



**STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT**

NOTIFICATION OF STATEWIDE CONTRACT

08/06/10

CONTRACT TITLE: Digital Key Telephone Systems

CURRENT CONTRACT PERIOD: September 1, 2010 through August 31, 2011

BUYER INFORMATION: Liz Palazzolo
573-751-4885
Liz.Palazzolo@oa.mo.gov

RENEWAL INFORMATION	Original Contract Period	Potential Final Expiration
	09/01/00 through 08/31/01	09/31/11

ALL PURCHASES MADE UNDER THIS CONTRACT MUST BE FOR **PUBLIC USE ONLY**. PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

THE USE OF THIS CONTRACT IS NOT MANDATORY.

This contract has been established for the convenience of state agencies. Local Purchase Authority may be used to purchase supplies/services included in this contract from an alternative source at the discretion of the agency.

~ Instructions for use of the contract, specifications, requirements, and pricing are attached ~.

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROC
C002008002	8603802830 3	Mitel Technologies, Inc Attn: Linda Crowley 3700 I-70 Drive SE, Suite 102 Columbia, MO 65201 (573) 777-1924	20% MBE 10% WBE	YES

STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

Contract Period	Issue Date	Summary of Changes
09/01/10-08/31/11	08/06/10	Contract Renewal.
09/01/09-08/31/10	08/29/09	Contract Renewal.
09/01/08-08/31/09	08/29/08	Contract Renewal; Also note change in name, vendor number, and contact information on page one of this notice.
09/01/07-08/31/08	07/23/07	Contract Renewal
09/01/06-08/31/07	04/11/07	Corrections made to pricing - see line items 007, 012, 076-078, 101, 102, and 217-220.
09/01/06-08/31/07	10/03/06	Contract Renewed
09/01/05- 08/31/06	04/11/06	New Buyer Contact: Liz Palazzolo, see first page
09/01/04- 08/31/05	09/01/04	Renewed contract – several prices increased
09/01/03- 08/31/04	09/03/03	Renewed contract – Most prices increased.
09/01/02- 08/31/03	10/01/02	Changed Vendor Number
09/01/02- 08/31/03	08/31/02	Renewal of Contract – no changes in price from last renewal
09/01/01- 08/31/02	01/31/02	Changed cover page to reflect that contract is cooperative.
09/01/01- 08/31/02	08/20/01	Renewal of contract.
09/01/00 – 08/31/01	05/23/01	Changed: Contractor’s Name , Vendor Number Buyer’s Name and buyers telephone/e-mail
9-1-00 through 8-31-01	9-21-00	Initial issuance of new statewide contract

Note: The Current contract period covers on-going systems maintenance and upgrades to existing systems.

System Requirements:

The contractor furnishes Nortel digital key systems of sufficient size and expansion capability to meet or exceed the requirements of all of the systems (A, B, C, and D) specified below:

<u>System Size</u>	<u>Lines Equipped</u>	<u>Capacity</u>	<u>Stations Equipped</u>	<u>Capacity</u>
A	2	4	4	12
B	4	8	12	24
C	8	16	24	120
D	16	32	120	192

“Equipped” shall be defined as “installed and working”; “capacity” shall be defined as “system can grow with minor modifications such as the addition of circuits packs/cards” and station equipment.

Attendant Consoles: System A shall, upon the request of the ordering agency, be equipped with an attendant console. System A should not include the expense of an attendant console. Systems B, C, and D shall be equipped with an attendant console. Busy lamp field features and direct station selection options, for all stations in the equipped category, should be included in the system, and work with the attendant consoles.

Each system will be able to grow to the next larger sized system using the same telephone instruments. All systems must be from the same manufacturer and modular in design. The systems will have the means to grow system sizes B, C, and D to capacity without replacing the key service unit.

Guaranteed Installation Completion Dates:

System A: 15 days ARO
System B: 15 days ARO
System C: 30 days ARO
System D: 30 days ARO

Maintenance:

Standard service shall include preventive and remedial maintenance as well as all parts and labor.

The contractor must respond and provide repair services in an emergency situation within three (3) hours, 24 hour per day, 7 day per week (including holidays) for any state facilities that operate as normal business 24 hours per day to include, but not be limited to, the Missouri State Highway Patrol, Department of Corrections, Department of Mental Health, and Department of Social Services residential facilities.

Response time shall be defined as (1) providing an effective response from a qualified technician using remote access within one half hour and/or (2) providing for the physical dispatch of a qualified technician within one hour and the technician on site at the calling agency's location within 3 hours from the time when a call for service is placed by a state agency.

If the problem cannot be resolved by remote access, the technician must be on site within 3 hours from the time when a call for service is placed.

The contractor must provide emergency maintenance response within four (4) hours, 9 hours per day, 5 day per week (excluding holidays) for all other agencies.

An emergency shall be considered to exist when one or more of the following conditions exist:

- Twenty five percent (25%) or more of trunks, lines and/or stations are inoperative. Inoperative shall be defined as the inability to either originate or receive calls.
- Any attendant position is incapable of either answering or extending calls.

- Any station(s) specifically designated by any hospital, correctional or public safety agency prior to system cutover as critical to safety are not acceptable, not to exceed five percent (5%) of the total number of stations.
- Eighty five percent (85%) of all other out-of-service trouble reports in any month not requiring unusual repair shall be corrected within one working day from the time the report is received by the contractor.

If response time guarantees are not met, the state agency may deduct \$25 per hour from the maintenance cost.

The contractor must provide additional support services for hardware trouble shooting purposes.

The contractor must respond to all requests for adds, moves, and changes in a timely manner.

The contractor must maintain written assurance of continuing engineering, spare parts, and back up support from the equipment manufacturer.

The State of Missouri reserves the right to cancel maintenance on any or all of the item(s) with 30 days prior written notice to the contractor.

Single Point of Contact:

Convergent Communications shall be the single point of contact for all contract matters.

Warranty:

New systems acquired under the contract will have a three-year warranty.

PRICING
C002008002 –
9/1/09 through 8/31/10

ITEM NO.	DESCRIPTION	MONTHLY MAINT PRICE	UNIT PRICE
001.	SYSTEM A		
	Nortel CICS Cabinet, Power Supply, Auto-Attendant, (1) LS/DS, & Analog Port	3.80	620.00
	Surge Protector		19.05
	2 pair C.O. Protector		31.75
	Software Cartridge (4x8)		266.70
	M310 Telephone (Refurbished)	3.80	210.00
	M208 Telephones (Refurbished)	3.80	170.00
	Installation utilizing in-place cable		82.55

ITEM NO.	DESCRIPTION	MONTHLY MAINT PRICE	UNIT PRICE
002.	SYSTEM B		
	Nortel MICS Cabinet, Power Supply (equipped x32)	3.80	1111.25
	Surge Protector		19.05
	4 pair C.O. Protector		50.80
	MICS Software Cartridge		1238.25
	LS/DS Trunk Cartridge		412.75
	M310 Telephone (Refurbished)	3.80	210.00
	Busy Lamp Field Unit	3.80	120.00
	M208 Telephones (Refurbished)	3.80	170.00
	Installation utilizing in-place cable		82.55

ITEM NO.	DESCRIPTION	MONTHLY MAINT PRICE	UNIT PRICE
003.	SYSTEM C		
	Nortel MICS Cabinet, Power Supply (equipped 0x32)	3.80	1111.25
	Surge Protector		19.05
	8 pair C.O. Protector		88.90
	MICS Software Cartridge		1238.25
	LS/DS Trunk Cartridge		412.75
	M324 Telephone (Refurbished)	3.80	270.00
	Key Lamp Module (Refurbished)	3.80	270.00
	Station Auxiliary Power Supply		57.15
	Power Bar		20.00
	M7208 Telephones (Refurbished)	3.80	170.00
	Installation utilizing in-place cable		82.55

ITEM NO.	DESCRIPTION	MONTHLY MAINT PRICE	UNIT PRICE
004.	SYSTEM D		
	Nortel MICS Cabinet, Power Supply (equipped 0x32)	3.80	1111.25
	Surge Protector		19.05
	25 pair C.O. Protector		222.25
	XC Software		1955.00
	LS/DS Trunk Cartridge		412.75
	6 Port DS Link		1079.50
	Station Module		838.20
	Trunk Module		482.60
	7324 Telephone (Refurbished)	3.80	270.00
	Key Lamp Module (Refurbished)	3.80	270.00
	Station Auxiliary Power Supply		57.15
	Power Bar		20.00
	7208 Telephones (Refurbished)	3.80	170.00
	Installation utilizing in-place cable		82.55

ITEM NO.	TELEPHONE SYSTEM EQUIPMENT DESCRIPTION (PRICES DO NOT INCLUDE INSTALLATION)	MONTHLY MAINT PRICE	UNIT PRICE
005	MICS Power Supply		335.00
006	MICS 0x32 Key Service Unit	3.80	1130.00
007	MICS 7.1 Software		1280.00
008	MICS XL Software		1955.00
009	CICS (4x16) Cabinet & Power Supply	3.80	1100.00
010	CICS Software (Restricted) 4x8		349.25
011	CICS Software Upgrade (Restricted to Standard)		457.20
012	CICS Software (Standard) 7.1		457.20
013	CICS Station Expansion (expands from 16 to 24 ports)		800.00
014	M7208 Telephone (Refurbished)	3.80	292.10
015	M7310 Telephone (Refurbished)	3.80	330.20
016	M7324 Telephone (Refurbished)	3.80	444.50
017	M7100 Telephone (digital S/L) (Refurbished)	3.80	209.55
018	DELETED		

ITEM NO.	TELEPHONE SYSTEM EQUIPMENT DESCRIPTION (PRICES DO NOT INCLUDE INSTALLATION)	MONTHLY MAINT PRICE	UNIT PRICE
019	Key Lamp Module	3.80	270.00
020	Busy Lamp Field (utilized on 7310)	3.80	120.00
021	Station Auxiliary Power Supply		70.00
022	DELETED		
023	DELETED		
024	DELETED		

025	DELETED		
026	DELETED		
027	DELETED		
028	Door Opening Controller		139.00
029	Door Telephone	3.80	237.00
030	Analog Terminal Adapter 2	3.80	189.00
031	Single Line Telephone w/ Message & Tap		50.80
032	SMDR Interface 6 (requires 1 station port)		604.52
033	2 Port Expansion Module		435.00
034	6 Port Expansion Module		1180.00
035	Combo Fiber 6 Port Services Cartridge		1240.00
036	Trunk Module		535.00
037	Trunk Cartridge (4 circuit)		502.00
038	DID Trunk Card (4 circuit)		825.00
039	E & M/DISA Trunk Cartridge (2 E&M/2 DTMF)		690.00
040	1A2 Trunk Cartridge (4 circuit)		822.96
041	Digital Trunk Card (24 circuit)		2825.00
042	Service Cartridge for Digital Trunks		475.00
043	Station Module (16 circuit)		925.00
044	Centrex Software		1071.88
045	Power Bar (1 bar / 2 modules)		20.00
046	Audio Conferencing Unit	6.35	1085.85
047	Computer Telephony Adapter 100 (CTA 100)	3.80	412.75

ITEM NO.	TELEPHONE SYSTEM EQUIPMENT DESCRIPTION (PRICES DO NOT INCLUDE INSTALLATION)	MONTHLY MAINT PRICE	UNIT PRICE
048	Computer Telephony Adapter 500 (CTA 500)	3.80	533.40
049	TSP 2.1 5 Station License		1066.80
050	TSP 2.1 10 Station License		1885.95
051	Rapport Software (5 seats & above)		444.50
052	IDM 200		3543.30
053	Norstar Data Interface		808.90
054	Norstar Remote Utilities		952.50
055	4 Port S/T Interface BRI Cartridge		2190.75
056	2 Port U Interface BRI Trunk Cartridge		1100.00
057	4 Port U Interface BRI Trunk Cartridge		1805.00
058	Caller ID Trunk Cartridge (4 circuit)		817.00
059	DS 30 / Station Port Adapter		808.99
060	Remote Access Device (RAD)		319.00
061	Analog Station Module (ASM) (8 ports)		1100.00

ITEM NO.	VOICE MAIL EQUIPMENT	MONTHLY	UNIT	INSTALL
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	DESCRIPTION	MAINT PRICE	PRICE	PRICE
062	Norstar 2 Port Voice Mail Upgrade	25.40	3333.75	*
063	Norstar Manager	6.35	889.00	*
064	VMI (Voice Mail Integration for 3 rd Party Integration) *each VMI requires (2) digital Station ports and supports (2) voicemail ports. Maximum (10) VMI's per Norstar system.	25.40	1428.75	T&M
065	Norstar Voice Mail Model 4 w/ Minuet ACD	82.55	8242.30	635.00
066	Norstar Voice Mail Model 6 w/ Minuet ACD	88.90	10604.50	635.00
067	Norstar Voice Mail Model 8 w/ Minuet ACD	120.65	12961.62	952.50

ITEM NO.	VOICE MAIL EQUIPMENT DESCRIPTION Install Items annotated as *: see for time and materials pricing.	UNIT PRICE	MONTHLY MAINT PRICE	INSTALL PRICE
068	Norstar Voice Mail Model 10 w/ Minuet ACD	15318.74	120.65	952.50
069	Norstar Voice Mail Model 12 w/ Minuet ACD	17675.86	120.65	1270.00
070	Norstar Voice Mail Model 16 w/ Minuet ACD	21713.19	127.00	1270.00
071	Norstar Voice Mail Fax Option	8333.74	82.55	*
072	Desktop Messaging 10 Seat License	2381.25		*
073	Desktop Messaging 25 Seat License	4762.50		*
074	Norstar "Flash Light" Voice Mail (2 port / 90 minutes) 12 mailboxes / Voice Mail only / No Auto-Attendant	2133.60	77.47	381.00
075	Upgrade – Flash Light to Flash 2	1587.50		317.50
076	Norstar "Flash" Voice Mail (2 port / 90 minutes)	3460.75	77.47	635.00
077	Flash: 2 to 4 Port Upgrade	2070.10		317.50
078	Norstar "Flash" Voice Mail (4 port / 180 minutes)	5213.35	77.47	635.00
079	no items on this line	xxx	xxx	xxx
080	UPS System – Designed for System A (20 minutes ½ load)	635.00	12.70	*
081	UPS System - Designed for System B (20 minutes ½ load)	635.00	12.70	*
082	UPS System – Designed for System C (20 minutes ½ load)	1131.57	25.40	*
083	UPS System – Designed for System D (20 minutes ½ load)	2137.41	50.80	*
084	Surge Protector (single outlet)	20.32		*
085	Surge Protector (dual outlet)	40.64		*

ITEM NO.	C.O. PROTECTOS DESCRIPTION (PRICES DO NOT INCLUDE INSTALLATION)	UNIT PRICE
086	C.O. Protection 1 pr.	38.10
087	C.O. Protection 2 pr.	40.64
088	C.O. Protection 3 pr.	50.80
089	C.O. Protection 4 pr.	63.50
090	C.O. Protection 6 pr.	93.58
091	C.O. Protection 8 pr.	114.30
092	C.O. Protection 10 pr.	163.83
093	C.O. Protection 12 pr.	190.50
094	C.O. Protection 25 pr.	330.20

ITEM NO.	C.O. PROTECTORS DESCRIPTION Install Items annotated as *: see for time and materials pricing.	MONTHLY MAINT PRICE	UNIT PRICE	INSTALL PRICE
095	Norstar Prelude ACD – 4 Channel (supports up to 15 agents)	127.00	12852.40	952.50
096	Norstar Cinphony ACD – 8 Channel (supports up to 30 agents)	177.80	17762.20	1270.00
097	ACD Digital Voice Card	50.84	4445.00	317.50
098	ACD 2 Channel Software Activation	50.84	4445.00	317.50
099	Norstar Flash / ACD 2 Channel (10 agents / 2 agent groups)	38.10	3821.76	635.00
100	Norstar Flash / ACD 4 Channel	76.20	5513.07	635.00
101	DELETED			*
102	DELETED			*

ITEM NO.	INSTALLATION DESCRIPTION	UNIT PRICE
103	Installation Utilizing In-place Cable	82.55
104	One (4) pr. L3 Plenum Cable Installation	158.75
105	One (4) pr. L5 Plenum Cable Installation	209.55
106	Two (4) pr. L3/5 Plenum Cable Installation	292.10

ITEM NO.	PRICE PER FOOT OVER 150 FT RUN (LABOR & MATERIAL)	UNIT PRICE
107	Voice / Data (L3/5 plenum)	1.01
108	Data (L5 plenum)	.69
109	Voice (L3 plenum)	.44

ITEM NO.	CABLE – PRICE PER FOOT DESCRIPTION (PRICES DO NOT INCLUDE INSTALLATION)	UNIT PRICE
110	4 pair PVC	.16
111	25 pair PVC	.60
112	50 pair PVC	1.24
113	100 pair PVC	2.54
114	200 pair PVC	4.82
115	4 pair Plenum (Level 3)	.38
116	4 pair Plenum (Level 5)	.76
117	25 pair Plenum	1.52
118	50 pair Plenum	2.66
119	100 pair Plenum	4.95
120	200 pair Plenum	10.92
121	1 pair Cross Connect	.06
123	2 pair Cross Connect	.07
124	3 pair Cross Connect	.11
125	6 pair Buried	.52
126	12 pair Buried	.72
127	25 pair Buried	1.01
128	50 pair Buried	1.65
129	100 pair Buried	3.17
130	200 pair Buried	4.71
131	400 pair Buried	8.57
132	6 pair Aerial	.38
133	12 pair Aerial	1.06
134	25 pair Aerial	1.52

ITEM NO.	FEBER – PRICE PER FOOT DESCRIPTION (PRICES DO NOT INCLUDE INSTALLATION)	UNIT PRICE
135	1” Innerduct (Plenum)	4.66
136	1” Innerduct (PVC)	1.29
137	2 Strand Fiber (PVC) MM	.69
138	6 Strand Fiber (Plenum) MM	1.95
139	12 Strand Fiber (Plenum) MM	3.72
140	24 Strand Fiber (Plenum) MM	8.02
141	6 Strand Fiber MM O/S	2.40
142	12 Strand Fiber MM O/S	4.38

143	24 Strand Fiber MM O/S	7.82
144	Wall Mount Interconnect – 12	226.06
145	Wall Mount Interconnect – 24	375.92

ITEM NO.	FEBER – PRICE PER FOOT DESCRIPTION PRICES DO NOT INCLUDE INSTALLATION	UNIT PRICE
146	Wall Mount Interconnect – 48	486.41
147	Rack Mount Interconnect – 12	274.32
148	Rack Mount Interconnect – 24	406.40
149	Rack Mount Interconnect – 48	520.70
150	6 Pack Loaded	71.12
151	6 Pack Blank Insert	10.98
152	ST Connector MM	15.24
153	SC Connector	19.30
154	Break Out Kit 6 Strand	50.80

ITEM NO.	PATCH CABLES DESCRIPTION PRICES DO NOT INCLUDE INSTALLATION	UNIT PRICE
155	3 ft.	5.46
156	6 ft.	6.73
157	7 ft.	6.98
158	10 ft.	8.19
159	18 ft.	11.30

ITEM NO.	PATCH PANELS DESCRIPTION PRICES DO NOT INCLUDE INSTALLATION	UNIT PRICE
160	12 Port w/ Bracket	165.10
161	24 Port w/ Bracket	302.26
162	48 Port w/ Bracket	510.54
163	96 Port w/ Bracket	869.95

ITEM NO.	RELAY RACKS DESCRIPTION PRICES DO NOT INCLUDE INSTALLATION	UNIT PRICE
164	Swing-Out (Wall Mount)	292.10
165	7 ft. (Floor Mount)	317.50

ITEM NO.	LIGHTING PROTECTION –DESCRIPTION PRICES DO NOT INCLUDE INSTALLATION	UNIT PRICE
166	25 pair Protector Block	325.12
167	50 pair Protector Block	548.64
168	100 pair Protector Block	791.21
169	Carbon Module	6.35

ITEM NO.	PAGING –DESCRIPTION	MONTHLY MAINT PRICE	UNIT PRICE	INSTALL PRICE
170	70V Ceiling Speaker	1.90	38.10	114.30
171	Self Amplified Ceiling Speaker	1.90	50.80	114.30

ITEM NO.	DESCRIPTION – OTHER / MISC Install Items annotated as *: see for time and materials pricing.	MONTHLY MAINT PRICE	UNIT PRICE	INSTALL PRICE
172	Wall Speaker (70V)	1.90	50.80	114.30
173	Wall speaker (Self Amplified)	1.90	63.50	114.30
174	Speaker Support Bridge		6.35	
175	24V Power Supply (VP324)	1.90	38.10	*
176	24V Power Supply (VP624)	1.90	76.20	*
177	24V Power Supply (VP1024)	1.90	120.65	*
178	7.5 Watt Horn (70V)	1.90	78.74	114.30
179	15 Watt Horn (70V)	1.90	82.55	114.30

ITEM NO.	DESCRIPTION – OTHER / MISC Install Items annotated as *: see for time and materials pricing	MONTHLY MAIN PRICE	UNIT PRICE	INSTALL PRICE
180	30 Watt Horn (70V)	1.90	95.25	114.30
181	5 Watt Horn (Self Amplified)	1.90	139.70	114.30
182	15 Watt Horn (Self Amplified)	1.90	165.10	114.30
183	10 Watt Amplifier	2.54	234.95	114.30
184	20 Watt Amplifier	2.54	273.05	114.30
185	35 Watt Amplifier	3.81	368.30	114.30
186	60 Watt Amplifier	3.81	457.20	114.30
187	100 Watt Amplifier	5.08	577.85	114.30
188	Electronic Chime	1.90	101.60	114.30
189	Loud Bell (24VDC) (Requires p.s.)	1.90	76.20	114.30
190	Loud Bell (90V) (Line powered)	1.90	50.80	114.30
191	9 Zone Page Unit (Requires amp speakers)	3.81	444.50	114.30
192	Tone Generator (Requires p.s.)	2.54	196.85	
193	Centrex Paging Interface		381.00	*
194	Female 15 ft. / Pre-Amphenol Tail		22.86	*
195	Male 15 ft. / Pre-Amphenol Tail		22.86	*
196	66M150 Connecting Block w/ Bracket	76.20	22.86	*
197	Battery Back-Up	38.10	4032.25	*
198	Polycom Full Duplex Speakerphone	87.63	825.50	*
199	Polycom 128 Video Conference Unit	127.00	8775.70	*
200	Polycom 384 Video Conference Unit		13166.07	*
201	Single / Dual / Blank Flush Plates		1.65	*
202	RJ11 Snap Jack		9.57	*
203	RJ45 Cat 5 Snap Jack		10.10	*

204	Long Line Cords		12.70	*
205	Long Handset Cords		17.78	*
206	Faceplates (for S/L telephones)		1.90	*
207	Headset	n/a	234.95	*
208	Handset Amplifier		95.25	*
209	Wall / Floor Molding (per ft.)	n/a	3.17	*
210	Recording Jack Interface	n/a	95.25	*
211	Toggle Switch		38.10	*
212	Okidata Printer (Serial)		678.18	*
213	Remote Changes (1 hour)		101.60	
214	Remote Changes (1/4 hour)		25.40	
215	Remote Changes (1/2 hour)		50.80	
216	Remote Changes (3/4 hour)		76.20	
217	Administrative Training		84.50	
218	Regular labor rate		84.50	
219	Overtime labor rate		126.75	
220	Double-time labor rate		169.00	

ADDITIONAL EQUIPMENT THAT REPLACES MANUFACTURER DISCONTINUED PRODUCTS	MONTHLY MAIN PRICE	UNIT PRICE
Telephones Instruments:		
T7316 Telephone (Replaces New 7310 & 7324)	3.80	268.00
T7208 Telephone (Replaces New M7208)	3.80	231.00
T7100 Telephone (Replaced New M7100)	3.80	163.00
Key Indicator Module (24 button) (utilized on 7316) Replaces Key Lamp Modules	3.80	248.00

VoiceMail Equipment: (replaces all Norstar voicemail systems)	MONTHLY MAIN PRICE	UNIT PRICE	INSTALL PRICE
Norstar Call Pilot 100 Automated Attendant/ Voicemail System * Maximum 40 mailboxes* (4 ports/ 10 mailboxes / 9 hours storage)	70.00	1355.00	525.00
Norstar Call Pilot 150 Automated Attendant/ Voicemail System * Maximum 200 mailboxes* (8 ports/ 32 mailboxes / 60 hours storage)	100.00	4881.50	775.00
Additional Mailboxes:			
1 Mailbox		85.00	*
4 Mailboxes		310.00	*
8 Mailboxes		575.00	*
16 Mailboxes		1020.00	*
32 Mailboxes		1850.00	*
64 Mailboxes		3300.00	*

**State of Missouri
Office of Administration
Division of Purchasing and Materials Management
Contract Performance Report**

Please take a moment to let us know how this contract award has measured up to your expectations. If reporting on more than one contractor or product, please make copies as needed. This office will use the information to improve products and services available to state agency users. **Comments should include those of the product's end user.**

Contract No.: C002008002 **Contractor:** Mitel Technologies, Inc.

Describe Product Purchased (include Item No's., if available): _____

Rating Scale: 5 = Excellent, 4 = Good, 3 = Average, 2 = Poor, 1 = Fails to meet expectations

Product Rating	Rate 1-5, 5 best
Product meets your needs	
Product meets contract specifications	
Pricing	

Contractor Rating	Rate 1-5, 5 best
Timeliness of delivery	
Responsiveness to inquiries	
Employee courtesy	
Problem resolution	
Recall notices handled effectively	

Comments: _____

Prepared by: _____ Title: _____ Agency: _____

Date: _____ Phone: _____ Email: _____

Address: _____

Please detach or photocopy this form & return by FAX to 573/526-9816, or mail to:

Office of Administration
Division of Purchasing and Materials Management
301 West High Street, RM 630
PO Box 809
Jefferson City, Missouri 65102

You may also e-mail form to the buyer as an attachment at

liz.palazzolo@oa.mo.gov