s federal identification number remains unchanged, shall not be considered to be an assignment hereunder. The Contractor shall give the Contracting Officer written notice of any such change of name.

V-32. AUDIT PROVISIONS.

The Commonwealth shall have the right, at reasonable times and at a site designated by the Commonwealth, to audit the books, documents and records of the Contractor to the extent that the books, documents and records relate to costs or pricing data for the Contract. The Contractor agrees to maintain records which will support the prices charged and costs incurred for the Contract. The Contractor shall preserve books, documents, and records that relate to costs or pricing data for the Contract for a period of three (3) years from date of final payment. The Contractor shall give full and free access to all records to the Commonwealth and/or their authorized representatives. The *Single Audit Act of 1984*, 31

U.S.C. § 7501, *et seq.*, and all rules and regulations promulgated pursuant to the *Act*, may apply to this Contract.

V-33. ASSIGNMENT OF ANTITRUST CLAIMS.

The Contractor and the Commonwealth recognize that in actual economic practice, overcharges by the Contractor's suppliers resulting from violations of state or federal antitrust laws are in fact borne by the Commonwealth. As part of the consideration for the award of the Contract, and intending to be legally bound, the Contractor assigns to the Commonwealth all right, title and interest in and to any claims the Contractor now has, or may acquire, under state or federal antitrust laws relating to the Supplies and Services which are the subject of this Contract.

V-34. PATENT, COPYRIGHT, TRADEMARK, AND TRADE SECRET PROTECTION.

- (a) The Contractor shall hold the Commonwealth harmless from any suit or proceeding which may be brought by a third party against the Commonwealth, its departments, officers or employees for the alleged infringement of any United States or foreign patents, copyrights, or trademarks, or for a misappropriation of trade secrets arising out of performance of this Contract, including all work, services, materials, reports, studies, and computer programs provided by the Contractor, and in any such suit or proceeding will satisfy any final award for such infringement, including costs. The Commonwealth agrees to give Contractor prompt notice of any such claim of which it learns. Pursuant to the [Commonwealth Attorneys Act](#), Act of October 15, 1980, P.L. 950, No. 164, as amended, 71 P. S. §§ 732-101—732-506, the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG may, however, in its sole discretion and under the terms it deems appropriate, delegate its right of defense. If OAG delegates the defense to the Contractor, the Commonwealth will cooperate with all reasonable requests of Contractor made in the defense of such suits. No settlement which prevents the Commonwealth from continuing to use the Developed Works as provided herein shall be made without the Commonwealth's prior written consent. In all events, the Commonwealth shall have the right to participate in the defense of any such suit or proceeding through counsel of its own choosing. It is expressly agreed by the Contractor that, in the event it requests that the Commonwealth to provide support to the Contractor in defending any such claim, the Contractor shall reimburse the Commonwealth for all expenses (including attorneys' fees, if such are made necessary by the Contractor's request) incurred by the Commonwealth for such support. If OAG does not delegate the defense of the matter, the Contractor's obligation to indemnify ceases. The Contractor will, at its expense, provide whatever cooperation OAG requests in the defense of the suit.
- (b) The Contractor agrees to exercise reasonable due diligence to prevent claims of infringement on the rights of third parties. The Contractor certifies that, in all respects applicable to this Contract, it has exercised and will continue to exercise

due diligence to ensure that all Supplies furnished and Services performed under this Contract do not infringe on the patents, copyrights, trademarks, trade secrets or other proprietary interests of any kind which may be held by third parties. The Contractor also agrees to certify that Supplies furnished and Services performed for the Commonwealth under this Contract shall be free and clear from all claims of any nature.

- (c) If the defense of the suit is delegated to the Contractor, the Contractor shall pay all damages and costs awarded therein against the Commonwealth. If information and assistance are furnished by the Commonwealth at the Contractor's written request, it shall be at the Contractor's expense, but the responsibility for such expense shall be only that within the Contractor's written authorization.
- (d) If, in the Contractor's opinion, the products, materials, reports, studies, or computer programs furnished hereunder are likely to or do become subject to a claim of infringement of a United States patent, copyright, or trademark, or for a misappropriation of trade secret, then without diminishing the Contractor's obligation to satisfy any final award, the Contractor may, at its option and expense, substitute functional equivalents for the alleged infringing products, materials, reports, studies, or computer programs or, at the Contractor's option and expense, obtain the rights for the Commonwealth to continue the use of such products, materials, reports, studies, or computer programs.
- (e) If any of the products, materials, reports, studies, or computer programs provided by the Contractor are in such suit or proceeding held to constitute infringement and the use or publication thereof is enjoined, the Contractor shall, at its own expense and at its option, either procure the right to publish or continue use of such infringing products, materials, reports, studies, or computer programs, replace them with non-infringing items, or modify them so that they are no longer infringing.
- (f) If the Contractor is unable to do any of the preceding, the Contractor agrees to pay the Commonwealth:
 - (i) any amounts paid by the Commonwealth less a reasonable amount based on the acceptance and use of the deliverable;
 - (ii) any license fee less an amount for the period of usage of any software; and
 - (iii) the prorated portion of any service fees representing the time remaining in any period of service for which payment was made.
- (a) The obligations of the Contractor under this section continue without time limit and survive the termination of this contract.
- (b) Notwithstanding the above, the Contractor shall have no obligation for:

- (i) modification of any product, service, or deliverable provided by the Commonwealth;
 - (ii) any material provided by the Commonwealth to the Contractor and incorporated into, or used to prepare, a product, service, or deliverable;
 - (iii) use of the product, service, or deliverable in other than its specified operating environment;
 - (iv) the combination, operation, or use of the product, service, or deliverable with other products, services, or deliverables not provided by the Contractor as a system or the combination, operation, or use of the product, service, or deliverable, with any products, data, or apparatus that the Contractor did not provide;
 - (v) infringement of a non-Contractor product alone;
 - (vi) the Commonwealth's distribution, marketing or use beyond the scope contemplated by the Contract; or
 - (vii) the Commonwealth's failure to use corrections or enhancements made available to the Commonwealth by the Contractor at no charge.
- (c) The obligation to indemnify the Commonwealth, under the terms of this section, shall be the Contractor's sole and exclusive obligation for the infringement or misappropriation of intellectual property.

V-35. INTELLECTUAL PROPERTY AND RIGHT TO USE.

The Contractor hereby grants to the Commonwealth a non-exclusive right to access and to use the hardware and software comprising all or part of the Supplies and Services. The Commonwealth's use of the software is subject to the following:

- (a) Product License. The Contractor grants the Commonwealth a non-exclusive license to use the software required to operate the Supplies.
- (b) Contractor Intellectual Property. Commonwealth acknowledges that, in the course of providing and performing the Supplies and Services, Contractor may use software and related processes, instructions, methods, and techniques that have been previously developed by Contractor and that same shall remain the sole and exclusive property of Contractor. Contractor retains ownership of all Contractor Intellectual Property that Contractor delivers to the Commonwealth pursuant to the Supplies provided and Services performed.
- (c) Commonwealth Intellectual Property and Data. The Commonwealth owns all Data and all Commonwealth Intellectual Property provided to the Contractor pursuant to this Contract or collected or generated by the Contractor on behalf of the

Commonwealth pursuant to this Contract. Commonwealth grants Contractor a non-exclusive, royalty-free, world-wide license to use, copy, display, distribute, transmit and prepare derivative works of the Commonwealth's Intellectual Property and Data only to fulfill the purposes of this Contract and any applicable PO. The Commonwealth's license to Contractor is limited by the terms of this Contract.

- (d) Third Party Intellectual Property. If a Supply or Service under this Contract is commercially available software or requires commercially available software for use, the Contractor shall inform the third party licensor of the software that it will be required to enter into a software license agreement with the Commonwealth that includes terms and conditions acceptable to the Commonwealth, to the extent necessary for the Commonwealth to use the Third Party Intellectual Property in accordance with the terms of the Contract.
- (e) Click Through Terms. In order to access or use hardware or software, the Commonwealth will click through electronic terms and conditions where they appear, provided that the provision of the Services or Supplies are subject to the terms and conditions of this Contract, and such electronic terms and conditions shall have no force or effect as to Services or Supplies and shall not be legally binding on the Commonwealth.
- (f) No Transfer of Right, Title or Interest. Except as expressly set forth in this Contract, nothing in this Contract shall be construed as granting to or conferring upon Contractor, any right, title, or interest in any physical or intellectual property that is now owned or subsequently owned by the Commonwealth or any third party. Except as expressly set forth in this Contract, nothing in this Contract shall be construed as granting to or conferring upon the Commonwealth, any right, title, or interest in any physical or intellectual property that is now owned or subsequently owned by the Contractor.

V-36. COMMONWEALTH DATA.

The Commonwealth owns all Data provided to the Contractor pursuant to this Contract or collected or generated by the Contractor on behalf of the Commonwealth pursuant to this Contract. Commonwealth grants Contractor a non-exclusive, royalty-free, world-wide license to use, copy, display, distribute, transmit and prepare derivative works using the Commonwealth's Data only to fulfill the purposes of this Contract and any applicable PO. The Commonwealth's license to Contractor is limited by the terms of this Contract. Unless the solicitation specifies otherwise:

- (a) All Data must be stored within the United States.
- (b) All Data must travel networks which are approved in writing by the Commonwealth.

- (c) Data may not be stored in a state which asserts jurisdiction over disputes regarding data stored within that state.
- (d) The Contractor shall be responsible for maintaining the privacy, security, and integrity of Data in its or its subcontractors' possession.
- (e) All Data shall be accessible to the Commonwealth upon request, and in a form acceptable to the Commonwealth.
- (f) All Data shall be surrendered to the Commonwealth upon request.
- (g) Any Data shall be destroyed by the Contractor at the Commonwealth's request.
- (h) Any Data shall be held for litigation or public records purposes by the Contractor at the Commonwealth's request, and in accordance with the security, privacy, and accessibility requirements of this Contract.
- (i) Contractor shall comply with all applicable data protection, data security, data privacy and data breach notification laws, including but not limited to the *Commonwealth Breach of Personal Information Notification Act*, 73 P.S. §§ 2301 *et seq.*
- (j) Contractor shall be solely responsible for any costs, losses, fines or damages incurred by the Commonwealth due to Data being accessed, used, released, disclosed and/or acquired in an unauthorized manner.

V-37. NONDISCRIMINATION/SEXUAL HARASSMENT CLAUSE.

The Contractor agrees:

- (a) In the hiring of any employee(s) for the manufacture of supplies, performance of work, or any other activity required under the contract or any subcontract, the Contractor, each subcontractor, or any person acting on behalf of the Contractor or subcontractor shall not discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of the *Pennsylvania Human Relations Act* (PHRA) and applicable federal laws, against any citizen of this Commonwealth who is qualified and available to perform the work to which the employment relates.
- (b) Neither the Contractor nor any subcontractor nor any person on their behalf shall in any manner discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of the PHRA and applicable federal laws, against or intimidate any employee involved in the manufacture of supplies, the performance of work, or any other activity required under the contract.

- (c) The Contractor and each subcontractor shall establish and maintain a written nondiscrimination and sexual harassment policy and shall inform their employees in writing of the policy. The policy must contain a provision that sexual harassment will not be tolerated and employees who practice it will be disciplined. Posting this Nondiscrimination/Sexual Harassment Clause conspicuously in easily-accessible and well-lighted places customarily frequented by employees and at or near where the contracted services are performed shall satisfy this requirement for employees with an established work site.
- (d) The Contractor and each subcontractor shall not discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of PHRA and applicable federal laws, against any subcontractor or supplier who is qualified to perform the work to which the contract relates.
- (e) The Contractor and each subcontractor represents that it is presently in compliance with and will maintain compliance with all applicable federal, state, and local laws, regulations and policies relating to nondiscrimination and sexual harassment. The Contractor and each subcontractor further represents that it has filed a Standard Form 100 Employer Information Report (“EEO-1”) with the U.S. Equal Employment Opportunity Commission (“EEOC”) and shall file an annual EEO-1 report with the EEOC as required for employers’ subject to *Title VII of the Civil Rights Act of 1964*, as amended, that have 100 or more employees and employers that have federal government contracts or first-tier subcontracts and have 50 or more employees. The Contractor and each subcontractor shall, upon request and within the time periods requested by the Commonwealth, furnish all necessary employment documents and records, including EEO-1 reports, and permit access to their books, records, and accounts by the contracting agency and the Bureau of Diversity, Inclusion and Small Business Opportunities for purpose of ascertaining compliance with provisions of this Nondiscrimination/Sexual Harassment Clause.
- (f) The Contractor shall include the provisions of this Nondiscrimination/Sexual Harassment Clause in every subcontract so that those provisions applicable to subcontractors will be binding upon each subcontractor.
- (g) The Contractor’s and each subcontractor’s obligations pursuant to these provisions are ongoing from and after the effective date of the contract through the termination date thereof. Accordingly, the Contractor and each subcontractor shall have an obligation to inform the Commonwealth if, at any time during the term of the contract, it becomes aware of any actions or occurrences that would result in violation of these provisions.
- (h) The Commonwealth may cancel or terminate the contract and all money due or to become due under the contract may be forfeited for a violation of the terms and conditions of this Nondiscrimination/Sexual Harassment Clause. In addition, the agency may proceed with debarment or suspension and may place the Contractor in the Contractor Responsibility File.

V-38. CONTRACTOR INTEGRITY PROVISIONS.

It is essential that those who seek to contract with the Commonwealth of Pennsylvania (“Commonwealth”) observe high standards of honesty and integrity. They must conduct themselves in a manner that fosters public confidence in the integrity of the Commonwealth contracting and procurement process.

- (a) DEFINITIONS. For purposes of these Contractor Integrity Provisions, the following terms shall have the meanings found in this section:
 - (i) “Affiliate” means two or more entities where (a) a parent entity owns more than fifty percent of the voting stock of each of the entities; or (b) a common shareholder or group of shareholders owns more than fifty percent of the voting stock of each of the entities; or (c) the entities have a common proprietor or general partner.
 - (ii) “Consent” means written permission signed by a duly authorized officer or employee of the Commonwealth, provided that where the material facts have been disclosed, in writing, by prequalification, bid, proposal, or contractual terms, the Commonwealth shall be deemed to have consented by virtue of the execution of this contract.
 - (iii) “Contractor” means the individual or entity, that has entered into this contract with the Commonwealth.
 - (iv) “Contractor Related Parties” means any affiliates of the Contractor and the Contractor’s executive officers, Pennsylvania officers and directors, or owners of 5 percent or more interest in the Contractor.
 - (v) “Financial Interest” means either:
 - (1) Ownership of more than a five percent interest in any business; or
 - (2) Holding a position as an officer, director, trustee, partner, employee, or holding any position of management.
 - (vi) “Gratuity” means tendering, giving or providing anything of more than nominal monetary value including, but not limited to, cash, travel, entertainment, gifts, meals, lodging, loans, subscriptions, advances, deposits of money, services, employment, or contracts of any kind. The exceptions set forth in the [*Governor’s Code of Conduct, Executive Order 1980-18*](#), the 4 Pa. Code §7.153(b), shall apply.
 - (vii) “Non-bid Basis” means a contract awarded or executed by the Commonwealth with Contractor without seeking bids or proposals from any other potential bidder or offeror.

- (b) In furtherance of this policy, Contractor agrees to the following:
- (i) Contractor shall maintain the highest standards of honesty and integrity during the performance of this contract and shall take no action in violation of state or federal laws or regulations or any other applicable laws or regulations, or other requirements applicable to Contractor or that govern contracting or procurement with the Commonwealth.
 - (ii) Contractor shall establish and implement a written business integrity policy, which includes, at a minimum, the requirements of these provisions as they relate to the Contractor activity with the Commonwealth and Commonwealth employees and which is made known to all Contractor employees. Posting these Contractor Integrity Provisions conspicuously in easily-accessible and well-lighted places customarily frequented by employees and at or near where the contract services are performed shall satisfy this requirement.
 - (iii) Contractor, its affiliates, agents, employees and anyone in privity with Contractor shall not accept, agree to give, offer, confer, or agree to confer or promise to confer, directly or indirectly, any gratuity or pecuniary benefit to any person, or to influence or attempt to influence any person in violation of any federal or state law, regulation, executive order of the Governor of Pennsylvania, statement of policy, management directive or any other published standard of the Commonwealth in connection with performance of work under this contract, except as provided in this contract.
 - (iv) Contractor shall not have a financial interest in any other contractor, subcontractor, or supplier providing services, labor, or material under this contract, unless the financial interest is disclosed to the Commonwealth in writing and the Commonwealth consents to Contractor's financial interest prior to Commonwealth execution of the contract. Contractor shall disclose the financial interest to the Commonwealth at the time of bid or proposal submission, or if no bids or proposals are solicited, no later than Contractor's submission of the contract signed by Contractor.
 - (v) Contractor certifies to the best of its knowledge and belief that within the last five (5) years Contractor or Contractor Related Parties have not:
 - (1) been indicted or convicted of a crime involving moral turpitude or business honesty or integrity in any jurisdiction;
 - (2) been suspended, debarred or otherwise disqualified from entering into any contract with any governmental agency;
 - (3) had any business license or professional license suspended or revoked;

- (4) had any sanction or finding of fact imposed as a result of a judicial or administrative proceeding related to fraud, extortion, bribery, bid rigging, embezzlement, misrepresentation or anti-trust; and
- (5) been, and is not currently, the subject of a criminal investigation by any federal, state or local prosecuting or investigative agency and/or civil anti-trust investigation by any federal, state or local prosecuting or investigative agency.

If Contractor cannot so certify to the above, then it must submit along with its bid, proposal or contract a written explanation of why such certification cannot be made and the Commonwealth will determine whether a contract may be entered into with the Contractor. The Contractor's obligation pursuant to this certification is ongoing from and after the effective date of the contract through the termination date thereof. Accordingly, the Contractor shall have an obligation to immediately notify the Commonwealth in writing if at any time during the term of the contract if becomes aware of any event which would cause the Contractor's certification or explanation to change. Contractor acknowledges that the Commonwealth may, in its sole discretion, terminate the contract for cause if it learns that any of the certifications made herein are currently false due to intervening factual circumstances or were false or should have been known to be false when entering into the contract.

- (c) Contractor shall comply with the requirements of the *Lobbying Disclosure Act (65 Pa. C.S. § 13A01, et seq.)* regardless of the method of award. If this contract was awarded on a Non-bid Basis, Contractor must also comply with the requirements of the *Section 1641 of the Pennsylvania Election Code (25 P.S. §3260a)*.
- (d) When Contractor has reason to believe that any breach of ethical standards as set forth in law, the Governor's Code of Conduct, or these Contractor Integrity Provisions has occurred or may occur, including but not limited to contact by a Commonwealth officer or employee which, if acted upon, would violate such ethical standards, Contractor shall immediately notify the Commonwealth contracting officer or the Office of the State Inspector General in writing.
- (e) Contractor, by submission of its bid or proposal and/or execution of this contract and by the submission of any bills, invoices or requests for payment pursuant to the contract, certifies and represents that it has not violated any of these Contractor Integrity Provisions in connection with the submission of the bid or proposal, during any contract negotiations or during the term of the contract, to include any extensions thereof. Contractor shall immediately notify the Commonwealth in writing of any actions for occurrences that would result in a violation of these Contractor Integrity Provisions. Contractor agrees to reimburse the Commonwealth for the reasonable costs of investigation incurred by the Office of the State Inspector General for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the Commonwealth that results in the suspension or debarment of the Contractor.

Contractor shall not be responsible for investigative costs for investigations that do not result in the Contractor's suspension or debarment.

- (f) Contractor shall cooperate with the Office of the State Inspector General in its investigation of any alleged Commonwealth agency or employee breach of ethical standards and any alleged Contractor non-compliance with these Contractor Integrity Provisions. Contractor agrees to make identified Contractor employees available for interviews at reasonable times and places. Contractor, upon the inquiry or request of an Inspector General, shall provide, or if appropriate, make promptly available for inspection or copying, any information of any type or form deemed relevant by the Office of the State Inspector General to Contractor's integrity and compliance with these provisions. Such information may include, but shall not be limited to, Contractor's business or financial records, documents or files of any type or form that refer to or concern this contract. Contractor shall incorporate this subsection in any agreement, contract or subcontract it enters into in the course of the performance of this contract/agreement solely for the purpose of obtaining subcontractor compliance with this provision. The incorporation of this provision in a subcontract shall not create privity of contract between the Commonwealth and any such subcontractor, and no third party beneficiaries shall be created thereby.

- (g) For violation of any of these Contractor Integrity Provisions, the Commonwealth may terminate this and any other contract with Contractor, claim liquidated damages in an amount equal to the value of anything received in breach of these Provisions, claim damages for all additional costs and expenses incurred in obtaining another contractor to complete performance under this contract, and debar and suspend Contractor from doing business with the Commonwealth. These rights and remedies are cumulative, and the use or non-use of any one shall not preclude the use of all or any other. These rights and remedies are in addition to those the Commonwealth may have under law, statute, regulation, or otherwise.

V-39. CONTRACTOR RESPONSIBILITY PROVISIONS.

For the purpose of these provisions, the term Contractor is defined as any person, including, but not limited to, a bidder, offeror, loan recipient, grantee or lessor, who has furnished or performed or seeks to furnish or perform, goods, supplies, services, leased space, construction or other activity, under a contract, grant, lease, purchase order or reimbursement agreement with the Commonwealth of Pennsylvania (Commonwealth). The term Contractor includes a permittee, licensee, or any agency, political subdivision, instrumentality, public authority, or other public entity in the Commonwealth.

- (a) The Contractor certifies, in writing, for itself and its subcontractors required to be disclosed or approved by the Commonwealth, that as of the date of its execution of this Bid/Contract, that neither the Contractor, nor any such subcontractors, are under suspension or debarment by the Commonwealth or any governmental entity, instrumentality, or authority and, if the Contractor cannot so certify, then it agrees

to submit, along with its Bid/Contract, a written explanation of why such certification cannot be made.

- (b) The Contractor also certifies, in writing, that as of the date of its execution of this Bid/Contract it has no tax liabilities or other Commonwealth obligations, or has filed a timely administrative or judicial appeal if such liabilities or obligations exist, or is subject to a duly approved deferred payment plan if such liabilities exist.
- (c) The Contractor's obligations pursuant to these provisions are ongoing from and after the effective date of the Contract through the termination date thereof. Accordingly, the Contractor shall have an obligation to inform the Commonwealth if, at any time during the term of the Contract, it becomes delinquent in the payment of taxes, or other Commonwealth obligations, or if it or, to the best knowledge of the Contractor, any of its subcontractors are suspended or debarred by the Commonwealth, the federal government, or any other state or governmental entity. Such notification shall be made within 15 days of the date of suspension or debarment.
- (d) The failure of the Contractor to notify the Commonwealth of its suspension or debarment by the Commonwealth, any other state, or the federal government shall constitute an event of default of the Contract with the Commonwealth.
- (e) The Contractor agrees to reimburse the Commonwealth for the reasonable costs of investigation incurred by the Office of State Inspector General for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the Commonwealth that results in the suspension or debarment of the Contractor. Such costs shall include, but shall not be limited to, salaries of investigators, including overtime; travel and lodging expenses; and expert witness and documentary fees. The Contractor shall not be responsible for investigative costs for investigations that do not result in the Contractor's suspension or debarment.
- (f) The Contractor may obtain a current list of suspended and debarred Commonwealth contractors by either searching the Internet at <http://www.dgs.pa.gov> or contacting the:

Department of General Services
Office of Chief Counsel
603 North Office Building
Harrisburg, PA 17125
Telephone No: (717) 783-6472
FAX No: (717) 787-9138

V-40. AMERICANS WITH DISABILITIES ACT.

- (a) Pursuant to federal regulations promulgated under the authority of *The Americans With Disabilities Act*, 28 C.F.R. § 35.101 et seq., the Contractor understands and

agrees that it shall not cause any individual with a disability to be excluded from participation in this Contract or from activities provided for under this Contract on the basis of the disability. As a condition of accepting this contract, the Contractor agrees to comply with the “General Prohibitions Against Discrimination,” 28 C.F.R. § 35.130, and all other regulations promulgated under Title II of *The Americans With Disabilities Act* which are applicable to all benefits, services, programs, and activities provided by the Commonwealth of Pennsylvania through contracts with outside contractors.

- (b) The Contractor shall be responsible for and agrees to indemnify and hold harmless the Commonwealth of Pennsylvania from all losses, damages, expenses, claims, demands, suits, and actions brought by any party against the Commonwealth of Pennsylvania as a result of the Contractor’s failure to comply with the provisions of subsection (a) above.

V-41. RIGHT TO KNOW LAW.

- (a) The Pennsylvania [Right-to-Know Law, 65 P.S. §§ 67.101—3104](#), (“RTKL”) applies to this Contract. For the purpose of these provisions, the term “the Commonwealth” shall refer to the contracting Commonwealth agency.
- (b) If the Commonwealth needs the Contractor’s assistance in any matter arising out of the RTKL related to this Contract, it shall notify the Contractor using the legal contact information provided in this Contract. The Contractor, at any time, may designate a different contact for such purpose upon reasonable prior written notice to the Commonwealth.
- (c) Upon written notification from the Commonwealth that it requires the Contractor’s assistance in responding to a request under the RTKL for information related to this Contract that may be in the Contractor’s possession, constituting, or alleged to constitute, a public record in accordance with the RTKL (“Requested Information”), the Contractor shall:
 - (i) Provide the Commonwealth, within ten (10) calendar days after receipt of written notification, access to, and copies of, any document or information in the Contractor’s possession arising out of this Contract that the Commonwealth reasonably believes is Requested Information and may be a public record under the RTKL; and
 - (ii) Provide such other assistance as the Commonwealth may reasonably request, in order to comply with the RTKL with respect to this Contract.
- (d) If the Contractor considers the Requested Information to include a request for a Trade Secret or Confidential Proprietary Information, as those terms are defined by the RTKL, or other information that the Contractor considers exempt from production under the RTKL, the Contractor must notify the Commonwealth and

provide, within seven (7) calendar days of receiving the written notification, a written statement signed by a representative of the Contractor explaining why the requested material is exempt from public disclosure under the RTKL.

- (e) The Commonwealth will rely upon the written statement from the Contractor in denying a RTKL request for the Requested Information unless the Commonwealth determines that the Requested Information is clearly not protected from disclosure under the RTKL. Should the Commonwealth determine that the Requested Information is clearly not exempt from disclosure, the Contractor shall provide the Requested Information within five (5) business days of receipt of written notification of the Commonwealth's determination.
- (f) If the Contractor fails to provide the Requested Information within the time period required by these provisions, the Contractor shall indemnify and hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth.
- (g) The Commonwealth will reimburse the Contractor for any costs associated with complying with these provisions only to the extent allowed under the fee schedule established by the Office of Open Records or as otherwise provided by the RTKL if the fee schedule is inapplicable.
- (h) The Contractor may file a legal challenge to any Commonwealth decision to release a record to the public with the Office of Open Records, or in the Pennsylvania Courts, however, the Contractor shall indemnify the Commonwealth for any legal expenses incurred by the Commonwealth as a result of such a challenge and shall hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth, regardless of the outcome of such legal challenge. As between the parties, the Contractor agrees to waive all rights or remedies that may be available to it as a result of the Commonwealth's disclosure of Requested Information pursuant to the RTKL.
- (i) The Contractor's duties relating to the RTKL are continuing duties that survive the expiration of this Contract and shall continue as long as the Contractor has Requested Information in its possession.

V-42. INFORMATION TECHNOLOGY POLICIES.

The Contractor shall comply with the IT standards and policies issued by the Governor's Office of Administration, Office for Information Technology (OA/OIT) (located at: <http://www.oa.pa.gov/Policies/Pages/itp.aspx>), including the accessibility standards set out in IT Policy [ACC001, Accessibility Policy](#). The Contractor shall ensure that Services and Supplies procured under this Contract comply with the applicable standards. In the event such standards change during the Contractor's performance, and the

Commonwealth requests that the Contractor comply with the changed standard, then any incremental costs incurred by the Contractor to comply with such changes shall be paid for pursuant to a change order to the Contract.

V-43. VIRUS, MALICIOUS, MISCHIEVOUS OR DESTRUCTIVE PROGRAMMING.

- (a) Notwithstanding any other provision in this Contract to the contrary, if the Contractor or any of its employees, subcontractors or consultants introduces a virus or malicious, mischievous or destructive programming into the Commonwealth's software or computer networks and has failed to comply with the Commonwealth software security standards, and provided further that the Commonwealth can demonstrate that the virus or malicious, mischievous or destructive programming was introduced by the Contractor or any of its employees, subcontractors or consultants, the Contractor shall be liable for any damage to any data and/or software owned or licensed by the Commonwealth. The Contractor shall be liable for any damages incurred by the Commonwealth including, but not limited to, the expenditure of Commonwealth funds to eliminate or remove a computer virus or malicious, mischievous or destructive programming that result from the Contractor's failure to take proactive measures to keep virus or malicious, mischievous or destructive programming from originating from the Contractor, its servants, agents or employees through appropriate firewalls and maintenance of anti-virus software and software security updates (such as operating systems security patches, etc.). In the event of destruction or modification of software, the Contractor shall eliminate the virus, malicious, mischievous or destructive programming, restore the Commonwealth's software, and be liable to the Commonwealth for any resulting damages. The Contractor shall be responsible for reviewing Commonwealth software security standards in effect at the commencement of the Contract and complying with those standards. The Contractor's liability shall cease if the Commonwealth has not fully complied with its own software security standards.
- (b) The Contractor shall perform a security scan on any software or computer program developed by the Contractor or its subcontractors in a country other than the United States of America that may come in contact with the Commonwealth's software or computer networks. Contractor shall perform such security scan prior to introducing any such software or computer program into a Commonwealth development environment, test environment or production environment. The results of these security scans will be provided to the Commonwealth prior to installing into any Commonwealth development environment, test environment or production environment. The Commonwealth may perform, at its discretion, additional security scans on any software or computer program prior to installing in a Commonwealth environment as listed above.
- (c) The Commonwealth may, at any time, audit, by a means deemed appropriate by the Commonwealth, any computing devices being used by representatives of the Contractor to provide Services to the Commonwealth that will be connected to a

Commonwealth network for the sole purpose of determining whether those devices have anti-virus software with current virus signature files and the current minimum operating system patches or workarounds have been installed. Devices found to be out of compliance will immediately be disconnected and will not be permitted to connect or reconnect to the Commonwealth network until the proper installations have been made. The Commonwealth shall not install any software or monitoring tools on the Contractor's equipment without the Contractor's written consent to do so.

- (d) The Contractor may use the anti-virus software used by the Commonwealth to protect Contractor's computing devices used in the course of providing Services to the Commonwealth.
- (e) Neither the Commonwealth nor the Issuing Agency will be responsible for any damages to the Contractor's computers, data, software, etc. caused as a result of the installation of the Commonwealth's anti-virus software or monitoring software on the Contractor's computers.

V-44. BACKGROUND CHECKS.

- (a) The Contractor must, at its expense, arrange for a background check for each of its employees, as well as the employees of any of its subcontractors, who will have access to Commonwealth facilities, either through on-site access or through remote access. Background checks are to be conducted via the Pennsylvania State Police Request for Criminal Record Check form and procedure found at <http://www.psp.pa.gov/Pages/Request-a-Criminal-History-Record.aspx>. The background check must be conducted prior to initial access and on an annual basis thereafter.
- (b) Before the Commonwealth will permit access to the Contractor, the Contractor must provide written confirmation that the background checks have been conducted. If, at any time, it is discovered that a Contractor employee has a criminal record that includes a felony or misdemeanor involving terroristic behavior, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility or which raises concerns about building, system or personal security or is otherwise job-related, the Contractor shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given to the employee and shall not permit that employee remote access unless the Commonwealth consents to the access, in writing, prior to the access. The Commonwealth may withhold its consent in its sole discretion. Failure of the Contractor to comply with the terms of this section on more than one occasion or Contractor's failure to appropriately address any single failure to the satisfaction of the Commonwealth may result in the Contractor being deemed in default of its Contract.
- (c) The Commonwealth specifically reserves the right of the Commonwealth to conduct background checks over and above that described herein.

- (d) Access to certain Capitol Complex buildings and other state office buildings is controlled by means of card readers and secured visitors' entrances. Commonwealth contracted personnel who have regular and routine business in Commonwealth worksites may be issued a photo identification or access badge subject to the requirements of the contracting agency and DGS set forth in Enclosure 3 of [Commonwealth Management Directive 625.10 Amended](#) (June 4, 2014) *Card Reader and Emergency Response Access to Certain Capitol Complex Buildings and Other State Office Buildings*. The requirements, policy and procedures include a processing fee payable by the Contractor for contracted personnel photo identification or access badges.

V-45. SERVICE LEVELS.

- (a) The Contractor shall comply with the procedures and requirements of the Service Level Agreements, if any, which are made part of this Contract.
- (b) Where there are expressly defined Service Levels, Contractor shall measure and report its performance against these standards on at least a monthly basis, except as many otherwise be agreed between the Parties in respect of Services performed less frequently than monthly. All Services without expressly defined Service Levels must be performed at least to the same degree of accuracy, completeness, efficiency, quality and timeliness as is provided by well-managed suppliers providing services similar to the Services, so long as such performance is commercially and operationally reasonable.
- (c) The Commonwealth's acceptance of any financial credit incurred by the Contractor in favor of the Commonwealth for a Service Level default ("Service Level Credit") shall not bar or impair Commonwealth's rights and remedies in respect of the failure or root cause as set forth elsewhere in this Contract, including without limitation claims for liquidated damages, injunctive relief and termination rights, provided however, Service Level Credits paid would be credited against any such claims for damages.

V-46. ENVIRONMENTAL PROVISIONS.

In the performance of the Contract, the Contractor shall minimize pollution and shall strictly comply with all applicable environmental laws and regulations, including, but not limited to, the *Clean Streams Law*, Act of June 22, 1937, (P.L. 1987, No. 394), as amended 35 P.S. § 691.601 *et seq.*; the *Pennsylvania Solid Waste Management Act*, Act of July 7, 1980 (P.L. 380, No. 97), as amended, 35 P.S. § 6018.101 *et seq.*; and the *Dam Safety and Encroachment Act*, Act of November 26, 1978 (P.L. 1375, No. 325), as amended, 32 P.S. § 693.1.

V-47. POST-CONSUMER RECYCLED CONTENT.

- (a) Except as specifically waived by the Department of General Services in writing, any products which are provided to the Commonwealth as a part of the performance of the Contract must meet the minimum percentage levels for total recycled content as specified on the Department of General Services website at www.dgs.pa.gov on the date of submission of the bid, proposal or contract offer.
- (b) Recycled Content Enforcement: The Contractor may be required, after delivery of the Contract item(s), to provide the Commonwealth with documentary evidence that the item(s) was in fact produced with the required minimum percentage of post-consumer and recovered material content.

V-48. HAZARDOUS SUBSTANCES.

- (a) The Contractor shall provide information to the Commonwealth about the identity and hazards of hazardous substances supplied or used by the Contractor in the performance of the Contract. The Contractor must comply with Act 159 of October 5, 1984, P.L. 734, No., 159, known as the Worker and Community Right-to-Know Act, as amended, 35 P.S. §§ 7301—7320 (the “Act”) and the regulations promulgated pursuant thereto at [34 Pa. Code §§ 301.1—323.6](#).
- (b) Labeling. The Contractor shall insure that each individual product (as well as the carton, container or package in which the product is shipped) of any of the following substances (as defined by the Act and the regulations) supplied by the Contractor is clearly labeled, tagged or marked with the information listed in paragraphs (i) through (iv):
 - (i) Hazardous substances:
 - (1) The chemical name or common name,
 - (2) A hazard warning, and
 - (3) The name, address and telephone number of the manufacturer.
 - (ii) Hazardous mixtures:
 - (1) The common name, but if none exists, then the trade name,
 - (2) The chemical or common name of special hazardous substances comprising .01% or more of the mixture,
 - (3) The chemical or common name of hazardous substances consisting 1.0% or more of the mixture,
 - (4) A hazard warning, and

- (5) The name, address and telephone number of the manufacturer.
- (iii) Single chemicals:
 - (1) The chemical name or the common name,
 - (2) A hazard warning, if appropriate, and
 - (3) The name, address and telephone number of the manufacturer.
- (iv) Chemical Mixtures:
 - (1) The common name, but if none exists, then the trade name,
 - (2) A hazard warning, if appropriate,
 - (3) The name, address, and telephone number of the manufacturer, and
 - (4) The chemical name or common name of either the top five (5) substances by volume or those substances consisting of 5.0% or more of the mixture.
- (v) A common name or trade name may be used only if the use of the name more easily or readily identifies the true nature of the hazardous substance, hazardous mixture, single chemical, or mixture involved.
- (vi) Container labels shall provide a warning as to the specific nature of the hazard arising from the substance in the container.
- (vii) The hazard warning shall be given in conformity with one of the nationally recognized and accepted systems of providing warnings, and hazard warnings shall be consistent with one or more of the recognized systems throughout the workplace. Examples are:
 - (1) NFPA 704, Identification of the Fire Hazards of Materials.
 - (2) National Paint and Coatings Association: Hazardous Materials Identification System.
 - (3) American Society for Testing and Materials, Safety Alert Pictorial Chart.
 - (4) American National Standard Institute, Inc., for the Precautionary Labeling of Hazardous Industrial Chemicals.

(viii) Labels must be legible and prominently affixed to and displayed on the product and the carton, container, or package so that employees can easily identify the substance or mixture present therein.

(c) Material Safety Data Sheet. The Contractor shall provide Material Safety Data Sheets (MSDS) with the information required by the Act and the regulations for each hazardous substance or hazardous mixture. The Commonwealth must be provided an appropriate MSDS with the initial shipment and with the first shipment after an MSDS is updated or product changed. For any other chemical, the Contractor shall provide an appropriate MSDS, if the manufacturer, importer, or supplier produces or possesses the MSDS. The Contractor shall also notify the Commonwealth when a substance or mixture is subject to the provisions of the Act. Material Safety Data Sheets may be attached to the carton, container, or package mailed to the Commonwealth at the time of shipment.

V-49. COVENANT AGAINST CONTINGENT FEES.

The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure the Contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business. For breach or violation of this warranty, the Commonwealth shall have the right to terminate the Contract without liability or in its discretion to deduct from the Contract price or consideration, or otherwise recover the full amount of such commission, percentage, brokerage, or contingent fee.

V-50. APPLICABLE LAW.

This Contract shall be governed by and interpreted and enforced in accordance with the laws of the Commonwealth of Pennsylvania (without regard to any conflict of laws provisions) and the decisions of the Pennsylvania courts. The Contractor consents to the jurisdiction of any court of the Commonwealth of Pennsylvania and any federal courts in Pennsylvania, waiving any claim or defense that such forum is not convenient or proper. The Contractor agrees that any such court shall have in personam jurisdiction over it, and consents to service of process in any manner authorized by Pennsylvania law.

V-51. COMPLIANCE WITH LAW.

The Contractor shall comply with all applicable federal and state laws and regulations and local ordinances in the performance of the Contract.

V-52. INTEGRATION.

This Contract, including all referenced documents, and any Purchase Order constitutes the entire agreement between the parties. No agent, representative, employee or officer of either the Commonwealth or the Contractor has authority to make, or has made, any

statement, agreement or representation, oral or written, in connection with the Contract, which in any way can be deemed to modify, add to or detract from, or otherwise change or alter its terms and conditions. No negotiations between the parties, nor any custom or usage, shall be permitted to modify or contradict any of the terms and conditions of the Contract. No modifications, alterations, changes, or waiver to the Contract or any of its terms shall be valid or binding unless accomplished by a written amendment signed by both parties.

V-53. ORDER OF PRECEDENCE.

In the event there is a conflict among the documents comprising this Contract, the Commonwealth and the Contractor agree on the following order of precedence: the Contract; the solicitation; and the Contractor's response to the solicitation.

V-54. CHANGES.

The Commonwealth reserves the right to make changes at any time during the term of the Contract or any renewals or extensions thereof: 1) to increase or decrease the quantities resulting from variations between any estimated quantities in the Contract and actual quantities; 2) to make changes to the Services within the scope of the Contract; 3) to notify the Contractor that the Commonwealth is exercising any Contract renewal or extension option; or 4) to modify the time of performance that does not alter the scope of the Contract to extend the completion date beyond the Expiration Date of the Contract or any renewals or extensions thereof. Any such change shall be made by the Contracting Officer by notifying the Contractor in writing. The change shall be effective as of the date of the change, unless the notification of change specifies a later effective date. Such increases, decreases, changes, or modifications will not invalidate the Contract, nor, if performance security is being furnished in conjunction with the Contract, release the security obligation. The Contractor agrees to provide the service in accordance with the change order. Any dispute by the Contractor in regard to the performance required by any notification of change shall be handled through the **Section V-30**, Contract Controversies.

V-55. NOTICE.

Any written notice to any party under this Contract shall be deemed sufficient if delivered personally, or by facsimile, telecopy, electronic or digital transmission (provided such delivery is confirmed), or by a recognized overnight courier service (e.g., DHL, Federal Express, etc.) with confirmed receipt, or by certified or registered United States mail, postage prepaid, return receipt requested, and sent to following:

- (a) If to the Contractor: the Contractor's address as recorded in the Commonwealth's Supplier Registration system.
- (b) If to the Commonwealth: the address of the Issuing Office as set forth on the Contract.

V-56. SMALL DIVERSE BUSINESS COMMITMENT.

Contractor shall meet and maintain the commitments to small diverse businesses in the Small Diverse Business (“SDB”) portion of its Bid/Proposal. Any proposed change to a SDB commitment must be submitted to the DGS Bureau of Diversity, Inclusion and Small Business Opportunities (“BDISBO”), which will make a recommendation as to a course of action to the Commonwealth Contracting Officer. Contractor shall complete the Prime Contractor’s Quarterly Utilization Report and submit it to the Commonwealth Contracting Officer and BDISBO within ten (10) workdays at the end of each calendar quarter that the Contract is in effect.

V-57. INSURANCE.

- (a) The Contractor shall procure and maintain at its expense and require its subcontractors to procure and maintain, as appropriate, the following types of insurance, issued by companies acceptable to the Commonwealth and authorized to conduct such business under the laws of the Commonwealth of Pennsylvania:
- (b) Workers’ Compensation Insurance for all of the Contractor’s employees and those of any subcontractor engaged in performing Services in accordance with the [Worker’s Compensation Act](#), the Act of June 2, 1915, P.L. 736, No. 338, reenacted and amended June 21, 1939, P.L. 520, No. 281, as amended, 77 P.S. §§ 101—2708.
 - (i) Public liability and property damage insurance to protect the Commonwealth, the Contractor, and any and all Subcontractors from claims for damages for personal injury (including bodily injury), sickness or disease, accidental death, and damage to property, including loss of use resulting from any property damage which may arise from its operations under this Contract, whether such operation be by the Contractor, by any Subcontractor, or by anyone directly or indirectly employed by either. The limits of such insurance shall be in an amount not less than \$500,000 per person and \$2,000,000 per occurrence, personal injury and property damage combined. Such policies shall be occurrence rather than claims-made policies and shall name the Commonwealth of Pennsylvania as an additional insured. The insurance shall not contain any endorsements or any other form designed to limit and restrict any action by the Commonwealth as an additional insured against the insurance coverages in regard to the work performed for the Commonwealth.
 - (ii) Prior to commencing work under the Contract, the Contractor shall provide the Commonwealth with a copy of each current certificate of insurance. These certificates shall contain a provision that coverages afforded under the policies will not be canceled or changed in such a way to cause the coverage to fail to comply with the requirements of this Subsection (b) until at least thirty (30) days prior written notice has been given to the Commonwealth.

- (c) The Contractor agrees to maintain such insurance for the life of the Contract.
- (d) Upon request to and approval by the Commonwealth, contractor's self-insurance of the types and amounts of insurance set for above shall satisfy the requirements of this Section 57, provided the Commonwealth may request from Contractor evidence each year during the term of the Contract that Contractor has sufficient assets to cover such losses.

V-58. ENHANCED MINIMUM WAGE.

- (a) Enhanced Minimum Wage. Contractor agrees to pay no less than \$10.15 per hour to its employees for all hours worked directly performing the services called for in this Contract, and for an employee's hours performing ancillary services necessary for the performance of the contracted services or lease when such employee spends at least twenty per cent (20%) of their time performing ancillary services in a given work week.
- (b) Adjustment. Beginning January 1, 2017, and annually thereafter, Contractor shall pay its employees described in Subsection 58(a) above an amount that is no less than the amount previously in effect; increased from such amount by the annual percentage increase in the Consumer Price Index for Urban Wage Earners and Clerical Workers (United States city average, all items, not seasonally adjusted), or its successor publication as determined by the United States Bureau of Labor Statistics; and rounded to the nearest multiple of \$0.05. The applicable adjusted amount shall be published in the Pennsylvania Bulletin by March 1 of each year to be effective the following July 1.
- (c) Exceptions. These Enhanced Minimum Wage Provisions shall not apply to employees:
 - (i) exempt from the minimum wage under the *Minimum Wage Act of 1968*;
 - (ii) covered by a collective bargaining agreement;
 - (iii) required to be paid a higher wage under another state or federal law governing the services, including the *Prevailing Wage Act* and *Davis-Bacon Act*; or
 - (iv) required to be paid a higher wage under any state or local policy or ordinance.
- (d) Notice. Contractor shall post these Enhanced Minimum Wage Provisions for the entire period of the contract conspicuously in easily-accessible and well-lighted places customarily frequented by employees at or near where the contracted services are performed.

- (e) Records. Contractor must maintain and, upon request and within the time periods requested by the Commonwealth, furnish all employment and wage records necessary to document compliance with these Enhanced Minimum Wage Provisions.
- (f) Sanctions. Failure to comply with these Enhanced Minimum Wage Provisions may result in the imposition of sanctions, which may include, but shall not be limited to, termination of the contract or lease, nonpayment, debarment or referral to the Office of General Counsel for appropriate civil or criminal referral.
- (g) Subcontractors. Contractor shall include the provisions of these Enhanced Minimum Wage Provisions in every subcontract so that these provisions will be binding upon each subcontractor.

V-59. PUBLICITY/ADVERTISEMENT.

The Contractor must obtain Commonwealth approval prior to mentioning the Commonwealth or a Commonwealth agency in an advertisement, endorsement, or any other type of publicity. This includes the use of any trademark or logo.

V-60. LEASES.

To the extent that the Contractor offers the Commonwealth or any purchasing agency (“Lessee”) the option to lease or finance the payment of any Supplies covered by the Contract, the Leasing **Terms and Conditions**, attached hereto as **Appendix 1**, shall, in addition to the other terms and conditions of the Contract, govern the Lease, except to the extent the Contractor assigns a Lease to an Initial Assignee, in which case the Initial Assignee shall be bound to the obligations of the Contractor only as specified in these Leasing Terms and Conditions. If a Lessee desires to lease contract items, the Lessee shall indicate its leasing election on the PO issued to the Contractor (“Lease PO”). By issuing a Lease PO, the Lessee explicitly agrees to the Leasing Terms and Conditions. Any items covered by a Lease shall be termed “Leased Property” in the Leasing Terms and Conditions. To the extent that there is a conflict between the Leasing Terms and Conditions and the other terms and conditions of the Contract, the Leasing Terms and Conditions shall prevail to the extent that the Lessee has elected a leasing option.

V-61. ADDITIONAL FEDERAL PROVISIONS.

Additional contract provisions may be incorporated into this Contract pursuant to federal law, regulation or policy.

V-62. CONTROLLING TERMS AND CONDITIONS.

The terms and conditions of this Contract shall be the exclusive terms of agreement between the Contractor and the Commonwealth. Other terms and conditions or additional

terms and conditions included or referenced in the Contractor's quotations, invoices, business forms, or other documentation shall not become part of the parties' agreement and shall be disregarded by the parties, unenforceable by the Contractor and not binding on the Commonwealth.

V-63. PREVAILING MINIMUM WAGE PREDETERMINATION

If applicable to this Contract, the Contractor is hereby notified that this Contract is subject to the provisions, duties, obligations, remedies and penalties of the *Pennsylvania Prevailing Wage Act*, [The Act of August 15, 1961](#), P.L. 987, No. 442, as amended, 43 P.S. §§ 165-1—165-17, which is incorporated herein by reference as if fully set forth herein. In compliance with said *Pennsylvania Prevailing Wage Act*, the Prevailing Minimum Wage Predetermination is hereto attached and made part hereof as approved by the Secretary of Labor and Industry. If a job classification is not covered by the Prevailing Wage Predetermination, the Contractor may not pay individuals in that classification less than the lowest rate for laborers, as set out in the predetermination.

APPENDIX 1

LEASING TERMS AND CONDITIONS

A. TERM OF LEASE.

The Contractor may provide any Leased Property under the Contract for any term up to 60 months, including a Fair Market Value Option for Lease/Purchases. The Lessee shall identify the term selected, as well as its election of either a Lease or Lease/Purchase option, on the Lease PO. The Lease term shall commence on the date the Lessee accepts the Leased Property by executing the Acceptance Certificate, and the term shall continue for the length specified on the Lease PO. The form of the Acceptance Certificate can be found in the Contract at **Appendix P, Lease Acceptance Certificate**.

If the Contractor delivers the Leased Property in more than one delivery, unless otherwise specified in the specifications for the procurement, the Lessee will provide separate acceptance certificates for each delivery of the items, and the Lessee will make periodic payments for the Leased Property corresponding to the amount of the Leased Property delivered and accepted 30 days prior to the payment due date.

B. PAYMENTS.

1. Full Term Intention. The Lessee shall pay the applicable monthly or annual rent payment for the Leased Property for the full Lease term, unless the Lessee terminates the Lease, either for Contractor default as set forth in the Default provision of the Contract or for non-appropriation of funds as specified in this section.
2. Non-appropriation. The Lessee's obligation is payable only and solely from funds allotted for the purpose of the Lease. If sufficient funds are not appropriated for continuation of performance under any Lease for any fiscal year subsequent to the one in which the Lessee issued the Lease PO, the Lessee may return the Leased Property to the Contractor/Initial Assignee (as applicable), and thereafter the Contractor/Initial Assignee shall release the Lessee of all further obligations under the Lease, provided:
 - i. The Lessee delivers unencumbered title to the Leased Property to the Contractor or Initial Assignee (if applicable);
 - ii. The Lessee returns the Leased Property to the Contractor/Initial Assignee in good condition, reasonable wear and tear excepted; and
 - iii. The Lessee gives 30 days written notice of the failure of appropriations to the Contractor/Initial Assignee, along with a certification that the Leased Property is not being replaced by similar items from another vendor. In the event the Lessee returns the Leased Property for failure of appropriations,

the Lessee shall pay all amounts then due under the Lease through the end of the fiscal year for which sufficient funds were appropriated for the Lease.

C. TITLE.

Title to the Leased Property shall not pass to the Lessee but shall remain in the Contractor or Initial Assignee, whichever applies; except in the case of a Lease/Purchase, the title shall pass to the Lessee upon payment of the final installment or other concluding payment option.

1. Upon payment of the final installment or other concluding payment option, neither the Contractor nor its assignee shall have any further interest in the Leased Property.
2. The Leased Property shall remain personal property and shall not become a fixture or affixed to real property without consent of the Contractor/assignee.
3. At the request of the Contractor or Initial Assignee, the Lessee will join the Contractor/assignee in executing one or more UCC-1 financing statements.
4. The Lessee will keep the Leased Property free and clear of all encumbrances except the Contractor's/assignee's security interest.

D. USE AND LOCATION OF, AND ALTERATION TO LEASED PROPERTY.

The Lessee shall keep the Leased Property within the confines of the Commonwealth of Pennsylvania and shall inform the Contractor/Initial Assignee upon request of the location of the Leased Property. The Lessee, at its own cost and expense, shall maintain the Leased Property in good operating condition and will not use or deal with the Leased Property in any manner which is inconsistent with the terms of the Contract or any applicable laws and regulations. The Lessee agrees not to misuse, abuse, or waste the Leased Property and the Lessee will not allow the Leased Property to deteriorate, except for ordinary wear and tear resulting from their intended use. No alterations, changes, or modifications to the Leased Property shall be made without the approval of the Contractor/Initial Assignee.

E. RISK OF LOSS

The Contractor shall assume and bear the risk of loss or damage to, or theft of, the Leased Property and all component parts while the Leased Property or parts are in the Lessee's possession, unless the Lessee could have prevented such loss, damage, or theft by exercising reasonable care or diligence in the use, protection, or care of the Leased Property or parts. No loss or damage to the Leased Property or parts shall impair any Contractor or Lessee obligation under the Lease, except as expressly provided in these Leasing Terms and Conditions. If the damage could not have been prevented by the Lessee's exercise of reasonable care or diligence, and the Contractor determines the Leased Property or parts can be economically repaired, the Contractor shall repair or cause to be repaired all

damages to the Leased Property or their parts. In the event that the any of the Leased Property or their parts are stolen or destroyed, or if in the Contractor's opinion they are rendered irreparable, unusable, or damaged, the affected Leased Property shall be considered a total loss and the Lease shall terminate as to that Leased Property, and the Lessee's obligation to pay rent for the affected Leased Property shall be deemed to have ceased as of the date of the loss.

F. WARRANTIES.

1. The Lessee shall have the benefit of any and all manufacturer or supplier warranties for the Leased Property during the Lease term.
2. The Contractor/Initial Assignee and any subsequent assignee warrants that neither the Contractor/Initial Assignee or subsequent assignee, nor anyone acting or claiming through these parties by assignment or otherwise, will interfere with the Lessee's quiet enjoyment of the Leased Property so long as no event of default as defined in **Section J** shall have occurred and be continuing.

G. LIABILITY.

1. The Lessee assumes all risks and liabilities for injury to or death of any person or damage to any property, arising out of the Lessee's possession, use, operation, condition, or storage of any Leased Property, whether such injury or death be of agents or employees of the Lessee or of third parties, and whether such property damage be to the Lessee 's property or the property of others; provided, however, that the damage or injury results from the action or inaction of the Lessee, its agents or employees, and provided that judgment has been obtained against the Lessee, its agents or employees. This provision shall not be construed to limit the governmental immunity of any Lessee.
2. The Lessee shall, during the Lease term, either self-insure or purchase insurance to cover the risks it has assumed under **Subsection 1** above, including but not limited to risks of public liability and property damage.

H. ASSIGNMENT.

1. The Lessee shall not assign any Lease PO or other interest in the Leased Property without the prior written consent of the Contractor or its assignee. The Contractor may assign, and/or grant security interests in whole or in part in, the Lease PO and Leased Property to an Initial Assignee, who in turn may further assign and/or grant a security interest in a Lease to a subsequent assignee without the Lessee's consent. Any other Contractor assignment shall require the Lessee's prior written consent. Upon written notice to the Lessee, the Contractor may assign payments under any Lease to a third party.

- 2.□ The Contractor may assign, without Lessee consent, any Lease PO to a third party (“Initial Assignee”) who will fund the purchase of the Leased Property. The Initial Assignee may take title to, and assume the right to receive all rental payments for, the Leased Property. The Contractor shall notify the Lessee of any Lease PO assignment in its acknowledgment of the Lease PO to the Lessee, providing the Lessee with a copy of the assignment agreement between the Contractor and the Initial Assignee.
- 3.□ Notwithstanding any provisions to the contrary in the Contract, in the event of an assignment to an Initial Assignee, the Initial Assignee shall be bound only to the Contractor's obligations specified in these Leasing Terms and Conditions. An Initial Assignee shall not be responsible for any of the Contractor's additional representations, warranties, covenants, or obligations under the Contract Documents. By issuing a Lease PO, the Lessee waives any claims it may have under the Lease against the Initial Assignee for any loss, damage, or expense caused by, defect in, or use or maintenance of any Leased Property. The Lessee acknowledges that the Initial Assignee is not the supplier of the Leased Property and is not responsible for their selection or installation. After the ordering Lessee executes, and the Initial Assignee receives, an Acceptance Certificate, if any portion of the Leased Property is unsatisfactory for any reason, the ordering Lessee shall, nevertheless, continue to make payments under the applicable Lease terms and shall make any claim against the Contractor or the manufacturer, not against the Initial Assignee or any subsequent assignee of the Initial Assignee.
- 4.□ After a Lessee executes and the Initial Assignee receives an Acceptance Certificate:
 - i.□ The Lessee shall, regardless of whether any portion of the Leased Property is unsatisfactory for any reason, nevertheless, continue to make payments under the applicable Lease and shall make any claim relating to the Leased Property against the Contractor or the manufacturer, not against the Initial Assignee or any subsequent assignee; and
 - ii.□ The rights of the Initial Assignee and any subsequent assignee to receive rental payments are absolute and unconditional and shall not be affected by any defense or right of set-off.
- 5.□ Warranty Disclaimer.

IN THE EVENT THE CONTRACTOR ASSIGNS A LEASE TO AN INITIAL ASSIGNEE, SUCH INITIAL ASSIGNEE AND ANY SUBSEQUENT ASSIGNEE MAKE NO WARRANTY (OTHER THAN A WARRANTY OF QUIET ENJOYMENT OF THE LEASED PROPERTY), EXPRESS OR IMPLIED, AS TO ANY MATTER WHATSOEVER, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AS TO THE INITIAL ASSIGNEE AND ANY SUBSEQUENT ASSIGNEE, THE LESSEE TAKES THE LEASED

PROPERTY "AS IS." IN NO EVENT SHALL THE INITIAL ASSIGNEE OR ANY SUBSEQUENT ASSIGNEE HAVE ANY LIABILITY FOR, NOR SHALL THE LESSEE HAVE ANY REMEDY AGAINST, THE INITIAL ASSIGNEE OR ANY SUBSEQUENT ASSIGNEE FOR CONSEQUENTIAL DAMAGES, LOSS OF SAVINGS, OR LOSS OF USE.

I. FINANCING AND PREPAYMENT.

1. If the Contractor is not the supplier of the Leased Property, the Contractor will pay the charges for the Leased Property directly to the supplier. In the event the Contractor assigns the Lease to an Initial Assignee, the Initial Assignee will pay the charges directly to the Contractor or the supplier, as applicable. If the Contractor has assigned rental payments under the Lease to an Initial Assignee, the Lessee's obligation to make rental payments for the Leased Property for which the Lessee has executed and delivered acceptance certificates shall not be affected by any discontinuance, return, or destruction of any license or licensed program materials, or by any Lessee dissatisfaction with any Leased Property.
2. The Lessee may at any time terminate the financing for any Leased Property by prepaying its remaining rental payments. The Lessee shall provide notice of the intended prepayment date, which shall be at least one month after the date of the notice. Depending on market conditions at the time, the Contractor/Initial Assignee may reduce the balance of the remaining rental payments to reflect the requested prepayment and shall advise the Lessee of the balance to be paid.
3. If the Lessee purchases Contract items related to Leased Property prior to the expiration of the Lease term, or if the Lease is terminated for any reason except non-appropriation as described in **Section B**, and if the Leased Property has been delivered and the Lessee has executed and delivered to the Contractor an acceptance certificate, the Lessee shall prepay such Leased Property.

J. REMEDIES FOR DEFAULT.

1. If the Lessee does not make a required payment within 30 days after its due date and such nonpayment continues for 15 days after receipt of written notice from the Contractor/Initial Assignee that the Lessee is delinquent in payment, if the Lessee breaches any other provision under these Leasing Terms and Conditions and such breach continues for 15 days after receipt of written notice of the breach from the Contractor/Initial Assignee, or if the Lessee files any petition or proceeding (or has a petition or proceeding filed against it) under any bankruptcy, insolvency, or similar law, the Contractor/Initial Assignee may pursue and enforce the following remedies, individually or collectively:
 - i. Terminate the applicable Lease.

- ii.□ Take possession of any or all Leased Property in the Lessee's possession, without any court order or other process of law. For such purpose, upon written notice of its intention to do so, the Contractor or its assignee may enter upon the premises where the Leased Property may be and remove and repossess the Leased Property, from the premises without being liable to the Lessee in any action or legal proceedings. The Contractor/assignee may, at its option, sell the repossessed Leased Property at public or private sale for cash or credit. The Lessee shall be liable for the Contractor's/assignee's expenses of retaking possession, including without limitation the removal of the Leased Property and placing the Leased Property in good operating condition (if not in good operating condition at the time of removal) in accordance with the manufacturer's specifications. Repossessed Leased Property shall include only those items that were leased or lease/purchased under the Lease.
 - iii.□ Recover from the Lessee all rental payments then due, plus the net present value of the amount of the remaining rental payments. The present value of such remaining rental payments shall be calculated using a discount rate equal to the average of the weekly two- and three-year Treasury Constant Maturities published by the Federal Reserve Board for the last calendar week of the month preceding the contractor's/assignee's termination of the applicable Lease. The Treasury Constant Maturities are published in Statistical Release .15 and may be accessed via the Federal Reserve Board's Internet website.
- 2.□ In the event of Contractor default under the Default provision of the Contract, the Lessee may pursue one or more of the following remedies:
- i.□ If the rental payments under the Lease have been assigned to an Initial Assignee, the Lessee shall continue to make payments for that Leased Property which has been delivered and for which the Lessee has provided acceptance certificates to the Contractor/Initial Assignee.
 - ii.□ The Lessee may cancel, without liability for payment, its order for any Leased Property which has not been delivered and for which it has not issued acceptance certificates. In this instance, the amount of the rental payments will be recalculated to take into consideration and pay for the actual amount of Leased Property which was delivered and accepted. If no Leased Property has been delivered and accepted, the Lessee may terminate the Lease without liability for any payment.
 - iii.□ If payments have not been assigned, the Lessee may set off or counterclaim any and all damages incurred by the Lessee as a result of the Contractor's default against its obligation to make rental payments.

K. PURCHASE OPTION.

If the Lessee is not in default, it shall have the right at the expiration of the Lease term to buy the Leased Property “as is with no additional warranty” by tendering the purchase option amount the parties have established. For any Lease with a Fair Market Value Option, the fair market value of the equipment shall be established by the Contractor/Initial Assignee and shall not exceed the then-current purchase price of the Leased Property as established in the Contract. Upon the Lessee's exercise of a purchase option and payment of the required amount to the Contractor/Initial Assignee, all right, title, and interest in the Leased Property shall pass to the Lessee.

L. EXTENSION.

If the Lessee does not elect to purchase the Leased Property at the expiration of a Lease term, and the Lessee is not in default under the Lease, the Lessee may elect to extend the Lease by written notification to the Contractor/Initial Assignee. The Lessee will make any elective extension under the same Leasing Terms and Conditions, including any rent payable (not less than fair market rental value), and will continue until the earlier of termination by either party upon one month's prior written notice, or five years from the date of installation.

M. RETURN OF LEASED PROPERTY.

At the expiration or termination of a Lease for any Leased Property, or upon Contractor/Initial Assignee demand pursuant to **Section J**, the Lessee shall promptly return the Leased Property, freight prepaid by the Contractor/Initial Assignee, to any location in the continental United States specified by the Contractor/Initial Assignee. The Lessee shall pay the required rent for the Leased Property until they have been shipped to the Contractor.

1. As a matter of policy, the Commonwealth has determined that all hard drives contain information that is confidential or sensitive, the Contractor shall, at its discretion, either remove and destroy any hard drive from the Leased Property or clean the hard drive to Office of Administration/U.S. Department of Defense standards, and the Contractor shall provide written certification to the Lessee that the hard drive has been destroyed or cleaned to Office of Administration/U.S. Department of Defense standards.
2. Except in the event of a total loss of any or all Leased Property as described in **Section E**, and except for any costs associated with the removal, destruction, and cleaning of any hard drives, the Lessee shall pay any costs the Contractor/Initial Assignee incurs to restore the Leased Property to good operating condition in accordance with the Contract specifications. All parts the Contractor/Initial Assignee may remove and replace shall become the Contractor's/Initial Assignee's property.
3. The Contractor's/Initial Assignee's costs associated with the cleaning of any hard drive to Office of Administration/U.S. Department of Defense standards and the

removal and destruction of any hard drive(s) shall be included in the rental amount. The Lessee shall not be required to pay additional charges for the Contractor's/Initial Assignee's cleaning of a hard drive to Office of Administration/U.S. Department of Defense standards nor for the Contractor's/Initial Assignee's removal and destruction of any hard drive(s) upon the return of a Leased item.

N. COMPLIANCE WITH INTERNAL REVENUE CODE.

1. Tax Exempt Financing. If it intends to provide tax exempt financing, the Contractor/Initial Assignee must file, in timely fashion, any reports the Internal Revenue Service may require with respect to the order under the Internal Revenue Code (IRC). The Lessee shall cooperate with the Contractor/Initial Assignee in the preparation and execution of these documents. The Lessee shall also keep a copy of each notification of assignment with the Lessee's counterpart of the order and shall not, during the Lease term, permit the Leased Property to be directly or indirectly used for a private business use within the meaning of Section 141 of the IRC.

2. Governmental status. Eligible Lessees include State entities or political subdivisions of a State for the purpose of Section 103(a) of the IRC as well as tax exempt non-profit corporations and entities under 501(c)(4) of the IRC. Any misrepresentation of a Lessee's status under the IRC shall constitute an event of default by the Lessee. If the Internal Revenue Service rules that the Lessee does not so qualify under either Section 103(a) or 501(c)(4) of the IRC, or if the Lessee fails to cooperate with the Contractor/Initial Assignee in the preparation and execution of any reports required under Section 124 or 149 of the IRC (including 8038G and 8038GC forms), the Lessee will, upon demand, pay the Contractor/Initial Assignee a sum the Contractor/Initial Assignee determines sufficient to return the Contractor/Initial Assignee to the economic status it would otherwise have received.

O. GOVERNING LAW.

All Leases made under these Leasing Terms and Conditions shall be governed by and construed in accordance with the laws of the Commonwealth of Pennsylvania, except that the parties agree that Article 2A of the Uniform Commercial Code shall not apply or govern transactions under these Leasing Terms and Conditions.

P. NOTICES.

Service of all notices under these Leasing Terms and Conditions shall be sufficient if delivered to the Lessee at the address set forth in the applicable Lease PO, or to the Contractor/Initial Assignee at the address set forth in its acknowledgment of the Lease PO, including any attached document. Notices by mail shall be effective when deposited in the

U.S. mail, properly addressed, with sufficient paid postage. Notices delivered by hand or by overnight courier shall be effective when actually received.

Appendix A, Questions Submittal Template

Solicitation Information:	
Solicitation Name	PBX & Key Telephone Systems, Equipment and Related Services
Solicitation Number	IFB# 6100041793

{Contractor/Bidder/Offeror} Information:	
Name	
Mailing Address	
Contact Person	
Contact Person's Phone Number	
Contact Person's E-Mail Address	

Question #	Document	Page #	Section Reference	Question
<i>Example</i>	<i>IFB</i>	<i>13</i>	<i>IV-3.A</i>	<i>Question</i>
1				
2				
3				
4				
5				
6				

STATE OF MANUFACTURE CHART

THIS FORM MUST BE COMPLETED AND RETURNED WITH THE BID

The Reciprocal Limitations Act 146 requires the Department to give Pennsylvania resident bidders a preference against a non-resident bidder from any state that gives or requires a preference to bidders from that state. The amount of preference shall be equal to the amount of preference applied by the state of the non-resident bidder. More information on this Act, or how to claim preference, can be obtained at our internet site at www.dgs.state.pa.us, by faxing a request to 717 787 -0725, or by calling Vendor Services at 717 787-2199 or 4705.

All bidders must complete the following chart by listing the name of the manufacturer and the state (or foreign country) of manufacture for each item. If the item is domestically produced, the bidder must indicate the state in the United States where the item will be manufactured. **This chart must be completed and submitted with the bid or no later than two (2) business days after notification from the Department of General Services to furnish the information.** Failure to complete this chart **and provide the required information prior to the expiration of the second business day after notification shall** result in the rejection of the bid.

-
-

<u>ITEM NUMBER</u>	<u>NAME OF MANUFACTURER</u>	<u>STATE (OR FOREIGN COUNTRY) OF MANUFACTURE</u>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

-

BIDDER'S RESIDENCY

A. In determining whether the bidder is a nonresident bidder from a state that gives or requires a preference to bidders from that state, the address given on the first page of this invitation for bid shall be used by the Department of General Services. If that address is incorrect, or if no address is given, the correct address should be provided in the space below:

Correct Address:

INSTRUCTIONS

ZONES: The Bidder must indicate, by checking the appropriate box, the zone(s) where it intends to provide telephone systems, equipment and other related services. The Bidder must indicate the manufacturer of the telephone system(s) being offered.

ADDITIONAL COSTS: The Bidder must indicate the costs for labor, location assessments and service visits.

TELEPHONE SYSTEMS: The Bidder must indicate all of the items required in order to make the telephone system(s) being offered fully operational. The Bidder must indicate the cost for all items, as well as the costs for those optional items and services within Section II - Specifications of the IFB. The Bidder must indicate each item type; Base System: required to make the telephone system fully operational, Expansion Configuration: required to make the telephone system more robust, Additional Component: additional components which are functional with the telephone system, Additional Feature: additional features which are compatible with the telephone system.

Zones

The Bidder must indicate, by checking the appropriate box, the zone(s) where it intends to provide telephone systems, equipment and other related services. The Bidder must indicate the manufacturer of the telephone system(s) being offered.

Zones	Manufacturer(s)
<input type="checkbox"/> Zone 1 – Western Pennsylvania – includes the following counties: Erie, Crawford, Mercer, Lawrence, Beaver, Washington, Greene, Fayette, Westmoreland, Allegheny, Butler, Venango, Warren, McKean, Forest, Elk, Clarion, Jefferson, Armstrong, Indiana, Clearfield, Cambria, Somerset.	
<input type="checkbox"/> Zone 2 – Central Pennsylvania – includes the following counties: Potter, Cameron, Clinton, Centre, Blair, Bedford, Fulton, Huntingdon, Tioga, Lycoming, Union, Snyder, Mifflin, Juniata, Perry, Cumberland, Franklin, Adams, York, Lancaster, Lebanon, Dauphin, Northumberland, Montour, Columbia, Schuylkill, Luzerne, Wyoming, Sullivan, Lackawanna, Bradford, Susquehanna.	
<input type="checkbox"/> Zone 3 – Eastern Pennsylvania – includes the following counties: Wayne, Pike, Monroe, Carbon, Northampton, Lehigh, Berks, Bucks, Montgomery, Chester, Delaware, Philadelphia	

Labor, Location Assessment and Service Visit Costs

The Bidder must indicate the costs for labor, location assessments and service visits.

General Labor	
Weekday Hourly Rate	
Weekend/Holiday Hourly Rate	
*Overtime Hourly Rate	

*Applies only if a technician exceeds eight (8) continuous work hours within a twenty-four (24) hour period.

Location Assessments & Visitation	
Location Assessment Cost	
Service Visit Cost	

APPENDIX D, LOBBYING CERTIFICATION FORM

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.

(2) **If any** funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance is placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed under Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than **\$100,000** for such failure.

SIGNATURE: _____

TITLE: _____

DATE: _____

DISCLOSURE OF LOBBYING ACTIVITIES

Approved by OMB

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352

0348-0046

(See reverse for public burden disclosure.)

1. Type of Federal Action: a. contract b. grant c. cooperative agreement d. loan e. loan guarantee f. loan insurance	2. Status of Federal Action: a. bid/offer/application b. initial award c. post-award	3. Report Type: a. initial filing b. material change For Material Change Only: year _____ quarter _____ date of last report _____
4. Name and Address of Reporting Entity: <input type="checkbox"/> Prime <input type="checkbox"/> Subawardee Tier _____, if known:	5. If Reporting Entity in No. 4 is a Subawardee, Enter Name and Address of Prime: Congressional District, if known:	
6. Federal Department/Agency:	7. Federal Program Name/Description: CFDA Number, if applicable: _____	
8. Federal Action Number, if known:	9. Award Amount, if known: \$ _____	
10. a. Name and Address of Lobbying Registrant (if individual, last name, first name, MI):	b. Individuals Performing Services (including address if different from No. 10a) (last name, first name, MI):	
11. Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.	Signature: _____ Print Name: _____ Title: Telephone No.: _____ Date:	
Federal Use Only:		Authorized for Local Reproduction Standard Form LLL (Rev. 7-97)

INSTRUCTIONS FOR COMPLETION OF SF-LLL, DISCLOSURE OF LOBBYING ACTIVITIES

This disclosure form shall be completed by the reporting entity, whether subawardee or prime Federal recipient, at the initiation or receipt of a covered Federal action, or a material change to a previous filing, pursuant to title 31 U.S.C. section 1352. The filing of a form is required for each payment or agreement to make payment to any lobbying entity for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with a covered Federal action. Complete all items that apply for both the initial filing and material change report. Refer to the implementing guidance published by the Office of Management and Budget for additional information.

1. Identify the type of covered Federal action for which lobbying activity is and/or has been secured to influence the outcome of a covered Federal action.
2. Identify the status of the covered Federal action.
3. Identify the appropriate classification of this report. If this is a followup report caused by a material change to the information previously reported, enter the year and quarter in which the change occurred. Enter the date of the last previously submitted report by this reporting entity for this covered Federal action.
4. Enter the full name, address, city, State and zip code of the reporting entity. Include Congressional District, if known. Check the appropriate classification of the reporting entity that designates if it is, or expects to be, a prime or subaward recipient. Identify the tier of the subawardee, e.g., the first subawardee of the prime is the 1st tier. Subawards include but are not limited to subcontracts, subgrants and contract awards under grants.
5. If the organization filing the report in item 4 checks "Subawardee," then enter the full name, address, city, State and zip code of the prime Federal recipient. Include Congressional District, if known.
6. Enter the name of the Federal agency making the award or loan commitment. Include at least one organizational level below agency name, if known. For example, Department of Transportation, United States Coast Guard.
7. Enter the Federal program name or description for the covered Federal action (item 1). If known, enter the full Catalog of Federal Domestic Assistance (CFDA) number for grants, cooperative agreements, loans, and loan commitments.
8. Enter the most appropriate Federal identifying number available for the Federal action identified in item 1 (e.g., Request for Proposal (RFP) number; Invitation for Bid (IFB) number; grant announcement number; the contract, grant, or loan award number; the application/proposal control number assigned by the Federal agency). Include prefixes, e.g., "RFP-DE-90-001."
9. For a covered Federal action where there has been an award or loan commitment by the Federal agency, enter the Federal amount of the award/loan commitment for the prime entity identified in item 4 or 5.
10. (a) Enter the full name, address, city, State and zip code of the lobbying registrant under the Lobbying Disclosure Act of 1995 engaged by the reporting entity identified in item 4 to influence the covered Federal action.

(b) Enter the full names of the individual(s) performing services, and include full address if different from 10 (a). Enter Last Name, First Name, and Middle Initial (MI).
11. The certifying official shall sign and date the form, print his/her name, title, and telephone number.

According to the Paperwork Reduction Act, as amended, no persons are required to respond to a collection of information unless it displays a valid OMB Control Number. The valid OMB control number for this information collection is OMB No. 0348-0046. Public reporting burden for this collection of information is estimated to average 10 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0046), Washington, DC 20503.

APPENDIX E

COSTARS PROGRAM ELECTION TO PARTICIPATE

If awarded a Contract, our firm agrees to sell the awarded items/services at the same prices and/or discounts, and in accordance with the contractual terms and conditions, to registered COSTARS Members who elect to participate in the contract. Our firm also agrees to pay the applicable Administrative Fee (\$1500, or \$500 for a Department of General Services Self-Certified Small Business, or \$166 for a Department of General Services-verified Small Diverse Business) at the beginning of each contract year and upon each contract renewal date.

If you are a Department of General Services Self-Certified Small Business or Department of General Services-verified Small Diverse Business, you must submit a copy of your active Small Business Contracting Program certificate with your bid response.

Corporate or Legal Entity Name

Signature/Date

Printed Name/Title

APPENDIX F

IRAN FREE PROCUREMENT CERTIFICATION FORM

(Pennsylvania's Procurement Code Sections 3501-3506, 62 Pa.C.S. §§ 3501-3506)

To be eligible for an award of a contract with a Commonwealth entity for goods or services worth at least \$1,000,000 or more, a vendor must either: a) certify it is **not** on the current list of persons engaged in investment activities in Iran created by the Pennsylvania Department of General Services ("DGS") pursuant to Section 3503 of the Procurement Code **and** is eligible to contract with the Commonwealth under Sections 3501-3506 of the Procurement Code; or b) demonstrate it has received an exception from the certification requirement for that solicitation or contract pursuant to Section 3503(e).

To comply with this requirement, please insert your vendor or financial institution name and complete **one** of the options below. Please note: Pennsylvania law establishes penalties for providing false certifications, including civil penalties equal to the greater of \$250,000 or twice the amount of the contract for which the false certification was made; contract termination; and three-year ineligibility to bid on contracts. (Section 3503 of the Procurement Code.)

OPTION #1 - CERTIFICATION

I, the official named below, certify I am duly authorized to execute this certification on behalf of the vendor/financial institution identified below, and the vendor/financial institution identified below is **not** on the current list of persons engaged in investment activities in Iran created by DGS **and** is eligible to contract with the Commonwealth of Pennsylvania Sections 3501-3506 of the Procurement Code.

<i>Vendor Name/Financial Institution (Printed)</i>	
<i>By (Authorized Signature)</i>	
<i>Printed Name and Title of Person Signing</i>	<i>Date Executed</i>

OPTION #2 – EXEMPTION

Pursuant to Procurement Code Section 3503(e), DGS may permit a vendor/financial institution engaged in investment activities in Iran, on a case-by-case basis, to enter into a contract for goods and services.

If you have obtained a written exemption from the certification requirement, please fill out the information below, and attach the written documentation demonstrating the exemption approval.

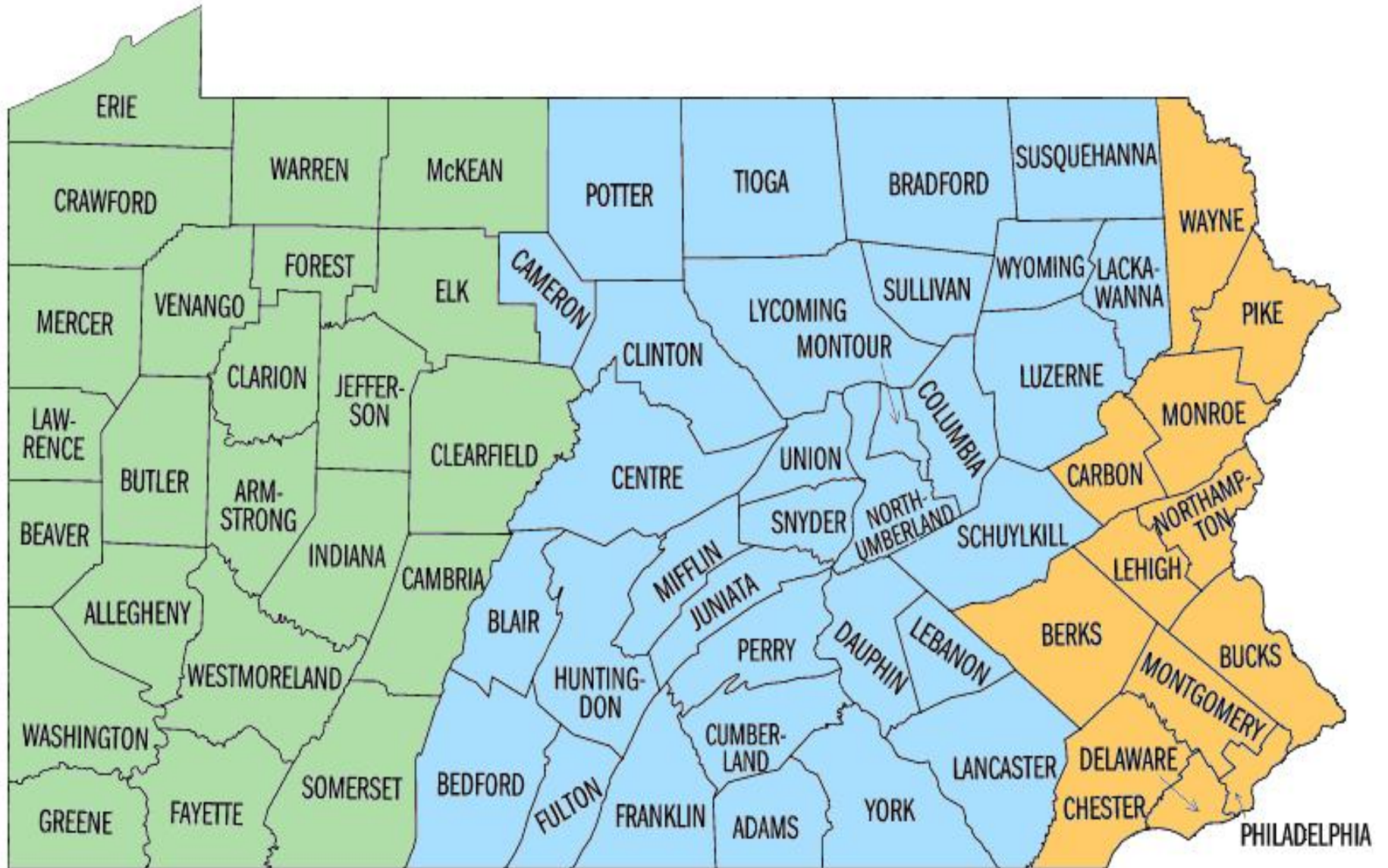
<i>Vendor Name/Financial Institution (Printed)</i>	
<i>By (Authorized Signature)</i>	
<i>Printed Name and Title of Person Signing</i>	<i>Date Executed</i>

Appendix G, Zones

 ZONE 1

 ZONE 2

 ZONE 3



Zone 1 – Western Pennsylvania – includes the following counties:

Erie, Crawford, Mercer, Lawrence, Beaver, Washington, Greene, Fayette, Westmoreland, Allegheny, Butler, Venango, Warren, McKean, Forest, Elk, Clarion, Jefferson, Armstrong, Indiana, Clearfield, Cambria, Somerset.

Zone 2 – Central Pennsylvania – includes the following counties:

Potter, Cameron, Clinton, Centre, Blair, Bedford, Fulton, Huntingdon, Tioga, Lycoming, Union, Snyder, Mifflin, Juniata, Perry, Cumberland, Franklin, Adams, York, Lancaster, Lebanon, Dauphin, Northumberland, Montour, Columbia, Schuylkill, Luzerne, Wyoming, Sullivan, Lackawanna, Bradford, Susquehanna.

Zone 3 – Eastern Pennsylvania – includes the following counties:

Wayne, Pike, Monroe, Carbon, Northampton, Lehigh, Berks, Bucks, Montgomery, Chester, Delaware, Philadelphia.

Estimated Currently Installed PBX/Key Telephone System within the Commonwealth		
Zone 1	Zone 2	Zone 3
179	247	91

SLA Management

**SLA Methodology and Service Level
Agreements**

Service Level Methodology

A. General

The Commonwealth has adopted the ITIL framework and has established Service Level Management to maintain and improve IT Service quality, through a constant cycle of agreeing, monitoring, measuring, and reporting upon IT Service achievements and the instigation of actions to acquire quality service.

The Service Level Performance Measures and their targets that are described in this methodology document have been specifically designed to support the Service Level Agreements set forth in Appendix I.

Effective on the Service Commencement Date, the Offeror will perform the Service to which Service Levels apply, so that the Service Level Performance will, in each month of the Term, meet or exceed, the Service Levels.

New Service Levels may be added or substituted by the Commonwealth as specified in this methodology during the Term. For example, such additions or substitutions may occur in conjunction with changes to the environment and the introduction of new Equipment or Software to support a new or additional service.

However, where such Equipment or Software or such means of Service delivery is a replacement or upgrade of existing technology to support an existing catalog service, there shall be a presumption of equivalent or improved performance.

The Offeror holds the responsibility for all measuring, monitoring and reporting capabilities necessary to measure, monitor and report the Offeror's performance against the Service Levels. Except as otherwise stated, all Service Levels must be measured by the Offeror on a 24x7x365 days per year basis. The Offeror must report to the Commonwealth its performance Service Levels upon the measurement window frequency specified in each and shall provide all Service Level substantiating information upon request by the Commonwealth that pertains to the performance of the Offeror's services.

The achievement of the Service Levels by the Offeror may require the coordinated, collaborative effort of the Offeror with other third party Offerors. The Offeror shall provide a single point of contact for the prompt resolution of all Service Level Defaults and all failures to provide high quality Services to the Commonwealth, regardless of whether the reason for such Service Level Defaults, or failure to provide high quality Services to the Commonwealth, was caused by the Offeror.

The Commonwealth and the Offeror will each provide a single point of contact for the management and monitoring of the Service Levels.

B. Reporting

Unless otherwise specified in this methodology, each Service Level shall be measured and reported on a monthly basis. The format, layout and content of such monthly report shall be as directed by the Commonwealth. The Offeror's monthly performance reports are due by the 10th Business day of each month and shall include a set of soft-copy reports such that the Commonwealth is able to verify the Offeror's performance and compliance with the Service Levels. The reports shall provide various metrics related to each of the Service Levels, including but not limited to:

1. Offeror's performance against and calculations with respect to each Service Level during the preceding month;
2. Offeror's performance with respect to each service level as a trend analysis against a thirteen (13) month rolling performance trend report;

3. Potential problems of which the Offeror is aware that could reasonably be expected to result in a failure to meet a service level and remedial actions including summaries of the reports submitted to the Commonwealth.

The Offeror shall provide detailed supporting information for each report to the Commonwealth in a format suitable for use on a personal computer. The data and detailed supporting information shall include the method used by Offeror to calculate the service level performance based on the data measured and reported by the measurement tool such that the Commonwealth is able to reproduce the calculations made by Offeror and validate the results reported in the monthly Service Level Performance reports. All detailed supporting information shall be the Commonwealth's Confidential Information, and the Commonwealth may access such information online and in real-time, where feasible, at any time during the Term. In addition, Offeror shall provide the Commonwealth with direct, unaltered access to review and audit all raw data collection related to Service Levels.

1. If any monthly performance report provided by the Offeror to the Commonwealth does not have sufficient detail and accuracy for the Commonwealth to determine whether the Offeror achieved or failed to achieve the service level for each service level in the immediately preceding measurement window, then the Commonwealth may provide written notice thereof to the Offeror, for a replacement report. The Offeror must provide the replacement report to the Commonwealth within ten (10) calendar days after receiving such notice. If within 10 days of receiving such notice the Offeror fails to deliver to the Commonwealth a revised or replacement monthly performance report containing sufficient detail and accuracy for the Commonwealth to determine whether the Offeror achieved or failed to achieve a Service Level in the applicable Measurement Window, such failure shall constitute a Service Level Default with respect to such Service Level for such immediately preceding Measurement Window.

The Offeror will create, maintain, and provide to the Commonwealth detailed procedure documentation of its Service Level measurement process used to collect Service Level data and calculate Service Level attainment. The process documentation must include quality assurance reviews and verification procedures. The measurement process must be automated to the extent possible, and any manual data collection steps must be clearly documented, verified and auditable. All methods, codes and automated programs must be documented and provided to the Commonwealth for validation and approval. The Offeror must ensure it tests and validates the accuracy and currency of the documentation and measurement process on a quarterly basis.

C. Service Level Obligations

The metrics, measurement standards and other pertinent features are described in the Service Level Data Sheets in Appendix I. In the event of a Service Level Default, the Offeror shall provide the Commonwealth credits as defined below:

1. The Offeror must begin delivering the services in accordance with the Service Levels as the service offering is implemented, maintained and/or repaired.
2. The Offeror's performance that results in a service level default must:
 - a. Entitle the Commonwealth to receive a Service Level Credit
 - b. Results in the Offeror promptly preparing a written root cause and recovery plan designed to prevent the reoccurrence of such Service Level default.
3. Any occasional request by the Offeror to temporary SLA relief on a per incident basis must be submitted in advance in writing to the Commonwealth in accordance with the Commonwealth Change/Waiver Procedures. The Commonwealth, must in its sole discretion, determine whether SLA relief should be granted and the period of time for such relief (if any), and its decision in this respect must not be subject to dispute resolution. The Offeror's failure to achieve the Service Level will not constitute a Service Level

default or accrue toward a Service Level termination event to the extent such failure is excused in accordance with the terms of the contract.

D. Service Level Credits

1. In the event of a Service Level Default, the Supplier must begin delivering the services in accordance with the Service Levels as the service offering is implemented, maintained and/or repaired.
2. The Supplier must promptly prepare a written root cause and recovery plan designed to prevent the reoccurrence of such Service Level default.
3. If the Supplier's performance results in a service level default, the Commonwealth is entitled to receive a Service Level Credit.
4. The total amount of Service Level Credits that the Supplier will be obligated to pay to the Commonwealth, with respect to Service Level Defaults occurring each month and in accordance with the terms of Section E below, shall be credited on the invoice applicable per this methodology document. For example, the amount of Service Level Credits payable with respect to Service Level Defaults occurring in August shall be reported and validated in September and credited to the invoice issued in October.
5. The Supplier acknowledges and agrees that the Service Level Credits shall not be deemed or construed to be liquidated damages or a sole and exclusive remedy or in derogation of any other rights and remedies the Commonwealth has hereunder or under the Contract.
6. Service Levels identified as "CM", Critical Measurement, will have remedy credits incurred when service level minimum and target criteria are not met.
7. Services Levels identified as "KM", Key Measurement, will be monitored and reported per this agreement, but will not have remedy credits applied. The Commonwealth has the ability to change a KM to a CM per requirements indicated in Section G, Additions, Modifications, Deletions, of this document.

A maximum at risk amount of 15% of the total monthly invoice has been established. Service credits in the excess of 15% of the total value of the monthly invoice shall not be assessed.

E. Service Level Earn Backs

The Offeror shall have Earn-Back opportunities with respect to Service Level Credits as follows:

1. The Service Level must be identified as Earn Back Eligible per the Service Level Agreement Data Sheet in Appendix I.
2. Within fifteen (15) days after the Earn Back period as shown on the Service Level Agreement Data Sheets, the Offeror shall provide a report to the Commonwealth that will include, with respect to each Service Level for which there was a Service Level Default, the following:
 - a. Statistics on the Offeror's average monthly performance during the Earn Back period
 - b. The amount of Service Level Credit imposed for Service Level Default
3. If a Service Level violation is incurred during the Earn Back period, the Earn Back is negated and the credit is due on the next invoice.
4. During an Earn Back period, if a service is terminated by the Commonwealth, the Offeror will not be obligated to fulfill the credit obligation.
5. If the Contract is terminated for default, all service credits are due upon notice of termination.

F. Dispute Resolution

If, after negotiating in good faith, the Commonwealth and the Offeror are unable to agree on an equitable adjustment for the Service Levels within ninety (90) days after completion of the applicable measurement

period, either party may escalate the matter in accordance with the dispute resolution procedures set forth in the contract. Until such adjustment is resolved pursuant to such procedures, Service Levels must remain as originally agreed by the Commonwealth and the Offeror.

G. Additions, Modifications, Deletions

The Commonwealth may add, modify or delete below by sending written notice The Commonwealth may require the Offeror to modify the definition, metrics, data elements, measurement standards, or other pertinent features of any existing service level, by sending a written request to the Offeror at least ninety (90) days prior to the date that such modifications are to be effective; provided that the Commonwealth may send such a request (which request may contain multiple changes) not more than once each calendar quarter. The terms and conditions upon which such modifications of metrics are implemented must be subject to the reasonable and mutual agreement of the Commonwealth and the Offeror and must be determined pursuant to the Commonwealth Contract Change Procedures (in which measurement tools and design changes appropriate to each new service level or modified metric or measurement standard must be negotiated in good faith and agreed). The Offeror may not withhold its consent to add new service levels or modify the definition, metrics, data elements, measurement standards, or other pertinent features of any existing service levels, but the Offeror is permitted to negotiate in good faith the implementation specifics for such requested additions and modifications.

For new Service Levels, the Offeror must submit its proposal to the Commonwealth for review and approval through the Commonwealth's Contract Change Procedures.

The Offeror must begin providing monthly performance measurement within thirty (30) calendar days of the Commonwealth approval.

1. Additions - The Commonwealth may add Service Levels in accordance with this Section G Commonwealth Contract Change Procedures.
2. Deletions – The Commonwealth may delete Service Level Agreements in accordance with this Section G and Commonwealth Contract Change Procedures.

H. Continuous Improvement

The Parties agree to the concept of continuous improvement and beginning 12 months after each Service Level is in effect and annually thereafter, the Parties agree to review each of the Service Levels for effectiveness and to identify potential areas of improvement. The Offeror shall provide a written plan within 30 days of the review date.

I. Measuring Tools

1. The Offeror must provide, implement, maintain and utilize the necessary measurement and monitoring tools and procedures required to measure and report on the Offeror's performance of the services against the applicable Service Levels. The Offeror's measurement and monitoring of service level performance must permit reporting at a level of detail sufficient to permit the Commonwealth to verify compliance with the Service Levels, and must be subject to audit by the Commonwealth pursuant to the contract. The Offeror must provide the Commonwealth with the information about and access to such procedures upon request for purposes of verification.

2. Any new tolls required for new service levels added after the effective date must be identified in the Change Request Form (required by the Commonwealth Contract Change Procedure) approving such new Service Level. In connection therewith, the Offeror must be obligated to propose a commercially reasonable measuring tool or methodology for a Service Level and if it fails to do so, such tool or methodology must be determined by mutual agreement between the Commonwealth and Offeror.
3. If after the effective date or the implementation of tools for new Service Levels either the Commonwealth or the offeror desires to use a different measuring tool or methodology for a Service Level, it must request such change through the Commonwealth Contract Change Procedure. If the other Party approves the new measuring tool or methodology, the Commonwealth and the Offeror will reasonably adjust the service level measurements to account for any increased or decreased sensitivity in the new measuring tools. It is not anticipated that changes in the measuring tools or methodologies will drive changes in service levels; rather, the need to collect and accurately reflect the performance data should drive the development or change in measuring tools or methodologies.
It is not anticipated that changes in the measuring tools will drive changes in Service Levels; rather, the need to collect and accurately reflect the performance data should drive the development or change in performance monitoring tools. Offeror will configure all measuring tools to create an auditable record of each user access to the tool and any actions taken with respect to the data measured by or residing within the tool. All proposed measuring tools must include functionality enabling such creation of an auditable record for all accesses to the tool.

J. Remedies and Waivers

The exercise by the Commonwealth of its rights under this document, including the right to receive service level credits must be without prejudice to its other rights or remedies under the contract or at law or equity, including the Commonwealth's right to claim and collect damages and the Commonwealth's right to terminate the contract in whole or in part in accordance with the contract.

K. Investigation and Correction

The Offeror must promptly investigate and correct each failure to meet the service levels (whether or not such failure constitutes a service level default) by:

1. Immediate initiation of problem investigations.
2. Report problems and findings to the Commonwealth.
3. Correct problems and meet or restore Service Levels as soon as practicable.
4. Advise the Commonwealth of the root cause of problems and the status of remedial efforts being undertaken with respect to such problems.
5. Provide reasonable evidence to the Commonwealth that the causes of such problems have been or will be corrected.
6. Make written recommendations to the Commonwealth for improvement in procedures.

Appendix I, Service Level Agreements

SLA #1 System Installation on Time

	SI Class/Category	Target	Minimum	Earn Back	Start Date
SLA # 1 – System Installation On Time	CM/Timeliness	Less than 60 Days	N/A	N/A	
Service Level Description	System Installation Complete				
Service Level Definition	Installation must be completed within 60 days of the ESMS order submit date.				
Metric Description	Installations whose 60-day end date period falls within the calendar month but do not meet the 60-day requirement as completed will be reported as in violation.				
Metric Inclusions	All ESMS PBX/Key requests for installations				
Metric Exclusions	The following request types will be excluded from service level counts: All other ESMS requests				
Service Level	<ul style="list-style-type: none"> ▪ 60 days 				
Calculation	>60 days to install (# days to install = difference between ESMS order submit date and ESMS actual complete date)				
Data Source/s	Enterprise Service Management System (ESMS)				
Reporting Format/s	<p><u>Preferred Format:</u> PDF</p> <p><u>Report Elements:</u> SUMMARY REPORT – Header to include, but not limited to: SLA, SLA Description, Agency Name, # of Misses, Remedies Paid. DETAIL REPORT - Header to include, but not limited to: Total Number of PBX/Key Installations Due, Total Number of PBX/Key Installations Completed, Service Level, Service Level Achieved [Yes/No]; Detail to include PBX/Key installations due, Requesting Agency, Purchase Order number, Purchase Order Issuance Date, Installation Completed Date</p> <p><u>Detailed Exclusion Report:</u> To include, but not limited to: PBX/Key Installation(s) due, Requesting Agency, Purchase Order number, Purchase Order Issuance Date, Installation Completed Date, Reason for Exclusion</p>				
Measurement Window	Monthly				
Service Level Reporting Window	Statistics will be provided by the vendor within ten (10) business days after the end of the month measured				
Remedy	(.5 x .01 x # business days delinquent) but no more than (.5 x total price of phone system) or stated as: One-half of 1% per business day of delinquency, but not to exceed fifty (50) percent of the total price of the phone system.				
Agency Recoupment method	Deducted from scheduled payment, shown on invoice				

Appendix I, Service Level Agreements

SLA #2 Time to Resolve

	SL Class/Category	Target	Minimum	Earn Back	Start Date
SLA # 2 – Major Malfunction/Outage Time to Resolve	CM/Timeliness	Less than 3 hours	N/A	N/A	
Service Level Description	This Service Level measures the timeliness with which the Contractor brings Major Malfunction and Outage Incidents to Resolution.				
Service Level Definition	Vendor must resolve Major Malfunctions and Outages within 4 hours of the Trouble Ticket Create date/time.				
Metric Description	Restoration of PBX/Key System services within 4 hours of the time the request was initiated for service. <ul style="list-style-type: none"> • Trouble Ticket Create date/time – the time the request was initiated for service • Resolved date/time – the time that the request was determined to be completed by the Awarded Bidder • “Customer Pending” elapsed time – the amount of time that the trouble ticket is set to this status when delay is attributable to the customer’s actions and hours of business, which will stop the clock from running, • Initial response date/time – the time that the request was initially acted upon by the Awarded Bidder • Trouble Ticket (TT) elapsed time – the time between the resolved date/time and initial response date/time, minus the “pending” elapsed time 				
Metric Inclusions	All ServiceNow tickets for PBX/Key systems				
Metric Exclusions	ServiceNow tickets for non-PBX/Key systems				
Service Level	Arrive at location of major malfunction or outage within 4 hrs after notification and completely restore all functions.				
Calculation	TT elapsed time = ((resolved date/time – initial response date/time) – “Customer Pending” elapsed time) <3 hours				
Data Source/s	OA ITSM (currently ServiceNow)				
Reporting Format/s	<p><u>Preferred Format:</u> PDF</p> <p><u>Report Elements:</u> SUMMARY REPORT – Header to include, but not limited to: SLA, SLA Description, Agency Name, # of Misses, Remedies Paid. DETAILED REPORT – Header to include, but not limited to: SLA, SLA Description, Agency, ServiceNow PBX/Key Incident ID, Initial Response Date/Time, Resolved Date/Time, TT Elapsed Time</p> <p><u>Detailed Exclusion Report:</u> To include, but not limited to: Requesting Agency, ServiceNow PBX/Key Incident ID, Incident Request Date/Time, Incident Response Date/Time, Incident Resolved Date/Time, Reason for Exclusion</p>				
Measurement Window	Monthly				
Service Level Reporting Window	Statistics will be provided by the vendor within ten (10) business days after the end of the month measured				
Remedy	\$200.00 initial charge plus \$20.00 per hour for each additional hour until service is repaired				
Agency Recoupment method	Deducted from scheduled payment, shown on invoice				

Appendix I, Service Level Agreements

SLA #3 Minor Malfunction Response

	SL Class/Category	Target	Minimum	Earn Back	Start Date
SLA # 3 – Minor Malfunction Response	CM/Timliness	Less than 8 hours	N/A	N/A	
Service Level Description	Minor Malfunction Response				
Service Level Definition	Vendor must respond by arriving at the location of the minor malfunction within 8 hours after notification.				
Metric Description	Respond to ServiceNow incident request by arriving at site of minor malfunction within 8 hours. <ul style="list-style-type: none"> • Create date/time – the time the request was initiated for service • Arrival date/time – the time that the Awarded Bidder arrived at the site • Elapsed time – the arrival date/time minus the create date/time 				
Metric Inclusions	A minor malfunction must be defined as, but not limited to, an occurrence of any or all of the following: <ol style="list-style-type: none"> 1) A failure of between 10% and up to 39% of the trunks or a total number of three (3) trunks or greater to function as normally intended. 2) A failure of between 10% and up to 39% of the stations or equipment or a total of three (3) stations or greater. 3) Any failure of supervisor and answering positions. 4) A failure of any equipment, which renders it incapable of functioning as it was intended. This includes features such as, ACD, auto attendant, voice mail, SMDR, etc. 5) An indication of minor alarm condition. 				
Metric Exclusions	ServiceNow tickets for non-PBX/Key systems				
Service Level	Arrive at location of minor malfunction within 8 hrs after notification				
Calculation	Elapsed time = (Arrival date/time –create date/time) <8 hours				
Data Source/s	OA ITSM (currently ServiceNow)				
Reporting Format/s	<p><u>Preferred Format:</u> PDF</p> <p><u>Report Elements:</u> SUMMARY REPORT – Header to include, but not limited to: SLA, SLA Description, Agency Name, # of Misses, Remedies Paid. DETAILED REPORT – Header to include, but not limited to: SLA, SLA Description, Agency, ServiceNow PBX/Key Incident ID, Create Date/Time, Arrival Date/Time, Elapsed Time</p> <p><u>Detailed Exclusion Report:</u>To include, but not limited to: Requesting Agency, ServiceNow PBX/Key Incident ID, Incident Create Date/Time, Incident Response Date/Time, Incident Resolved Date/Time, Reason for Exclusion</p>				
Measurement Window	Monthly				
Service Level Reporting Window	Statistics will be provided by the vendor within ten (10) business days after the end of the month measured				
Remedy	\$100.00 initial charge plus \$10.00 per hour for each additional hour until service is repaired				
Agency Recoupment method	Deducted from scheduled payment, shown on invoice				

Appendix I, Service Level Agreements

SLA #4 Major Malfunction Response

	SL Class/Category	Target	Minimum	Earn Back	Start Date
SLA # 4 – Major Malfunction Response	CM/Timeliness	Less than 2 Hours	N/A	N/A	
Service Level Description	Major Malfunction Response				
Service Level Definition	Vendor must respond by arriving at the location of the major malfunction within 2 hours after notification.				
Metric Description	Respond to ServiceNow incident request by arriving at site of major malfunction within 2 hours. <ul style="list-style-type: none"> • Create date/time – the time the request was initiated for service • Arrival date/time – the time that the Awarded Bidder arrived at the site • Elapsed time – the arrival date/time minus the create date/time 				
Metric Inclusions	<p>A major malfunction must be defined as, but not limited to, an occurrence of any or all of the following:</p> <ol style="list-style-type: none"> 1) A failure of the telephone system, which renders it incapable of performing its normal functions. 2) A failure of any or all of the consoles which prevents the telephone system from receiving or transmitting calls. 3) A failure of any equipment, which renders it incapable of functioning. This includes features such as ACD, auto attendant, voice mail, paging, SMDR, etc. 4) A failure of 40% or more of the trunks to function as they are normally intended to. 5) A failure of 40% or more of the stations to function as they are normally intended to. 6) An indication of a major alarm condition. 				
Metric Exclusions	ServiceNow tickets for non-PBX/Key systems				
Service Level	Arrive at location of major malfunction within 2hrs after notification				
Calculation	Elapsed time = (Arrival date/time –create date/time) < 2 hours				
Data Source/s	OA ITSM (currently ServiceNow)				
Reporting Format/s	<p><u>Preferred Format:</u> PDF</p> <p><u>Report Elements:</u> SUMMARY REPORT – Header to include, but not limited to: SLA, SLA Description, Agency Name, # of Misses, Remedies Paid. DETAILED REPORT – Header to include, but not limited to: SLA, SLA Description, Agency, ServiceNow PBX/Key Incident ID, Create Date/Time, Arrival Date/Time, Elapsed Time</p> <p><u>Detailed Exclusion Report:</u>To include, but not limited to: Requesting Agency, ServiceNow PBX/Key Incident ID, Incident Create Date/Time, Incident Response Date/Time, Incident Resolved Date/Time, Reason for Exclusion</p>				
Measurement Window	Monthly				
Service Level Reporting Window	Statistics will be provided by the vendor within ten (10) business days after the end of the month measured				
Remedy	\$200.00 initial charge plus \$20.00 per hour for each additional hour until service is repaired				
Agency Recoupment method	Deducted from scheduled payment, shown on invoice				



pennsylvania
DEPARTMENT OF GENERAL SERVICES

Contract Compliance

Contract Change

Contract Change Control Procedures

CHANGE PROCEDURES

A. General

This document describes the process and procedures to be followed by Commonwealth and Contractor when either Party wishes to make a Change (the "Change Control Procedures"). The Parties may, by joint agreement, amend or waive any part of the Change Control Procedures including, but not limited to, where the Parties agree that shorter or longer time frames are more appropriate.

B. Definitions

The definitions for the Change Request Form and the actual form are located in table 1 at the end of this document.

C. Objectives

The objectives of the Change Control Procedures are as follows:

1. To review each request for a Change (a "Change Request") to determine whether such Change is appropriate;
2. To determine whether a Change is within the scope of the Services or constitutes a New Service or is considered to be a change to the in-scope Services without constituting a change in the scope;
3. To prioritize all Change Requests;
4. To minimize the risk of exceeding both time and cost estimates, if any, associated with the requested Change by identifying, documenting, quantifying, controlling, managing and communicating:
 - a. Change Requests,
 - b. the routing for approval of Change Requests, and
 - c. their disposition;
5. To document a Change whether or not such Change results in any extra charge.

D. Change Requests

Either Contractor or Commonwealth may initiate a Change Request by uploading the completed Change Request Form, referenced in Section F, to the SharePoint Contract Change Request Library. The Change Request Form provides areas for a description, justification and impact to such change. Commonwealth will assign a unique number to any such request and will enter demographic data applicable to that Change Request in the Change Request Log as described in Section E below. Each Change Request that is prepared will be tracked by reference number applied to the Change Request to which it relates.

Each Party's respective Contract Compliance Manager or his/her nominated representatives will be responsible for reviewing and considering any Change Request.

D. Effectiveness of a Change

1. Signed Change Requests:

Upon the signature of a Change Request by both parties, the contents of such Change will be deemed to be agreed and incorporated into the Contract on the date of the last signature or as the Parties may otherwise agree. All services added or modified by a Change Request will be “Services” under the Contract, and the performance of Change Request will in all respects be governed by the Contract. Except as expressly provided herein, no part of the discussions or interchanges between the Parties will obligate the Parties to approve any Change or will constitute an amendment or waiver of the Contract unless and until reflected in a Change Request and adopted in accordance with this agreement.

Neither Party will have any obligation to commence or comply with any Change, perform services that would be covered by any Change, or pay any Charges that would be covered by any Change, until such time as the Parties have signed the appropriate Change Request.

2. Acceptance Criteria:

Commonwealth’s acceptance of, and payment for, work under other Change Requests will be subject to Commonwealth’s approval that such work materially complies with the mutually agreed objective acceptance criteria set forth in the Change Request during an acceptance period designated in the Change Request. If Contractor’s work under a Change Request does not comply, Contractor will correct such work and resubmit the Change for Commonwealth’s acceptance.

E. Change Request Log

1. The Commonwealth will maintain the Change Request Log which will consist of, but not limited to, the following fields:
 - a. Number of the Change Request;
 - b. Name of the originating Party;
 - c. A brief description of the Change;
 - d. The current status of the Change; and
 - e. Date of registration of the Change Request in the Change Request Log.
2. The Commonwealth will provide the Contractor access to the log for reviews and report generation.
3. The status of the Change Request at any stage in Change Control Procedures will be one of the following:
 - a. Approved - change request is approved for signature
 - b. CMP - change request has been signed, schedules have been updated and are correct and services can be implemented
 - c. Pending Compliance, Supplier, Service Owner, or Management/OA Legal - change request is being reviewed by designated party for decision
 - d. Rejected
 - e. Cancelled - change request is no longer required
 - f. Under review - CCR is ON HOLD pending discussions or solution

Contract Compliance – Contract Change Control Procedures

F. Contract Change Request Form (CCR) (Form below not to be used when submitting a change, formal template provided)

Contract Change Request Form

Change Request Number and Name:	VEN_CCR_	Related CR/Contract Section #:				
Date Created:		Date Submitted to COPA:				
Description (Brief):						
Priority:	URGENT	ORDINARY	LOW			
Status: (Please Check)	Approved	Pending	Rejected	Cancelled	Completed	On Hold
Category: (Please Check)	Data Ops	Voice Ops	Security	ESMS	Support	
REQUESTOR INFORMATION						
Requestor:						
Requestor Email:						
Requestor Phone Number:						
Date Change Requested:						
COPA CONTACT INFORMATION						
COPA Contact:						
COPA Email:						
COPA Phone Number:						
Date Submitted:						
Target Date:						
SERVICES AFFECTED						
Service Name:						
Product Code:	Code:	<input type="checkbox"/> New Service	<input type="checkbox"/> Change Existing Service			
FOR EACH PRODUCT CODE						
Unit Price:						
Amt of Increase/Decrease:						
<input type="checkbox"/> Increase * - (Reference Cost Impact Study)	<input type="checkbox"/> Decrease * - (Reference Cost Impact Study)	<input type="checkbox"/> Revised	<input type="checkbox"/> New Catalog Entry – Add new codes to Product Cat.	<input type="checkbox"/> No Unit Price Change		
COST IMPACT						
Cost Impact – (None, brief description or attached doc):						
Technology: (check all that apply):	<input type="checkbox"/> New	<input type="checkbox"/> Revised	<input type="checkbox"/> Hardware	<input type="checkbox"/> Software		
SAP Account Information, if applicable:	SAP Fund:			SAP Cost Center:		
Performance Impact:						
Business Justification:						
(*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance						

Commonwealth of PA

Awarded Bidder

[name, title]

IT Procurement

Date: _____

[name, title]

[Company Division]

Date: _____

Contract Compliance – Contract Change Control Procedures

Table 1: Change Request Form Definitions

The data to be filled in on the Change Request Form are the following: Change Request Information	Comments
Change Request Number and Name	Chronological number of the Change requests plus a name that gives it meaning
Related CR/Contract Section #	Previous related CCR or Section of the contract affected by the change
Date Created	Date of creation of the Change Request
Date Submitted to COPA	Date when the Change Request was submitted to the Commonwealth
Description (Brief)	High level explanation of the Change Request
Priority	Priority options are Urgent, Ordinary, or Low
Status	The status of the change request, as described in section 3.0
Category	The change request is classified in one of the following categories: Data Ops, Voice Ops, Security, ESMS, Support or other contract (will be inserted at CCR review.
Requestor	Name of individual requesting the change
Requestor Email	Email address of the individual requesting the change
Requestor Phone Number	Phone number of the individual requesting the change
Date Change Requested	Date that the change is actually requested
COPA Contact	Individual from the Commonwealth who is the Point of contact for the Commonwealth in regards to this Change Request
COPA Email	Email address for the Commonwealth POC
COPA Phone Number	Phone number for the Commonwealth POC
Date Submitted	Date when the Change Request was submitted to the Commonwealth
Target Date	Date at which Commonwealth is expecting the Change to be implemented
Service Name	Name of the Service affected by the Change Request
Product Code	Code of the product/service and whether or not this is new or change to an existing service
Unit Price	The unit price of the product/service
Amt of Increase/Decrease	The amount of increase or decrease in price, plus whether this is a revision or new catalog entry or no unit price change
Cost Impact (None, brief description or attached doc)	Identify the cost impact of the requested change
Technology	Identify whether the technology is: new, revised, hardware, and/or software – check all that apply
SAP Account Information (if Applicable)	The SAP Fund and Cost Center
Performance Impact	Identify whether performance will be impacted by the requested change
Business Justification	The business justification for the Change Request

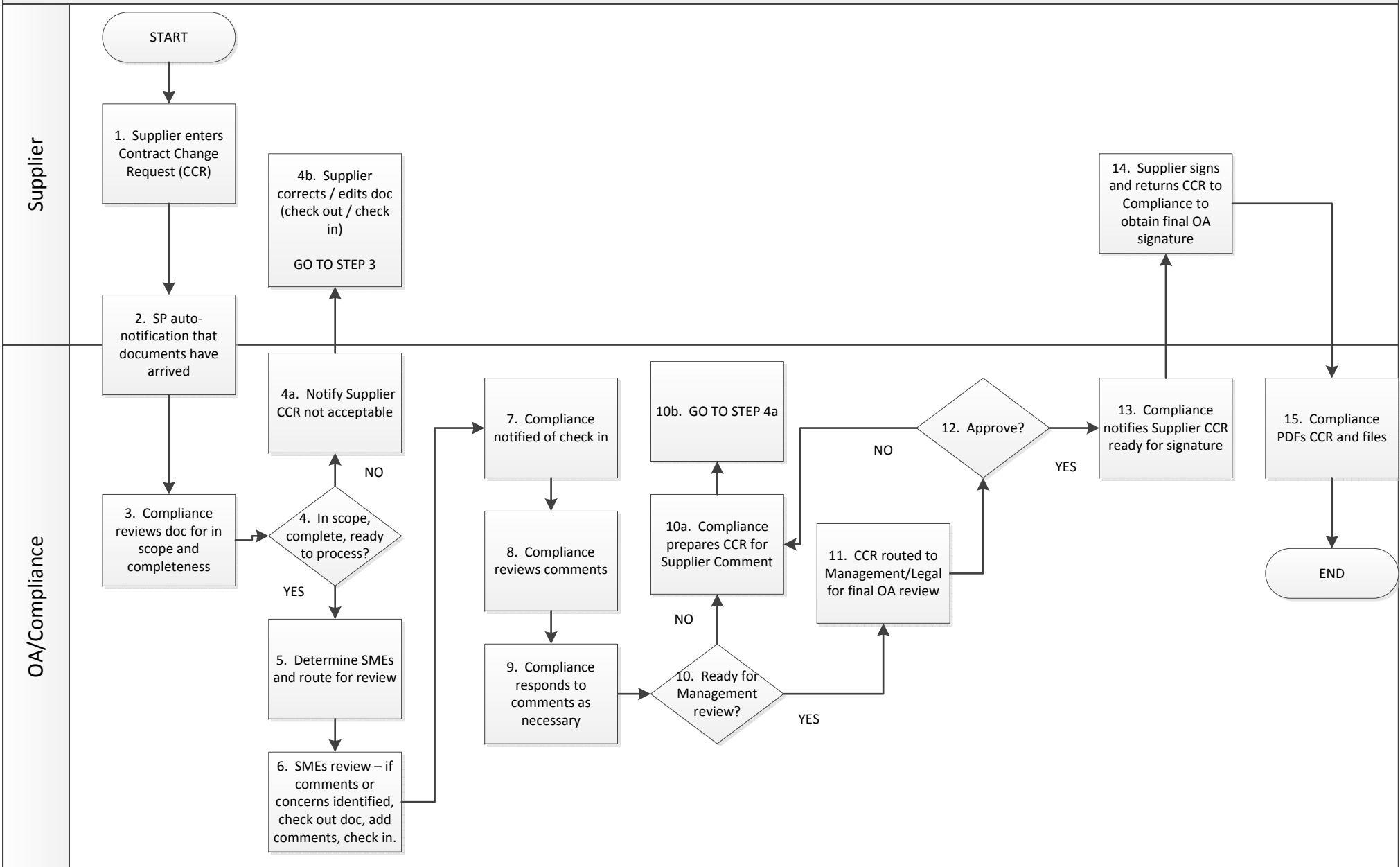
Appendix K, Contract Compliance Contract Change Control – Narrative

Step	Description	Owner
1	Supplier uploads Contract Change Request (CCR) into the SharePoint Supplier CCR Tracking Log.	Supplier
2	SharePoint notifications are sent to user as each new document has been uploaded to the CCR Libraries (log files).	CoPA
3	Contract Compliance reviews CCR – ensures it complies with agreement; validates all associated documents; identifies issues that may need supplier response and ensures the form has all required information to process the request.	CoPA
4	If CCR appears to have all information required to approve the request, proceed to Step 5. If CCR is not complete and/or requires clarification/response from supplier, proceed to Step 4a.	CoPA
4a.	Identify required information/clarification on the CCR and notify the supplier there is a need for additional information on the CCR.	CoPA
4b.	Supplier checks out the document, modifies the CCR with the requested information, checks CCR back in and process continues by returning to Step 2.	Supplier
5	CCR is routed to Subject Matter Expert(s) (SME) for review and approval.	CoPA
6	SME(s) review – if needed will check out document and identify concerns, add comments and check-in for continued approval routing.	CoPA
7	Compliance receives SharePoint notification that document has been checked in.	CoPA
8	Compliance reviews comments.	CoPA
9	Compliance responds to comments as necessary.	CoPA
10	Ready for Management/OA Legal review? If CCR is ready for Management/OA Legal review, proceed to Step 11. If CCR is not ready for Management/OA Legal review, proceed to Step 10a.	CoPA
10a.	Compliance prepares CCR for Supplier comment. Go to step 4a.	CoPA
11	CCR routed to Management/OA Legal for review.	CoPA
12.	Is CCR Approved? If CCR is approved, proceed to Step 13. If CCR is not approved, proceed to Step 10a.	CoPA
13.	Compliance notifies Supplier that CCR is ready for signature	CoPA
14.	Supplier signs and returns CCR to Compliance for OA signature.	Supplier
15.	Compliance adds CoPA signature and PDF's the CCR and associated documents and sends notification of CCR approval.	CoPA

Appendix L, Contract Change Control - Workflow

Contract Change Control Workflow - SharePoint

Phase



Contract Compliance – Contract Change Control

APPENDIX M, Contract Change Request Form

Change Request Number and Name:	VEN_CCR_		Related CR, Schedule, Contract Section #:			
Date Created:			Date Submitted to COPA:			
Description (Brief):						
Priority:	<input type="checkbox"/> URGENT		<input type="checkbox"/> ORDINARY		<input type="checkbox"/> LOW	
Status: (Please Check)	Approved <input type="checkbox"/>	Pending <input type="checkbox"/>	Rejected <input type="checkbox"/>	Cancelled <input type="checkbox"/>	Completed <input type="checkbox"/>	On Hold <input type="checkbox"/>
Category: (Please Check)	Data Ops <input type="checkbox"/>	Voice Ops <input type="checkbox"/>	Security <input type="checkbox"/>	ESMS <input type="checkbox"/>	Support <input type="checkbox"/>	Contract X <input type="checkbox"/>
REQUESTOR INFORMATION						
Requestor:						
Requestor Email:						
Requestor Phone Number:						
Date Change Requested:						
COPA CONTACT INFORMATION						
COPA Contact:						
COPA Email:						
COPA Phone Number:						
Date Submitted:						
Target Date:						
SERVICES AFFECTED						
Service Name:						
Product Code:	Code:	<input type="checkbox"/> New Service		<input type="checkbox"/> Change Existing Service		
FOR EACH PRODUCT CODE						
Unit Price:						
Amt of Increase/Decrease:						
<input type="checkbox"/> Increase * - (Reference Cost Impact Study)	<input type="checkbox"/> Decrease * - (Reference Cost Impact Study)	<input type="checkbox"/> Revised	<input type="checkbox"/> New Catalog Entry – Add new codes to Product Cat.	<input type="checkbox"/> No Unit Price Change		
COST IMPACT						
Cost Impact – (None, brief description or attached doc):						
Technology: (check all that apply):	<input type="checkbox"/> New		<input type="checkbox"/> Revised	<input type="checkbox"/> Hardware	<input type="checkbox"/> Software	
SAP Account Information, if applicable:	SAP Fund:		SAP Cost Center:			
Performance Impact:						
Business Justification:						
(*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance						

Commonwealth of PA

Supplier

Authorized Signature, Title

Authorized Signature, Title

Bureau

Department/Division

Date: _____

Date: _____

Appendix N – Cable Management Form

SECTION 1			
Agency:		Building Number:	
Building Address:		State Service Order (ESMS):	
Maintenance Vendor/Technician:		Maintenance Date:	
Technician Comments:		Service Provider:	
Circuit Carrier:			
SECTION 2			
Billing Telephone #:		WTN /Circuit #:	
Type of Service:		Cable System Type:	
2 or 4 Wire Circuit:		LEC Office Equipment:	
LEC Primary Cable:		LEC Primary Patch Panel/Block:	
LEC Primary Port/Pair:		LEC Secondary Cable:	
LEC Secondary Patch Panel/Block:		LEC Secondary Port/ Pair:	
Ext. Demark Primary Cable:		Ext. Demark Primary Patch Panel/Block:	
Ext. Demark Primary Port/Pair:		Ext. Demark Secondary Cable:	
Ext. Demark Secondary Patch Panel/Block:		Ext. Demark Secondary Port/Pair:	
SECTION 3			
MDF Cable:		MDF Patch Panel/Block:	
MDF Port/Pair:		IDF Floor:	
IDF ID:		IDF Cable:	
IDF Patch Panel/Block:		IDF Port/Pair:	
Station Cable:		Station Patch Panel/Block:	
Station Port/Pair:		Station Jack Number:	
Station Cable Category:			

Appendix O, PBX and Key Telephone System Data

BILLING IDENTIFIER (BTN)	SYSTEM IDENTIFIER	ACTIVATION DATE	DEACTIVATION DATE	SYSTEM MANUFACTURER / MODEL	SYSTEM CONFIGURATION	IP STATUS	MAINTENANCE TYPE	MAINTENANCE CONTRACT NUMBER	CONTRACT EXPIRATION DATE	VOICE MAIL TYPE	VOICE MAIL MANUFACTURER	NBR OF VOICE MAIL PORTS	ACD CAPABILITY	NBR OF ACD AGENTS	NBR OF ACD SUPERVISORS	NBR OF DID TRUNKS	NBR OF DOD TRUNKS	NBR OF COMBO TRUNKS	NBR OF J-WAY TRUNKS	NBR OF ISDN TRUNKS	NBR OF DS1 TRUNKS	NBR OF CENTREX LINES	NBR OF BUSINESS LINES	NBR OF THE LINES	NBR OF INSTALLED ANALOG STATIONS/LINES	NBR OF INSTALLED DIGITAL STATIONS/LINES	TOTAL NBR OF INSTALLED STATIONS/LINES	MAX NBR OF ANALOG STATIONS/LINES	MAX NBR OF DIGITAL STATIONS/LINES	MAX TOTAL NBR OF STATIONS/LINES	AGENCY NOTES	LOCATION	SERVICE ID	Dpt	LAST ISS PON	County	Zone				
PBX/Main	2.729E-09	5/24/2012		12-CL-SYPR008260 - NEC - NEAX 2400			None			None			No	2		112									32	240					30 N 3rd St - State Employees Retirement System - Harrisburg	6795_70		272882	Dauphin	2					
PBX/Main	2.729E-09	5/24/2012		12-CL-SYPR008230 - NEC - NEAX 2000			None			None			No			12															806 257 - SER'S Suite 6 Duval/Prof. Plaza - Seneca	12850_70		272869	Winthrop	1					
PBX/Main	2.729E-09	5/24/2012		12-CL-SYPR008230 - NEC - NEAX 2000			None			None			No			12															83 Pierce Ln - SER'S Montrossville - Montrossville	14718_70		272865	Ligonier	2					
PBX/Main	2.729E-09	5/24/2012		12-CL-SYPR008230 - NEC - NEAX 2000			None			None			No			12															681 Anderson Dr - SER'S Pittsburgh - Pittsburgh	8690_70		272864	Allegheny	1					
PBX/Main	2.729E-09	5/24/2012		12-CL-SYPR008230 - NEC - NEAX 2000			None			None			No			12															8145 W. 333 Street Rd - SER'S Bensalem - Bensalem	5477_70		272863	Bucks	3					
PBX/Main	2.729E-09	5/24/2012		12-CL-SYPR008230 - NEC - NEAX 2000			None			None			No			12															2535 Green Tech Dr - SER'S State College - State College	9250_70		272862	Centre	2					
PBX/Main	2.729E-09	5/24/2012		12-CL-SYPR008230 - NEC - NEAX 2000			None			None			No			12															160 W Broad St - SER'S Hazleton - Hazleton	6944_70		272860	Luzerne	2					
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																		770 E Pittsburgh St - DLC 3 Greensburg - Greensburg	6597_78	192		268983	Westmoreland	1				
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																			1710 Hoover Ave - DLC-25 Allentown - Allentown	5278_78	192		268981	Lehigh	3			
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																			4201 Neshaminy Blvd - DLC 15 Bensalem - Bensalem	5476_78	192		268980	Bucks	3			
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																			Franklin Cnty Welcome Ctr - 14885 Molly Packer Hwy - Greencastle	14128_78	192		268979	Franklin	2			
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																			1 Fort Pitt Tunnel - District 11.3 - Pittsburgh	8745_78	192		268978	Allegheny	1			
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																			Fort Pitt Garage - 4 Parkway West - Out Parkway - District 11-31 - Pittsburgh	12574_78	192		268976	Allegheny	1			
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																				1598 Junata St - ITS District 9-2 - Hollidaysburg	10830_78	192		268974	Blair	2		
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																				1445 Cumberland St - District 8.8 - Lebanon	7387_78	192		268977	Lebanon	2		
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280	Key - 32 Trunks - 88 Stations	Compatible	Time & Material			None			No								15												540 W North St - District 6.2 - Carlisle	1758_78	192		268971	Cumberland	1		
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																				1901 Buffler St - District 6.5 - Philadelphia	11161_78	192		268970		3		
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																				2095 Swede Rd - District 6.4 - Norristown	11162_78	192		268969		3		
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																				426 S Old Middletown Rd - District 6.3 - Bortomdale	7698_78	192		268966		3		
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																				229 N Broad St - District 6.1 - Doylestown	6116_78	192		268964		3		
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																				1586 N 9th St - District 5.4 - Stroudsburg	9297_78	192		268962		3		
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																				930 Briskee St - District 5.2 - Lehighton	11157_78	192		268963	Carbon	3		
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																					1 Franklin Ave - District 4.7 - Tunbhancock	9436_78	192		268960	Wyoming	2	
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																					111 Spruce St - Susquehanna CAD - Montrose	7846_78	192		268958		2	
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																					101 Bennett Ave - District 4.4 - Millford	7777_78	192		268956		3	
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																					101 Bennett Ave - District 4.4 - Millford	7777_78	192		268956		3	
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																					101 Bennett Ave - District 4.4 - Millford	7777_78	192		268956		3	
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																					101 Bennett Ave - District 4.4 - Millford	7777_78	192		268956		3	
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																					101 Bennett Ave - District 4.4 - Millford	7777_78	192		268956		3	
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																					101 Bennett Ave - District 4.4 - Millford	7777_78	192		268956		3	
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																					101 Bennett Ave - District 4.4 - Millford	7777_78	192		268956		3	
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																						101 Bennett Ave - District 4.4 - Millford	7777_78	192		268956		3
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																						101 Bennett Ave - District 4.4 - Millford	7777_78	192		268956		3
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																						101 Bennett Ave - District 4.4 - Millford	7777_78	192		268956		3
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																						101 Bennett Ave - District 4.4 - Millford	7777_78	192		268956		3
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																						101 Bennett Ave - District 4.4 - Millford	7777_78	192		268956		3
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																						101 Bennett Ave - District 4.4 - Millford	7777_78	192		268956		3
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																						101 Bennett Ave - District 4.4 - Millford	7777_78	192		268956		3
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible	Time & Material			None			No																						101 Bennett Ave - District 4.4 - Millford	7777_78	192		268956		3
Key Systems	2.69E-09	4/16/2012		12-CI-SYKEY09250 - Toshiba - Strata DK 280		Compatible																																			

Appendix O, PBX and Key Telephone System Data

BILLING IDENTIFIER (BTN)	SYSTEM IDENTIFIER	ACTIVATION DATE	DEACTIVATION DATE	SYSTEM MANUFACTURER / MODEL	SYSTEM CONFIGURATION	IP STATUS	MAINTENANCE TYPE	MAINTENANCE CONTRACT NUMBER	CONTRACT EXPIRATION DATE	VOICE MAIL TYPE	VOICE MAIL MANUFACTURER	NBR OF VOICE MAIL PORTS	ACD CAPABILITY	NBR OF ACD AGENTS	NBR OF ACD SUPERVISORS	NBR OF DID TRUNKS	NBR OF DOD TRUNKS	NBR OF COMBO TRUNKS	NBR OF J-WAY TRUNKS	NBR OF ISDN TRUNKS	NBR OF DS1 TRUNKS	NBR OF CENTREX LINES	NBR OF BUSINESS LINES	NBR OF TIE LINES	NBR OF INSTALLED ANALOG STATIONS/LINES	NBR OF INSTALLED DIGITAL STATIONS/LINES	TOTAL NBR OF INSTALLED STATIONS/LINES	MAX NBR OF ANALOG STATIONS/LINES	MAX NBR OF DIGITAL STATIONS/LINES	MAX TOTAL NBR OF STATIONS/LINES	AGENCY NOTES	LOCATION	SERVICE ID	Dpt	LAST ISS PON	County	Zone		
Key Systems	2000526	1/1/2007		12-CI-SYKEY08720 - NEC - Electra Elite 192	Key - 16 Trunks - 32 Stations	Compatible	Time & Material																			52	192		2579 E Pennsylvania Ave - District 1.6 - Warren	9551 78		268700			1				
Key Systems	2000525	1/1/2007		12-CI-SYKEY08720 - NEC - Electra Elite 192	Key - 16 Trunks - 32 Stations	Compatible	Time & Material																				36	192		1460 Pittsburgh Rd - District 1.5 - Franklin	6485 78		268703			1			
Key Systems	2000524	1/1/2007		12-CI-SYKEY08720 - NEC - Electra Elite 192	Key - 32 Trunks - 88 Stations	Compatible	Time & Material																							AIN 2 Fox Chapel Rd - District 1.1 - Pittsburgh	11172 78		268697			1			
Key Systems	2000522	1/1/2007		12-CI-SYKEY08720 - NEC - Electra Elite 192	Key - 16 Trunks - 32 Stations	Compatible	Time & Material			Integrated						4											76	192		564 S Waters St - District 10 - Kittanning	7266 78		268696			1			
Key Systems	2000549	1/1/2007		12-CI-SYKEY08600 - Inter-Tel ACCESS	Key - 16 Trunks - 32 Stations	Compatible	Time & Material																							2140 Herr St Rear - District 8.5 - Harrisburg	14523 78		268693			2			
Key Systems	2000548	1/1/2007		12-CI-SYKEY08600 - Inter-Tel ACCESS	Key - 16 Trunks - 32 Stations	Compatible	Time & Material			Integrated																				340 York Ave - District 3.9 - Towanda	9395 78		268691			2			
Key Systems	2000547	1/1/2007		12-CI-SYKEY08600 - Inter-Tel ACCESS	Key - 06 Trunks - 16 Stations	Compatible	Time & Material																							413 W Main St - District 8.9 - New Bloomfield	7948 78		268690			2			
Key Systems	2000546	1/1/2007		12-CI-SYKEY08600 - Inter-Tel ACCESS	Key - 06 Trunks - 16 Stations	Compatible	Time & Material																							3 M East of Rt 6 - District 4.6 - Honesdale	7025 78		268686			Wayne	3		
Key Systems	2000543	1/1/2007		12-CI-SYKEY08540 - Execution			Time & Material																							7000 Geedes Blvd - District 6.0 - King of Prussia	11071 78		268683			3			
Key Systems	2000542	1/1/2007		12-CI-SYKEY08540 - Execution			Time & Material																							619 N Franklin St - District 8.9 - Chambersburg	5795 78		268681			Franklin	2		
Key Systems	2000541	1/1/2007		12-CI-SYKEY08440 - Execution - Encore 6/16			Time & Material																							161 N Main St - DLC-51 Dublin - Dublin	6139 78		268680			3			
Key Systems	2000539	1/1/2007		12-CI-SYKEY08440 - Execution - Encore 6/16			Time & Material																							Shenandoah Square Shopping Ctr - 950 Walnut Bottom Rd - DLC-47 Carlisle - Carlisle	5753 78		268676			Cumberland	2		
Key Systems	2000538	1/1/2007		12-CI-SYKEY08440 - Execution - Encore 6/16			Time & Material																							563 Walters Ave - DLC-45 Johnstown - Johnstown	7200 78		268684			1			
Key Systems	2000537	1/1/2007		12-CI-SYKEY08440 - Execution - Encore 6/16			Time & Material																							149 Stewart Ave - DLC-41 East Rochester - East Rochester	6201 78		268673			1			
Key Systems	2000536	1/1/2007		12-CI-SYKEY08440 - Execution - Encore 6/16			Time & Material																							2922 E County Line Rd - DLC-35 Huntington Valley - Huntington Valley	7091 78		268665			Hunt	2		
Key Systems	2000535	1/1/2007		12-CI-SYKEY08440 - Execution - Encore 6/16			Time & Material																							1023 Washington Pl - DLC-13 Bridgeville and LCB # 0396 - Bridgeville	5597 78		268664			1			
Key Systems	2000534	1/1/2007		12-CI-SYKEY08440 - Execution - Encore 6/16			Time & Material																							9198 Levek St - DLC-19 Philadelphia - Philadelphia	8492 78		268662			1			
Key Systems	2000531	1/1/2007		12-CI-SYKEY08430 - Execution - Encore 4/8			Time & Material																							16942 Patricia Dr - DLC-23 Meadville - Meadville	7646 78		268656			Crawford	1		
Key Systems	2000529	1/1/2007		12-CI-SYKEY08430 - Execution - Encore 4/8			Time & Material																							1701 Duncan Ave - McCandless	11145 78		268655			1			
Key Systems	2000528	1/1/2007		12-CI-SYKEY08420 - Execution - Encore 2/8			Time & Material																							92 2nd Ave - District 2.3 - Lock Haven	7901 78		268649			2			
Key Systems	2000526	1/1/2007		12-CI-SYKEY08720 - NEC - Electra Elite 192			Time & Material																							1712 Lehigh St - District 5.3 - Allentown	5278 78		268808			Lehigh	2		
Key Systems	2000525	1/1/2007		12-CI-SYKEY08600 - Inter-Tel ACCESS			Time & Material																							22907 Great Cove Rd - District 9.4 - Fort Littleton	7611 78		268807			2			
Key Systems	2000524	1/1/2007		12-CI-SYKEY09320 - Toshiba			Time & Material																							630 E Penn St - PennDOT District 9-1 Bedford - Bedford	13074 78		268806			1			
Key Systems	2000522	1/1/2007		12-CI-SYKEY08720 - NEC - Electra Elite 192			Time & Material																							1117 N Center Ave - District 9.7 - Somerset	9171 78		268801			Somerset	1		
Plants	2000521	1/1/2007		12-CI-SYKEY09100 - Toshiba - Strategy 24	Key - 75 Trunks - 125 Stations		Time & Material			Integrated																													
VEET Lab	2000519	1/1/2007		12-CI-SYKEY09100 - Toshiba - Strategy 24	Key - 75 Trunks - 125 Stations		Time & Material			Integrated																													
Region 5	2000518	1/1/2007		12-CI-SYKEY09250 - Toshiba - Strata DK 280	Key - 16 Trunks - 32 Stations		Time & Material			Integrated																													
Region 2	2000517	1/1/2007		12-CI-SYKEY09250 - Toshiba - Strata DK 280	Key - 75 Trunks - 125 Stations		Time & Material			Integrated																													
Farm Show	2000516	1/1/2007		12-CI-SYKEY09250 - Toshiba - Strata DK 280	Key - 75 Trunks - 125 Stations		Time & Material			Integrated																													
Food Safety	2000515	1/1/2007		12-CI-SYKEY08720 - NEC - Electra Elite 192	Key - 16 Trunks - 32 Stations	Compatible	Time & Material			Integrated																													
Region 6	2000514	1/1/2007		12-CI-SYKEY08720 - NEC - Electra Elite 192	Key - 16 Trunks - 32 Stations	Compatible	Time & Material			Integrated																													
Animal Health	2000513	1/1/2007		12-CI-SYKEY08720 - NEC - Electra Elite 192	Key - 16 Trunks - 32 Stations	Compatible	Time & Material			Integrated																													
Region 4	2000512	1/1/2007		12-CI-SYKEY08720 - NEC - Electra Elite 192	Key - 16 Trunks - 32 Stations	Compatible	Time & Material			Integrated																													
Region 1	2000511	1/1/2007		12-CI-SYKEY08720 - NEC - Electra Elite 192	Key - 16 Trunks - 32 Stations	Compatible	Time & Material			Integrated																													
R&M	2000510	1/1/2007		12-CI-SYKEY08640 - Inter-Tel IDS 42	Key - 06 Trunks - 16 Stations		Time & Material			Integrated																													
Human Resource	2000509	1/1/2007		12-CI-SYKEY08640 - Inter-Tel IDS 42	Key - 06 Trunks - 16 Stations		Time & Material			Integrated																													
Info Tech	2000507	1/1/2007		12-CI-SYKEY08600 - Execution - IDS 42	Key - 16 Trunks - 32 Stations		Time & Material			Integrated																													
Region 3	2000506	1/1/2007		12-CI-SYKEY08460 - Execution - IDS 108	Key - 16 Trunks - 32 Stations		Time & Material			Integrated																													
Region 7	2000505	1/1/2007		12-CI-SYKEY08610 - Inter-Tel ACCESS 64	Key - 16 Trunks - 32 Stations	Compatible	Time & Material			Integrated																													
Key Systems	2000504	1/1/2007		12-CI-SYKEY09240 - Toshiba - Strata DK 280	Key - 16 Trunks - 32 Stations		None			Standalone																													
Key Systems	2000503	1/1/2007		12-CI-SYKEY09240 - Toshiba - Strata DK 280	Key - 16 Trunks - 32 Stations		None			Standalone																													
Key Systems	2000502	1/1/2007		12-CI-SYKEY09240 - Toshiba - Strata DK 280	Key - 16 Trunks - 32 Stations		None			Standalone																													
Key Systems	2000501	1/1/2007		12-CI-SYKEY09240 - Toshiba - Strata DK 280	Key - 16 Trunks - 32 Stations		None			Standalone																													
Key Systems	2000500	1/1/2007																																					

Appendix O, PBX and Key Telephone System Data

BILLING IDENTIFIER (BTH)	SYSTEM IDENTIFIER	ACTIVATION DATE	DEACTIVATION DATE	SYSTEM MANUFACTURER / MODEL	SYSTEM CONFIGURATION	IP STATUS	MAINTENANCE TYPE	MAINTENANCE CONTRACT NUMBER	CONTRACT EXPIRATION DATE	VOICE MAIL TYPE	VOICE MAIL MANUFACTURER	NBR OF VOICE MAIL PORTS	ACD CAPABILITY	NBR OF ACD AGENTS	NBR OF ACD SUPERVISORS	NBR OF DID TRUNKS	NBR OF DOD TRUNKS	NBR OF COMBO TRUNKS	NBR OF J-WAY TRUNKS	NBR OF ISDN TRUNKS	NBR OF DS1 TRUNKS	NBR OF CENTREX LINES	NBR OF BUSINESS LINES	NBR OF THE LINES	NBR OF INSTALLED ANALOG STATIONS/LINES	NBR OF INSTALLED DIGITAL STATIONS/LINES	TOTAL NBR OF INSTALLED STATIONS/LINES	MAX NBR OF ANALOG STATIONS/LINES	MAX NBR OF DIGITAL STATIONS/LINES	MAX TOTAL NBR OF STATIONS/LINES	AGENCY NOTES	LOCATION	SERVICE ID	Dpt	LAST ISS PGN	County	Zone
Key Systems	2000479	1/1/2007		12-CL-SYKEV08750 - NEC - Electra Elite IPK	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		2													3				8	300 Water St - PA Wine & Spirits Shoppe 3001 - Meadville	7864.67		269084	Crawford	1		
Key Systems	2000478	1/1/2007		12-CL-SYKEV08750 - NEC - Electra Elite IPK	Key - 16 Trunks - 32 Stations	Compatible	None			Integrated		4													4				8	239 Butler Rd - Kittanning	7250.67		269085		1		
Key Systems	2000477	1/1/2007		12-CL-SYKEV08750 - NEC - Electra Elite IPK	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		4													4				8	120 Harrison Ave - Greensburg	6579.67		269086	Westmoreland	1		
Key Systems	2000476	1/1/2007		12-CL-SYKEV08750 - NEC - Electra Elite IPK	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		2													3				15	424 E Middle St - Gettysburg	6531.67		269087	Adams	2		
Key Systems	2000475	1/1/2007		12-CL-SYKEV08750 - NEC - Electra Elite IPK	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		2													3				16	129 Church St - Eau Claire	6060.67		269088		2		
Key Systems	2000474	1/1/2007		12-CL-SYKEV08750 - NEC - Electra Elite IPK	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		2													2				8	162 S 2nd Ave - Clarion	5845.67		269142		1		
Key Systems	2000473	1/1/2007		12-CL-SYKEV08750 - NEC - Electra Elite IPK	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		2													4				10	431 E North St - Carlisle	6752.67		269143	Cumberland	2		
Key Systems	2000472	1/1/2007		12-CL-SYKEV08750 - NEC - Electra Elite IPK	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		2													5				8	167 N Main St - Washington CAD - Washington	9577.67		269144		2		
Key Systems	2000471	1/1/2007		12-CL-SYKEV08750 - NEC - Electra Elite IPK	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		2													2				13	1750 N George St - York	9927.67		269145		1		
Key Systems	2000470	1/1/2007		12-CL-SYKEV08750 - NEC - Electra Elite IPK	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		2													2				11	153 Red Hill Rd - Newport	8040.67		269147	Perry	2		
Key Systems	2000469	1/1/2007		12-CL-SYKEV08750 - NEC - Electra Elite IPK	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		2													2				4	State Health Center - 21 S Brown St - Lewistown	7456.67		269148		2		
Key Systems	2000468	1/1/2007		12-CL-SYKEV08750 - NEC - Electra Elite IPK	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		3													3				9	8 N 9th St - Lebanon	7399.67		269150	Lebanon	2		
Key Systems	2000467	1/1/2007		12-CL-SYKEV08750 - NEC - Electra Elite IPK	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		4													4				7	809 Market St - Port Royal	5779.67		269151		2		
Key Systems	2000466	1/1/2007		12-CL-SYKEV08750 - NEC - Electra Elite IPK	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		2													2				10	909 Moore St - Huntingdon	7078.67		269152	Hunt	1		
Key Systems	2000465	1/1/2007		12-CL-SYKEV08750 - NEC - Electra Elite IPK	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		2													2				9	Rte 16 - McConnellsburg	7610.67		269153	Fulton	1		
Key Systems	2000464	1/1/2007		12-CL-SYKEV08750 - NEC - Electra Elite IPK	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		2													4				4	518 Cleveland Ave - Chambersburg	5796.67		269154	Franklin	2		
Key Systems	2000463	1/1/2007		12-CL-SYKEV08750 - NEC - Electra Elite IPK	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		2													7				7	615 Howard Ave - Altoona	5335.67		269155		2		
Key Systems	2000462	1/1/2007		12-CL-SYKEV08750 - NEC - Electra Elite IPK	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		2													2				6	130 Vondermuth Ave - Bedford County 911 - Bedford	5424.67		269159		2		
Key Systems	2000461	1/1/2007		12-CL-SYKEV08750 - NEC - Electra Elite IPK	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		3													3				9	Gleason Bldg - 84-90 Boylston St - Bradford	5589.67		269160		1		
Key Systems	2000460	1/1/2007		12-CL-SYKEV08750 - NEC - Electra Elite IPK	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		3													3				9	1123-C Old Berwick Rd - Bloomsburg	5550.67		269161	Columbia	2		
Key Systems	2000459	1/1/2007		12-CL-SYKEV08750 - NEC - Electra Elite IPK	Key - 16 Trunks - 32 Stations	Compatible	None			Integrated		2													4				10	365 S Wallace Ln - Beaver	5406.67		269162		2		
Key Systems	2000458	1/1/2007		12-CL-SYKEV08740 - NEC - Electra Elite 4S	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		4													4				8	100 New Salem Rd - DEP BOMS & Det Ofc @ Uniontown - Uniontown	8467.67		269163		1		
Key Systems	2000457	1/1/2007		12-CL-SYKEV08740 - NEC - Electra Elite 4S	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		2													2				5	75 N 2nd St - Indiana	7120.67		269164		1		
Key Systems	2000456	1/1/2007		12-CL-SYKEV08700 - NEC - Dterm Series II	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		4													4				26	915 Ridge Ave - Pittsburgh CCC 1 - Pittsburgh	8726.67		269165	Allegheny	1		
Key Systems	2000455	1/1/2007		12-CL-SYKEV08600 - Inter-Tel ACCESS	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		2													2				9	Statewide Insurance Building - 210 West St - Harrisburg	6758.67		269167	Dauphin	1		
Key Systems	2000454	1/1/2007		12-CL-SYKEV08600 - Inter-Tel ACCESS	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		4													4				9	1600 Northampton St - Easton	11731.67		269170		1		
Key Systems	2000453	1/1/2007		12-CL-SYKEV08600 - Inter-Tel ACCESS	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		2													5				12	3730 Lehigh St - Whitehall	9778.67		269172		1		
Key Systems	2000452	1/1/2007		12-CL-SYKEV08600 - Inter-Tel ACCESS	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		20													20				48	Reading State Office Building - 625 Cherry St - Reading	8885.67		269176		3		
Key Systems	2000451	1/1/2007		12-CL-SYKEV08600 - Inter-Tel ACCESS	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		2													2				3	Reading Professional Park - 10 Buist Rd - Pike CAD - Millford	7767.67		269180		3		
Key Systems	2000450	1/1/2007		12-CL-SYKEV08600 - Inter-Tel ACCESS	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		2													2				7	816 North St - Jim Thorpe	7160.67		269181		3		
Key Systems	2000449	1/1/2007		12-CL-SYKEV08600 - Inter-Tel ACCESS	Key - 06 Trunks - 16 Stations	Compatible	None			Integrated		2													2				9	615 Erie Heights - Homestead	7021.67		269183	Wayne	3		
Key Systems	2000448	1/1/2007		12-CL-SYKEV08640 - Execution			Standalone					4													13				13	Statewide Insurance Building - 2150 Main St - Harrisburg	6753.67		269226	Dauphin	2		
Key Systems	2000447	1/1/2007		12-CL-SYKEV08640 - Execution			Standalone					8													16				74	1937 New Hope St - Norrisstown	8088.67		269234		3		
Key Systems	2000446	1/1/2007		12-CL-SYKEV08640 - Execution			Standalone					11													11				50	Lakeview Industrial Park - 19 McQuinton Dr - Jackson Center	12777.67		269236		1		
Key Systems	2000445	1/1/2007		12-CL-SYKEV08640 - Execution			Standalone					2													2				5	260 Reitz Blvd - Lewisburg	7440.67		269238		2		
Key Systems	2000444	1/1/2007		12-CL-SYKEV08640 - Execution			Standalone					2													2				2	100 Rte 6 W - Foster CAD - Coaldaleport	16664.67		269240	Potter	2		
Key Systems	2000443	1/1/2007		12-CL-SYKEV08640 - Execution			Standalone					9													9				9	247 Pennsylvania Ave - Sunbury	9307.67		269242	Northumberland	2		
Key Systems	2000442	1/1/2007		12-CL-SYKEV08640 - Execution			Standalone					3													3				1	215 E Church St - Lock Haven	7489.67		269243		2		
Key Systems	2000441	1/1/2007		12-CL-SYKEV08640 - Execution			Standalone					4													4				10	280 W Hamilton Ave - State College	10764.67		269245	Centre	2		
Key Systems	2000440	1/1/2007		12-CL-SYKEV08640 - Execution			Standalone					8													8				30	Seranton State Office Building - 100 Lockswanna Ave - Square Acres Circuit (ENR000000) - Seranton	8998.67		269249		2		
Key Systems	2000439	1/1/2007		12-CL-SYKEV08640 - Execution			Standalone					12													12				36	110 Pickering Way - Lionville	7483.67		269250		1		
Key Systems	2000438	1/1/2007		12-CL-SYKEV08640 - Execution			Standalone					4													4				3	130-A Kline Plz - Harrisburg	17774.67		269251	Dauphin	2		
Key Systems	2000437	1/1/2007		12-CL-SYKEV08640 - Execution			Standalone					98																									

Appendix O, PBX and Key Telephone System Data

BILLING IDENTIFIER (BTN)	SYSTEM IDENTIFIER	ACTIVATION DATE	DEACTIVATION DATE	SYSTEM MANUFACTURER / MODEL	SYSTEM CONFIGURATION	IP STATUS	MAINTENANCE TYPE	MAINTENANCE CONTRACT NUMBER	CONTRACT EXPIRATION DATE	VOICE MAIL TYPE	VOICE MAIL MANUFACTURER	NBR OF VOICE MAIL PORTS	ACD CAPABILITY	NBR OF ACD AGENTS	NBR OF ACD SUPERVISORS	NBR OF DID TRUNKS	NBR OF DOD TRUNKS	NBR OF COMBO TRUNKS	NBR OF 2-WAY TRUNKS	NBR OF ISDN TRUNKS	NBR OF DS1 TRUNKS	NBR OF CENTREX LINES	NBR OF BUSINESS LINES	NBR OF THE LINES	NBR OF INSTALLED ANALOG STATIONS/LINES	NBR OF INSTALLED DIGITAL STATIONS/LINES	TOTAL NBR OF INSTALLED STATIONS/LINES	MAX NBR OF ANALOG STATIONS/LINES	MAX NBR OF DIGITAL STATIONS/LINES	MAX TOTAL NBR OF STATIONS/LINES	AGENCY NOTES	LOCATION	SERVICE ID	Dpt	LAST ISS PGN	County	Zone	
Key Systems	2000414	1/1/2007		12-CI-SYKEY08500 - Excuteone - IDS 42																										400 Daniel Boone Rd - Daniel Boone Homestead - Bladensburg	5528	30	269678		3			
Key Systems	2000413	1/1/2007		12-CI-SYKEY08500 - Excuteone - IDS 42																										479 Princeton Ave - Joseph Princeton House - Northumberland	8142	30	269680		1			
Key Systems	2000412	1/1/2007		12-CI-SYKEY08500 - Excuteone - IDS 42																										Crozier House - 400 Pennsylvania Memorial Ln - Pennsylvania Manor - Morrisville	7863	30	269683		2			
Key Systems	2000411	1/1/2007		12-CI-SYKEY08500 - Excuteone - IDS 42																										889 County Line Rd - Graceme Park - Horsham	7048	30	269683		3			
Key Systems	2000410	1/1/2007		12-CI-SYKEY08500 - Excuteone - IDS 42																										Rte 15 of 202 - Brandywine Battlefield Park - Chadds Ford	5780	30	269686		1			
Key Systems	2000409	1/1/2007		12-CI-SYKEY08490 - Excuteone - IDS 32																										612 W Main St - Eghrata Coster Museum - Eghrata	6345	30	269687	Lancaster	2			
Key Systems	2000408	1/1/2007		12-CI-SYKEY08460 - Excuteone - IDS 108			Time & Material																14							Northwest Office Building - 910 Capital St - Harrisburg	6852	26	267539	Dauphin	2			
Key Systems	2000406	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 404						Standalone	AVT Phone Express																			Riverfront - 300 Liberty Ave - Pittsburgh	8615	25	269688	Allegheny	1			
Key Systems	2000405	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 404						Standalone	Phone Xpress																			590 Spring Garden St - Philadelphia	8496	25	269689		3			
Key Systems	2000404	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 404						Standalone	Strategy																			Riverfront Office Center - 1101 S Front St - Harrisburg	6693	25	269693	Dauphin	2			
Key Systems	2000403	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 280			Time & Material			Integrated	Strategy UPS																			335 5th Ave - PBPP Mon Valley SD - McKeesport	11215	25	269693		1			
Key Systems	2000402	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 280						Standalone	AVT Phone Express																				307 Sunset Cr - PBPP Butler SD - Butler	5665	25	269781	Butler	1		
Key Systems	2000401	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 280						Integrated	Strategy																				1772 Elk St - PBPP Franklin SD - Franklin	6487	25	269784	Venango	1		
Key Systems	2000400	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 280			Time & Material			Integrated	Strategy DK																				6260 Broad St - PBPP Pittsburgh DD - Pittsburgh	16750	25	269786	Allegheny	1		
Key Systems	2000399	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 280						Standalone	AVT																				1304 7th St - PBPP Altoona DD - Altoona	5311	25	269788		2		
Key Systems	2000398	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 280						Standalone	Phone Xpress																				450 Little League Blvd - PBPP Williamsport DD - Williamsport	9863	25	269789		2		
Key Systems	2000397	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 280						Standalone	Phone Xpress																				5828 Market St - PBPP Phila West SD - Philadelphia	8436	25	269793		3		
Key Systems	2000396	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 280						Standalone	Phone Xpress																				430 Penn Ave - PBPP Scranton DD - Scranton	16067	25	269796		2		
Key Systems	2000395	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 280						Standalone	Phone Xpress																				701 Crosby St - PBPP Chester DD - Chester	5833	25	269798		3		
Key Systems	2000394	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 280						Standalone	Phone Xpress																				120 W Clifton Ave - PBPP Phila Northwest SD - Philadelphia	15353	25	269801		3		
Key Systems	2000393	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 280						Standalone																					1221-1223 Bainbridge St - Philadelphia CCL's - Philadelphia	8244	25	269804		3		
Key Systems	2000392	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 280						Integrated	Analog Voice Mail																				1061 New Hope St - PBPP Harrisown SD - Harrisown	8086	25	269807		3		
Key Systems	2000391	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 280						Standalone	Phone Xpress																				Office Building - 1303 N 7th St - PA Wine & Spirits Shoppe 2207 - Harrisburg	6709	25	269813	Dauphin	2		
Key Systems	2000390	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 280						Integrated	Strategy DK																				7 L cards 3 ext cards	635 Union St - PBPP Lancaster SD - Lancaster	15340	25	269815		2	
Key Systems	2000389	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 280						Standalone	Strategy 6.225-5.5																				53 E Market St - PBPP York SD - York	10500	25	269817		2		
Key Systems	2000388	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 280			Time & Material			Standalone																					221 E 18th St - PBPP Erie DD - Erie	6376	25	269819	Erie	1		
Key Systems	2000387	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 280			Time & Material			Standalone	AVT Phone Xpress																				8362 Sharon Mercer Rd - PBPP Mercer DD - Mercer	7712	25	269821	Mercer	1		
Key Systems	2000386	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 280			Time & Material			Standalone	AVT Phone Xpress																				1121 W North Ave - PBPP Pitts North Shore SD - Pittsburgh	8563	25	269823	Allegheny	1		
Key Systems	2000385	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 16			Time & Material			Integrated	AVT Phone Xpress																				600 6th St - PBPP Beaver Falls SD - Beaver Falls	15176	25	269824		1		
Key Systems	2000384	1/1/2007		12-CI-SYKEY09120 - Samsung - IDC3 100			Compatible			Integrated	3MM Card																				Menu card 8K card 8 DLxvni 4 6 co.s	100 Eagleville Rd - Eagleville	6379	25	269826		3	
Key Systems	2000383	1/1/2007		12-CI-SYKEY08750 - NEC - Electra Elite IPK																												4820 Rte 711 - PGC Southwest Region - Bolivar	17454	23	267597		1	
Key Systems	2000382	1/1/2007		12-CI-SYKEY08500 - Excuteone Mitel 5000			Compatible																								1509 Pittsburgh Rd - Northwest Regional Office - Franklin	10501	23	267599	Venango	1		
Key Systems	2000381	1/1/2007		12-CI-SYKEY08780 - NEC DTU 32D			Time & Material																									Rte 22 PO Box 537 - South Central Regional Office - Huntingdon	7079	23	267599	Hunt	2	
Key Systems	2000380	1/1/2007		12-CI-SYKEY08500 - Excuteone Mitel 5000			Time & Material																									PO 450062851	15665	24	267599		2	
Key Systems	2000379	1/1/2007		12-CI-SYKEY08500 - Excuteone			None																									448 Snyder Rd - Southeast Region Office - Reading	12151	23	267599		1	
Key Systems	2000378	1/1/2007		12-CI-SYKEY08500 - Excuteone Mitel 5000			Compatible			Time & Material																						Intersection Rte 415 & 118 - PGC Northeast Regional Hdgtrs - Dallas	6040	23	267599		2	
Key Systems	2000377	1/1/2007		12-CI-SYKEY08500 - Excuteone Mitel 5000			Compatible																									2001 Elmerston Ave - Harrisburg	6740	23	267545	Dauphin	2	
Key Systems	2000376	1/1/2007		12-CI-SYKEY09280 - Toshiba - Strata VI																												11528 State Hwy 98 - FBC Northwest Region - Meadville	7644	22	269838	Crawford	1	
Key Systems	2000375	1/1/2007		12-CI-SYKEY09280 - Toshiba - Strata VI																												1601 Elmerston Ave - FBC Fish and Boat Commission HQ - Harrisburg	10570	22	269839	Dauphin	2	
Key Systems	2000374	1/1/2007		12-CI-SYKEY09270 - Toshiba - Strata DK 96																												1115 Spring Creek Rd - FBC Bellefonte SPH - Bellefonte	5445	22	269843	Centre	2	
Key Systems	2000373	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 280																													13300 Hartstown Rd - FBC Linesville SPH - Linesville	7480	22	269846		1
Key Systems	2000372	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 280																													1735 Shiloh Rd - FBC Jenner Springs SPH - State College	9240	22	269846	Centre	2
Key Systems	2000371	1/1/2007		12-CI-SYKEY09260 - Toshiba - Strata DK 280						Integrated																							450 Robinson Ln - FBC Pleasant Gap Complex - Bellefonte	5452	22	2		

Appendix O, PBX and Key Telephone System Data

BILLING IDENTIFIER (BTN)	SYSTEM IDENTIFIER	ACTIVATION DATE	DEACTIVATION DATE	SYSTEM MANUFACTURER / MODEL	SYSTEM CONFIGURATION	IP STATUS	MAINTENANCE TYPE	MAINTENANCE CONTRACT NUMBER	CONTRACT EXPIRATION DATE	VOICE MAIL TYPE	VOICE MAIL MANUFACTURER	NBR OF VOICE MAIL PORTS	ACD CAPABILITY	NBR OF ACD AGENTS	NBR OF ACD SUPERVISORS	NBR OF DID TRUNKS	NBR OF DOD TRUNKS	NBR OF COMBO TRUNKS	NBR OF 2-WAY TRUNKS	NBR OF ISDN TRUNKS	NBR OF DS1 TRUNKS	NBR OF CENTREX LINES	NBR OF BUSINESS LINES	NBR OF THE LINES	NBR OF INSTALLED ANALOG STATIONS/LINES	NBR OF INSTALLED DIGITAL STATIONS/LINES	TOTAL NBR OF INSTALLED STATIONS/LINES	MAX NBR OF ANALOG STATIONS/LINES	MAX NBR OF DIGITAL STATIONS/LINES	MAX TOTAL NBR OF STATIONS/LINES	AGENCY NOTES	LOCATION	SERVICE ID	Dpt	LAST ISS PON	County	Zone
Key Systems	2000348	1/1/2007		12-CL-SYKEV008450 - Execution - IDS	Key - 32 Trunks - 88 Stations		Version Contract			Integrated		8	No			12								13						111 Soudice St - Susquehanna CAD - Montrose	7846	21		267688		2	
Key Systems	2000347	1/1/2007		12-CL-SYKEV008450 - Execution - IDS	Key - 16 Trunks - 32 Stations		Version Contract			Integrated		4	No			12								11						288 Overton Rd - Sullivan CAD - Dushone	6176	21		267648		2	
Key Systems	2000345	1/1/2007		12-CL-SYKEV008450 - Execution - IDS	Key - 75 Trunks - 125 Stations		Version Contract			Integrated		48	No			48								5						130 N Duke St - York CAD - York	9921	21		267663		2	
Key Systems	2000344	1/1/2007		12-CL-SYKEV008450 - Execution - IDS	Key - 32 Trunks - 88 Stations		Version Contract			Integrated			No			12								8						1 Skyline Complex - Wyoming CAD - Tunikhanock	9441	21		267683	Wyoming	2	
Key Systems	2000343	1/1/2007		12-CL-SYKEV008470 - Execution - IDS 228			Version Contract			Integrated		9				12								18					1 Progress Plz - Bradford CAD - Towanda	11998	21		268878	Bradford	2		
Key Systems	2000342	1/1/2007		12-CL-SYKEV008450 - Execution - IDS	Key - 32 Trunks - 88 Stations		Version Contract			Integrated		6	No			12								9					570 S High St - Snyder CAD - Selinsgrove	9038	21		267654	Snyder	2		
Key Systems	2000341	1/1/2007		12-CL-SYKEV008450 - Execution - IDS	Key - 32 Trunks - 88 Stations		Version Contract			Integrated		6	No			12								7					1610 Industrial Blvd - Union CAD - Lewisburg	7439	21		267651		2		
Key Systems	2000275	1/1/2007		12-CL-SYKEV009270 - Toshiba - Strata DK 86																						12	14	12 lines x 24 stations	North Office Building - 503 North St - Harrisburg	6701	15		269888	Dauphin	2		
Key Systems	2000274	1/1/2007		12-CL-SYKEV009260 - Toshiba - Strata DK 86														12								12	9	12 lines x 18 stations	Forster Street Office Building - 2221 Forster St - State Garage - Harrisburg	6763	15		269889	Dauphin	2		
Key Systems	2000273	1/1/2007		12-CL-SYKEV009260 - Toshiba - Strata DK 424																							9	5	8 lines x 26 stations	110 S 17th St - DGS Print Shop - Harrisburg	10126	15		269890	Dauphin	2	
Key Systems	2000272	1/1/2007		12-CL-SYKEV009260 - Toshiba - Strata DK 424																							10	10	12 lines x 24 stations	State Record Center - 1825 Stanley Dr - Harrisburg	6734	15		269894	Dauphin	2	
Key Systems	2000271	1/1/2007		12-CL-SYKEV009260 - Toshiba - Strata DK 424																							24	3	56 lines x 56 stations	Capitol Building - 503 N 3rd St - Harrisburg	6860	15		269895	Dauphin	2	
Key Systems	2000270	1/1/2007		12-CL-SYKEV009260 - Toshiba - Strata DK 424																							77	12	80 lines x 96 stations	DGS Public Works - Arsenal - 1800 Herr St - Harrisburg	6731	15		269897	Dauphin	2	
Key Systems	2000269	1/1/2007		12-CL-SYKEV009260 - Toshiba - Strata DK 424																						54	40	72 lines x 96 stations	DGS Public Works - Arsenal - 1800 Herr St - Harrisburg	6731	15		269899	Dauphin	2		
Key Systems	2000268	1/1/2007		12-CL-SYKEV009240 - Toshiba - Strata DK 228																								35	8	36 lines x 48 stations	Harrisburg - 133 Market St - PSE / PA Wine & Spirits Shoppe 2219 - Harrisburg	6802	15		269900	Dauphin	2
Key Systems	2000267	1/1/2007		12-CL-SYKEV008760 - NEC - ExecuTech 830																								4	7	8 lines x 20 stations	Kemp Building - 454 Normal Ave - Kittanning	7277	15		270379		1
Key Systems	2000266	1/1/2007		12-CL-SYKEV008500 - Execution - IDS 42																								7	14	10 lines x 24 stations	Harrisburg	6670	15		270382	Dauphin	2
Key Systems	2000265	1/1/2007		12-CL-SYKEV008470 - Execution - IDS 228																								90	9	84 lines x 96 stations	North Office Building - 503 North St - Harrisburg	6701	15		270385	Dauphin	2
Key Systems	2000264	1/1/2007		12-CL-SYKEV008460 - Execution - IDS 108							Yes			7	1								12					10	10	24 lines x 24 stations	Finance Building - 613 North St - Harrisburg	6882	15		270386	Dauphin	2
Key Systems	2000263	1/1/2007		12-CL-SYKEV008450 - Execution - IDS			Time & Material			Integrated																		4	24	12 lines x 24 stations	Forster Street Office Building - 2221 Forster St - State Garage - Harrisburg	6762	15		270388	Dauphin	2
Key Systems	2000262	1/1/2007		12-CL-SYKEV008450 - Execution - IDS			Time & Material			Integrated																		84	48	84 lines x 144 stations	Forster Street Office Building - 2221 Forster St - State Garage - Harrisburg	6763	15		270389	Dauphin	2
Key Systems	2000261	1/1/2007		12-CL-SYKEV008450 - Execution - IDS			Time & Material			Integrated																		8	25	80 lines x 108 stations	North Office Building - 503 North St - Harrisburg	6701	15		270390	Dauphin	2
Key Systems	2000260	1/1/2007		12-CL-SYKEV008450 - NEC - Electra Elite IPK			Time & Material																					12	18	870 Frank Ave - New Castle	7982	13		268476		1	
Key Systems	2000257	1/1/2007		12-CL-SYPRX008215 - NEC - IPK II			Time & Material																					10	15	1720 E Caracas Ave - Hershey	6977	13		268477	Dauphin	2	
Key Systems	2000256	1/1/2007		12-CL-SYPRX008285 - NEC - SV8100			Time & Material																					21	30	815 5th Ave - Coraopolis	5971	13		268421		1	
Key Systems	2000254	1/1/2007		12-CL-SYKEV009110 - Samsung - IPCS	Key - 06 Trunks - 16 Stations		Compatible																					5	6	22 S 23rd St - Philadelphia	8131	13		268419		1	
Key Systems	2000250	1/1/2007		12-CL-SYKEV008750 - NEC - Electra Elite IPK	Key - 06 Trunks - 16 Stations		Compatible																					9	8	1810 Shumway Hill Rd - Mansfield Redness Ctr Armory - Wellboro	16620	13		268417		2	
Key Systems	2000248	1/1/2007		12-CL-SYKEV008750 - NEC - Electra Elite IPK	Key - 08 Trunks - 16 Stations		Compatible																						3	20	151 Park Ave - Btry C 1st Bn 107th FA - Old City	17111	13		268415		1
Key Systems	2000247	1/1/2007		12-CL-SYKEV008750 - NEC - Electra Elite IPK	Key - 16 Trunks - 32 Stations		Compatible																						4	8	RR 2 Box 33A - Milford Redness Ctr - New Milford	16877	13		268414	Susque	2
Key Systems	2000246	1/1/2007		12-CL-SYKEV008750 - NEC - Electra Elite IPK	Key - 16 Trunks - 32 Stations		Compatible																						20	26	80 E Box 1133 - Mt Pleasant	7896	13		268412		1
Key Systems	2000245	1/1/2007		12-CL-SYKEV008750 - NEC - Electra Elite IPK	Key - 16 Trunks - 32 Stations		Compatible																						13	44	28 Armory Ln - Lewistown	7457	13		268411		2
Key Systems	2000244	1/1/2007		12-CL-SYKEV008750 - NEC - Electra Elite IPK	Key - 16 Trunks - 32 Stations		Compatible																						19	19	565 Walters Ave - Johnstown	7201	13		268410		2
Key Systems	2000243	1/1/2007		12-CL-SYKEV008750 - NEC - Electra Elite IPK	Key - 06 Trunks - 16 Stations		Compatible																						5	14	108 Valley View Dr - Ford City	6467	13		268409		1
Key Systems	2000242	1/1/2007		12-CL-SYKEV008750 - NEC - Electra Elite IPK	Key - 16 Trunks - 32 Stations		Compatible																						6	7	701 Petersburg Rd - National Guard Readness Ctr - Conowingo	17269	13		268408		1
Key Systems	2000241	1/1/2007		12-CL-SYPRX008310 - Norstel 81 C	Key - 16 Trunks - 32 Stations		Compatible																						10	10	816 P O 47 - Corner of Fisher Ave & Wiley Rd - Anville	1346	13		268406		2
Key Systems	2000240	1/1/2007		12-CL-SYKEV008720 - NEC - Electra Elite	Key - 16 Trunks - 32 Stations		Compatible																						7	56	Hometown Armory - 106 Ardmore Ave - Co B 2nd Bn 108th Armory - Tanama	15551	13		268404		2
Key Systems	2000239	1/1/2007		12-CL-SYKEV008720 - NEC - Electra Elite	Key - 32 Trunks - 88 Stations		Compatible																						10	32	2601 River Rd - Reading	8871	13		268397		2
Key Systems	2000238	1/1/2007		12-CL-SYKEV008720 - NEC - Electra Elite	Key - 32 Trunks - 88 Stations		Time & Material																						19	19	66 Armory Rd - Lock Haven	7505	13		268395		2
Key Systems	2000235	1/1/2007		12-CL-SYKEV008750 - NEC - Electra Elite IPK	Key - 06 Trunks - 16 Stations		Time & Material																						22	15	125 Goodridge Ln - Washington	9574	13		268390		1
Key Systems	2000234	1/1/2007		12-CL-SYKEV008600 - Inter-Tel ACCESS	Key - 06 Trunks - 16 Stations		Time & Material																						8	8	200 College Blvd - Radnor	7272	13		268388		2
Key Systems	2000233	1/1/2007		12-CL-SYPRX008285 - NEC - SV8100	Key - 32 Trunks - 88 Stations		Time & Material																						35	45	1501 Allen St - 3rd Bn 103d Arm Support Group Allentown	5272	13				

Appendix O, PBX and Key Telephone System Data

BILLING IDENTIFIER (BTR)	SYSTEM IDENTIFIER	ACTIVATION DATE	DEACTIVATION DATE	SYSTEM MANUFACTURER / MODEL	SYSTEM CONFIGURATION	IP STATUS	MAINTENANCE TYPE	MAINTENANCE CONTRACT NUMBER	CONTRACT EXPIRATION DATE	VOICE MAIL TYPE	VOICE MAIL MANUFACTURER	NBR OF VOICE MAIL PORTS	ACD CAPABILITY	NBR OF ACD AGENTS	NBR OF ACD SUPERVISORS	NBR OF DID TRUNKS	NBR OF DOD TRUNKS	NBR OF COMBO TRUNKS	NBR OF J-WAY TRUNKS	NBR OF ISDN TRUNKS	NBR OF DS1 TRUNKS	NBR OF CENTREX LINES	NBR OF BUSINESS LINES	NBR OF THE LINES	NBR OF INSTALLED ANALOG STATIONS/LINES	NBR OF INSTALLED DIGITAL STATIONS/LINES	TOTAL NBR OF INSTALLED STATIONS/LINES	MAX NBR OF ANALOG STATIONS/LINES	MAX NBR OF DIGITAL STATIONS/LINES	MAX TOTAL NBR OF STATIONS/LINES	AGENCY NOTES	LOCATION	SERVICE ID	Dpt	LAST ISS PON	County	Zone
Key Systems	2000205	1/1/2007		12-CI-SYPRX008285 - NEC - SVB100			Time & Material																							160 George Jr Rd - Grove City	6630	33	268338	Westmoreland	1		
Key Systems	2000204	1/1/2007		12-CI-SYKEV008010 - Meridian - Norstar			Time & Material																							RD 12 Box 372 Donohoe - Greensburg	6605	33	268337	Westmoreland	1		
Key Systems	2000202	1/1/2007		12-CI-SYKEV008150 - NEC - Electra Elite IPK			Time & Material																							135 Armory St - Everett	6422	33	268335	Butler	1		
Key Systems	2000200	1/1/2007		12-CI-SYPRX008285 - NEC - SVB100			Time & Material																							652 Coal Hill Rd - Clearfield	5886	33	268332	Clearfield	1		
Key Systems	2000199	1/1/2007		12-CI-SYPRX008215 - NEC - IPK-II			Time & Material																							250 Kriess Rd - Butler	5667	33	268330	Butler	1		
Key Systems	2000198	1/1/2007		12-CI-SYPRX008215 - NEC - IPK-II			Time & Material																							38 Harbour St - Bradford	5585	33	268329	Bradford	1		
Key Systems	2000196	1/1/2007		12-CI-SYKEV008010 - Meridian - Norstar			Time & Material																							201 Pine St - Co C 2d Bn 103d Armor - Berwick	5488	33	268327	Columbia	2		
Key Systems	2000195	1/1/2007		12-CI-SYKEV008010 - Meridian - Norstar	Key - 06 Trunks - 16 Stations		Time & Material																							150 Janet St - Beaver Falls	5413	33	268326	Beaver Falls	1		
Key Systems	2000191	1/1/2007		12-CI-SYPRX008285 - NEC - SVB100			Time & Material																							Capital Associates Building - 901 N 7th St - Harrisburg	6847	32	268262	Dauphin	2		
Key Systems	2000190	1/1/2007		12-CI-SYKEV009250 - Toshiba - Strata DK 280			Time & Material																							FAS 2625	1309 French St - Erie	10882	32	268261	Erie	1	
Key Systems	2000188	1/1/2007		12-CI-SYKEV009250 - Toshiba - Strata DK 280			Time & Material																							BWC 1357	225 Lancaster Ave - DR C-16 Malvern - Malvern	7554	32	268260	Malvern	3	
Key Systems	2000187	1/1/2007		12-CI-SYKEV009250 - Toshiba - Strata DK 280			Time & Material																							UCBR 9110	224 Hazareth Pk - UCBK - U.C. Release Office - Bethlehem	5503	32	268259	Lehigh	3	
Key Systems	2000186	1/1/2007		12-CI-SYKEV009250 - Toshiba - Strata DK 280			Time & Material																							BWC 1377	1500 Garret Rd - PA Wine & Spirits Shoppe 2333 - Upper Darby	9497	32	268258	Upper Merion	3	
Key Systems	2000185	1/1/2007		12-CI-SYKEV009250 - Toshiba - Strata DK 280			Time & Material																							BWC 1374	1309 French St - Erie	10882	32	268257	Erie	1	
Key Systems	2000184	1/1/2007		12-CI-SYKEV009250 - Toshiba - Strata DK 280			Time & Material																							FAS 2521	1 Alexandra Ct - Carlisle	5738	32	268256	Cumberland	2	
Key Systems	2000183	1/1/2007		12-CI-SYKEV009250 - Toshiba - Strata DK 280			Time & Material																							UCBR 9115	1309 French St - Erie	10882	32	268255	Erie	1	
Key Systems	2000180	1/1/2007		12-CI-SYKEV009250 - Toshiba - Strata			Time & Material																							FAS 2643	8419 Sharon-Mercer Rd - Mercer	18626	32	268254	Mercer	1	
Key Systems	2000179	1/1/2007		12-CI-SYKEV009250 - Toshiba - Strata			Time & Material																							BWC 1382	306 E Locust St - Clearfield	5880	32	268253	Clearfield	1	
Key Systems	2000178	1/1/2007		12-CI-SYKEV009250 - Toshiba - Strata			Time & Material																							FAS 2426	140 N Beeson Ave - UNT116 - Uniontown	9470	32	268252	Uniontown	1	
Key Systems	2000176	1/1/2007		12-CI-SYKEV009250 - Toshiba - DKT 2010-H			Time & Material			Integrated																				BWOP 0728	102 Margaret St - CTL258 - New Castle	7963	32	268172	New Castle	1	
Key Systems	2000175	1/1/2007		12-CI-SYKEV009250 - Toshiba - DKT 2010-H			Time & Material			Integrated																				BWOP D310	1885 New Hope St - Norristown	11119	32	268162	Norristown	3	
Key Systems	2000174	1/1/2007		12-CI-SYKEV009250 - Toshiba - DKT 2010-H			Time & Material			Integrated																				BWOP 012	701 Crosby St - PBPP Chester DO - Chester	5833	32	268164	Chester	3	
Key Systems	2000172	1/1/2007		12-CI-SYKEV009250 - Toshiba - DKT 2010-H			Time & Material																							BWOP 0604	2103 9th Ave - Team PA CareerLink - Beaver Falls	5414	32	268160	Beaver Falls	1	
Key Systems	2000171	1/1/2007		12-CI-SYKEV009250 - Toshiba - DKT 2010-H			Time & Material																							DWOP 0622	1720 N Water St - KTD06 - Kittanning	7242	32	268162	Kittanning	1	
Key Systems	2000171	1/1/2007		12-CI-SYKEV009250 - Toshiba - DK 8			Time & Material																							BWC 1382	895 Main St - Brookville	5628	32	268161	Brookville	1	
Key Systems	2000170	1/1/2007		12-CI-SYKEV009600 - System Eng Int'l			Time & Material																							UCBR 9145	Riverfront - 300 Liberty Ave - Pittsburgh	8615	32	268151	Allegheny	1	
Key Systems	2000168	1/1/2007		12-CI-SYKEV009100 - Samsung - Falcon 50-S			Time & Material			Integrated																				BWC 1350	315 W James St - CATS / Lancaster - Lancaster	12990	32	268153	Lancaster	2	
Key Systems	2000167	1/1/2007		12-CI-SYKEV009100 - Samsung - Falcon 50-S			Time & Material			Integrated																				BWC 1355	160 W Hamilton St - UCSC Allentown - Allentown	5274	32	268153	Lehigh	3	
Key Systems	2000166	1/1/2007		12-CI-SYKEV009100 - Samsung - Falcon 50-S			Time & Material																							BWC 1353	101-105 N Main St - WB817 - Wilkes Barre	8000	32	268150	Luzerne	2	
Key Systems	2000165	1/1/2007		12-CI-SYKEV008900 - Pioneer - ESP800			Time & Material																								BWOP 0314	243 Schneider Dr - Lebanon	7390	32	268148	Lebanon	2
Key Systems	2000164	1/1/2007		12-CI-SYKEV008900 - Panasonic - TK-10			Time & Material			Integrated																				BWOP 0516	54 Pennsylvania Ave - Humintown	7074	32	268147	Hunt	2	
Key Systems	2000163	1/1/2007		12-CI-SYKEV008810 - Northern Telcom - Norstar 824 (8x24)			Time & Material																							BWOP 0518	200 Lincoln St - JHN066 - Johnstown	7182	32	268146	Johnstown	1	
Key Systems	2000162	1/1/2007		12-CI-SYKEV008810 - Northern Telcom - Norstar 824 (8x24)			Time & Material																							OVR 6340	1 Corporate Dr - Bedford	17720	32	268144	Bedford	1	
Key Systems	2000161	1/1/2007		12-CI-SYKEV008810 - Northern Telcom - Norstar 824 (8x24)			Time & Material																							BWOP 0614	86 W Chestnut St - Wsh147 - Washington	9589	32	268143	Washington	1	
Key Systems	2000160	1/1/2007		12-CI-SYKEV008800 - Northern Telcom - Norstar 6616	Key - 06 Trunks - 16 Stations		Time & Material																							BWC 1381	615 Howard Ave - Altoona	5333	32	268139	Altoona	2	
Key Systems	2000157	1/1/2007		12-CI-SYPRX008200 - NEC			Time & Material																							OVR 6245	The Grit Building - 208 W 3rd St - Williamsport	9852	32	268142	Williamsport	2	
Key Systems	2000155	1/1/2007		12-CI-SYPRX008200 - NEC			Time & Material			Integrated																				OVR 6220	2550 Kingston Rd - YRL120 - York	9940	32	268135	York	2	
Key Systems	2000153	1/1/2007		12-CI-SYPRX008200 - NEC			Time & Material																							UCBR 9138	106 Duncomb St - Oil City	8152	32	268130	Oil City	1	
Key Systems	2000152	1/1/2007		12-CI-SYPRX008285 - NEC - SVB100			Time & Material																							BWC 1364	2901 Grant Ave - Philadelphia	8343	32	268128	Philadelphia	3	
Key Systems	2000151	1/1/2007		12-CI-SYKEV008720 - NEC - Electra Elite 392			Time & Material			Integrated																				OVR 6275	201 W Whelling St - WSH011 - Washington	9580	32	268124	Washington	1	
Key Systems	2000150	1/1/2007		12-CI-SYKEV008710 - NEC - Electra Elite			Time & Material																							OVR 6250	199 Beaver Dr - DuBois	6344	32	268120	DuBois	1	
Key Systems	2000148	1/1/2007		12-CI-SYKEV008710 - NEC - Electra Elite			Time & Material																							SWP 1646	25 Westwood Ct - Pottsville	13211	32	268118	Pottsville	2	
Key Systems	2000147	1/1/2007		12-CI-SYKEV008710 - NEC - Electra Elite																																	

Appendix O, PBX and Key Telephone System Data

BILLING IDENTIFIER (BTN)	SYSTEM IDENTIFIER	ACTIVATION DATE	DEACTIVATION DATE	SYSTEM MANUFACTURER / MODEL	SYSTEM CONFIGURATION	IP STATUS	MAINTENANCE TYPE	MAINTENANCE CONTRACT NUMBER	CONTRACT EXPIRATION DATE	VOICE MAIL TYPE	VOICE MAIL MANUFACTURER	NBR OF VOICE MAIL PORTS	ACD CAPABILITY	NBR OF ACD AGENTS	NBR OF ACD SUPERVISORS	NBR OF DID TRUNKS	NBR OF DOD TRUNKS	NBR OF COMBO TRUNKS	NBR OF 2-WAY TRUNKS	NBR OF ISDN TRUNKS	NBR OF DS1 TRUNKS	NBR OF CENTER LINES	NBR OF BUSINESS LINES	NBR OF THE LINES	NBR OF INSTALLED ANALOG STATIONS/LINES	NBR OF INSTALLED DIGITAL STATIONS/LINES	TOTAL NBR OF INSTALLED STATIONS/LINES	MAX NBR OF ANALOG STATIONS/LINES	MAX NBR OF DIGITAL STATIONS/LINES	MAX TOTAL NBR OF STATIONS/LINES	AGENCY NOTES	LOCATION	SERVICE ID	Dpt	LAST ISS PON	County	Zone
Key Systems	2000111	1/1/2007		32-CL-SYKEY008110 - Meridian - Mark II	Key - 06 Trunks - 16 Stations	Compatible	Time & Material			Integrated		4											2	2	4			535 S Aiken Ave - CCC Pitts #3 - Pittsburgh	8676	11		267926	Allegheny	1			
Key Systems	2000107	1/1/2007		32-CL-SYKEY008600 - Inter-Tel ACCESS	Key - 06 Trunks - 16 Stations	Compatible	Time & Material			Integrated		4											4	7	7			608-610 Hamilton Mall - CCC Allentown - Allentown	5295	11		267951	Lehigh	3			
Key Systems	2000106	1/1/2007		32-CL-SYKEY008600 - Inter-Tel ACCESS	Key - 06 Trunks - 16 Stations	Compatible	Time & Material					4											4	3	8			407 N 8th St - CCC Phila #7 - Philadelphia	8384	11		267932	Philadelphia	3			
Key Systems	2000105	1/1/2007		32-CL-SYKEY008600 - Inter-Tel ACCESS	Key - 06 Trunks - 16 Stations	Compatible	Time & Material					5											5	8	8			1628 N 15th St - CCC Phila #4 - Philadelphia	8383	11		267931	Philadelphia	3			
Key Systems	2000102	1/1/2007		32-CL-SYKEY008610 - Executive	Key - 06 Trunks - 16 Stations	Compatible	Time & Material					7											7	7	7			300 W State St - CCC Sharon - Sharon	9075	11		267901	York	1			
Key Systems	2000101	1/1/2007		32-CL-SYKEY008640 - Executive	Key - 06 Trunks - 16 Stations	Compatible	Time & Material					7											7	7	7			240 Adams Ave - CCC Scranton - Scranton	9016	11		267899	Lycoming	2			
PBX Systems	1000178	1/1/2007		32-CL-SYV8X008020 - Fujitsu - 9600 ES		Compatible	Time & Material					13				13		18								240		715 Jordan Ave - District 3-0 - Montoursville	7834	78		288647	Lycoming	2			
PBX Systems	1000177	1/1/2007		32-CL-SYV8X008030 - Fujitsu - 9600 ES		Compatible	Time & Material			Integrated		17				23	9					2	17	6			1620 Juniata St - District 9-0 - Hollidaysburg	6998	78		268630	Blair	2				
PBX Systems	1000176	1/1/2007		32-CL-SYV8X008230 - NEC - NEAX 2000	PBX - 903 and greater Universal Ports	Compatible	Time & Material			Standalone		8											21		85	512		1000 Commerce Park Dr - Williamsport	9843	67		270392	Clinton	2			
PBX Systems	1000175	1/1/2007		32-CL-SYV8X008230 - NEC - NEAX 2000	PBX - 903 and greater Universal Ports	Compatible	Time & Material					20											20	52	512			101 S 25th St - Mine Plaza - Harrisburg	6711	67		270394	Dauphin	2			
PBX Systems	1000174	1/1/2007		32-CL-SYV8X008230 - NEC - NEAX 2000	PBX - 1 to 225 Universal Ports	Compatible	Time & Material			Integrated		8											20	48	192			Beverton - 300 Liberty Ave - Pittsburgh	8615	67		270395	Allegheny	2			
PBX Systems	1000173	1/1/2007		32-CL-SYV8X008275 - NEC 2000 IVS2	PBX - 1 to 225 Universal Ports	Compatible	Time & Material					9											9	52	52			RR 3 Box 486 - Forest District 3 Office - Blain	14685	38		268477	Blain	2			
PBX Systems	1000172	1/1/2007		32-CL-SYV8X008240 - NEC - NEAX 2000 IPX	PBX - 903 and greater Universal Ports	Compatible	Time & Material			Integrated		16				300							16	8	756	7000		2475 Interstate Dr - DEP Laboratory - Harrisburg	1566	35		267428	Dauphin	2			
PBX Systems	1000170	1/1/2007		32-CL-SYV8X008020 - Fujitsu - 9600 ES	PBX - 226 to 450 Universal Ports	Compatible	Time & Material			Integrated		4				48	48	1	2	2	4					400		2475 Interstate Dr - Pennwoods Emergency Management - Harrisburg	6779	31		267424	Dauphin	2			
PBX Systems	1000169	1/1/2007		32-CL-SYKEY008610 - Executive		Compatible	Time & Material			Integrated	Infostar EVX V															64		21 Cards 18 L 4 ext Cards 1 ext p panel 1 Fax L	2040 S 12th St - PBPP Allentown DD - Allentown	13092	25		270396	Lehigh	3		
PBX Systems	1000167	1/1/2007		32-CL-SYV8X008210 - NEC - NEAX	PBX - 451 to 900 Universal Ports	Compatible	Version Contract			Integrated		20											20	27	47			Public Center - 1 Lakewood Cir North - Pott	8771	21		267642	York	1			
PBX Systems	1000166	1/1/2007		32-CL-SYV8X008210 - NEC - NEAX	PBX - 451 to 900 Universal Ports	Compatible	Version Contract			Integrated		20	No										20	32	52			Ebensburg Center - 4501 Admiral Perry Hwy - Ebensburg	6250	21		267639	York	1			
PBX Systems	1000165	1/1/2007		32-CL-SYV8X008010 - Fujitsu - 9600	PBX - 903 and greater Universal Ports	Compatible	Version Contract			Integrated		12	No			35	2						35	35	70			1001 Stergere St - Norristown State Hospital - Norristown	8070	21		267641	York	3			
PBX Systems	1000164	1/1/2007		32-CL-SYV8X008200 - NEC		Compatible	Version Contract			Integrated																		Rte 424 & Sportsman's Rd - Weinersville State Hospital - Weinersville	9673	21		268893	Lebanon	3			
PBX Systems	1000163	1/1/2007		32-CL-SYV8X008200 - NEC		Compatible	Version Contract			Integrated																		Torrance State Hospital AHN 5 - Torrance State Hospital - Torrance	9381	21		268892	York	1			
PBX Systems	1000162	1/1/2007		32-CL-SYV8X008200 - NEC		Compatible	Version Contract			Integrated																		33 Main Dr - Warren State Hospital - Warren	8134	21		268891	Warren	1			
PBX Systems	1000161	1/1/2007		32-CL-SYV8X008010 - Fujitsu - 9600	PBX - 226 to 450 Universal Ports	Compatible	Version Contract			Integrated		No															9		108 Woody Dr - Butler CAD - Butler	6550	21		267638	Butler	1		
PBX Systems	1000160	1/1/2007		32-CL-SYV8X008010 - Fujitsu - 9600	PBX - 451 to 900 Universal Ports	Compatible	Version Contract			Integrated		16	No			23		24								13		Administration Bldg - 1605 Bloom Rd - Danville State Hospital - Danville	14377	21		267633	Danville	2			
PBX Systems	1000159	1/1/2007		32-CL-SYV8X008010 - Fujitsu - 9600	PBX - 226 to 450 Universal Ports	Compatible	Version Contract			Integrated		No															22		White Haven Center - 827 Oley Valley Rd - White Haven	9770	21		267628	White Haven	2		
PBX Systems	1000158	1/1/2007		32-CL-SYV8X008010 - Fujitsu - 9600	PBX - 226 to 450 Universal Ports	Compatible	Version Contract			Integrated		8											8	16	16			South Mountain Restoration Center - 12058 South Mountain Rd - South Mountain	9199	21		267616	South Mountain	2			
PBX Systems	1000157	1/1/2007		32-CL-SYV8X008010 - Fujitsu - 9600	PBX - 451 to 900 Universal Ports	Compatible	Version Contract			Integrated		No				40											40		1000 Rte 522 - Solimigrove Center - Solimigrove	9041	21		267633	Snider	2		
PBX Systems	1000156	1/1/2007		32-CL-SYV8X008010 - Fujitsu - 9600	PBX - 226 to 450 Universal Ports	Compatible	Version Contract			Integrated		8	No			12											24		1745 Frew Mill Rd - New Castle YDC - New Castle	7999	21		267626	New Castle	1		
PBX Systems	1000155	1/1/2007		32-CL-SYV8X008010 - Fujitsu - 9600	PBX - 226 to 450 Universal Ports	Compatible	Version Contract			Integrated		8	No			7											21		10 Opportunity Dr - Loyalville YDC - Loyalville	7533	21		267622	Loyalville	2		
PBX Systems	1000154	1/1/2007		32-CL-SYV8X008010 - Fujitsu - 9600	PBX - 226 to 450 Universal Ports	Compatible	Version Contract			Integrated		No				12											16		Hamburg Center - 3560 OH Rte 22 - Hamburg	6555	21		267619	Berks	3		
8144612010	1000152	1/1/2007		32-CL-SYV8X008000 - Fujitsu	PBX - 226 to 450 Universal Ports	Compatible	Version Contract			Integrated		12	No			28											20		1216 Holland St - Erie CAD - Erie	6550	21		267601	Erie	1		
PBX Systems	1000148	1/1/2007		32-CL-SYV8X008230 - NEC - NEAX 2000		Compatible	Time & Material																				90		PA Soddler's & Sailor's Home - 560 S 34th St - Erie	8396	13		268325	Erie	1		
PBX Systems	1000147	1/1/2007		32-CL-SYV8X008310 - Nortel 81 C		Compatible	Time & Material																				4000		P-61 FTG - Stray Ave - Jannville	5345	13		268315	Jannville	2		
PBX Systems	1000146	1/1/2007		32-CL-SYV8X008240 - NEC - SV8300		Compatible	Time & Material										144											133		Southwestern Veterans Center - 7060 Highland Dr - Pittsburgh	8701	13		268311	Allegheny	1	
PBX Systems	1000145	1/1/2007		32-CL-SYV8X008215 - NEC - IPX II		Compatible	Time & Material																					18		826 Ernie Ave - Pittsburgh	8714	13		268314	Allegheny	1	
PBX Systems	1000144	1/1/2007		32-CL-SYV8X008230 - NEC - NEAX 2000		Compatible	Time & Material																					120		Delaware Valley Veterans Home - 2701 Southampton Rd - Philadelphia	13976	13		268303	Philadelphia	3	
PBX Systems	1000143	1/1/2007		32-CL-SYV8X008230 - NEC - NEAX 2000	PBX - 1 to 225 Universal Ports	Compatible	Time & Material																					114		Blg 1 - 3400 N 14th St - HQ 28th Infantry Division - Harrisburg	10170	13		268301	Dauphin	2	
PBX Systems	1000141	4/11/2012		32-CL-SYV8X008010 - Fujitsu - 9600		Compatible	Time & Material			None		No				260		15										21		Southeastern Veterans Center - 1 Veterans' Dr - Spring City	9222	13		268313	Spring City	3	
PBX Systems	1000139	1/1/2007		32-CL-SYV8X008030 - Fujitsu - 9600 ES		Compatible	Time & Material			Integrated		8							12								24		Rte 220 & Meadows Intersection - Hollidaysburg Veterans Home - Hollidaysburg	7004	13		268299	Blair	2		
PBX Systems	1000138	1/1/2007		32-CL-SYKEY008550 - Executive Mtel 5000		Compatible	Time & Material																					170		Northwestern Veterans Center - 401 Penn Ave - Scranton	9018	13		268297	Scranton	2	
PBX Systems	1000137	1/1/2007		32-CL-SYV8X008300 - Nortel - Meridian 1		Compatible	Time & Material			Integrated																		62		Pullman Commerce Center - Hollywood Dr - BUT062 Butler	14490	12		268054	Butler	1	
PBX Systems	1000136	1/1/2007		32-CL-SYV8X008300 - Nortel - Meridian 1		Compatible	Time & Material																					9		313 W Liberty Ave - LANI27 - Lancaster	12783	12					

Appendix O, PBX and Key Telephone System Data

BILLING IDENTIFIER (BTN)	SYSTEM IDENTIFIER	ACTIVATION DATE	DEACTIVATION DATE	SYSTEM MANUFACTURER / MODEL	SYSTEM CONFIGURATION	IP STATUS	MAINTENANCE TYPE	MAINTENANCE CONTRACT NUMBER	CONTRACT EXPIRATION DATE	VOICE MAIL TYPE	VOICE MAIL MANUFACTURER	NBR OF VOICE MAIL PORTS	ACD CAPABILITY	NBR OF ACD AGENTS	NBR OF ACD SUPERVISORS	NBR OF DID TRUNKS	NBR OF DOD TRUNKS	NBR OF COMBO TRUNKS	NBR OF 2-WAY TRUNKS	NBR OF ISDN TRUNKS	NBR OF DS1 TRUNKS	NBR OF CENTREX LINES	NBR OF BUSINESS LINES	NBR OF TIE LINES	NBR OF INSTALLED ANALOG STATIONS/LINES	NBR OF INSTALLED DIGITAL STATIONS/LINES	TOTAL NBR OF INSTALLED STATIONS/LINES	MAX NBR OF ANALOG STATIONS/LINES	MAX NBR OF DIGITAL STATIONS/LINES	MAX TOTAL NBR OF STATIONS/LINES	AGENCY NOTES	LOCATION	SERVICE ID	Dpt	LAST ISS PDN	County	Zone		
PBX Systems	1000114	1/1/2007		32-CL-SVPBX008020 - NEC - NEAX 2400 IPX	PBX - 451 to 900 Universal Ports	Compatible	Time & Material			Integrated	NEC ADE4	12																											
PBX Systems	1000113	1/1/2007		32-CL-SVPBX008110 - Harris 2020	PBX - 226 to 450 Universal Ports	Compatible	Time & Material									9																							
PBX Systems	1000112	1/1/2007		32-CL-SVPBX008020 - Fujitsu - 9600 ES	PBX - 451 to 900 Universal Ports	Compatible	Time & Material									6																							
PBX Systems	1000111	1/1/2007		32-CL-SVPBX008020 - Fujitsu - 9600 ES	PBX - 451 to 900 Universal Ports	Compatible	Time & Material			Integrated	AVST CallExpress					12																							
PBX Systems	1000110	1/1/2007		32-CL-SVPBX008020 - Fujitsu - 9600 ES	PBX - 226 to 450 Universal Ports	Compatible	Time & Material																																
PBX Systems	1000109	1/1/2007		32-CL-SVPBX008020 - Fujitsu - 9600 ES	PBX - 451 to 900 Universal Ports	Compatible	Time & Material									4																							
PBX Systems	1000108	1/1/2007		32-CL-SVPBX008020 - Fujitsu - 9600 ES	PBX - 451 to 900 Universal Ports	Compatible	Time & Material			Integrated	AVST CallExpress					9																							
PBX Systems	1000107	1/1/2007		32-CL-SVPBX008020 - Fujitsu - 9600 ES	PBX - 226 to 450 Universal Ports	Compatible	Time & Material			Integrated	AVST CallExpress																												
PBX Systems	1000106	1/1/2007		32-CL-SVPBX008020 - Fujitsu - 9600 ES	PBX - 226 to 450 Universal Ports	Compatible	Time & Material			Integrated	AVST CallExpress					8																							
PBX Systems	1000105	1/1/2007		32-CL-SVPBX008020 - Fujitsu - 9600 ES	PBX - 451 to 900 Universal Ports	Compatible	Time & Material			Integrated	AVST CallExpress					3																							
PBX Systems	1000104	1/1/2007		32-CL-SVPBX008020 - Fujitsu - 9600 ES	PBX - 451 to 900 Universal Ports	Compatible	Time & Material			Integrated	AVST CallExpress					8																							
PBX Systems	1000103	1/1/2007		32-CL-SVPBX008020 - Fujitsu - 9600 ES	PBX - 226 to 450 Universal Ports	Compatible	Time & Material									10																							
PBX Systems	1000102	1/1/2007		32-CL-SVPBX008020 - Fujitsu - 9600 ES	PBX - 451 to 900 Universal Ports	Compatible	Time & Material			Integrated	AVST CallExpress					8																							
PBX Systems	1000101	1/1/2007		32-CL-SVPBX008020 - Fujitsu - 9600 ES	PBX - 226 to 450 Universal Ports	Compatible	Time & Material			Integrated	AVST CallExpress					6																							
PBX Systems	1000100	1/1/2007		32-CL-SVPBX008020 - Fujitsu - 9600 ES	PBX - 226 to 450 Universal Ports	Compatible	Time & Material			Integrated	AVST CallExpress					4																							

APPENDIX P
LEASE
ACCEPTANCE
CERTIFICATE

Purchase order number _____ dated _____ 20 _____, by and between _____ (Contractor) and _____ (Commonwealth Agency).

ACCEPTANCE CERTIFICATE

The undersigned hereby certifies and represents to, and agrees with, the contractor or its assignee as follows:

1. A unit(s) of the equipment and/or financed item(s) identified on the attached schedule have/has been delivered to _____ and accepted on the date indicated below.
2. The Commonwealth agency had conducted such inspection and/or testing of the unit(s) of the equipment and/or financed item(s) as it deems necessary and appropriate and hereby acknowledges that it accepts the such unit(s) of equipment.
3. The Commonwealth agency is not in any event of default as defined in IFB 6100041793 and no event which, with notice or lapse of item, or both, would become an event of default, has occurred and is continuing at the date thereof.

Commonwealth Agency

Name

Title

Date

**APPENDIX Q
SOFTWARE LICENSE REQUIREMENTS AGREEMENT**

PA Supplier ID Number: _____

**SOFTWARE/SERVICES LICENSE REQUIREMENTS AGREEMENT
BETWEEN
THE COMMONWEALTH OF PENNSYLVANIA,
ACTING BY AND THROUGH THE DEPARTMENT OF GENERAL SERVICES
AND**

[INSERT FULL NAME OF LICENSOR]

This Software/Services License Requirements Agreement (“Agreement”) by and between **[insert full name of Licensor]** (“Licensor”) and the **Commonwealth of Pennsylvania**, acting by and through the Department of General Services (“Commonwealth”) is effective the date the Agreement has been fully executed by the Licensor and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained.

RECITALS:

WHEREAS, this Agreement sets forth the Commonwealth’s software/services license requirements; and,

WHEREAS, the Licensor’s **[insert title of Licensor’s agreement]** is attached hereto as Exhibit A, **[and...(insert additional exhibits (including full name) that are also to be made part of this Agreement, if any)]** and made a material part hereof by this reference; and

WHEREAS, this document, its Attachments, and Exhibit **[insert exhibits that are to be made part of this Agreement]** constitutes the Agreement between the Licensor and the Commonwealth.

NOW, THEREFORE, in consideration of the mutual covenants and promises contained herein and intending to be legally bound hereby, the parties hereto covenant and agree as follows:

- 1. Recitals:** The above recitals are hereby incorporated as a material part of these Software/Services License Requirements.
- 2. Order of Precedence.** The terms and conditions of this Agreement supplement, and to the extent a conflict exists, supersede and take precedence over the terms and conditions of the attached **[insert exhibits that are to be made part of this Agreement]**. The parties agree that the terms of this Agreement supersede and take precedence over the terms included in any quote, purchase order, terms of any shrink-wrap agreement included with the Licensed Products, terms of any click through agreement included with the Licensed Products or any other terms purported to apply to the Licensed Products. The products specified in Attachment 1, along with support and services for said products, shall be referred to as “Licensed Products.”

3. Enterprise Language:

- (a) The parties agree that more than one agency of the Commonwealth (“Commonwealth Agency”) may license products subject to this Agreement, provided that the procurement of any Licensed Products by any Commonwealth Agency must be made pursuant to one or more executed purchase orders or purchase documents submitted by each Commonwealth Agency seeking to use the Licensed Products.
- (b) The parties agree that, if the licensee is a “Commonwealth Agency” as defined by Section 103 of the [Commonwealth Procurement Code, 62 Pa. C. S. § 103](#), the terms and conditions of this Agreement apply to the procurement of any Licensed Products made by the Commonwealth, and that the terms and conditions of this Agreement become part of the purchase order or other procurement document without further need for execution.

4. List of Licensed Products.

- (a) Attached hereto and made a part of this Agreement by reference is Attachment 1, which lists the Licensed Products that may be licensed under this Agreement. With the consent of the Commonwealth, the list of Licensed Products on Attachment 1 may be updated by the Licensor providing the Commonwealth with a revised Attachment 1 that adds the new product to the list. The Commonwealth, in its sole discretion, may consent either via written communication directly to the Licensor or, if applicable, providing the Commonwealth’s reseller with a copy of Licensor’s notification to update Attachment 1.
- (b) No amendment will be required to add a new Licensed Product to the list. If, however, the Licensor desires to add a new Licensed Product to the list that requires additional licensing terms or other requirements, either an amendment to this Agreement or a new agreement will be required.

5. Choice of Law/Venue. This Agreement shall be interpreted in accordance with and governed by the laws of the Commonwealth of Pennsylvania, without giving effect to its conflicts of law provisions. The courts of the Commonwealth of Pennsylvania and the federal courts of the Middle District of Pennsylvania shall have exclusive jurisdiction over disputes under this Contract and the resolution thereof.

6. Indemnification/Immunity. The Commonwealth does not have the authority to and shall not indemnify any entity. The Commonwealth agrees to pay for any loss, liability or expense, which arises out of or relates to the Commonwealth’s acts or omissions with respect to its obligations hereunder, where a final determination of liability on the part of the Commonwealth is established by a court of law or where settlement has been agreed to by the Commonwealth. This provision shall not be construed to limit the Commonwealth’s rights, claims or defenses that arise as a matter of law or pursuant to any other provision of

this Agreement. No provision in this Agreement shall be construed to limit the sovereign immunity of the Commonwealth.

7. Patent, Copyright, Trademark and Trade Secret Protection.

- (a) The Licensor shall, at its expense, defend, indemnify and hold the Commonwealth harmless from any suit or proceeding which may be brought by a third party against the Commonwealth, its departments, officers or employees for the alleged infringement of any United States patents, copyrights, trademarks or trade dress, or for a misappropriation of a United States trade secret arising out of performance of this Agreement (“Claim”), including all Licensed Products provided by the Licensor. For the purposes of this Agreement, “indemnify and hold harmless” shall mean the Licensor’s specific, exclusive, and limited obligation to (a) pay any judgments, fines and penalties finally awarded by a court of competent jurisdiction, governmental/administrative body or any settlements reached pursuant to a Claim and (b) reimburse the Commonwealth for its reasonable administrative costs or expenses, including without limitation reasonable attorney’s fees, it necessarily incurs in handling the Claim. The Commonwealth agrees to give the Licensor prompt notice of any such claim of which it learns. Pursuant to the [Commonwealth Attorneys Act](#), Act of October 15, 1980, P.L. 950, No. 164, as amended, 71 P. S. §§ 732-101—732-506, the Office of Attorney General (“OAG”) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG, however, in its sole discretion, and under the terms the OAG deems appropriate, may delegate its right of defense of a Claim. If the OAG delegates the defense to the Licensor, the Commonwealth will cooperate with all reasonable requests of Licensor made in the defense of and/or settlement of a Claim. The Licensor shall not, without the Commonwealth’s consent, enter into any settlement agreement which (a) states or implies that the Commonwealth has engaged in any wrongful or improper activity other than the innocent use of the material which is the subject of the Claim, (b) requires the Commonwealth to perform or cease to perform any act or relinquish any right, other than to cease use of the material which is the subject of the Claim, or (c) requires the Commonwealth to make a payment which the Licensor is not obligated by this Agreement to pay on behalf of the Commonwealth. In all events, the Commonwealth shall have the right to participate in the defense of any such suit or proceeding through counsel of its own choosing. It is expressly agreed by the Licensor that, in the event it requests that the Commonwealth provide support to the Licensor in defending any such Claim, the Licensor shall reimburse the Commonwealth for all necessary expenses (including attorneys’ fees, if such are made necessary by the Licensor’s request) incurred by the Commonwealth for such support. If the OAG does not delegate to the Licensor the authority to control the defense and settlement of a Claim, the Licensor’s obligation under this section ceases. The Licensor, at its own expense, shall provide whatever cooperation the OAG requests in the defense of the suit.
- (b) The Licensor agrees to exercise reasonable due diligence to prevent claims of infringement on the rights of third parties. The Licensor certifies that, in all respects

applicable to this Agreement, it has exercised and will continue to exercise due diligence to ensure that all Licensed Products provided under this Agreement do not infringe on the patents, copyrights, trademarks, trade dress, trade secrets or other proprietary interests of any kind which may be held by third parties.

- (c) If the defense of a Claim and the authority to control any potential settlements thereof is delegated to the Licensor, the Licensor shall pay all damages and costs finally awarded therein against the Commonwealth or agreed to by the Licensor in any settlement. If information and assistance are furnished by the Commonwealth at the Licensor's written request, it shall be at the Licensor's expense, but the responsibility for such expense shall be only that within the Licensor's written authorization.

- (d) If, in the Licensor's opinion, any Licensed Product furnished hereunder is likely to or do become subject to a claim of infringement of a United States patent, copyright, trade dress or trademark, or for a misappropriation of trade secret, then without diminishing the Licensor's obligation to satisfy any final award, the Licensor may, at its option and expense:
 - (i) substitute functional equivalents for the alleged infringing Licensed Product, or
 - (ii) obtain the rights for the Commonwealth to continue the use of such Licensed Product.

- (e) If any of the Licensed Products provided by the Licensor are in such suit or proceeding held to constitute infringement and the use thereof is enjoined, the Licensor shall, at its own expense and at its option, either:
 - (i) procure the right to continue use of such infringing Licensed Products;
 - (ii) replace them with non-infringing items; or
 - (iii) modify them so that they are no longer infringing.

- (f) If the use of any Licensed Product is enjoined and the Licensor is unable to do any of the preceding set forth in subsection (e) above, the Licensor, upon return of the Licensed Product, agrees to refund to the Commonwealth:
 - (i) the license fee paid for the infringing Licensed Product, less the amount for the period of usage of the Licensed Product; and
 - (ii) the pro-rated portion of any maintenance fees representing the time remaining in any period of services for which payment was made.

- (g) The obligations of the Licensor under this section survive the termination of this Agreement.
- (h) Notwithstanding the above, the Licensor shall have no obligation under this section for:
 - (i) modification of any Licensed Products provided by the Commonwealth or a third party acting under the direction of the Commonwealth;
 - (ii) any material provided by the Commonwealth to the Licensor and incorporated into, or used to prepare any Licensed Products
 - (iii) use of any Licensed Product after Licensor recommends discontinuation because of possible or actual infringement and has provided one of the remedies under subsection (e) or subsection (f) above;
 - (iv) use of any Licensed Product in other than the specified operating environment;
 - (v) the combination, operation, or use of the Licensed Products with other products, services, or deliverables not provided by the Licensor as a system or the combination, operation, or use of the Licensed Products, service, or deliverable, with any products, data, or apparatus that the Licensor did not provide;
 - (vi) infringement of a non-Licensed Product alone;
 - (vii) the Commonwealth's use of any Licensed Product beyond the scope contemplated by the Agreement; or
 - (viii) the Commonwealth's failure to use corrections or enhancements made available to the Commonwealth by the Licensor at no charge.
- (i) The obligation to indemnify the Commonwealth, under the terms of this section, shall be the Licensor's sole and exclusive obligation for the infringement or misappropriation of intellectual property.

8. Virus, Malicious, Mischievous or Destructive Programming.

- (a) The Licensor warrants that the Licensed Products as delivered by the Licensor does not contain any viruses, worms, Trojan Horses, or other malicious or destructive code to allow unauthorized intrusion upon, disabling of, or erasure of the Licensed Products (each a "Virus"). However, the Licensed Products may contain a key limiting use to the scope and quantity of the license(s) granted, and license keys issued by Licensor for temporary use are time-sensitive.

- (b) The Licensor shall be liable for any damages incurred by the Commonwealth including, but not limited to, the expenditure of Commonwealth funds to eliminate or remove a computer virus or malicious, mischievous or destructive programming that results from the Licensor's failure to take proactive measures to keep virus or malicious, mischievous or destructive programming from originating from the Licensor or any of its employees, subcontractors or consultants through appropriate firewalls and maintenance of anti-virus software and security updates (such as operating systems security patches, etc.).
- (c) In the event of destruction or modification of any Licensed Products, the Licensor shall eliminate the virus, malicious, mischievous or destructive programming, restore the Commonwealth's software, and be liable to the Commonwealth for any resulting damages.

9. **Limitation of Liability.**

- (a) The Licensor's liability to the Commonwealth under this Agreement shall be limited the total dollar amount of purchase orders issued for Licensed Products and services covered by this Agreement during the during the twelve (12)-month period prior to the event giving rise to the damage claim. This limitation does not apply to damages:
 - (i) for bodily injury;
 - (ii) for death;
 - (iii) for intentional injury;
 - (iv) to real property or tangible personal property for which the Licensor is legally liable;
 - (v) Under **Section 7**, Patent, Copyright, Trade Secret and Trademark Protection;
 - (vi) for damages related to a breach of the security of a system maintained or managed by the Licensor, including the costs for notification, mitigation and credit monitoring services required due to such breach; or
 - (vii) under **Section 8**, Virus, Malicious, Mischievous or Destructive Programming.
- (b) In no event will the Licensor be liable for consequential, indirect, or incidental damages unless otherwise specified in the Agreement.

10. Payment.

The Commonwealth will make purchase and make payment through a reseller contract or another procurement document, which shall control with regard to payment amounts and provisions.

11. Termination.

- (a) The Licensor may not terminate for non-payment of an order issued through a reseller contract or another procurement document that controls payment.
- (b) The Commonwealth may terminate this Agreement without cause by giving the Licensor **30 calendar days'** prior written notice ("Notice of Termination") whenever the Commonwealth shall determine that such termination is in the best interest of the Commonwealth ("Termination for Convenience").

12. Background Checks.

- (a) Upon prior written request by the Commonwealth, the Licensor must, at its expense, arrange for a background check for each of its employees, as well as for the employees of its subcontractors, who will have access to the Commonwealth's IT facilities, either through on site or remote access. Background checks are to be conducted via the Request for Criminal Record Check form and procedure found at <http://www.psp.pa.gov/Pages/Request-a-Criminal-History-Record.aspx>. The background check must be conducted prior to initial access by an IT employee and annually thereafter.
- (b) Before the Commonwealth will permit an employee access to the Commonwealth's facilities, the Licensor must provide written confirmation to the office designated by the applicable Commonwealth Agency that the background check has been conducted. If, at any time, it is discovered that an employee has a criminal record that includes a felony or misdemeanor involving terrorist threats, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility; or which raises concerns about building, system, or personal security, or is otherwise job-related, the Licensor shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given to the employee, and shall not permit that employee remote access to Commonwealth facilities or systems, unless the Commonwealth Agency consents, in writing, prior to the access being provided. The Commonwealth Agency may withhold its consent at its sole discretion. Failure of the Licensor to comply with the terms of this subsection may result in the default of the Licensor under its Agreement with the Commonwealth.
- (c) The Commonwealth specifically reserves the right to conduct background checks over and above that described herein.

- (d) Access to certain Capitol Complex buildings and other state office buildings is controlled by means of card readers and secured visitors' entrances. Commonwealth contracted personnel who have regular and routine business in Commonwealth worksites may be issued a photo identification or access badge subject to the requirements of the applicable Commonwealth Agency and the Department of General Services set forth in Enclosure 3 of [Commonwealth Management Directive 625.10 Amended](#), *Card Reader and Emergency Response Access to Certain Capitol Complex Buildings and Other State Office Buildings*. The requirements, policy and procedures include a processing fee payable by the Licensor for contracted personnel photo identification or access badges.

13. Confidentiality.

- (a) Definition. "Confidential Information:"
 - (i) For the Commonwealth: All data and other information of or in the possession of the Commonwealth or any Commonwealth Agency or any private individual, organization or public agency, in each case to the extent such information and documentation is not permitted to be disclosed to third parties under local, Commonwealth or federal laws and regulations or pursuant to any policy adopted by the Commonwealth or pursuant to the terms of any third-party agreement to which Commonwealth is a party.
 - (ii) For the Licensor: All information identified in writing by the Licensor as confidential or proprietary to Licensor or its subcontractors.
- (b) Confidential Information. All Confidential Information of or relating to a party shall be held in confidence by the other party to the same extent and in at least the same manner as such party protects its own confidential or proprietary information. Neither party shall disclose, publish, release, transfer or otherwise make available any Confidential Information of the other party in any form to, or for the use or benefit of, any person or entity without the other party's consent. Subject to the other provisions of this Agreement, each party shall, however, be permitted to disclose relevant aspects of the other party's Confidential Information to its officers, agents, subcontractors and personnel and to the officers, agents, subcontractors and personnel of its corporate affiliates or subsidiaries to the extent that such disclosure is reasonably necessary for the performance of its duties and obligations under this Agreement; provided, however, that such party shall take all reasonable measures to ensure that Confidential Information of the other party is not disclosed or duplicated in contravention of the provisions of this Agreement by such officers, agents, subcontractors and personnel and that such party shall be responsible for any unauthorized disclosure of the Confidential Information of the other party by such officers, agents, subcontractors or personnel; and further provided, that if the disclosure is by the Commonwealth to another contractor or sub-contractor, such disclosure is subject to a suitable non-disclosure agreement imposing equally or more stringent requirements for data privacy and security.

Except to the extent provided otherwise by any applicable law, the obligations of this subsection (b) shall not apply with respect to information which:

- (i) is developed by the other party without violating the disclosing party's proprietary rights,
 - (ii) is or becomes publicly known (other than through unauthorized disclosure),
 - (iii) is disclosed by the owner of such information to a Third Party free of any obligation of confidentiality,
 - (iv) is already known by such party without an obligation of confidentiality other than pursuant to this Agreement or any confidentiality contract entered into before the Effective Date of the Agreement between the Commonwealth and the Licensor, or
 - (v) is rightfully received by the disclosing party free of any obligation of confidentiality.
- (c) Obligations. Each party shall:
- (i) Notify the other party promptly of any known unauthorized possession, use or knowledge of the other party's Confidential Information by any person or entity.
 - (ii) Promptly furnish to the other party full details known by such party relating to the unauthorized possession, use or knowledge thereof and shall use reasonable efforts to assist the other party in investigating or preventing the recurrence of any unauthorized possession, use or knowledge of the other party's Confidential Information.
 - (iii) Use reasonable efforts to cooperate with the other party in any litigation and investigation against third parties deemed necessary by the other party to protect its proprietary rights.
 - (iv) Promptly use all reasonable efforts to prevent a recurrence of any such unauthorized possession, use or knowledge of the other party's Confidential Information.
- (d) Cost of compliance; required disclosure. Each party shall bear the cost it incurs as a result of compliance with this section. The obligations in this section shall not restrict any disclosure by either party pursuant to any applicable law or pursuant to the order of any court or other legal process or government agency of competent jurisdiction (provided that the disclosing party shall give prompt notice to the non-disclosing party of such disclosure or order in a timeframe to allow the non-disclosing party to resist the disclosure or order).

- (e) Submitting Confidential Information to the Commonwealth. The Licensor shall use the following process when submitting information to the Commonwealth it believes to be confidential and/or proprietary information or trade secrets:
- (i) Prepare an un-redacted version of the appropriate document;
 - (ii) Prepare a redacted version of the document that redacts the information that is asserted to be confidential or proprietary information or a trade secret;
 - (iii) Prepare a signed written statement that states:
 - (1) the attached document contains confidential or proprietary information or trade secrets;
 - (2) the Licensor is submitting the document in both redacted and un-redacted format in accordance with Section 707(b) of the *Right-to-Know Law*, [65 P.S. § 67.707\(b\)](#); and
 - (3) the Licensor is requesting that the document be considered exempt under Section 708(b)(11) of the *Right-to-Know Law*, [65 P.S. § 67.708\(b\)\(11\)](#) from public records requests; and
 - (iv) Submit the **two (2)** documents with the signed written statement to the Commonwealth.
- (f) Confidential Information at termination. Upon expiration or termination of this Agreement, or a purchase order or other procurement document for Licensed Products governed by the terms of this Agreement, and at any other time at the written request of a party, the other party must promptly return to such party all of such party's Confidential Information and Data (and all copies of this information) that is in the other party's possession or control, in whatever form. With regard to the Commonwealth's Confidential Information and/or Data, the Licensor shall comply with the requirements of subsection (e).
- (g) Not confidential. Additionally, neither the Agreement nor any pricing information related to the Agreement, nor purchase orders issued pursuant to the Agreement, will be deemed confidential.

14. Sensitive Information

- (a) The Licensor shall not publish or otherwise disclose, except to the Commonwealth or the Licensor's subcontractors, any information or data obtained hereunder from private individuals, organizations, or public agencies, in a way that allows the information or data furnished by or about any particular person or establishment to be identified.

- (b) The parties shall not use or disclose any information about a recipient receiving services from, or otherwise enrolled in, a Commonwealth program affected by or benefiting from services under this Agreement for any purpose not connected with the parties' Agreement responsibilities.
- (c) The Licensor will comply with all obligations applicable to it under all applicable data protection legislation in relation to all personal data that is processed by it in the course of performing its obligations under this Agreement including by:
 - (i) Maintaining a valid and up to date registrations and certifications; and
 - (ii) Complying with all data protection legislation applicable to cross border data flows of personal data and required security measures for personal data.

15. Publicity/Advertisement. The Licensor must obtain written Commonwealth approval prior to mentioning the Commonwealth or a Commonwealth Agency in an advertisement, endorsement, or any other type of publicity. This includes the use of any trademark or logo.

16. Portability. The parties agree that a Commonwealth Agency may move a Licensed Product from machine to machine, whether physical or virtual, and to other locations, where those machines and locations are internal to the Commonwealth or to a Commonwealth contractor, as long as such relocation and the use being made of the Licensed Product comports with the license grant and restrictions. Notwithstanding the foregoing, a Commonwealth Agency may move the machine or appliance provided by the Licensor upon which the Licensed Product is installed.

17. Taxes-Federal, State and Local.

- (a) The Commonwealth is exempt from all excise taxes imposed by the Internal Revenue Service and has accordingly registered with the Internal Revenue Service to make tax-free purchases under registration No. 23-23740001-K. With the exception of purchases of the following items, no exemption certificates are required and none will be issued: undyed diesel fuel, tires, trucks, gas-guzzler emergency vehicles, and sports fishing equipment. The Commonwealth is also exempt from Pennsylvania sales tax, local sales tax, public transportation assistance taxes, and fees and vehicle rental tax. The Department of Revenue regulations provide that exemption certificates are not required for sales made to governmental entities and none will be issued. Nothing in this section is meant to exempt a construction contractor from the payment of any of these taxes or fees which are required to be paid with respect to the purchase, use, rental or lease of tangible personal property or taxable services used or transferred in connection with the performance of a construction contract.

- (b) The only interest the Commonwealth is authorized to pay is in accordance with Act of December 13, 1982, P.L. 1155, No. 266, as amended, [72 P. S. § 1507](#), (relating to Interest Penalties on Commonwealth Accounts) and accompanying regulations [4 Pa. Code §§ 2.31—2.40](#) (relating to Interest Penalties for Late Payments).

18. Commonwealth Audit Responsibilities.

- (a) The Commonwealth will maintain, and promptly provide to the Licensor upon its request, accurate records regarding use of the Licensed Product by or for the Commonwealth. If the Commonwealth becomes aware of any unauthorized use of all or any part of the Licensed Product, the Commonwealth will notify the Licensor promptly, providing reasonable details. The limit of the Commonwealth’s responsibility for use of the Licensed Products by more individuals than are permitted by the licensing terms applicable to the Licensed Products shall be to purchase additional licenses and Maintenance and Support (if applicable) for such Licensed Products through a reseller contract or procurement document.
- (b) The Commonwealth will perform a self-audit upon the request of the Licensor, which request may not occur more often than annually, and report any change in user count (hereinafter “True up number”). The Commonwealth shall notify the Licensor of the True up number no later than **45 calendar days** after the request that the Commonwealth perform a self-audit. If the user count has increased, the Commonwealth will make an additional purchase of the Licensed Products through a reseller contract or another procurement document, which is equivalent to the additional users. This section sets out the sole license audit right under this Agreement.

19. *Right-to-Know Law.* The Pennsylvania [Right-to-Know Law](#), Act of February 14, 2008, P.L. 6, No. 3, 65 P.S. §§ 67.101—3104 (“RTKL”), applies to this Agreement.

20. *Third-Party Software.* If a Licensed Product utilizes or includes third party software and other copyrighted material and is subject, therefore, to additional licensing terms, acknowledgements or disclaimers compliance with this Agreement constitutes compliance with those third-party terms. The parties agree that the Commonwealth, by acknowledging third-party software, does not agree to any terms and conditions of the third-party software agreements that are inconsistent with or supplemental to this Agreement.

21. *Attorneys’ Fees.* The Commonwealth will not pay attorneys’ fees incurred by or paid by the Licensor.

22. *Controversies.*

- (a) Pursuant to Section 1712.1 of the [Commonwealth Procurement Code](#), [62 Pa. C.S. § 1712.1](#), in the event of a claim arising from the Agreement or a purchase order, the Licensor, within **six (6) months** after the claim accrues, must file a written claim with the contracting officer for a determination. The claim shall state all grounds

upon which the Licensor asserts a controversy exists. If the Licensor fails to file a claim or files an untimely claim, the Licensor is deemed to have waived its right to assert a claim in any forum. At the time the claim is filed, or within **60 days** thereafter, either party may request mediation through the Commonwealth Office of General Counsel Dispute Resolution Program, <http://www.ogc.pa.gov/Services%20to%20Agencies/Mediation%20Procedures/Pages/default.aspx>.

- (b) If the Licensor or the contracting officer requests mediation and the other party agrees, the contracting officer shall promptly make arrangements for mediation. Mediation shall be scheduled so as to not delay the issuance of the final determination beyond the required **120 days** after receipt of the claim if mediation is unsuccessful. If mediation is not agreed to or if resolution is not reached through mediation, the contracting officer shall review timely-filed claims and issue a final determination, in writing, regarding the claim. The final determination shall be issued within **120 days** of the receipt of the claim, unless extended by consent of the contracting officer and the Licensor. The contracting officer shall send a written determination to the Licensor. If the contracting officer fails to issue a final determination within the **120 days** (unless extended by consent of the parties), the claim shall be deemed denied. The contracting officer's determination shall be the final order of the purchasing agency.
- (c) Within **15 days** of the mailing date of the determination denying a claim or within **135 days** of filing a claim if, no extension is agreed to by the parties, whichever occurs first, the Licensor may file a statement of claim with the Commonwealth Board of Claims. Pending a final judicial resolution of a controversy or claim, the Licensor shall proceed diligently with the performance of the Agreement or purchase order in a manner consistent with the determination of the contracting officer and the Commonwealth shall compensate the Licensor pursuant to the terms of the Agreement, purchase order or other procurement document.

23. Signatures. The fully executed Agreement may not contain ink signatures by the Commonwealth. In that event, the Licensor understands and agrees that the receipt of an electronically-printed Agreement with the printed name of the Commonwealth purchasing agent constitutes a valid, binding contract with the Commonwealth. The printed name of the purchasing agent represents the signature of that individual who is authorized to bind the Commonwealth to the obligations contained in the Agreement. The printed name also indicates that all approvals required by Commonwealth contracting procedures have been obtained.

24. Travel. The Licensor shall not be allowed or paid travel or per diem expenses except as specifically set forth in the Agreement or Statement of Work. If not otherwise specified in the Agreement or Statement of Work, travel and related expenses shall be reimbursed in accordance with [Management Directive 230.10 Amended](#), [Commonwealth Travel Policy](#), and [Manual 230.1, Commonwealth Travel Procedures Manual](#).

- 25. Entire Agreement.** This Agreement constitutes the entire agreement between the Parties pertaining to the subject matter hereof, and supersedes and integrates all prior discussions, agreements and understandings pertaining thereto. No modification of this Agreement will be effective unless in writing and signed by both Parties.
- 26. Survival.** The termination or expiration of this Agreement will not affect any provisions of this Agreement which by their nature survive termination or expiration, including the provisions that deal with the following subject matters: definitions, confidentiality, term and termination, effect of termination, intellectual property, license compliance, limitation of liability, indemnification and privacy.

IN WITNESS WHEREOF, the Parties to this Agreement have executed it, through their respective duly authorized representatives.

Witness:

Licensor:

Signature Date

Signature Date

Printed Name

Printed Name

Title

Title

If a corporation, the Chairman, President, Vice-President, Senior Vice-President, Executive Vice-President, Assistant Vice-President, Chief Executive Officer or Chief Operating Officer must sign; if a sole proprietor, then the owner must sign; if a general or limited partnership, a general partner must sign; if a limited liability company, then a member must sign, unless it is a managed by a manager, then the manager must sign; otherwise a resolution indicating authority to bind the corporation must be attached to this Agreement.

COMMONWEALTH OF PENNSYLVANIA

See Section 23
Agency Head or Designee

APPROVED AS TO FORM AND LEGALITY:

See Section 23
Office of Chief Counsel

See Section 23
Office of General Counsel

See Section 23
Office of Attorney General

APPROVED:

See Section 23
Comptroller

ATTACHMENT 1

LIST OF LICENSED PRODUCTS

With the consent of the Commonwealth, additional Licensed Products may be added to this attachment by the Licensor providing Commonwealth with a new copy of this Attachment 1.

Licensed Product:

The Licensed Product includes (list all titles covered by this agreement):

Date: September 12, 2017

Subject: PBX & Key Telephone Systems

Solicitation Number: 6100041793

Solicitation Due Date: September 27, 2017

Addendum Number: 1

To All Offerors/Bidders:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specification or instruction of a procurement solicitation (e.g. Invitation for Bids, Request for Quotes and Request for Proposals).

The following changes have been made to the solicitation identified above:

The Commonwealth has posted the following documentation as part of this addendum:

- The eMarketplace posting date for answers to Bidder questions has been extended to 09.14.2017. Please see revised calendar of events IFB 6100041793 PBX & Key Telephone Systems.
- The date bids must be submitted has been extended to 09.27.2017. Please see revised calendar of events IFB 6100041793 PBX & Key Telephone Systems

For Solicitation where an electronic response is requested:

- If you already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

Attn: Amy McFadden
Department of General Services
Bureau of Procurement
555 Walnut Street
6th Floor, Forum Building
Harrisburg, PA 17107

Except as amended by this Addendum, the terms, conditions, specification, and instruction of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,

Name: Amy McFadden
Title: Commodity Specialist
Phone: 717-346.3826
Email: RA-OITPurchases@pa.gov

Date: September 14, 2017

Subject: PBX & Key Telephone Systems

Solicitation Number: 6100041793

Solicitation Due Date: September 27, 2017

Addendum Number: 2

To All Offerors/Bidders:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specification or instruction of a procurement solicitation (e.g. Invitation for Bids, Request for Quotes and Request for Proposals).

The following changes have been made to the solicitation identified above:

The Commonwealth has posted the following document as part of this addendum:

- Questions and Answers - IFB 6100041793 PBX Key Telephone Systems

For Solicitation where an electronic response is requested:

- If you already submitted a response to the original solicitation, you may either submit a new response, or return this Addendum with a statement that your original response remains firm, by the due date to the following address:

Attn: Amy McFadden
Department of General Services
Bureau of Procurement
555 Walnut Street
6th Floor, Forum Building
Harrisburg, PA 17107

Except as amended by this Addendum, the terms, conditions, specification, and instruction of the solicitation and any previous solicitation addenda, remain as originally written.

Very truly yours,
Amy McFadden
Commodity Specialist
717-346-3826
RA-OITPurchases@pa.gov

Questions & Answers
 IFB 6100041793
 PBX & Key Telephone Systems, Equipment and Related Services

#	IFB Page Number	IFB Section Reference	Question	Answer
1. <input type="checkbox"/>	General	n/a	Is there a specific format that is being requested for submitting a bid? If so, where can we find the details?	Bids must be submitted via the PASupplierPortal. Please see Part I, Sections I-8 and I-20 & Part II, Section II-8.
2. <input type="checkbox"/>	3 & 4	Calendar of Events and Part I, Section I-6	In the Calendar of Events the Deadline to submit questions has a date of 09/05/2017, but in Section I-6 Questions there states there is no set timeline for submittal of questions. Please clarify.	Suppliers may submit questions up to the due date. The Commonwealth will make every effort to respond to questions after the due date.
3. <input type="checkbox"/>	General	n/a	What is the estimated cost of the PBX and Key Telephone Systems project?	While there is not an estimated budget at this time, the historical spend for the existing contracts is \$4,558,533.44
4. <input type="checkbox"/>	General	n/a	Has the Department allocated funding for the PBX and Key Telephone Systems yet? If so, through which source (budget, CIP, state/federal grant etc)?	The funding sources for the contracts resulting from this IFB are specific to each Commonwealth agency. Funding is approved prior to an agency's issuance of a purchase order.
5. <input type="checkbox"/>	22	Part IV, Section IV-I	Would it be possible to name the three greatest challenges the Department is having with the current solution?	No, since the type of telephone system is determined at the agency level. Note that all responsive and responsible bidders will be awarded a contract.
6. <input type="checkbox"/>	22-34	Part IV, Section IV-3	Which other systems will have to integrate or interface with the PBX and Key Telephone Systems, and will the State provide incumbent vendors for each system?	None at this time.

Questions & Answers

IFB 6100041793

PBX & Key Telephone Systems, Equipment and Related Services

7. <input type="checkbox"/>	25-27	Part IV, Section IV-3.B	Which operating platform does the Department currently use? / Is desired for PBX and Key Telephone Systems?	<p>The operating platforms used varies by agency. Please see Appendix O, PBX and Key Telephone Systems Data. Also, please refer to existing contracts:</p> <ul style="list-style-type: none">• <input type="checkbox"/> http://www.emarketplace.state.pa.us/BidContractDetails.aspx?ContractNo=4400010331• <input type="checkbox"/> http://www.emarketplace.state.pa.us/BidContractDetails.aspx?ContractNo=4400010332• <input type="checkbox"/> http://www.emarketplace.state.pa.us/BidContractDetails.aspx?ContractNo=4400010334• <input type="checkbox"/> http://www.emarketplace.state.pa.us/BidContractDetails.aspx?ContractNo=4400010335• <input type="checkbox"/> http://www.emarketplace.state.pa.us/BidContractDetails.aspx?ContractNo=4400010336• <input type="checkbox"/> http://www.emarketplace.state.pa.us/BidContractDetails.aspx?ContractNo=4400010337• <input type="checkbox"/> http://www.emarketplace.state.pa.us/BidContractDetails.aspx?ContractNo=4400010338• <input type="checkbox"/> http://www.emarketplace.state.pa.us/BidContractDetails.aspx?ContractNo=4400010339• <input type="checkbox"/> http://www.emarketplace.state.pa.us/BidContractDetails.aspx?ContractNo=4400010341
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Questions & Answers
 IFB 6100041793
 PBX & Key Telephone Systems, Equipment and Related Services

#	IFB Page Number	IFB Section Reference	Question	Answer
8. □	22	Part IV, Section IV-3	What is the number of users anticipated for the PBX and Key Telephone Systems?	This will vary by agencies and is dependent on their specific requirements.
9. □	General	n/a	Who is the technical contact and/or project manager for the PBX and Key Telephone Systems?	Each agency has a specific telecommunications point of contact.
10.	22-34	Part IV, Section IV-3	Can the Department elaborate on any additional drivers behind this acquisition that may not be addressed in the IFB?	Please see Part IV, Section IV-1 and IV-2, on page 22,. Additionally, the existing contracts set forth in the answer to Question Number 7 expire this year.
11.	General	n/a	Does the State anticipate procuring any services related to the effort? For example: IV&V, QA, Staff augmentation, integration, solicitation prep, etc. If so, what, when and how?	The only services related to this procurement are set forth in Part IV, Section IV-3, Requirements, on pages 22-34.
12.	6	Part I, Section I-11	Can we use a different purchasing vehicle other than COSTARS if there is no cost involved?	The Commonwealth does not understand the question. COSTARS is a purchasing vehicle that allows COSTARS members to procure supplies and services from contracts resulting from this IFB. Information relating to the COSTARS Program is located at Part I, Section I-11, COSTARS Program and http://www.dgs.pa.gov/Local%20Government%20and%20Schools/COSTARS/Pages/default.aspx .

Questions & Answers
 IFB 6100041793
 PBX & Key Telephone Systems, Equipment and Related Services

#	IFB Page Number	IFB Section Reference	Question	Answer
13.	20	Part III, Sections III-2 and III-3	What is the timeframe to select a vendor?	Bid Tabulation will be posted immediately following the due date of the IFB. Any Bidder who meets the minimum qualifications will receive a contract. Please refer to Part II, Section III-2 and II-3.
14.	General	n/a	Has funding been approved?	Refer to the answer to Question Number 4.
15.		Appendix O	<p>What constitutes a small, medium and large key/PBX key system in the pricing section?</p> <p>Can you advise us the minimum/maximum number of users per level as well as trunking requirements?</p> <p>How do you want labor and support shown for the different size systems?</p>	<p>Site sizes are defined as follows (users): Large: >500 Medium: 100-499 Small: <100</p> <p>Trunking requirements and number of users are determined by the individual agency.</p> <p>Labor and support should be priced by the hour.</p>
16.	22	VI-3	Do you require digital phones or could IP phones replace current digital sets?	IP Phones will be an acceptable replacement; however, the final decision will be made by the individual agency after they have reviewed a vendor's proposal.
17.	22	VI-3	Do any of the agencies have VMware or Hyper V installed that could be used for voice applications?	None that we are aware of.

Questions & Answers
IFB 6100041793
PBX & Key Telephone Systems, Equipment and Related Services

#	IFB Page Number	IFB Section Reference	Question	Answer
18.	23	IV-3 A vi(2)	What type of ACD systems are you currently using? How do we acquire information?	ACD is not a part of this procurement. This will be handled by a separate contract.
19.	23	IV-3 A(vi)(2)	What type of IVR systems are you currently using? How do we acquire information?	IVR is not a part of this procurement. This will be handled by a separate contract.
20.	26	IV-3 B(v)(1)	The telephone system must include audio text as well as facsimile and forms software that can query caller for information to be transcribed at a later time. Could you explain these features?	A forms voicemail box prompts callers for specific information, such as name, address, etc, as separated recorded messages. It will then combine all the recordings into a single audio file. Audio text is a reference to text-to-speech transcription.
21.	26	IV-3 B(vi)(2)	For the Call Accounting solution, is it to be optionally priced based on small, medium and large systems?	Yes.
22.	27	IV-3 B(ix)	Can you please explain "Call Tracing" ability?	Call trace allows for harassing or threatening calls to be traced back to the specific number the call was made from.
23.	20	III-6	Are there any network service opportunities?	No, there are no network services opportunities.
24.	20	III-3	What is the timeframe to complete each site or the project as a whole?	Agencies will place orders as services are needed. Timeframes will be addressed as part of the statement of work.

Questions & Answers
 IFB 6100041793
 PBX & Key Telephone Systems, Equipment and Related Services

#	IFB Page Number	IFB Section Reference	Question	Answer
25.		Appendix O	For the Centrex locations, can you give us direction? Do you want to keep them as they are or convert them to a telephone system? If converted to a telephone system, do you want to keep all of the existing telephone numbers? Are any of the Centrex lines currently going into a telephone system?	These locations are using Centrex as the “trunking” for their key systems. Replacement or modification of these services are at the discretion of the ordering agency and will be communicated to the vendor as part of the statement of work.
26.		Appendix O	For telephone sets, do you want unit pricing for the different set types? (i.e. digital, IP, single line, 8-button, 16-button, etc)?	Yes.
27.		Appendix O	Do the users require voice mail?	Not all users will require voicemail, but voicemail is a requirement of any new system.

Questions & Answers
 IFB 6100041793
 PBX & Key Telephone Systems, Equipment and Related Services

#	IFB Page Number	IFB Section Reference	Question	Answer
28.	23 and 31	III-3 A(vi)(2) and III-3 E(iii) and (i)	<p>Please clarify - wouldn't the ACD/IVR systems be replaced with the new systems?</p> <p>It appears that there is going to be a separate contract for IVR & ACD applications and THEY CANNOT be procured under this contract? Even if it would be in the best interest of the Commonwealth?</p> <p>Does the Commonwealth want maintenance on the old systems or ability to provide T&M support?</p>	<p>ACD/IVR is not a part of this procurement.</p> <p>Any new systems will utilize the commonwealth's ACD contract for these services.</p> <p>Any existing services may require maintenance at the request of individual agencies. Refer to Part III-3.E(iii) and (iv).</p>
29.	31	III-3 E(iii) and (i), iii & iv	<p>ACD systems are typically proprietary and inherent to the phone system and if the existing ACD systems are, then they would have to be replaced with the system. IVR's may be external, but if they aren't then they would also require replacement.</p>	<p>ACD/ IVR is not a part of this procurement. Any new systems will utilize the commonwealth's ACD contract for these services. Any existing services may require maintenance at the request of individual agencies.</p>
30.	23	viIII-3.B(xi)	<p>Pricing needs to include installation- BUT is it accurate to say that cabling pricing are quoted when equipment is requesting from an agency?</p>	<p>If cabling is required, agencies will request pricing during quoting process.</p>

Questions & Answers
 IFB 6100041793
 PBX & Key Telephone Systems, Equipment and Related Services

#	IFB Page Number	IFB Section Reference	Question	Answer
31.	31	III-3.E, I iii & iv	The Contractor must, if elected by the Commonwealth agency, service an installed telephone system until the expiration of its contract. Commonwealth is requesting at no cost to the Commonwealth, the most recent software upgrades during the warranty period. Is the contractor supposed to include warranty for the two years of the base contract and then renewal prices for each option year?	Pricing should only include base years. Agencies will request additional pricing, if necessary, if/when contract is renewed.
32.	General	n/a	Are there any requirements for SBE/MBE/WOBE participation on this contract?	No, there are not.
33.	17	II-1	Is Costar participation mandatory or optional for the contractor?	COSTARS participation is optional.
34.	25	IV-3.B(i)	How will the Commonwealth compare prices, since there is significant area of overlap. Will PO's be issued for pricing submitted herein or will each requirement be competitively solicited from the vendors on this contract?	The agency will request quotes from Contractors when there is a need to procure products and/or services. Agencies will perform a best value determination before issuing a Purchase Order.
35.	32	IV-3.E(2)	Please define what remote alarm capabilities are required.	At the Telecommunications Management Office discretion, the vendor should provide the commonwealth the ability to receive automated notifications of systems failures.

Questions & Answers
IFB 6100041793
PBX & Key Telephone Systems, Equipment and Related Services

#	IFB Page Number	IFB Section Reference	Question	Answer
36.	General	n/a	Please provide information regarding the future, strategic IT initiatives of the Commonwealth which may impact the services, support, and equipment provided via this contract vehicle.	The Commonwealth does not disclose this information.
37.	30	IV-3D(i)	What is the Commonwealth's minimum requirements referencing CAT6e?	Unless otherwise specified, cabling requests will use CAT6 or CAT6e.
38.	33	IV-3.D(xi)(3)	On site locations that will be reusing existing cabling – Is there a minimum standard requirement that the Commonwealth will use on existing cabling?	This will be at the discretion of the ordering agency.
39.	30	IV-3.D	Is CAT6A to be considered in any of the bid requirements for this IFB?	This will be at the discretion of the ordering agency.
40.	34	IV-3.G	Are WebEx training sessions acceptable as needed?	Yes.
41.	39	V.11(f)	Would WebEx demonstrations be acceptable based on the possible geographic limitations of the product being demonstrated?	Yes.
42.	58	V.34	Can you please look at section V .34- there are two a, b, c under this section?	The second set of a.b.c should be g, h and i.

Questions & Answers
IFB 6100041793
PBX & Key Telephone Systems, Equipment and Related Services

#	IFB Page Number	IFB Section Reference	Question	Answer
43.	5 and 18	I-8 and II-8	Just to verify the following is the list of documents that need to be submitted in order to be deemed responsive? 1. Appendix B, 2. Appendix C, 3. Manufacturers Letter, 4. Appendix D, 5. Manufacturer Price List, 6. Appendix F. <input type="checkbox"/>	Bidders must submit the applicable documents mentioned within Part II, Requirements.
44.		Appendix I, SLA #2, #3 and #4	Metric Inclusions state "All ServiceNow tickets". Can you please clarify for SLA#2 what is defined as a Major Malfunction and Outage Incident? Is it every ticket that is opened up with vendor to be resolved within a 4 hour window?	A Major malfunction is described in the metric inclusion for SLA#4, Major malfunction Response. A minor malfunction is described in the metric inclusion for SLA #3, Minor Malfunction Response.
45.	26	IV-3.B(viii)	You are asking for SIP trunk compatability. Can the licenses for SIP trunks and the Session Border Controller be added upon request of a new system? You have no quantities in there at this time	Yes. Quantities will be added through the contract change process.
46.		Appendix O	What is the purpose of Appendix O? Can we configure the key systems with 20 phones 50 phones and 250 phones, and for the PBX can we do 50 stations , 200 and 1000? On the trunks for key some potts and T-1 for the codes the PBX. <input type="checkbox"/>	Appendix O is a representation of the commonwealth's services, as it relates to the existing contract.

Questions & Answers

IFB 6100041793

PBX & Key Telephone Systems, Equipment and Related Services