



**STATE OF NORTH CAROLINA
DEPARTMENT OF INFORMATION TECHNOLOGY (DIT)
STATEWIDE IT PROCUREMENT OFFICE**

Statewide IT Contract Number 725A – Telephony Premise Equipment and Maintenance

Bid / Solicitation Number 725A

Contract Award Type MANDATORY

Current Effective Dates January 1, 2015 through December 31, 2018

Contract Administrator Monica Olsen
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ALL ORDERS PLACED AGAINST THIS CONTRACT REQUIRE THE PRIOR APPROVAL OF THE DIVISION OF TELECOMMUNICATIONS SERVICES (TS) AND WILL BE PROCESSED THROUGH THE OFFICE OF INFORMATION TECHNOLOGY SERVICES.

Scope

The scope of this contract is to cover the State's normal requirements for the purchase and maintenance of premise telephony product lines and associated equipment to include installation and training. It also provides for Centrex MAC (Moves, Adds and Changes). The contract provides eligible Vendor lists for the following categories of voice telecommunications equipment and services: Traditional telephony systems (PBX, Key, etc.), IP telephony systems, and voice applications, Centrex MAC. This contract allows the State to provide state of the art telecommunications equipment and services that are best suited for the specific site requirements at the best cost for the State.

This contract is a **MANDATORY** Statewide TERM Contract for the use of **State Governmental Agencies** and is a **Convenience** contract accessible, but not mandatory, for the use of **non-State Agencies**. Non-State Agencies presently include the North Carolina University System and its member campuses, Instructional components of the Department of Public Instruction, Instructional components of the Department of Community Colleges, as well as Local (Municipal and County) Governments.

Ordering and Vendor Contact Information

All orders placed against this contract are required to be placed through the Voice Services Management (VSM) tool. To access the tool, go to: www.phonepurchase.nc.gov. This tool provides the mechanism to create projects in a self-service mode or through acquiring consultative service through the Solutions Development group. Orders will be placed throughout the contract period on an as-needed basis for the quantity required at the time, and will be issued on a competitive basis to the respective contractor(s). Statements of Work (SOW) describing the requirements for projects will be issued to eligible Vendors in the categories for which they have qualified by ITS. Responses will be evaluated and award will be made to the Vendor whose offer provides the best value to the State.

All purchase orders issued against this contract must show complete shipping and billing addresses.

Authorized Vendors	Telephone and Fax	Manufacturer
Avaya, Inc. 1145 Sanctuary Parkway Alpharetta, GA 30009	(678) 421-5019 (678) 421-5019 (F)	Avaya
NWN Corporation 860 Aviation Parkway Morrisville, NC 27560	(919) 653-4400 (919) 653-4401 (F)	Cisco
Black Box Network Services 930 Windy Road Apex, NC 27502	(919) 674-2303 (919) 678-1089 (F)	NEC
Unify Inc. 1881 Campus Commons Drive Reston, VA 20191	(703) 262-8370	Unify and Genesys
Toshiba/Bunn Communications, Inc. www.phonerepair.nc.gov	Maintenance and repairs of Toshiba products: please use www.phonerepair.nc.gov	Toshiba
Bunn Communications, Inc. (Woman-owned) 288 Hein Drive Garner, NC 27529	(800) 248-2866 (919) 773-6124 (F)	Centrex
Mitel Business Systems 1146 N. Alma School Road Mesa, Arizona 85201	(512) 551-7132 (703) 736-3105	Mitel DBA ShoreTel
Mitel Business Systems 1146 N. Alma School Road Mesa, Arizona 85201	(512) 551-7132 (703) 736-3105	Mitel

As an option during premise equipment bids, the following Vendors may offer Hosted Service.

Mitel Business Systems 1146 N. Alma School Road Mesa, Arizona 85201	(512) 551-7132 (703) 736-3105	Mitel
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Manuals

Service manuals and operating instructions are included at no additional charge.

Minimum Order

There is no minimum order requirement for this term contract.

Abnormal Quantity

There is no abnormal quantity threshold for this term contract.

Warranty

All equipment purchased under this contract includes a minimum one year parts and labor warranty.

Taxes

The State of North Carolina is exempt from Federal excise taxes and no payment will be made for any personal property taxes levied on the Vendor or for any taxes levied on employee wages. Agencies of the State may have additional exemptions or exclusions for federal or state taxes. Evidence of such additional exemptions or exclusions may be provided to Vendor by Agencies, as applicable, during the term of this Contract. Applicable State or local taxes shall be invoiced as a separate item.

ATTACHMENTS

There are no attachments to this web summary of the contract.

HISTORY

2017-12-28:	Contract Extension- vendor update.
2017-10-17:	Contract Administrator changed.
2017-07-27:	Contract Administrator changed.
2017-06-20:	Contract Administrator changed.
2015-01-01:	Vendor contact information updated.