



STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING

NOTIFICATION OF STATEWIDE CONTRACT

December 30, 2015

CONTRACT TITLE: TELEPHONY SUPPLIES AND INSTALLATION

CURRENT CONTRACT PERIOD: January 1, 2016 through December 31, 2016

BUYER INFORMATION: Earl Pettit
573-751-5430
Earl.Pettit@oa.mo.gov

| RENEWAL INFORMATION | Original Contract Period | Potential Final Expiration |
|---------------------|---------------------------|----------------------------|
| | 02/20/09 through 02/19/10 | 12/31/16 |

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 **PREFERRED** FOR ALL STATE AGENCIES.

Local Purchase Authority **should not** be used to purchase supplies/services included in this contract unless pricing, time-frame and product selection from other sources benefit the state agency and the purchase otherwise complies with requirements of Chapter 34 RSMo.

The entire contract document may be viewed and printed from the Division of Purchasing's **Awarded Bid and Contract Document Search system** located on the Internet at <http://www.oa.mo.gov/purch>.

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

| CONTRACT NUMBER | VENDOR NUMBER | VENDOR INFORMATION | MBE/WBE | COOP PROCUREMENT |
|---------------------------------|---------------|---|---------|------------------|
| C108205002 (For MITEL products) | 9120161770 0 | Mitel Business Systems, Inc. 1146 N. Alma School Road Mesa, AZ 85201 Contact: Connie Sotiropoulos 613-592-2122 (ext. 72407) Connie_sotiropoulos@mitel.com | No | 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 |
|-------------------|------------|---|
| 1/1/16-12/31/16 | 1/1/16 | <p>Contract C108205002 with Mitel for Mitel Telephony products and services has been extended through 12/31/16 pursuant to section 34.044 RSMo which allows single feasible source procurement. Authorized contract users may obtain required products and services for existing systems; however; <u>new systems shall not be acquired via contract C108205002.</u></p> <p>Contract C108205001 for maintenance/support of Nortel Telephone products has not been extended. Efforts are underway to establish a new contract for maintenance/support of Nortel Telephony products via the Request for Proposal process.</p> |
| 07/01/15-12/31/15 | 09/10/15 | <p>Contract C108205002 with Mitel for Mitel Telephony products and services has been extended through 12/31/15 pursuant to section 34.044 RSMo which allows single feasible source procurement. Authorized contract users may obtain required products and services for existing systems; however; <u>new systems shall not be acquired via contract C108205002.</u></p> <p>Contract C108205001 for maintenance/support of Nortel Telephone products has not been extended. Efforts are underway to establish a new contract for maintenance/support of Nortel Telephony products via the Request for Proposal process.</p> |
| 05/20/15-06/30/15 | 06/08/15 | Both contracts extended through 06/30/15. |
| 02/20/15-05/19/15 | 04/02/15 | Contract C108205002 extended through 05/19/15. |
| 02/20/15-05/19/15 | 03/23/15 | Contract C108205001 extended through 05/19/15. |
| 02/20/14-02/19/14 | 02/21/14 | Renewal of Contracts |
| 02/20/13-02/19/14 | 10/31/13 | DPMM buyer information updated on page 1 of the Statewide Notice. |
| 02/20/13-02/19/14 | 02/19/13 | Update to Mitel's address and contact information, please see first page. |
| 02/20/13-02/19/14 | 02/11/13 | Renewal of Contract C108205002 (Mitel Products). |
| 02/20/13-02/19/14 | 01/31/13 | Renewal of Contract C108205001 (Nortel products). The renewal of C108205002 (Mitel products) is still pending. Look for another update in the near future. |
| 02/20/12-02/19/13 | 06/08/12 | Some updates to information presentation to make the statewide contract notice more user-friendly! |
| 02/20/12-02/19/13 | 02/29/12 | Renewal of Contract C108205002 (Mitel products). |
| 02/20/12-02/19/13 | 02/22/12 | Renewal of Contract C108205001 (Nortel products). The renewal of C108205002 (Mitel products) is still pending. Look for another update in the near future. |
| 02/20/11-02/19/12 | 07/19/11 | Assignment of Contract. Changed Vendor from 8603802830 3 to 9120161770 0. Mitel Technologies is now Mitel Business Systems. |
| 02/20/11-02/19/12 | 01/31/11 | Renewal of contracts. |
| 02/20/10-02/19/11 | 04/02/10 | <p>NOTE: Embarq may invoice using the name Centurylink. Please check on SAM2 for the vendor number that matches the remit-to address on the Centurylink invoice.</p> <p>ALSO: Mitel's payment address is Mitel Technologies, Department 7094, Carol Stream, IL, 60122-7094. Please check on SAM2 for the vendor number that matches the remit-to address on the Mitel invoice.</p> |
| 02/20/10-02/19/11 | 01/14/10 | Renewal of contracts. |
| 02/20/09-02/19/10 | 04/17/09 | The CS2100, SCS500 product lines are deleted from the Communications Platform Family of Products for Embarq (Mitel line). |
| 02/20/09-02/19/10 | 03/01/09 | Initial issuance of new statewide contract. |

General Orientation:

Mitel: Contract C108205002 has been awarded to Mitel Technologies, Inc. for the complete line of Mitel telephony products. There are nine distinct product families available for telephony products which include new equipment acquisition (hardware and software) as well as product installation and maintenance on new equipment and systems.

Maintenance for systems covered under expired contract C002008002 and C900196001 contracts can shift to contracts C108205001 or C108205002 on a repair/time and materials basis, or other options can be discussed individually with the agency and DPMM in coordination with ITSD at the time maintenance is no longer offered under C900196002 or C002008002.

MITEL PRODUCT FAMILIES AND INSTALLATION INFORMATION

Mitel offers four different discount/pricing schedules for Mitel products. They are described at length as follows.

1) INTER-TEL 3000 & COMMSOURCE

001 C/S Code: 72555 Telecommunications Equipment Communications Platforms

General Description: This product family includes PBX's, IP-based integrated communications platforms, managed application servers, middleware for web service to IP phones Models/Lines of Products:

Mitel Product Lines Under This Family Are:

Inter-Tel 3000

DISCOUNT OFF CURRENT MITEL PRICING:
26% off list

002 C/S Code: 72555 Telecommunications Equipment: Enterprise Management

General Description: This product family consists of network management tools.

Mitel Product Lines Under This Family Are:

Microcall Call Accounting

DISCOUNT OFF CURRENT MITEL PRICING:
23% off list

003 C/S Code: 72555 Telecommunications Equipment: Business Telephones

General Description: The product family includes entry-level business phones (single line phones), double-line phones, advanced applications to desk-top, conference phones, headsets

Mitel Product Lines Under This Family Are:

Inter-tel 3000

Commsource

DISCOUNT OFF CURRENT MITEL PRICING:
26%_on Inter-Tel 3000 system phones
8 Button 618.5015
16 Button 618.5020
Cordless Phone 618.4015

23%_on single line, double-line and conference phones, headsets and advanced applications

004 C/S Code: 72555 Telecommunications: Messaging

General Description: This family of products includes voice mail equipment and software.

Mitel Product Lines Under This Family Are:

- 2 Port 618.5012
- 4 Port 618.5014
- 8 Port 618.5018

DISCOUNT OFF CURRENT MITEL PRICING:

26% off list

| |
|--|
| 009 C/S Code: 72555 Telecommunications Equipment: Peripherals |
|--|

General Description: This product family includes video conferencing and paging equipment.

Mitel Product Lines Under This Family Are:

Mitel partners with Polycom for a full line of Video Conference Solutions. The solutions can be internal to a LAN/WAN over TCP/IP and over ISDN over the Public Switched Telephone Network.

DISCOUNT OFF CURRENT MITEL PRICING:

23% off list

| |
|----------------------------|
| MAINTENANCE/SUPPORT |
|----------------------------|

010 C/S Code: 72555 Telecommunications Equipment:

- \$ 38.04 per Digital or IP Station Port.
- \$ 27.17 per Analog Station Port.
- \$ 38.04 per Trunk/Line Port.
- \$ 65.21 per Voicemail Port.
- \$ 4.21 per Paging Speaker/Horn.
- \$ 107.67 per APC 750VA Rackmount Battery Backup System. (Does not include batteries)

011 C/S Code: 72555 Telecommunications Equipment

If maintenance for a particular product is not priced per port as quoted in line item 010 above, then maintenance is priced as a percentage of the contractor's acquisition costs for the equipment purchased under the identified product families:
The % varies per Product – Contact Mitel for details.

| |
|---|
| 2) INTER-TEL 5000 & COMMSOURCE |
|---|

| |
|--|
| 001 C/S Code: 72555 Telecommunications Equipment Communications Platforms |
|--|

General Description: This product family includes PBX's, IP-based integrated communications platforms, managed application servers, middleware for web service to IP phones Models/Lines of Products:

Mitel Product Lines Under This Family Are:

- CS 5200
- CS 5400
- CS 5600

DISCOUNT OFF CURRENT MITEL PRICING:

35% off list

| |
|--|
| 002 C/S Code: 72555 Telecommunications Equipment: Enterprise Management |
|--|

General Description: This product family consists of network management tools.

Mitel Product Lines Under This Family Are:

- Contact Center Suite

Call Center Management and Reporting
MicroCall
Tapit
Hansen Call Accounting

DISCOUNT OFF CURRENT MITEL PRICING:
35% for Contact Center Suite Call Center Management and Reporting
23% for MicroCall, Tapit and Hansen Call Accounting

003 C/S Code: 72555 Telecommunications Equipment:
Business Telephones

General Description: The product family includes entry-level business phones (single line phones), double-line phones, advanced applications to desk-top, conference phones, headsets

Mitel Product Lines Under This Family Are:
Various – see discounts for listing

DISCOUNT OFF CURRENT MITEL PRICING:

35% on Inter-Tel 5000
Phones Models: 8500, 8520, 8560, 8622 and 8662

23% on single line, double-line and conference phones, headsets and advanced applications
ClearOne, and Polycom Conference Phones, Plantronics, GN Netcom Headsets, Teledex, Telematrix Single Line sets

See Analog Telephones & Accessories, Audio Conferencing Phones & Bridges, Headsets categories.

004 C/S Code: 72555 Telecommunications:
Messaging

General Description: This family of products includes voice mail equipment and software.

Mitel Product Lines Under This Family Are:
Basic voice mail (BVM)
Enterprise Messaging

DISCOUNT OFF CURRENT MITEL PRICING:
35% off list

005 C/S Code: 72555 Telecommunications Equipment:
Wireless

General Description: This product family consists of networking equipment for networking throughout enterprise/campus

Mitel Product Lines Under This Family Are:
SpectraLink Wireless systems,
EnGenius Cordless/Wireless Phones

DISCOUNT OFF CURRENT MITEL PRICING: 23 % off list

006 C/S Code: 72555 Telecommunications Equipment:
Conferencing and Collaboration

General Description: Voice, video, data communications/multi-media

Mitel Product Lines Under This Family Are:
Audio & Web Conferencing

Remote Support
Unified Communicator
Unified Messaging

DISCOUNT OFF CURRENT MITEL PRICING: 35% off list

**007 C/S Code: 72555 Telecommunications Equipment:
Mobility**

General Description: Products in this family are considered as telecommuting tools.

Mitel Product Lines Under This Family Are:

Unified Communicator
Model 8602 Soft Phone

DISCOUNT OFF CURRENT MITEL PRICING: 35% off list

**008 C/S Code: 72555 Telecommunications Equipment
Customer Interaction Solutions**

General Description: This family of products includes Call Contact Centers and IVR's.

Mitel Product Lines Under This Family Are:

Contact Center Suite
Voice4Net
Custom IVR Tracer
Talkument
Voice Logging.
IVR & CTI

DISCOUNT OFF CURRENT MITEL PRICING:

35%_on Contact Center Suite Reporting
23%_on Voice4Net IVR, Tracer/Talkument Voice Logging

**009 C/S Code: 72555 Telecommunications Equipment:
Peripherals**

General Description: This product family includes video conferencing and paging equipment.

Mitel Product Lines Under This Family Are:

Mitel partners with Polycom for a full line of Video Conference Solutions. The solutions can be internal to a LAN/WAN over TCP/IP and over ISDN over the Public Switched Telephone Network.

DISCOUNT OFF CURRENT MITEL PRICING:

23% off list

MAINTENANCE/SUPPORT

010 C/S Code: 72555 Telecommunications Equipment:

\$ 38.04 per Digital or IP Station Port.
\$ 27.17 per Analog Station Port.
\$ 38.04 per Trunk/Line Port.
\$ 65.21 per Embedded Voicemail Port.
\$ 163.01 per Voicemail Port (Enterprise Messaging).
\$ 378.00 per Computer Telephony Application Server.

\$ 4.21 per Paging Speaker/Horn.
\$ 107.67 per APC 750VA Rackmount Battery Backup System. (Does not include batteries)

011 C/S Code: 72555 Telecommunications Equipment

If maintenance for a particular product is not priced per port as quoted in line item 010 above, then maintenance is priced as a percentage of the contractor's acquisition costs for the equipment purchased under the identified product families:

The % varies per Product – Contact Mitel for details.

3) INTER-TEL AXCESS & COMMSOURCE

001 C/S Code: 72555 Telecommunications Equipment

Communications Platforms

General Description: This product family includes PBX's, IP-based integrated communications platforms, managed application servers, middleware for web service to IP phones Models/Lines of Products:

Mitel Product Lines Under This Family Are:

Axxess 64
Axxess 128
Axxess 256
Axxess 512
Axxess 1024

DISCOUNT OFF CURRENT MITEL PRICING:

35% off list

002 C/S Code: 72555 Telecommunications Equipment:

Enterprise Management

General Description: This product family consists of network management tools.

Mitel Product Lines Under This Family Are:

Contact Center Suite
Call Center Management and Reporting
MicroCall
Tapit
Hansen Call Accounting

DISCOUNT OFF CURRENT MITEL PRICING:

35% for Contact Center Suite Call Center Management and Reporting
23% for MicroCall, Tapit and Hansen Call Accounting

003 C/S Code: 72555 Telecommunications Equipment:

Business Telephones

General Description: The product family includes entry-level business phones (single line phones), double-line phones, advanced applications to desk-top, conference phones, headsets

Mitel Product Lines Under This Family Are:

Various – see discounts for listing

DISCOUNT OFF CURRENT MITEL PRICING:

35% on Inter-Tel Axxess system phones models 8500, 8520, 8560, 8622 and 8662

23% on single line, double-line and conference phones, headsets and advanced applications

ClearOne, and Polycom Conference Phones, Plantronics, GN Netcom Headsets, Teledex, Telematrix Single Line sets on CommSource Global Price list. See Analog Telephones & Accessories, Audio Conferencing Phones & Bridges, Headsets categories.

**004 C/S Code: 72555 Telecommunications:
Messaging**

General Description: This family of products includes voice mail equipment and software.

Mitel Product Lines Under This Family Are:

EVMC (Embedded Voice Mail Card)
Enterprise Messaging

**DISCOUNT OFF CURRENT MITEL PRICING:
35% off list**

**005 C/S Code: 72555 Telecommunications Equipment:
Wireless**

General Description: This product family consists of networking equipment for networking throughout enterprise/campus

Mitel Product Lines Under This Family Are:

SpectraLink Wireless systems,
EnGenius Cordless/Wireless Phones

DISCOUNT OFF CURRENT MITEL PRICING: 23 % off list

**006 C/S Code: 72555 Telecommunications Equipment:
Conferencing and Collaboration**

General Description: Voice, video, data communications/multi-media

Mitel Product Lines Under This Family Are:

Audio & Web Conferencing
Remote Support
Unified Communicator
Unified Messaging

DISCOUNT OFF CURRENT MITEL PRICING: 35% off list

**007 C/S Code: 72555 Telecommunications Equipment:
Mobility**

General Description: Products in this family are considered as telecommuting tools.

Mitel Product Lines Under This Family Are:

Unified Communicator
Model 8602 Soft Phone

DISCOUNT OFF CURRENT MITEL PRICING: 35 % off list

**008 C/S Code: 72555 Telecommunications Equipment
Customer Interaction Solutions**

General Description: This family of products includes Call Contact Centers and IVR's.

Mitel Product Lines Under This Family Are:

Contact Center Suite
Voice4Net
Custom IVR Tracer
Talkument
Voice Logging.
IVR & CTI

DISCOUNT OFF CURRENT MITEL PRICING:

35%_on Contact Center Suite Reporting
23%_on Voice4Net IVR, Tracer/Talkument Voice Logging

**009 C/S Code: 72555 Telecommunications Equipment:
Peripherals**

General Description: This product family includes video conferencing and paging equipment.

Mitel Product Lines Under This Family Are:

Mitel partners with Polycom for a full line of Video Conference Solutions. The solutions can be internal to a LAN/WAN over TCP/IP and over ISDN over the Public Switched Telephone Network.

[See the CommSource Global Price list, Video Conferencing & Accessories category for full details.](#)

DISCOUNT OFF CURRENT MITEL PRICING:

23% off list

MAINTENANCE/SUPPORT

010 C/S Code: 72555 Telecommunications Equipment:

| | |
|-----------|---|
| \$ 38.04 | per Digital or IP Station Port. |
| \$ 27.17 | per Analog Station Port. |
| \$ 38.04 | per Trunk/Line Port. |
| \$ 65.21 | per Embedded Voicemail Port. |
| \$ 163.01 | per Voicemail Port (Enterprise Messaging). |
| \$ 378.00 | per Computer Telephony Application Server. |
| \$ 4.21 | per Paging Speaker/Horn. |
| \$ 143.81 | per APC 1000 VA Rackmount Battery Backup System. (Does not include batteries) |

011 C/S Code: 72555 Telecommunications Equipment

If maintenance for a particular product is not priced per port as quoted in line item 010 above, then maintenance is priced as a percentage of the contractor's acquisition costs for the equipment purchased under the identified product families:

The % varies per Product – Contact Mitel for details.

4) MITEL 3300 & COMMSOURCE

**001 C/S Code: 72555 Telecommunications Equipment
Communications Platforms**

General Description: This product family includes PBX's, IP-based integrated communications platforms, managed application servers, middleware for web service to IP phones Models/Lines of Products:

Mitel Product Lines Under This Family Are:

CX/CXI/MXe Standard
MXe Expanded
MXe Service
AX.

The CS/CXI has a maximum of 150 devices with the CXI providing a 16 port layer 2 POE switch imbedded in the chassis. MXE Standard has a maximum of 350 devices, MXe Expanded has a maximum of 1,500 devices, MXe Server has a maximum of 5,000 devices. The AX has a maximum of 250 devices. All controllers accommodate ACD agents, SMDR functionality, analog devices, MOH, paging, analog, digital and SIP Trunks, G.729 compression, embedded voicemail, and unified messaging.

DISCOUNT OFF CURRENT MITEL PRICING:

35% off list

002 C/S Code: 72555 Telecommunications Equipment:

Enterprise Management

General Description: This product family consists of network management tools.

Mitel Product Lines Under This Family Are:

Mitel Enterprise Manager
Microcall
Tapit
Hansen Call Accounting Systems

DISCOUNT OFF CURRENT MITEL PRICING:

35% on Mitel Enterprise Manager

Mitel Enterprise Manager Application is a suite of management tools that allow simple configuration, control and management of Mitel's enterprise products over the entire network. The Mitel OPS Manager application is used within Enterprise Manager to reduce repetitive tasks for the administrator by automating most of the day-to-day directory and user management processes

23% on Microcall, Tapit, Hansen Call Accounting Systems

Microcall Call Accounting, Tapit Call Accounting, Hansen Call Accounting (see Call Accounting & Internet Tracking category in Global Price List) are Call Accounting or Station Message Detail tools that can produce comprehensive traffic and toll reports or report on specific stations. Multiple customer reports can be set up by the user.

003 C/S Code: 72555 Telecommunications Equipment:

Business Telephones

General Description: The product family includes entry-level business phones (single line phones), double-line phones, advanced applications to desk-top, conference phones, headsets

Mitel Product Lines Under This Family Are:

Various – see discounts for listing

DISCOUNT OFF CURRENT MITEL PRICING:

35% on Mitel Phones listed below

5302- Entry level dual port 10/100 2 line non-display IP telephone with 3 fixed feature keys and 4 programmable keys.

5212- 12 button multi-line 2-line display IP telephone, half duplex speakerphone, dual mode SIP/MiNet.

5224- 24 button multi-line 2-line display IP telephone, full duplex speakerphone, dual mode SIP/MiNet, supports LIM and conference saucer.

5330- 24 button multi-line with self labeling keys, full duplex speakerphone, dual mode SIP/MiNet, supports LIM and 5310 conference saucer, integrated office companion, and HTML toolkit.

5340- 48 button multi-line with self labeling keys, full duplex speakerphone, dual mode SIP/MiNet, supports LIM and 5310 conference saucer ,integrated office companion, and HTML toolkit.

Navigator IP Telephone- PC integrated with 8 programmable multi-function keys providing access to 24 user keyed access to telephone, business, or application functions. full duplex speakerphone, PC speaker and headphone integration, dual mode SIP/MiNet.

5550 IP console- provides Pc based call status and call handling capabilities, real-time busy lamp fields, telephony keypad, dual handset/headset jacks. One button access to key functions, on screen scratch pad, bulletin board, 12 programmable keys, call answer priority, single key voice mail transfer, call waiting threshold, and six call processing keys.

Mitel Wireless LAN Stand-provides wired IP phones with 802.11 wireless connectivity. Can be an access point or wireless client.

Mitel Gigabit Stand- add-on for gigabit functionality to the desktop.

Mitel 5310 Conference Unit-connects to 5224, 5330, and 5340 IP telephone. Uses acoustic beam forming technology.

Mitel Line Interface Unit- connects to 5224, 5330, and 5340 IP telephone. Provides separate connection of analog line in teleworker solution.

Mitel IP Programmable Key Modules-add 12, 48, or up to 96 buttons to the 5224 IP telephone.

Mitel Cordless headset and handset- allows users to move up to 300 ft away from their desk.

23% on single line, double-line and conference phones, headsets and advanced applications

ClearOne, and Polycom Conference Phones, Plantronics, GN Netcom Headsets, Teledex, Telematrix Single Line sets on CommSource Global Price list. See Analog Telephones & Accessories, Audio Conferencing Phones & Bridges, Headsets categories.

004 C/S Code: 72555 Telecommunications:

Messaging

General Description: This family of products includes voice mail equipment and software.

Mitel Product Lines Under This Family Are:

Mitel 3300 Embedded Voice Mail- CX/CXi up to 16 ports, MX up to 20 ports, 750 mailboxes, 450 hours of storage, supports fax tone detection, SMTP forwarding of voicemail.

Mitel NuPoint Messenger Standard Edition- 8-120 ports, 960 hours of storage, 57,000 mailboxes, Hard drive redundancy. Unified Messaging with text to speech, PC or phone management and access of voice mailboxes. LDAP integration, web based tools for corporate or personal AA, soft fax.

Mitel NuPoint Messenger Model 640- 8-420 ports, 5760 hours of storage, 100,000+ mailboxes, redundant servers. Unified Messaging with text to speech, PC or phone management and access of voice mailboxes. Carrier grade reliability, LDAP integration, multiple numbers per mailbox, web based tools for corporate or personal AA, inbound soft fax.

Mitel Messaging Server- Full featured voice mail offering 10,000 mailboxes, up to 112 ports, unified messaging with text to speech, PC or phone management and access for voice mailboxes, in/outbound fax to/from PC.

DISCOUNT OFF CURRENT MITEL PRICING:

35% off list

005 C/S Code: 72555 Telecommunications Equipment:

Wireless

General Description: This product family consists of networking equipment for networking throughout enterprise/campus

Mitel Product Lines Under This Family Are:

SpectraLink Wireless systems,

EnGenius Cordless/Wireless Phones

DISCOUNT OFF CURRENT NORTEL PRICING: 23 % off list

006 C/S Code: 72555 Telecommunications Equipment:

Conferencing and Collaboration

General Description: Voice, video, data communications/multi-media

Mitel Product Lines Under This Family Are:

Quick Conference- supports up to 200 ports of audio conferencing. Provides a Telephone and Graphical user interface for ease of use to enable to invoke in-call features quickly and easily. Mute/Unmute, optional call recording, lock/unlock a conference, browser based administration, choice of music or comfort tones, automatic noise reduction.

Your Assistant-Unified communications dashboard for presence, availability, secure instant messaging, audio conferencing, and video and data collaboration with call control of the Mitel 3300 ICP. Drag and drop call handling, call history, multiple call forward profiles, Caller ID, visual conference call management, embedded software telephone, record-a-call, ACD compatible.

Live Business Gateway- integration with Microsoft Live Communications Server (LCS)/Office Communications Server (OCS). Initiate calls to/from any Mitel telephone with screen pop incoming call window within the Communicator 2007 client, allows for presence with the voice and data network users.

Mitel 5310 Conference Unit-connects to 5224, 5330, and 5340 IP telephone. Uses acoustic beam forming technology

DISCOUNT OFF CURRENT MITEL PRICING: 35% off list

**007 C/S Code: 72555 Telecommunications Equipment:
Mobility**

General Description: Products in this family are considered as telecommuting tools.

Mitel Product Lines Under This Family Are:

Mitel Mobile Extension- enables users to twin their IP desktop phone and internal or external telephone. Enable caller ID to the twinned device, and hot-desking functionality. Can switch the call from one device to the other while continuing the conversation.

Teleworker- works for remote or home based workers, allows users connection to the corporate system for PSTN, intercom, and voice mail calls

DISCOUNT OFF CURRENT MITEL PRICING: 35 % off list

**008 C/S Code: 72555 Telecommunications Equipment
Customer Interaction Solutions**

General Description: This family of products includes Call Contact Centers and IVR's.

Mitel Product Lines Under This Family Are:

Contact Center business and Enterprise Editions Suite

Voice4Net IVR

Custom IVR Tracer

Talkument

Voice Logging.

Customer IVR & CTI

DISCOUNT OFF CURRENT MITEL PRICING:

35% on Contact Center Business and Enterprise Editions

Contact Center Business Edition (on 3300 Global Price List) - for 25 or fewer agents out of the box solution. Single site with supervisor and agent mobility, call reporting, real time statistics, CRM integration. Add-on modules for soft phone, screen pops, and intelligent queue.

Contact Center Enterprise Edition (on 3300 Global Price List)- for more than 25 agents and multiple sites. Real time agent statistics, priority queues, web call back, schedule and adherence module, multimedia capability with email, web, and fax.

23% on Voice4Net IVR, Tracer/Talkument Voice Logging

Voice4Net Custom IVR Tracer and Talkument Voice Logging. See Call Logging & Recording, Computer Telephony Products, Customer IVR & CTI Categories in CommSource Global Price List for full details

009 C/S Code: 72555 Telecommunications Equipment:

Peripherals

General Description: This product family includes video conferencing and paging equipment.

Mitel Product Lines Under This Family Are:

Mitel partners with Polycom for a full line of Video Conference Solutions. The solutions can be internal to a LAN/WAN over TCP/IP and over ISDN over the Public Switched Telephone Network.

DISCOUNT OFF CURRENT MITEL PRICING:

23% off list

MAINTENANCE/SUPPORT

010 C/S Code: 72555 Telecommunications Equipment:

| | |
|-----------|---|
| \$ 38.04 | per Digital or IP Station Port. |
| \$ 27.17 | per Analog Station Port. |
| \$ 48.23 | per Trunk/Line Port. |
| \$ 65.20 | per Embedded Voicemail Port. |
| \$ 223.39 | per Voicemail Port. (NuPoint or 6510 Voicemail) |
| \$ 378.00 | per Computer Telephony Application Server. |
| \$ 4.21 | per Paging Speaker/Horn. |
| \$ 143.81 | per APC 1000 VA Rackmount Battery Backup System. (Does not include batteries) |

011 C/S Code: 72555 Telecommunications Equipment

If maintenance for a particular product is not priced per port as quoted in line item 010 above, then maintenance is priced as a percentage of the contractor's acquisition costs for the equipment purchased under the identified product families:

The % varies per Product – Contact Mitel for details.

INSTALLATION PRICING:

NOTE: If Local One St. Louis Union Contractor is required then MITEL'S standard rates no longer apply.

For line items 012-014 below, the offeror shall price a firm, fixed per hour price for programming software as part of a system/product installation.

PROGRAMMING OF SOFTWARE: APPLICATIONS INSTALLATION

012 C/S Code: 72555 Telecommunications Equipment

\$ 100.05 per hour, normal business hours, Monday through Friday, 8:00AM to 5:00 PM

\$ 120.75 per hour, normal business hours for Local One Contractor

013 C/S Code: 72555 Telecommunications Equipment

\$ 150.08 per hour, after normal business hours, Monday through Friday

\$ 181.13 per hour, after normal hours for Local One Contractor

014 C/S Code: 72555 Telecommunications Equipment

\$ 200.10 per hour, weekends and holidays

\$ 241.50 per hour, weekends and holidays for Local One Contractor

PROGRAMMING OF SOFTWARE: UPGRADE PROGRAMMING

015 C/S Code: 72555 Telecommunications Equipment

\$ 100.05 per hour, normal business hours, Monday through Friday, 8:00AM to 5:00 PM

\$ 120.75 per hour, normal business hours for Local One Contractor

016 C/S Code: 72555 Telecommunications Equipment
\$149.50 per hour, after normal business hours, Monday through Friday
\$181.13 per hour, after normal hours for Local One Contractor

017 C/S Code: 72555 Telecommunications Equipment
\$200.10 per hour, weekends and holidays
\$241.50 per hour, weekends and holidays for Local One Contractor

PHYSICAL INSTALLATION OF HARDWARE

018 C/S Code: 72555 Telecommunications Equipment
\$100.05 per hour, normal business hours, Monday through Friday, 8:00AM to 5:00 PM
\$120.75 per hour, normal business hours for Local One Contractor

019 C/S Code: 72555 Telecommunications Equipment
\$149.50 per hour, after normal business hours, Monday through Friday
\$181.13 per hour, after normal hours for Local One Contractor

020 C/S Code: 72555 Telecommunications Equipment
\$200.10 per hour, weekends and holidays
\$241.50 per hour, weekends and holidays for Local One Contractor

021 C/S Code: 72555 Telecommunications Equipment:
Station Wiring Run – Simplex. Cable: One (1) Four-Pair Twisted, 24 Gauge, Plenum, Enhanced Category 5. Jack: Eight-conductor Modular RJ45 (and faceplate if required). Price based on a 150-foot wiring run in accordance with the specifications. Price shall include all labor, supplies and materials:
Local One Price: \$299.97
Standard Price: \$191.89

022 C/S Code: 72555 Telecommunications Equipment:
Wiring Run Addition. Total Price per foot for additional cable length beyond the 150-foot wiring run price stated in line item #021, including all labor and materials:
Local One Price: \$2.00
Standard Price: \$1.13

023 C/S Code: 72555 Telecommunications Equipment:
Station Wiring Run – Duplex. Cable: Two (2) Four-Pair Twisted, 24 Gauge, Plenum, Enhanced Category 5/5. Jack: Dual Modular Eight-conductor RJ45/RJ45 (and faceplate if required). Price based on a 150-foot wiring run in accordance with the specifications. Price shall include all labor, supplies and materials:
Local One Price: \$407.24
Standard Price: \$289.86

024 C/S Code: 72555 Telecommunications Equipment:
Wiring Run Addition. Total Price per foot for additional cable length beyond the 150-foot wiring run price stated in line item #023, including all labor and materials:
Local One Price: \$2.73
Standard Price: \$1.89

025 C/S Code: 72555 Telecommunications Equipment:
Station Wiring Run – Simplex. Cable: One (1) Four-Pair Twisted, 24 Gauge, Plenum, Category 6. Jack: Eight-conductor Modular RJ45 (and faceplate if required). Price based on a 150-foot wiring run in accordance with the specifications. Price shall include all labor, supplies and materials:
Local One Price: \$360.15

Standard Price: \$268.17

026 C/S Code: 72555 Telecommunications Equipment:

Wiring Run Addition. Total Price per foot for additional cable length beyond the 150-foot wiring run price stated in line item #025, including all labor and materials:

Local One Price: \$2.42

Standard Price: \$1.68

027 C/S Code: 72555 Telecommunications Equipment:

Station Wiring Run – Duplex. Cable: Two (2) Four-Pair Twisted, 24 Gauge, Plenum, Category 6/6. Jack: Dual Modular Eight-conductor RJ45/RJ45 (and faceplate if required). Price based on a 150-foot wiring run in accordance with the specifications. Price shall include all labor, supplies and materials:

Local One Price: \$412.64

Standard Price: \$419.93

028 C/S Code: 72555 Telecommunications Equipment:

Wiring Run Addition. Total Price per foot for additional cable length beyond the 150-foot wiring run price stated in line item #027, including all labor and materials:

Local One Price: \$3.52

Standard Price: \$2.69

029 C/S Code: 72555 Telecommunications Equipment:

Certification of category 5e and category 6 installations at time of installation. Price per run:

Local One Price: \$17.25

Standard Price: \$10.33

030 C/S Code: 72555 Telecommunications Equipment:

Certification of category 5e and category 6 installations at time other than time of installation.

Price per run:

Local One Price: \$17.25

Standard Price: \$10.35

031 deleted

032 C/S Code: 72555 Telecommunications Equipment:

Cross-connect at time other than time of installation:

Local One Price: \$18.98

Standard Price: \$13.80

033 C/S Code: 72555 Telecommunications Equipment:

12-Strand Single Mode Fiber, Owens Corning or comparable:

12-Strand Single Mode Plenum Fiber: \$1.89

12-Strand single Mode OSP Fiber: \$0.95

034 C/S Code: 72555 Telecommunications Equipment:

12-Strand Multi-Mode Fiber Owens Corning or comparable:

12-Strand Single Mode Plenum Fiber: \$2.66

12-Strand single Mode OSP Fiber: \$2.48

035 C/S Code: 72555 Telecommunications Equipment:

ST Connector:

ST Multi-Mode Connector: \$19.76

ST Multi-Mode Connector: \$28.38

036 C/S Code: 72555 Telecommunications Equipment:

SC Connector:

SC Multi-Mode Connector: \$19.76

SC Multi-Mode Connector: \$28.38

037 C/S Code: 72555 Telecommunications Equipment:

LC Connector:

LC Multi-Mode Connector: \$28.38

LC Multi-Mode Connector: \$35.63

038 C/S Code: 72555 Telecommunications Equipment:

Labor to install, test, and certify 12-strand single mode fiber installations at time of installation. Price per hour, normal business hours, Monday through Friday, 8:00AM to 5:00 PM:

Local One Price: \$120.75

Standard Price: \$100.05

039 C/S Code: 72555 Telecommunications Equipment:

Labor to install, test, and certify 12-strand single mode fiber installations at time of installation. Price per hour, after normal business hours, Monday through Friday:

Local One Price: \$120.75

Standard Price: \$100.05

MITEL'S NOTE: The above pricing does not include non-government owned buildings in St. Louis City. Special pricing will have to be obtained from Mitel. Please use contract C200106001.

040 C/S Code: 72555 Telecommunications Equipment:

Labor to install, test, and certify 12-strand single mode fiber installations at time of installation. Price per hour, weekends and holidays:

Local One Price: \$241.50

Standard Price: \$200.10

041 C/S Code: 72555 Telecommunications Equipment:

Labor to install, test, and certify 12-strand multi-mode fiber installations at time of installation. normal business hours, Monday through Friday, 8:00AM to 5:00 PM

Local One Price: \$120.75

Standard Price: \$100.05

042 C/S Code: 72555 Telecommunications Equipment:

Labor to install, test, and certify 12-strand multi-mode fiber installations at time of installation. After normal business hours, Monday through Friday, 8:00AM to 5:00 PM:

Local One Price: \$120.75

Standard Price: \$100.05

043 C/S Code: 72555 Telecommunications Equipment:

Labor to install, test, and certify 12-strand multi-mode fiber installations at time of installation. Price per hour, weekends and holidays:

Local One Price: \$241.15

Standard Price: \$200.10

044 C/S Code: 72555 Telecommunications Equipment:

Restocking : 10%

Shall not exceed 10% of the total acquisition price of the item.

045 C/S Code: 72555 Telecommunications Equipment:

Total Trip Charge, Portal-to-Portal Regardless of Number of Technicians

Applicable Only for non-Warranty or non-Maintenance Service for System Adds, Moves and Changes: \$100.05 Total
Firm, Fixed Price Per Trip Portal-to-Portal

WEBLINK: www.mitel.com

Repair of Existing and Manufacturer Discontinued Systems

On-going maintenance plans are available from Mitel for systems not purchased off the contract. See pricing contained in three separate attachments to this statewide notice.

Mitel also offers repair of existing and manufacturer-discontinued/obsolete systems on a time and materials basis. Repair service is based on a 23%-35% discount off the current Mitel list price for that item.

Renewal Information:

Hourly prices for programming and installation as quoted in a previous section of this statewide notice also apply. The portal-to-portal price quoted for line 045 also applies. There are five renewal options available

- 1st renewal: 5% increase
- 2nd renewal: 10% increase
- 3rd renewal: 15% increase
- 4th renewal: 20% increase
- 5th renewal: 25% increase

All discounts will remain the same.

**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.**

C108205002 for MITEL

Contract No.: _____ **Contractor:** _____

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
earl.pettit@oa.mo.gov**