

## STATE OF UTAH - STATE COOPERATIVE CONTRACT

CONTRACT NUMBER AR627

1. **CONTRACTING PARTIES:** This State Cooperative Contract is between the **Division of Purchasing and General Services (State)**, 3150 State Office Building, PO Box 141061, Salt Lake City, UT 84114-1061, an agency of the State of Utah, and the following CONTRACTOR:

ShoreTel Inc.

	Name		
960 Stewart Dr			
	Address		
Sunnyvale	CA	94085	
City	State	Zip	

**LEGAL STATUS OF CONTRACTOR**

- Sole Proprietor  
 Non-Profit Corporation  
 For-Profit Corporation  
 Partnership  
 Government Agency

Contact Person Holly Davis Phone #408-900-1195 Fax # 408-900-1195 Email hdavis@shoretel.com  
 Federal Tax ID# 770443568 Vendor #VC0000182077 Commodity Code #20458, 20464, 20621, 20623, 20659, 83833, 83800, 88332, 92000

2. **GENERAL PURPOSE OF CONTRACT:** The general purpose of this contract is to provide:

Data communication equipment and services. A detailed list of awarded categories and subcategories are included in Attachment B - Scope of Work.

ShoreTel Inc. is authorized to provide equipment and services in the following categories:  
 5.3.0 Unified Communications.

3. **CONTRACT PERIOD:** Effective date: June 1, 2014 Termination date: May 31, 2019 unless terminated early or extended in accordance with the terms and conditions of this contract. Renewal options (if any): N/A
4. **PRICING AS PER THE ATTACHMENT C**  
**PAYMENT TERMS:** Net 30  
**DAYS REQUIRED FOR DELIVERY:** 30 days ARO  
**MINIMUM ORDER:** N/A  
**FREIGHT TERMS:** FOB Destination, Freight Prepaid
5. **ATTACHMENT A:** WSCA-NASPO Standard Contract Terms and Conditions  
**ATTACHMENT B:** Scope of Work  
**ATTACHMENT C:** Pricing  
**ATTACHMENT D:** Vendor's Response to Solicitation JP14001. The parties hereby acknowledge and agree that any exceptions stated in attachment "D" – Vendor's Proposal Response have been removed and/or resolved between the parties. Any exception in attachment "D" are explicitly NOT a part of this contract.

**Any conflicts between Attachment A and other Attachments will be resolved in favor of Attachment A. State specific Terms and Conditions will be found in the executed Participating Addendums. State Terms and Conditions in an executed Participating Addendum will take priority in the event of conflict between those terms and conditions and this Cooperative Contract.**

6. **DOCUMENTS INCORPORATED INTO THIS CONTRACT BY REFERENCE BUT NOT ATTACHED:**  
 a. All other governmental laws, regulations, or actions applicable to the goods and/or services authorized by this contract.


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- b. Utah State Procurement Code, Procurement Rules, CONTRACTOR'S response to Bid #JP14001 and JP14001-1 dated August 30, 2013 and December 2, 2013, and Bid #JP14001 and JP14001-1 dated August 30, 2013 and December 2, 2013.

IN WITNESS WHEREOF, the parties sign and cause this contract to be executed.

CONTRACTOR

STATE OF UTAH

	<u>3/15/14</u>		<u>3/17/14</u>
Contractor's Signature	Date	Director, Div. of Purchasing & General Svcs.	Date
<u>Spencer Haysper Director, Vertical Programs</u>			
Type or Print Name and Title			

## ATTACHMENT A – WSCA-NASPO Terms and Conditions



### WSCA-NASPO Master Agreement Terms and Conditions

#### **1. AGREEMENT ORDER OF PRECEDENCE:**

The Master Agreement shall consist of the following documents:

1. A Participating Entity's Participating Addendum ("PA");
2. WSCA-NASPO Master Agreement Terms and Conditions;
3. The Statement of Work;
4. The Solicitation; and
5. Contractor's response to the Solicitation.

These documents shall be read to be consistent and complementary. Any conflict among these documents shall be resolved by giving priority to these documents in the order listed above. Contractor terms and conditions that apply to this Master Agreement are only those that are expressly accepted by the Lead State and must be in writing and attached to this Master Agreement as an Exhibit or Attachment. No other terms and conditions shall apply, including terms and conditions listed in the Contractor's response to the Solicitation, or terms listed or referenced on the Contractor's website, in the Contractor quotation/sales order or in similar documents subsequently provided by the Contractor.

**2. AMENDMENTS** The terms of this Master Agreement shall not be waived, altered, modified, supplemented or amended in any manner whatsoever without prior written approval of the WSCA-NASPO Contract Administrator.

**3. ASSIGNMENT/SUBCONTRACT** Contractor shall not assign, sell, transfer, subcontract or sublet rights, or delegate responsibilities under this contract, in whole or in part, without the prior written approval of the WSCA-NASPO Contract Administrator.

**4. CANCELLATION** Unless otherwise stated in the special terms and conditions, any Master Agreement may be canceled by either party upon 60 days notice, in writing, prior to the effective date of the cancellation. Further, any Participating State may cancel its

participation upon 30 days written notice, unless otherwise limited or stated in the special terms and conditions of this solicitation. Cancellation may be in whole or in part. Any cancellation under this provision shall not effect the rights and obligations attending orders outstanding at the time of cancellation, including any right of and Purchasing Entity to indemnification by the Contractor, rights of payment for goods/services delivered and accepted, and rights attending any warranty or default in performance in association with any order. Cancellation of the Master Agreement due to Contractor default may be immediate.

## **5. CONFIDENTIALITY, NON-DISCLOSURE AND INJUNCTIVE RELIEF**

**5.1 Confidentiality.** Contractor acknowledges that it and its employees or agents may, in the course of providing the Product under this Master Agreement, be exposed to or acquire information that is confidential to Participating Entity or Participating Entity's clients. Any and all information of any form that is marked as confidential or would by its nature be deemed confidential obtained by Contractor or its employees or agents in the performance of this Master Agreement, including, but not necessarily limited to (a) any Participating Entity records, (b) personnel records, and (c) information concerning individuals, is confidential information of Participating Entity ("Confidential Information"). Any reports or other documents or items (including software) that result from the use of the Confidential Information by Contractor shall be treated in the same manner as the Confidential Information. Confidential Information does not include information that (a) is or becomes (other than by disclosure by Contractor) publicly known; (b) is furnished by Participating Entity to others without restrictions similar to those imposed by this Master Agreement; (c) is rightfully in Contractor's possession without the obligation of nondisclosure prior to the time of its disclosure under this Master Agreement; (d) is obtained from a source other than Participating Entity without the obligation of confidentiality, (e) is disclosed with the written consent of Participating Entity or; (f) is independently developed by employees, agents or subcontractors of Contractor who can be shown to have had no access to the Confidential Information.

**5.2 Non-Disclosure.** Contractor shall hold Confidential Information in confidence, using at least the industry standard of confidentiality, and not to copy, reproduce, sell, assign, license, market, transfer or otherwise dispose of, give, or disclose Confidential Information to third parties or use Confidential Information for any purposes whatsoever other than the performance of this Master Agreement to Participating Entity hereunder, and to advise each of its employees and agents of their obligations to keep Confidential Information confidential. Contractor shall use commercially reasonable efforts to assist Participating Entity in identifying and preventing any unauthorized use or disclosure of any Confidential Information. Without limiting the generality of the foregoing, Contractor shall advise Participating Entity immediately if Contractor learns or has reason to believe that any person who has had access to Confidential Information has violated or intends to violate the terms of this Master Agreement and Contractor shall at its expense cooperate with Participating Entity in seeking injunctive or other equitable relief in the name of Participating Entity or Contractor against any such person. Except as directed by Participating Entity, Contractor will not at any time

during or after the term of this Master Agreement disclose, directly or indirectly, any Confidential Information to any person, except in accordance with this Master Agreement, and that upon termination of this Master Agreement or at Participating Entity's request, Contractor shall turn over to Participating Entity all documents, papers, and other matter in Contractor's possession that embody Confidential Information. Notwithstanding the foregoing, Contractor may keep one copy of such Confidential Information necessary for quality assurance, audits and evidence of the performance of this Master Agreement.

**5.3 Injunctive Relief.** Contractor acknowledges that breach of this Section, including disclosure of any Confidential Information, will cause irreparable injury to Participating Entity that is inadequately compensable in damages. Accordingly, Participating Entity may seek and obtain injunctive relief against the breach or threatened breach of the foregoing undertakings, in addition to any other legal remedies that may be available. Contractor acknowledges and agrees that the covenants contained herein are necessary for the protection of the legitimate business interests of Participating Entity and are reasonable in scope and content.

**6. DEBARMENT** The contractor certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (contract) by any governmental department or agency. If the contractor cannot certify this statement, attach a written explanation for review by WSCA-NASPO.

## **7. DEFAULTS & REMEDIES**

a. The occurrence of any of the following events shall be an event of default under this Master Agreement:

- i. Nonperformance of contractual requirements; or
- ii. A material breach of any term or condition of this Master Agreement; or
- iii. Any representation or warranty by Contractor in response to the solicitation or in this Master Agreement proves to be untrue or materially misleading; or
- iv. Institution of proceedings under any bankruptcy, insolvency, reorganization or similar law, by or against Contractor, or the appointment of a receiver or similar officer for Contractor or any of its property, which is not vacated or fully stayed within thirty (30) calendar days after the institution or occurrence thereof; or
- v. Any default specified in another section of this Master Agreement.

b. Upon the occurrence of an event of default, Lead State shall issue a written notice of default, identifying the nature of the default, and providing a period of 15 calendar days in which Contractor shall have an opportunity to cure the default. The Lead State shall not be required to provide advance written notice or a cure period and may immediately terminate this Master Agreement in whole or in part if the Lead State, in its sole discretion, determines that it is reasonably necessary to preserve public safety or prevent immediate public crisis. Time allowed for cure shall not diminish or eliminate Contractor's liability for damages, including liquidated damages to the extent provided for under this Master Agreement.

c. If Contractor is afforded an opportunity to cure and fails to cure the default within the period specified in the written notice of default, Contractor shall be in breach of its

obligations under this Master Agreement and Lead State shall have the right to exercise any or all of the following remedies:

- i. Exercise any remedy provided by law; and
- ii. Terminate this Master Agreement and any related Contracts or portions thereof; and
- iii. Impose liquidated damages as provided in this Master Agreement; and
- iv. Suspend Contractor from receiving future bid solicitations; and
- v. Suspend Contractor's performance; and
- vi. Withhold payment until the default is remedied.

d. In the event of a default under a Participating Addendum, a Participating Entity shall provide a written notice of default as described in this section and have all of the rights and remedies under this paragraph regarding its participation in the Master Agreement, in addition to those set forth in its Participating Addendum.

**8. DELIVERY** Unless otherwise indicated in the Master Agreement, the prices are the delivered price to any Participating State agency or political subdivision. All deliveries shall be F.O.B. destination with all transportation and handling charges paid by the contractor. Responsibility and liability for loss or damage shall remain the Contractor until final inspection and acceptance when responsibility shall pass to the Buyer except as to latent defects, fraud and Contractor's warranty obligations. The minimum shipment amount will be found in the special terms and conditions. Any order for less than the specified amount is to be shipped with the freight prepaid and added as a separate item on the invoice. Any portion of an order to be shipped without transportation charges that is back ordered shall be shipped without charge.

**9. FORCE MAJEURE** Neither party to this Master Agreement shall be held responsible for delay or default caused by fire, riot, acts of God and/or war which is beyond that party's reasonable control. WSCA-NASPO may terminate this Master Agreement after determining such delay or default will reasonably prevent successful performance of the Master Agreement.

**10. GOVERNING LAW** This procurement and the resulting agreement shall be governed by and construed in accordance with the laws of the state sponsoring and administering the procurement. The construction and effect of any Participating Addendum or order against the Master Agreement(s) shall be governed by and construed in accordance with the laws of the Participating Entity's State. Venue for any claim, dispute or action concerning an order placed against the Master Agreement(s) or the effect of an Participating Addendum shall be in the Purchasing Entity's State.

**11. INDEMNIFICATION** The Contractor shall defend, indemnify and hold harmless WSCA-NASPO, the Lead State and Participating Entities along with their officers, agencies, and employees as well as any person or entity for which they may be liable from and against claims, damages or causes of action including reasonable attorneys' fees and related costs for any death, injury, or damage to property arising from act(s), error(s), or omission(s) of the Contractor, its employees or subcontractors or volunteers, at any tier, relating to the

performance under the Master Agreement. This section is not subject to any limitations of liability in this Master Agreement or in any other document executed in conjunction with this Master Agreement

**12. INDEMNIFICATION - INTELLECTUAL PROPERTY** The Contractor shall defend, indemnify and hold harmless WSCA-NASPO, the Lead State and Participating Entities along with their officers, agencies, and employees as well as any person or entity for which they may be liable ("Indemnified Party") from and against claims, damages or causes of action including reasonable attorneys' fees and related costs arising out of the claim that the Product or its use, infringes Intellectual Property rights ("Intellectual Property Claim"). The Contractor's obligations under this section shall not extend to any combination of the Product with any other product, system or method, unless:

(1) the Product, system or method is:

(a) provided by the Contractor or the Contractor's subsidiaries or affiliates;

(b) specified by the Contractor to work with the Product; or

(c) reasonably required, in order to use the Product in its intended manner, and the infringement could not have been avoided by substituting another reasonably available product, system or method capable of performing the same function; or

(2) it would be reasonably expected to use the Product in combination with such product, system or method.

The Indemnified Party shall notify the Contractor within a reasonable time after receiving notice of an Intellectual Property Claim. Even if the Indemnified Party fails to provide reasonable notice, the Contractor shall not be relieved from its obligations unless the Contractor can demonstrate that it was prejudiced in defending the Intellectual Property Claim resulting in increased expenses or loss to the Contractor. If the Contractor promptly and reasonably investigates and defends any Intellectual Property Claim, it shall have control over the defense and settlement of it. However, the Indemnified Party must consent in writing for any money damages or obligations for which it may be responsible. The Indemnified Party shall furnish, at the Contractor's reasonable request and expense, information and assistance necessary for such defense. If the Contractor fails to vigorously pursue the defense or settlement of the Intellectual Property Claim, the Indemnified Party may assume the defense or settlement of it and the Contractor shall be liable for all costs and expenses, including reasonable attorneys' fees and related costs, incurred by the Indemnified Party in the pursuit of the Intellectual Property Claim. This section is not subject to any limitations of liability in this Master Agreement or in any other document executed in conjunction with this Master Agreement.

**13. INDEPENDENT CONTRACTOR** The contractor shall be an independent contractor, and as such shall have no authorization, express or implied to bind WSCA-NASPO or the respective states to any agreements, settlements, liability or understanding whatsoever, and agrees not

to perform any acts as agent for WSCA-NASPO or the states, except as expressly set forth herein.

**14. INDIVIDUAL CUSTOMER** Except to the extent modified by a Participating Addendum, each Participating Entity shall follow the terms and conditions of the Master Agreement and applicable Participating Addendum and will have the same rights and responsibilities for their purchases as the Lead State has in the Master Agreement, including but not limited to, any indemnity or to recover any costs allowed in the Master Agreement and applicable Participating Addendum for their purchases. Each Participating Entity will be responsible for its own charges, fees, and liabilities. The Contractor will apply the charges and invoice each Participating Entity individually.

**15. INSURANCE** Contractor shall, during the term of this Master Agreement, maintain in full force and effect, the insurance described in this section. Contractor shall acquire such insurance from an insurance carrier or carriers licensed to conduct business in the Participating Entity's state and having a rating of A-, Class VII or better, in the most recently published edition of Best's Reports. Failure to buy and maintain the required insurance may result in this Master Agreement's termination or at a Participating Entity's option, result in termination of its Participating Addendum.

Coverage shall be written on an occurrence basis. The minimum acceptable limits shall be as indicated below, with no deductible for each of the following categories:

- a) Commercial General Liability covering the risks of bodily injury (including death), property damage and personal injury, including coverage for contractual liability, with a limit of not less than \$1 million per occurrence/\$2 million general aggregate;
- b) Contractor must comply with any applicable State Workers Compensation or Employers Liability Insurance requirements.

Contractor shall pay premiums on all insurance policies. Such policies shall also reference this Master Agreement and shall have a condition that they not be revoked by the insurer until thirty (30) calendar days after notice of intended revocation thereof shall have been given to Participating Entity by the Contractor.

Prior to commencement of the work, Contractor shall provide to the Participating Entity a written endorsement to the Contractor's general liability insurance policy that (i) names the Participating Entity as an additional insured, (ii) provides that no material alteration, cancellation, non-renewal, or expiration of the coverage contained in such policy shall have effect unless the named Participating Entity has been given at least thirty (30) days prior written notice, and (iii) provides that the Contractor's liability insurance policy shall be primary, with any liability insurance of the Participating Entity as secondary and noncontributory.

Contractor shall furnish to Participating Entity copies of certificates of all required insurance within thirty (30) calendar days of the Participating Addendum's effective date and prior to performing any work. Copies of renewal certificates of all required insurance shall be



furnished within thirty (30) days after renewal date. These certificates of insurance must expressly indicate compliance with each and every insurance requirement specified in this section. Failure to provide evidence of coverage may, at State's sole option, result in this Master Agreement's termination.

Coverage and limits shall not limit Contractor's liability and obligations under this Master Agreement.

**16. LAWS AND REGULATIONS** Any and all supplies, services and equipment offered and furnished shall comply fully with all applicable Federal and State laws and regulations.

**17. LICENSE OF PRE-EXISTING INTELLECTUAL PROPERTY** Contractor grants to the Participating Entity a nonexclusive, perpetual, royalty-free, irrevocable, unlimited license to publish, translate, reproduce, modify, deliver, perform, display, and dispose of the Intellectual Property, and its derivatives, used or delivered under this Master Agreement, but not created under it ("Pre-existing Intellectual Property"). The license shall be subject to any third party rights in the Pre-existing Intellectual Property. Contractor shall obtain, at its own expense, on behalf of the Participating Entity, written consent of the owner for the licensed Pre-existing Intellectual Property.

**18. NO WAIVER OF SOVEREIGN IMMUNITY** In no event shall this Master Agreement, any Participating Addendum or any contract or any purchase order issued thereunder, or any act of a Lead State or a Participating Entity, be a waiver by the Participating Entity of any form of defense or immunity, whether sovereign immunity, governmental immunity, immunity based on the Eleventh Amendment to the Constitution of the United States or otherwise, from any claim or from the jurisdiction of any court.

If a claim must be brought in a federal forum, then it must be brought and adjudicated solely and exclusively within the United States District Court for the Participating State. This section applies to a claim brought against the Participating State only to the extent Congress has appropriately abrogated the Participating State's sovereign immunity and is not consent by the Participating State to be sued in federal court. This section is also not a waiver by the Participating State of any form of immunity, including but not limited to sovereign immunity and immunity based on the Eleventh Amendment to the Constitution of the United States.

**19. ORDER NUMBERS** Master Agreement order and purchase order numbers shall be clearly shown on all acknowledgments, shipping labels, packing slips, invoices, and on all correspondence.

**20. PARTICIPANTS** WSCA-NASPO is the cooperative purchasing arm of the National Association of State Procurement Officials. It is a cooperative group contracting consortium for state government departments, institutions, agencies and political subdivisions (e.g.,

colleges, school districts, counties, cities, etc.,) for all 50 states, the District of Columbia and the organized US territories. Obligations under this Master Agreement are limited to those Participating States who have signed a Participating Addendum where contemplated by the solicitation. Financial obligations of Participating States are limited to the orders placed by the departments or other state agencies and institutions having available funds. Participating States incur no financial obligations on behalf of political subdivisions. Unless otherwise specified in the solicitation, the resulting award(s) will be permissive.

**21. ENTITY PARTICIPATION** Use of specific WSCA-NASPO cooperative Master Agreements by state agencies, political subdivisions and other entities (including cooperatives) authorized by individual state's statutes to use state contracts are subject to the approval of the respective State Chief Procurement Official. Issues of interpretation and eligibility for participation are solely within the authority of the respective State Chief Procurement Official.

**22. PAYMENT** Payment for completion of a contract order is normally made within 30 days following the date the entire order is delivered or the date a correct invoice is received, whichever is later. After 45 days the Contractor may assess overdue account charges up to a maximum rate of one percent per month on the outstanding balance. Payments will be remitted by mail. Payments may be made via a State or political subdivision "Purchasing Card" with no additional charge.

**23. PUBLIC INFORMATION** This Master Agreement and all related documents are subject to disclosure pursuant to the Participating Entity's public information laws.

**24. RECORDS ADMINISTRATION AND AUDIT** The contractor will maintain, or supervise the maintenance of all records necessary to properly account for the payments made to the contractor for costs authorized by this Master Agreement. These records will be retained by the contractor for at least four years after the Master Agreement terminates, or until all audits initiated within the four years have been completed, whichever is later. The contractor agrees to allow WSCA-NASPO, State and Federal auditors, and state agency staff access to all the records of this Master Agreement and any order placed under this Master Agreement, for audit and inspection, and monitoring of services. Such access will be during normal business hours, or by appointment.

**25. REPORTS and ADMINISTRATIVE FEES** The contractor shall submit quarterly reports to the WSCA-NASPO Contract Administrator showing the quantities and dollar volume of purchases by each participating entity.

The contractor must pay a WSCA-NASPO administrative fee of one quarter of one percent (.25%) in accordance with the terms and conditions of the Master Agreement. The WSCA-NASPO administrative fee shall be submitted quarterly and is based on sales of products and services. The WSCA-NASPO administration fee is not negotiable. This fee is to be included as part of the pricing submitted with proposal.

Additionally, some States may require that an additional fee be paid directly to the State on purchases made by procuring entities within that State. For all such requests, the fee level, payment method and schedule for such reports and payments will be incorporated in a Participating Addendum that is made a part of the Master Agreement. The contractor may adjust the Master Agreement pricing accordingly for purchases made by procuring agencies within the jurisdiction of the State. All such agreements may not affect the WSCA-NASPO administrative fee or the prices paid by the procuring agencies outside the jurisdiction of the State requesting the additional fee.

**26. STANDARD OF PERFORMANCE AND ACCEPTANCE** The Standard of Performance applies to all Product(s) purchased under this Master Agreement, including any additional, replacement, or substitute Product(s) and any Product(s) which are modified by or with the written approval of Contractor after Acceptance by the Participating Entity. The Acceptance Testing period shall be thirty (30) calendar days or other time period identified in the solicitation or the Participating Addendum, starting from the day after the Product is installed and Contractor certifies that the Product is ready for Acceptance Testing. If the Product does not meet the Standard of Performance during the initial period of Acceptance Testing, Participating Entity may, at its discretion, continue Acceptance Testing on a day-to-day basis until the Standard of Performance is met. Upon rejection, the Contractor will have fifteen (15) calendar days to cure the Standard of Performance issue(s). If after the cure period, the Product still has not met the Standard of Performance Participating Entity may, at its option: (1) declare Contractor to be in breach and terminate the Order; (2) demand replacement Product from Contractor at no additional cost to Participating Entity; or, (3) continue the cure period for an additional time period agreed upon by the Participating Entity and the Contractor. Contractor shall pay all costs related to the preparation and shipping of Product returned pursuant to the section. No Product shall be accepted and no charges shall be paid until the Standard of Performance is met. The warranty period will begin upon Acceptance.

**27. SYSTEM FAILURE OR DAMAGE** In the event of system failure or damage caused by the Contractor or its Product, the Contractor agrees to use its best efforts to restore or assist in restoring the system to operational capacity.

**28. TITLE OF PRODUCT** Upon Acceptance by the Participating Entity, Contractor shall convey to Participating Entity title to the Product free and clear of all liens, encumbrances, or other security interests. Transfer of title to the Product shall include an irrevocable and perpetual license to use the Embedded Software in the Product. If Participating Entity subsequently transfers title of the Product to another entity, Participating Entity shall have the right to transfer the license to use the Embedded Software with the transfer of Product title. A subsequent transfer of this software license shall be at no additional cost or charge to either Participating Entity or Participating Entity's transferee.

**29. WAIVER OF BREACH** Failure of Lead State or Participating Entity to declare a default or enforce any rights and remedies shall not operate as a waiver under this Master Agreement or Participating Addendum. Any waiver by the Lead State or Participating Entity must be in writing. Waiver by the Lead State or Participating Entity of any default, right or remedy under this Master Agreement or Participating Addendum, or breach of any terms or requirements shall not be construed or operate as a waiver of any subsequent default or breach of such term or requirement, or of any other term or requirement under this Master Agreement or Participating Addendum.

**30. WARRANTY** The Contractor warrants for a period of one year from the date of Acceptance that: (a) the Product performs according to all specific claims that the Contractor made in its response to the solicitation, (b) the Product is suitable for the ordinary purposes for which such Product is used, (c) the Product is suitable for any special purposes identified in the solicitation or for which the Participating Entity has relied on the Contractor's skill or judgment, (d) the Product is designed and manufactured in a commercially reasonable manner, and (e) the Product is free of defects. Upon breach of the warranty, the Contractor will repair or replace (at no charge to the Participating Entity) the Product whose nonconformance is discovered and made known to the Contractor. If the repaired and/or replaced Product proves to be inadequate, or fails of its essential purpose, the Contractor will refund the full amount of any payments that have been made. The rights and remedies of the parties under this warranty are in addition to any other rights and remedies of the parties provided by law or equity, including, without limitation, actual damages, and, as applicable and awarded under the law, to a prevailing party, reasonable attorneys' fees and costs.

See Attachment D - Vendor RFP Response for warranty details.

**31. ASSIGNMENT OF ANTITRUST RIGHTS** Contractor irrevocably assigns to a Participating Entity any claim for relief or cause of action which the Contractor now has or which may accrue to the Contractor in the future by reason of any violation of state or federal antitrust laws (15 U.S.C. § 1-15 or a Participating Entity's state antitrust provisions), as now in effect and as may be amended from time to time, in connection with any goods or services provided to the Contractor for the purpose of carrying out the Contractor's obligations under this Master Agreement or Participating Addendum, including, at a Participating Entity's option, the right to control any such litigation on such claim for relief or cause of action.

Contractor shall require any subcontractors hired to perform any of Contractor's obligations, under this Master Agreement or Participating Addendum, to irrevocably assign to a Participating Entity, as third party beneficiary, any right, title or interest that has accrued or which may accrue in the future by reason of any violation of state or federal antitrust laws (15 U.S.C. § 1-15 or a Participating Entity's state antitrust provisions), as now in effect and as may be amended from time to time, in connection with any goods or services provided to the subcontractor for the purpose of carrying out the subcontractor's obligations to the Contractor in pursuance of this Master Agreement or Participating Addendum, including, at a

Participating Entity's option, the right to control any such litigation on such claim for relief or cause of action.

**32. WSCA-NASPO eMARKET CENTER** Awarded responders are required to participate in the WSCA-NASPO eMarket Center and, working through WSCA-NASPO's contractor (SciQuest), connect with the eMarket Center. The ideal situation would be to use either a hosted (by SciQuest) or Punchout Level 2 catalog configurations, but actual requirements will be determined by the Lead State Contract Administrator, WSCA-NASPO, WSCA-NASPO's contractor (SciQuest) and the awarded contractor, after award. Participation does not require an awarded responder to have any special level of technology or technological understanding.

### **Definitions**

**Acceptance** - means a written notice from a purchasing entity to contractor advising Contractor that the Product has passed its Acceptance Testing. Acceptance of a product for which acceptance testing is not required shall occur following the completion of delivery, installation, if required, and a reasonable time for inspection of the product, unless the Purchasing Entity provides a written notice of rejection to contractor.

**Acceptance Testing** - means the process for ascertaining that the Product meets the standards set forth in the section titled Standard of Performance and Acceptance, prior to Acceptance by the Purchasing Entity.

**Contractor** - means the person or entity delivering Products or performing services under the terms and conditions set forth in this Master Agreement.

**Intellectual Property** - means any and all patents, copyrights, service marks, trademarks, trade secrets, trade names, patentable inventions, or other similar proprietary rights, in tangible or intangible form, and all rights, title, and interest therein.

**Lead State** - means the State conducting this cooperative solicitation and centrally administering any resulting Master Agreement with the permission of the Signatory States.

**Master Agreement** - means the underlying agreement executed by and between the Lead State, as WSCA-NASPO contract administrator, acting on behalf of WSCA-NASPO, and the Contractor, as now or hereafter amended.

**Order** - means any purchase order, sales order, or other document used by a Participating Entity to order the Products.

**Participating Addendum** - means a bilateral agreement executed by a Contractor and a Participating Entity incorporating this Master Agreement and any other additional Participating Entity specific language or other requirements ,e.g. ordering procedures specific to the Participating Entity, other terms and conditions.

**Participating Entity** - means a state, or other legal entity, properly authorized by a state to enter into the Master Agreement or Participating Addendum or who is authorized to order under the Master Agreement or Participating Addendum.

**Product** - Any equipment, software (including embedded software), documentation, or deliverable supplied or created by the Contractor pursuant to this Master Agreement.

**WSCA-NASPO** -is a cooperative group contracting consortium for state procurement officials, representing departments, institutions, agencies, and political subdivisions (i.e., colleges, school districts, counties, cities, etc.) for all states and the District of Columbia. WSCA-NASPO is a cooperative purchasing arm of the National Association of State Procurement Officials (NASPO).

#### **Additional Definitions and Alternative Terms for Consideration**

Below are additional definitions and alternative terms for consideration by the sourcing teams depending upon the nature of the solicitation and negotiations between the Contractor and Vendor.

**Embedded Software** - means one or more software applications which permanently reside on a computing device.

**Machine Code** - means microcode, basic input/output system code, utility programs, device drivers, diagnostics, and another code delivered with a computing device for the purpose of enabling the function of the computing device, as stated in its published specifications.

**(revised March 2013)**

## ATTACHMENT A – WSCA-NASPO Terms and Conditions



### WSCA-NASPO Master Agreement Terms and Conditions

#### **1. AGREEMENT ORDER OF PRECEDENCE:**

The Master Agreement shall consist of the following documents:

1. A Participating Entity's Participating Addendum ("PA");
2. WSCA-NASPO Master Agreement Terms and Conditions;
3. The Statement of Work;
4. The Solicitation; and
5. Contractor's response to the Solicitation.

These documents shall be read to be consistent and complementary. Any conflict among these documents shall be resolved by giving priority to these documents in the order listed above. Contractor terms and conditions that apply to this Master Agreement are only those that are expressly accepted by the Lead State and must be in writing and attached to this Master Agreement as an Exhibit or Attachment. No other terms and conditions shall apply, including terms and conditions listed in the Contractor's response to the Solicitation, or terms listed or referenced on the Contractor's website, in the Contractor quotation/sales order or in similar documents subsequently provided by the Contractor.

**2. AMENDMENTS** The terms of this Master Agreement shall not be waived, altered, modified, supplemented or amended in any manner whatsoever without prior written approval of the WSCA-NASPO Contract Administrator.

**3. ASSIGNMENT/SUBCONTRACT** Contractor shall not assign, sell, transfer, subcontract or sublet rights, or delegate responsibilities under this contract, in whole or in part, without the prior written approval of the WSCA-NASPO Contract Administrator.

**4. CANCELLATION** Unless otherwise stated in the special terms and conditions, any Master Agreement may be canceled by either party upon 60 days notice, in writing, prior to the effective date of the cancellation. Further, any Participating State may cancel its

participation upon 30 days written notice, unless otherwise limited or stated in the special terms and conditions of this solicitation. Cancellation may be in whole or in part. Any cancellation under this provision shall not effect the rights and obligations attending orders outstanding at the time of cancellation, including any right of and Purchasing Entity to indemnification by the Contractor, rights of payment for goods/services delivered and accepted, and rights attending any warranty or default in performance in association with any order. Cancellation of the Master Agreement due to Contractor default may be immediate.

**5. CONFIDENTIALITY, NON-DISCLOSURE AND INJUNCTIVE RELIEF**

**5.1 Confidentiality.** Contractor acknowledges that it and its employees or agents may, in the course of providing the Product under this Master Agreement, be exposed to or acquire information that is confidential to Participating Entity or Participating Entity's clients. Any and all information of any form that is marked as confidential or would by its nature be deemed confidential obtained by Contractor or its employees or agents in the performance of this Master Agreement, including, but not necessarily limited to (a) any Participating Entity records, (b) personnel records, and (c) information concerning individuals, is confidential information of Participating Entity ("Confidential Information"). Any reports or other documents or items (including software) that result from the use of the Confidential Information by Contractor shall be treated in the same manner as the Confidential Information. Confidential Information does not include information that (a) is or becomes (other than by disclosure by Contractor) publicly known; (b) is furnished by Participating Entity to others without restrictions similar to those imposed by this Master Agreement; (c) is rightfully in Contractor's possession without the obligation of nondisclosure prior to the time of its disclosure under this Master Agreement; (d) is obtained from a source other than Participating Entity without the obligation of confidentiality, (e) is disclosed with the written consent of Participating Entity or; (f) is independently developed by employees, agents or subcontractors of Contractor who can be shown to have had no access to the Confidential Information.

**5.2 Non-Disclosure.** Contractor shall hold Confidential Information in confidence, using at least the industry standard of confidentiality, and not to copy, reproduce, sell, assign, license, market, transfer or otherwise dispose of, give, or disclose Confidential Information to third parties or use Confidential Information for any purposes whatsoever other than the performance of this Master Agreement to Participating Entity hereunder, and to advise each of its employees and agents of their obligations to keep Confidential Information confidential. Contractor shall use commercially reasonable efforts to assist Participating Entity in identifying and preventing any unauthorized use or disclosure of any Confidential Information. Without limiting the generality of the foregoing, Contractor shall advise Participating Entity immediately if Contractor learns or has reason to believe that any person who has had access to Confidential Information has violated or intends to violate the terms of this Master Agreement and Contractor shall at its expense cooperate with Participating Entity in seeking injunctive or other equitable relief in the name of Participating Entity or Contractor against any such person. Except as directed by Participating Entity, Contractor will not at any time



during or after the term of this Master Agreement disclose, directly or indirectly, any Confidential Information to any person, except in accordance with this Master Agreement, and that upon termination of this Master Agreement or at Participating Entity's request, Contractor shall turn over to Participating Entity all documents, papers, and other matter in Contractor's possession that embody Confidential Information. Notwithstanding the foregoing, Contractor may keep one copy of such Confidential Information necessary for quality assurance, audits and evidence of the performance of this Master Agreement.

**5.3 Injunctive Relief.** Contractor acknowledges that breach of this Section, including disclosure of any Confidential Information, will cause irreparable injury to Participating Entity that is inadequately compensable in damages. Accordingly, Participating Entity may seek and obtain injunctive relief against the breach or threatened breach of the foregoing undertakings, in addition to any other legal remedies that may be available. Contractor acknowledges and agrees that the covenants contained herein are necessary for the protection of the legitimate business interests of Participating Entity and are reasonable in scope and content.

**6. DEBARMENT** The contractor certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (contract) by any governmental department or agency. If the contractor cannot certify this statement, attach a written explanation for review by WSCA-NASPO.

## **7. DEFAULTS & REMEDIES**

a. The occurrence of any of the following events shall be an event of default under this Master Agreement:

- i. Nonperformance of contractual requirements; or
- ii. A material breach of any term or condition of this Master Agreement; or
- iii. Any representation or warranty by Contractor in response to the solicitation or in this Master Agreement proves to be untrue or materially misleading; or
- iv. Institution of proceedings under any bankruptcy, insolvency, reorganization or similar law, by or against Contractor, or the appointment of a receiver or similar officer for Contractor or any of its property, which is not vacated or fully stayed within thirty (30) calendar days after the institution or occurrence thereof; or
- v. Any default specified in another section of this Master Agreement.

b. Upon the occurrence of an event of default, Lead State shall issue a written notice of default, identifying the nature of the default, and providing a period of 15 calendar days in which Contractor shall have an opportunity to cure the default. The Lead State shall not be required to provide advance written notice or a cure period and may immediately terminate this Master Agreement in whole or in part if the Lead State, in its sole discretion, determines that it is reasonably necessary to preserve public safety or prevent immediate public crisis. Time allowed for cure shall not diminish or eliminate Contractor's liability for damages, including liquidated damages to the extent provided for under this Master Agreement.

c. If Contractor is afforded an opportunity to cure and fails to cure the default within the period specified in the written notice of default, Contractor shall be in breach of its

obligations under this Master Agreement and Lead State shall have the right to exercise any or all of the following remedies:

- i. Exercise any remedy provided by law; and
- ii. Terminate this Master Agreement and any related Contracts or portions thereof; and
- iii. Impose liquidated damages as provided in this Master Agreement; and
- iv. Suspend Contractor from receiving future bid solicitations; and
- v. Suspend Contractor's performance; and
- vi. Withhold payment until the default is remedied.

d. In the event of a default under a Participating Addendum, a Participating Entity shall provide a written notice of default as described in this section and have all of the rights and remedies under this paragraph regarding its participation in the Master Agreement, in addition to those set forth in its Participating Addendum.

**8. DELIVERY** Unless otherwise indicated in the Master Agreement, the prices are the delivered price to any Participating State agency or political subdivision. All deliveries shall be F.O.B. destination with all transportation and handling charges paid by the contractor. Responsibility and liability for loss or damage shall remain the Contractor until final inspection and acceptance when responsibility shall pass to the Buyer except as to latent defects, fraud and Contractor's warranty obligations. The minimum shipment amount will be found in the special terms and conditions. Any order for less than the specified amount is to be shipped with the freight prepaid and added as a separate item on the invoice. Any portion of an order to be shipped without transportation charges that is back ordered shall be shipped without charge.

**9. FORCE MAJEURE** Neither party to this Master Agreement shall be held responsible for delay or default caused by fire, riot, acts of God and/or war which is beyond that party's reasonable control. WSCA-NASPO may terminate this Master Agreement after determining such delay or default will reasonably prevent successful performance of the Master Agreement.

**10. GOVERNING LAW** This procurement and the resulting agreement shall be governed by and construed in accordance with the laws of the state sponsoring and administering the procurement. The construction and effect of any Participating Addendum or order against the Master Agreement(s) shall be governed by and construed in accordance with the laws of the Participating Entity's State. Venue for any claim, dispute or action concerning an order placed against the Master Agreement(s) or the effect of an Participating Addendum shall be in the Purchasing Entity's State.

**11. INDEMNIFICATION** The Contractor shall defend, indemnify and hold harmless WSCA-NASPO, the Lead State and Participating Entities along with their officers, agencies, and employees as well as any person or entity for which they may be liable from and against claims, damages or causes of action including reasonable attorneys' fees and related costs for any death, injury, or damage to property arising from act(s), error(s), or omission(s) of the Contractor, its employees or subcontractors or volunteers, at any tier, relating to the

performance under the Master Agreement. This section is not subject to any limitations of liability in this Master Agreement or in any other document executed in conjunction with this Master Agreement

**12. INDEMNIFICATION - INTELLECTUAL PROPERTY** The Contractor shall defend, indemnify and hold harmless WSCA-NASPO, the Lead State and Participating Entities along with their officers, agencies, and employees as well as any person or entity for which they may be liable ("Indemnified Party") from and against claims, damages or causes of action including reasonable attorneys' fees and related costs arising out of the claim that the Product or its use, infringes Intellectual Property rights ("Intellectual Property Claim"). The Contractor's obligations under this section shall not extend to any combination of the Product with any other product, system or method, unless:

- (1) the Product, system or method is:
  - (a) provided by the Contractor or the Contractor's subsidiaries or affiliates;
  - (b) specified by the Contractor to work with the Product; or
  - (c) reasonably required, in order to use the Product in its intended manner, and the infringement could not have been avoided by substituting another reasonably available product, system or method capable of performing the same function; or
- (2) it would be reasonably expected to use the Product in combination with such product, system or method.

The Indemnified Party shall notify the Contractor within a reasonable time after receiving notice of an Intellectual Property Claim. Even if the Indemnified Party fails to provide reasonable notice, the Contractor shall not be relieved from its obligations unless the Contractor can demonstrate that it was prejudiced in defending the Intellectual Property Claim resulting in increased expenses or loss to the Contractor. If the Contractor promptly and reasonably investigates and defends any Intellectual Property Claim, it shall have control over the defense and settlement of it. However, the Indemnified Party must consent in writing for any money damages or obligations for which it may be responsible. The Indemnified Party shall furnish, at the Contractor's reasonable request and expense, information and assistance necessary for such defense. If the Contractor fails to vigorously pursue the defense or settlement of the Intellectual Property Claim, the Indemnified Party may assume the defense or settlement of it and the Contractor shall be liable for all costs and expenses, including reasonable attorneys' fees and related costs, incurred by the Indemnified Party in the pursuit of the Intellectual Property Claim. This section is not subject to any limitations of liability in this Master Agreement or in any other document executed in conjunction with this Master Agreement.

**13. INDEPENDENT CONTRACTOR** The contractor shall be an independent contractor, and as such shall have no authorization, express or implied to bind WSCA-NASPO or the respective states to any agreements, settlements, liability or understanding whatsoever, and agrees not

to perform any acts as agent for WSCA-NASPO or the states, except as expressly set forth herein.

**14. INDIVIDUAL CUSTOMER** Except to the extent modified by a Participating Addendum, each Participating Entity shall follow the terms and conditions of the Master Agreement and applicable Participating Addendum and will have the same rights and responsibilities for their purchases as the Lead State has in the Master Agreement, including but not limited to, any indemnity or to recover any costs allowed in the Master Agreement and applicable Participating Addendum for their purchases. Each Participating Entity will be responsible for its own charges, fees, and liabilities. The Contractor will apply the charges and invoice each Participating Entity individually.

**15. INSURANCE** Contractor shall, during the term of this Master Agreement, maintain in full force and effect, the insurance described in this section. Contractor shall acquire such insurance from an insurance carrier or carriers licensed to conduct business in the Participating Entity's state and having a rating of A-, Class VII or better, in the most recently published edition of Best's Reports. Failure to buy and maintain the required insurance may result in this Master Agreement's termination or at a Participating Entity's option, result in termination of its Participating Addendum.

Coverage shall be written on an occurrence basis. The minimum acceptable limits shall be as indicated below, with no deductible for each of the following categories:

- a) Commercial General Liability covering the risks of bodily injury (including death), property damage and personal injury, including coverage for contractual liability, with a limit of not less than \$1 million per occurrence/\$2 million general aggregate;
- b) Contractor must comply with any applicable State Workers Compensation or Employers Liability Insurance requirements.

Contractor shall pay premiums on all insurance policies. Such policies shall also reference this Master Agreement and shall have a condition that they not be revoked by the insurer until thirty (30) calendar days after notice of intended revocation thereof shall have been given to Participating Entity by the Contractor.

Prior to commencement of the work, Contractor shall provide to the Participating Entity a written endorsement to the Contractor's general liability insurance policy that (i) names the Participating Entity as an additional insured, (ii) provides that no material alteration, cancellation, non-renewal, or expiration of the coverage contained in such policy shall have effect unless the named Participating Entity has been given at least thirty (30) days prior written notice, and (iii) provides that the Contractor's liability insurance policy shall be primary, with any liability insurance of the Participating Entity as secondary and noncontributory.

Contractor shall furnish to Participating Entity copies of certificates of all required insurance within thirty (30) calendar days of the Participating Addendum's effective date and prior to performing any work. Copies of renewal certificates of all required insurance shall be

furnished within thirty (30) days after renewal date. These certificates of insurance must expressly indicate compliance with each and every insurance requirement specified in this section. Failure to provide evidence of coverage may, at State's sole option, result in this Master Agreement's termination.

Coverage and limits shall not limit Contractor's liability and obligations under this Master Agreement.

**16. LAWS AND REGULATIONS** Any and all supplies, services and equipment offered and furnished shall comply fully with all applicable Federal and State laws and regulations.

**17. LICENSE OF PRE-EXISTING INTELLECTUAL PROPERTY** Contractor grants to the Participating Entity a nonexclusive, perpetual, royalty-free, irrevocable, unlimited license to publish, translate, reproduce, modify, deliver, perform, display, and dispose of the Intellectual Property, and its derivatives, used or delivered under this Master Agreement, but not created under it ("Pre-existing Intellectual Property"). The license shall be subject to any third party rights in the Pre-existing Intellectual Property. Contractor shall obtain, at its own expense, on behalf of the Participating Entity, written consent of the owner for the licensed Pre-existing Intellectual Property.

**18. NO WAIVER OF SOVEREIGN IMMUNITY** In no event shall this Master Agreement, any Participating Addendum or any contract or any purchase order issued thereunder, or any act of a Lead State or a Participating Entity, be a waiver by the Participating Entity of any form of defense or immunity, whether sovereign immunity, governmental immunity, immunity based on the Eleventh Amendment to the Constitution of the United States or otherwise, from any claim or from the jurisdiction of any court.

If a claim must be brought in a federal forum, then it must be brought and adjudicated solely and exclusively within the United States District Court for the Participating State. This section applies to a claim brought against the Participating State only to the extent Congress has appropriately abrogated the Participating State's sovereign immunity and is not consent by the Participating State to be sued in federal court. This section is also not a waiver by the Participating State of any form of immunity, including but not limited to sovereign immunity and immunity based on the Eleventh Amendment to the Constitution of the United States.

**19. ORDER NUMBERS** Master Agreement order and purchase order numbers shall be clearly shown on all acknowledgments, shipping labels, packing slips, invoices, and on all correspondence.

**20. PARTICIPANTS** WSCA-NASPO is the cooperative purchasing arm of the National Association of State Procurement Officials. It is a cooperative group contracting consortium for state government departments, institutions, agencies and political subdivisions (e.g.,

colleges, school districts, counties, cities, etc.,) for all 50 states, the District of Columbia and the organized US territories. Obligations under this Master Agreement are limited to those Participating States who have signed a Participating Addendum where contemplated by the solicitation. Financial obligations of Participating States are limited to the orders placed by the departments or other state agencies and institutions having available funds. Participating States incur no financial obligations on behalf of political subdivisions. Unless otherwise specified in the solicitation, the resulting award(s) will be permissive.

**21. ENTITY PARTICIPATION** Use of specific WSCA-NASPO cooperative Master Agreements by state agencies, political subdivisions and other entities (including cooperatives) authorized by individual state's statutes to use state contracts are subject to the approval of the respective State Chief Procurement Official. Issues of interpretation and eligibility for participation are solely within the authority of the respective State Chief Procurement Official.

**22. PAYMENT** Payment for completion of a contract order is normally made within 30 days following the date the entire order is delivered or the date a correct invoice is received, whichever is later. After 45 days the Contractor may assess overdue account charges up to a maximum rate of one percent per month on the outstanding balance. Payments will be remitted by mail. Payments may be made via a State or political subdivision "Purchasing Card" with no additional charge.

**23. PUBLIC INFORMATION** This Master Agreement and all related documents are subject to disclosure pursuant to the Participating Entity's public information laws.

**24. RECORDS ADMINISTRATION AND AUDIT** The contractor will maintain, or supervise the maintenance of all records necessary to properly account for the payments made to the contractor for costs authorized by this Master Agreement. These records will be retained by the contractor for at least four years after the Master Agreement terminates, or until all audits initiated within the four years have been completed, whichever is later. The contractor agrees to allow WSCA-NASPO, State and Federal auditors, and state agency staff access to all the records of this Master Agreement and any order placed under this Master Agreement, for audit and inspection, and monitoring of services. Such access will be during normal business hours, or by appointment.

**25. REPORTS and ADMINISTRATIVE FEES** The contractor shall submit quarterly reports to the WSCA-NASPO Contract Administrator showing the quantities and dollar volume of purchases by each participating entity.

The contractor must pay a WSCA-NASPO administrative fee of one quarter of one percent (.25%) in accordance with the terms and conditions of the Master Agreement. The WSCA-NASPO administrative fee shall be submitted quarterly and is based on sales of products and services. The WSCA-NASPO administration fee is not negotiable. This fee is to be included as part of the pricing submitted with proposal.

Additionally, some States may require that an additional fee be paid directly to the State on purchases made by procuring entities within that State. For all such requests, the fee level, payment method and schedule for such reports and payments will be incorporated in a Participating Addendum that is made a part of the Master Agreement. The contractor may adjust the Master Agreement pricing accordingly for purchases made by procuring agencies within the jurisdiction of the State. All such agreements may not affect the WSCA-NASPO administrative fee or the prices paid by the procuring agencies outside the jurisdiction of the State requesting the additional fee.

**26. STANDARD OF PERFORMANCE AND ACCEPTANCE** The Standard of Performance applies to all Product(s) purchased under this Master Agreement, including any additional, replacement, or substitute Product(s) and any Product(s) which are modified by or with the written approval of Contractor after Acceptance by the Participating Entity. The Acceptance Testing period shall be thirty (30) calendar days or other time period identified in the solicitation or the Participating Addendum, starting from the day after the Product is installed and Contractor certifies that the Product is ready for Acceptance Testing. If the Product does not meet the Standard of Performance during the initial period of Acceptance Testing, Participating Entity may, at its discretion, continue Acceptance Testing on a day-to-day basis until the Standard of Performance is met. Upon rejection, the Contractor will have fifteen (15) calendar days to cure the Standard of Performance issue(s). If after the cure period, the Product still has not met the Standard of Performance Participating Entity may, at its option: (1) declare Contractor to be in breach and terminate the Order; (2) demand replacement Product from Contractor at no additional cost to Participating Entity; or, (3) continue the cure period for an additional time period agreed upon by the Participating Entity and the Contractor. Contractor shall pay all costs related to the preparation and shipping of Product returned pursuant to the section. No Product shall be accepted and no charges shall be paid until the Standard of Performance is met. The warranty period will begin upon Acceptance.

**27. SYSTEM FAILURE OR DAMAGE** In the event of system failure or damage caused by the Contractor or its Product, the Contractor agrees to use its best efforts to restore or assist in restoring the system to operational capacity.

**28. TITLE OF PRODUCT** Upon Acceptance by the Participating Entity, Contractor shall convey to Participating Entity title to the Product free and clear of all liens, encumbrances, or other security interests. Transfer of title to the Product shall include an irrevocable and perpetual license to use the Embedded Software in the Product. If Participating Entity subsequently transfers title of the Product to another entity, Participating Entity shall have the right to transfer the license to use the Embedded Software with the transfer of Product title. A subsequent transfer of this software license shall be at no additional cost or charge to either Participating Entity or Participating Entity's transferee.

**29. WAIVER OF BREACH** Failure of Lead State or Participating Entity to declare a default or enforce any rights and remedies shall not operate as a waiver under this Master Agreement or Participating Addendum. Any waiver by the Lead State or Participating Entity must be in writing. Waiver by the Lead State or Participating Entity of any default, right or remedy under this Master Agreement or Participating Addendum, or breach of any terms or requirements shall not be construed or operate as a waiver of any subsequent default or breach of such term or requirement, or of any other term or requirement under this Master Agreement or Participating Addendum.

**30. WARRANTY** The Contractor warrants for a period of one year from the date of Acceptance that: (a) the Product performs according to all specific claims that the Contractor made in its response to the solicitation, (b) the Product is suitable for the ordinary purposes for which such Product is used, (c) the Product is suitable for any special purposes identified in the solicitation or for which the Participating Entity has relied on the Contractor's skill or judgment, (d) the Product is designed and manufactured in a commercially reasonable manner, and (e) the Product is free of defects. Upon breach of the warranty, the Contractor will repair or replace (at no charge to the Participating Entity) the Product whose nonconformance is discovered and made known to the Contractor. If the repaired and/or replaced Product proves to be inadequate, or fails of its essential purpose, the Contractor will refund the full amount of any payments that have been made. The rights and remedies of the parties under this warranty are in addition to any other rights and remedies of the parties provided by law or equity, including, without limitation, actual damages, and, as applicable and awarded under the law, to a prevailing party, reasonable attorneys' fees and costs.

See Attachment D - Vendor RFP Response for warranty details.

**31. ASSIGNMENT OF ANTITRUST RIGHTS** Contractor irrevocably assigns to a Participating Entity any claim for relief or cause of action which the Contractor now has or which may accrue to the Contractor in the future by reason of any violation of state or federal antitrust laws (15 U.S.C. § 1-15 or a Participating Entity's state antitrust provisions), as now in effect and as may be amended from time to time, in connection with any goods or services provided to the Contractor for the purpose of carrying out the Contractor's obligations under this Master Agreement or Participating Addendum, including, at a Participating Entity's option, the right to control any such litigation on such claim for relief or cause of action.

Contractor shall require any subcontractors hired to perform any of Contractor's obligations, under this Master Agreement or Participating Addendum, to irrevocably assign to a Participating Entity, as third party beneficiary, any right, title or interest that has accrued or which may accrue in the future by reason of any violation of state or federal antitrust laws (15 U.S.C. § 1-15 or a Participating Entity's state antitrust provisions), as now in effect and as may be amended from time to time, in connection with any goods or services provided to the subcontractor for the purpose of carrying out the subcontractor's obligations to the Contractor in pursuance of this Master Agreement or Participating Addendum, including, at a



Participating Entity's option, the right to control any such litigation on such claim for relief or cause of action.

**32. WSCA-NASPO eMARKET CENTER** Awarded responders are required to participate in the WSCA-NASPO eMarket Center and, working through WSCA-NASPO's contractor (SciQuest), connect with the eMarket Center. The ideal situation would be to use either a hosted (by SciQuest) or Punchout Level 2 catalog configurations, but actual requirements will be determined by the Lead State Contract Administrator, WSCA-NASPO, WSCA-NASPO's contractor (SciQuest) and the awarded contractor, after award. Participation does not require an awarded responder to have any special level of technology or technological understanding.

### **Definitions**

**Acceptance** - means a written notice from a purchasing entity to contractor advising Contractor that the Product has passed its Acceptance Testing. Acceptance of a product for which acceptance testing is not required shall occur following the completion of delivery, installation, if required, and a reasonable time for inspection of the product, unless the Purchasing Entity provides a written notice of rejection to contractor.

**Acceptance Testing** - means the process for ascertaining that the Product meets the standards set forth in the section titled Standard of Performance and Acceptance, prior to Acceptance by the Purchasing Entity.

**Contractor** - means the person or entity delivering Products or performing services under the terms and conditions set forth in this Master Agreement.

**Intellectual Property** - means any and all patents, copyrights, service marks, trademarks, trade secrets, trade names, patentable inventions, or other similar proprietary rights, in tangible or intangible form, and all rights, title, and interest therein.

**Lead State** - means the State conducting this cooperative solicitation and centrally administering any resulting Master Agreement with the permission of the Signatory States.

**Master Agreement** - means the underlying agreement executed by and between the Lead State, as WSCA-NASPO contract administrator, acting on behalf of WSCA-NASPO, and the Contractor, as now or hereafter amended.

**Order** - means any purchase order, sales order, or other document used by a Participating Entity to order the Products.

**Participating Addendum** - means a bilateral agreement executed by a Contractor and a Participating Entity incorporating this Master Agreement and any other additional Participating Entity specific language or other requirements ,e.g. ordering procedures specific to the Participating Entity, other terms and conditions.

**Participating Entity** - means a state, or other legal entity, properly authorized by a state to enter into the Master Agreement or Participating Addendum or who is authorized to order under the Master Agreement or Participating Addendum.

**Product** - Any equipment, software (including embedded software), documentation, or deliverable supplied or created by the Contractor pursuant to this Master Agreement.

**WSCA-NASPO** -is a cooperative group contracting consortium for state procurement officials, representing departments, institutions, agencies, and political subdivisions (i.e., colleges, school districts, counties, cities, etc.) for all states and the District of Columbia. WSCA-NASPO is a cooperative purchasing arm of the National Association of State Procurement Officials (NASPO).

#### **Additional Definitions and Alternative Terms for Consideration**

Below are additional definitions and alternative terms for consideration by the sourcing teams depending upon the nature of the solicitation and negotiations between the Contractor and Vendor.

**Embedded Software** - means one or more software applications which permanently reside on a computing device.

**Machine Code** - means microcode, basic input/output system code, utility programs, device drivers, diagnostics, and another code delivered with a computing device for the purpose of enabling the function of the computing device, as stated in its published specifications.

**(revised March 2013)**

**ATTACHMENT B:  
SHORETEL STATEMENT OF WORK**

**Categories authorized under this contract:**

**5.3.0 UNIFIED COMMUNICATIONS (UC)** — A set of products that provides a consistent unified user interface and user experience across multiple devices and media types. Unified Communications that is able to provide services such as session management, voice, video, messaging, mobility, and web conferencing. It can provide the foundation for advanced unified communications capabilities of IM and presence-based services and extends telephony features and capabilities to packet telephony network devices such as IP phones, media processing devices, Voice over IP (VoIP) gateways, and multimedia applications. Additional services, such as unified messaging, multimedia conferencing, collaborative contact centers, and interactive multimedia response systems, are made possible through open telephony APIs. General UC solution capabilities should include:

- High Availability for Call Processing
- Hardware Platform High Availability
- Network Connectivity High Availability
- Call Processing Redundancy

**5.3.0.1 IP Telephony** — Solutions utilized to provide the delivery of the telephony application (for example, call setup and teardown, and telephony features) over IP, instead of using circuit-switched or other modalities. Capabilities should include:

- Support for analog, digital, and IP endpoints

- Centralized Management

- Provide basic hunt group and call queuing capabilities

- Flexibility to configure queue depth and hold time, play unique announcements and Music on Hold (MoH), log in and log out users from a queue and basic queue statistics (from the phone)

- E911 Support

**5.3.0.2 Instant messaging/ Presence** — Solutions that allow communication over the Internet that offers quick transmission of text-based messages from sender to receiver. In push mode between two or more people using personal computers or other devices, along with shared clients, instant messaging basically offers real-time direct written language-based online chat. Instant messaging may also provide video calling, file sharing, PC-to-PC voice calling and PC-to-regular-phone calling.

**5.3.0.3 Unified messaging** — Integration of different electronic messaging and communications media (e-mail, SMS, Fax, voicemail, video messaging, etc.) technologies into a single interface, accessible from a variety of different devices.

- Ability to access and manage voice messages in a variety of ways, using email inbox, Web browser, desktop client, VoIP phone, or mobile phone

- Visual Voicemail Support (Optional)

**5.3.0.4 Contact Center** — A computer-based system that provides call and contact routing for high-volume telephony transactions, with specialist answering "agent" stations and a sophisticated real-time contact management system. The definition includes all contact center systems that provide inbound contact

handling capabilities and automatic contact distribution, combined with a high degree of sophistication in terms of dynamic contact traffic management.

**5.3.0.5 Communications End Points and Applications**

Attendant Consoles

IP Phones

**5.3.0.6 UC Network Management** — Provides end-to-end service management for Unified Communications. Capabilities include testing, performance monitoring, configuration management, and business intelligence reporting.

**5.3.0.7 Collaboration** — Voice, video, and web conferencing; messaging; mobile applications; and enterprise social software.

**5.3.0.8 Collaborative Video** — A set of immersive video technologies that enable people to feel or appear as if they were present in a location that they are not physically in. Immersive video consists of a multiple codec video system, where each meeting attendee uses an immersive video room to “dial in” and can see/talk to every other member on a screen (or screens) as if they were in the same room and provides call control that enables intelligent video bandwidth management.

**5.3.0.8.1 Content Delivery Systems (CDS)** — A large distributed system of servers deployed in multiple data centers connected by the Internet. The purpose of the content delivery system is to serve content to end-users with high availability and high performance. CDSs serve content over the Internet, including web objects (text, graphics, URLs, and scripts), downloadable objects (media files, software, documents), applications (e-commerce, portals), live streaming media, on-demand streaming media, and social networks.

**5.3.0.8.2 Physical Security** — Technology utilized to restricting physical access by unauthorized people to controlled facilities.

Technologies include:

- a. Access control systems
- b. Detection/Identification systems, such as surveillance systems, closed circuit television cameras, or IP camera networks and the associated monitoring systems.
- c. Response systems such as alert systems, desktop monitoring systems, radios, mobile phones, IP phones, and digital signage
- d. Building and energy controls

STATE OF UTAH CONTRACT NUMBER – AR627

Attachment C – Pricing  
Solicitation Number JP14001  
WSCA-NASPO Data Communications RFP

Vendor Name: ShoreTel

RFP Product Categories:

Minimum Discount Percentage:

5.3.0 UNIFIED COMMUNICATIONS (UC)

Discount % 35

Current ShoreTel Inc. pricing sheets, approved by the State of Utah, can be found at the following web link:

**SHORETEL PRICING SHEETS CLICK HERE**

**IMPORTANT:** The minimum discount percentage listed in this attachment is for general informational purposes only and may not apply to every line item authorized under this contract. For specific item pricing, please refer to the contract price list weblink provided in this document.

Vendors are required to post state specific pricing on their hosted website or through the WSCA-NASPO eMarket center as required by solicitation JP14001, in addition to the vendor pricing sheets approved and hosted by the State of Utah's master contract summary sheet. The State of Utah vendor pricing sheets will serve as the approved base price and do not include any applicable state specific administrative fees. State specific pricing, hosted on the vendor website or WSCA-NASPO eMarketcenter may reflect authorized state specific administrative fees. No other fees are authorized under this contract. Pricing audits may be conducted at any time by the State of Utah, WSCA-NASPO, or 3<sup>rd</sup> party audit provider to ensure accurate pricing.

Per Solicitation JP14001, the following pricing/product requirements and instructions apply:

**1.11 Pricing Structure**

**Pricing Structure:** Pricing for the WSCA-NASPO Master Agreements shall be based on the Percent Discount off the current global MSRP Schedule applicable to United States customers.

**1.12 Price Guarantee Period**

**Price Guarantee Period:** The Data Communication Provider's Discount rate shall remain in effect for the term of the WSCA-NASPO Master Price Agreement.

**1.13 Price Escalation**

**Equipment, Supplies and Services:** Data Communications provider may update the pricing on their MSRP price list one time every year after the first year of the original contract term. The WSCA-NASPO Contract Administrator will review a documented request for a Price Schedule price list adjustment only after the Price Guarantee Period.

**1.14 Price Reductions**

In the event of a price decrease in any category of product at any time during the contract in a Provider's Price Schedule, including renewal options, the WSCA-NASPO Contract Administrator shall be notified immediately. All Price Schedule price reductions shall be effective upon the notification provided to the WSCA-NASPO Master Agreement Administrator.

### **1.20 WSCA Administrative Fee**

The Contracted Supplier must pay a WSCA-NASPO administrative fee of one quarter of one percent (.025%) in accordance with the terms and conditions of the contract. The WSCA-NASPO administrative fee shall be submitted quarterly and is based on the actual sales of all products and services in conjunction with your quarterly reports. The WSCA-NASPO administrative fee must be included when determining the pricing offered. The WSCA-NASPO administrative fee is not negotiable and shall not be added as a separate line item on an invoice.

Additionally, some WSCA-NASPO participating entities may require that an administrative fee be paid directly to the WSCA-NASPO participating entity on purchases made by purchasing entities within that State. For all such requests, the fee percentage, payment method and payment schedule for the participating entity's administrative fee will be incorporated in the Participating Addendum. Data Communications Provider will be held harmless, and may adjust (increase) the WSCA-NASPO Master Agreement pricing by the fee percentage for that participating entity accordingly for purchases made by purchasing entities within the jurisdiction of the State. All such agreements may not affect the WSCA-NASPO fee or the prices paid by the purchasing entities outside the jurisdiction of the participating entities requesting the additional fee.

### **5.3.2 ADDING PRODUCTS**

The ability to add new equipment and services is for the convenience and benefit of WSCA-NASPO, the Participating States, and all the Authorized Purchasers. The intent of this process is to promote "one-stop shopping" and convenience for the customers and equally important, to make the contract flexible in keeping up with rapid technological advances. The option to add new product or service categories and/items will expedite the delivery and implementation of new technology solutions for the benefit of the Authorized Purchasers.

After the contracts are awarded, additional IT product categories and/or items may be added per the request of the Contractor, a Participating State, an Authorized Purchaser or WSCA-NASPO. Additions may be ad hoc and temporary in nature or permanent. All additions to an awarded Contractor or Manufacturer's offerings must be products, services, software, or solutions that are commercially available at the time they are added to the contract award and fall within the original scope and intent of the RFP (i.e., converged technologies, value adds to manufacturer's solution offerings, etc.).

**5.3.2.1 New Product from Contractors** — If Contractor, a Participating State, an Authorized Purchaser or WSCA-NASPO itself requests to add new product categories permanently, then all awarded Contractors (Manufacturers) will be notified of the proposed change and will have the opportunity to work with WSCA to determine applicability, introduction, etc. Any new products or services must be reviewed and approved by the WSCA-NASPO Contract Administrator.

**5.3.2.2 Ad Hoc Product Additions** — A request for an ad hoc, temporary addition of a product category/item must be submitted to WSCA-NASPO via the governmental entity's contracting/purchasing officer. Ad hoc, temporary requests will be handled on a case-by-case basis.

**5.3.2.3 Pricelist Updates** — As part of each Contractor's ongoing updates to its pricelists throughout the contract term, Contractor can add new SKUs to its awarded product categories that may have been developed in-house or obtained through mergers, acquisitions or joint ventures; provided, however, that such new SKUs fall within the Contractor's awarded product categories.

**STATE OF CALIFORNIA**  
**PARTICIPATING ADDENDUM NO. 7-14-70-09**  
Data Communications Products and Services  
Utah WSCA-NASPO Master Price Agreement No. AR627  
**ShoreTel Inc.**

This Participating Addendum Number 7-14-70-09 is entered into between the State of California, Department of General Services (hereafter referred to as "State" or "DGS") and ShoreTel Inc. (hereafter referred to as "Contractor") under the lead State of Utah WSCA-NASPO Cooperative Purchasing Organization (WSCA-NASPO) Master Price Agreement Number AR627.

**1. Scope**

- A. This Participating Addendum covers the purchase of Data Communications Products and Services under the Utah WSCA-NASPO Master Price Agreement Number AR627. The WSCA-NASPO Master Price Agreement is hereby incorporated by reference and shall apply to the purchase of goods and services made under this Participating Addendum.
- B. This Participating Addendum is available for use by all State Departments and California political subdivisions/local governments. A political subdivision/local government is defined as any city, county, city and county, district, or other local governmental body or corporation, including the California State Universities (CSU) and University of California (UC) systems, K-12 schools and community colleges empowered to expend public funds.
- C. Each political subdivision/local government is to make its own determination whether this Participating Addendum and the WSCA-NASPO Master Price Agreement are consistent with its procurement policies and regulations.

**2. Term**

- A. The term of this Participating Addendum shall begin upon signature approval by the State and will end May 31, 2019, or upon termination by the State, whichever occurs first.
- B. Lead State amendments to extend the Master Price Agreement term date are not automatically incorporated into this Participating Addendum. Extension(s) to the term of this Participating Addendum will be through a written amendment upon mutual agreement between the State and the Contractor.

**3. Mandatory Statewide Contracts**

Product and service categories that are available on mandatory California statewide contracts for information technology (IT) hardware cannot be purchased from this Participating Addendum by State Departments without an exemption. State Departments are responsible for obtaining an exemption from DGS prior to issuing a purchase order.

This restriction is not applicable to political subdivisions/local governments.

#### 4. Terms and Conditions

Terms and conditions listed below are hereby incorporated by reference and made a part of this Participating Addendum as if attached herein and shall apply to the purchase of goods or services made under this Participating Addendum. These include:

- A. General Provisions – Information Technology, GSPD401IT, effective 11/27/2013. The twelve page document can be viewed at:  
[http://www.documents.dgs.ca.gov/pd/poliproc/gspd401IT13\\_1127.pdf](http://www.documents.dgs.ca.gov/pd/poliproc/gspd401IT13_1127.pdf)
- B. American Recovery and Reinvestment Act (ARRA) Supplemental Terms and Conditions, revised 08/10/09. The supplemental terms and conditions for contracts using ARRA funds apply to the ordering agency. If or when Contractor, as a vendor, is notified by ordering agency that a specific purchase or purchases are being made with ARRA funds, Contractor agrees to comply with the data element and reporting requirements that are legally required of providers of goods and related services. Contractor as it relates to purchases under this Participating Addendum is not a subcontractor or sub grantee, but simply a provider of goods and related services. The two page document can be viewed at:  
<http://www.documents.dgs.ca.gov/pd/poliproc/ARRATand%20C081009final.pdf>.

#### 5. Order of Precedence

In the event of any inconsistency between the articles, attachments, or provisions which constitute this agreement, the following descending order of precedence shall apply:

- A. California Participating Addendum Number 7-14-70-09
- B. Utah WSCA-NASPO Master Price Agreement Number AR627

#### 6. Available Products and Services

This Participating Addendum includes the following product and service categories:

- A. 5.3.0 – Unified Communications\*

\* Non-exempt State Agencies are mandated by policy to utilize the CALNET 3 Statewide Contract(s) to obtain "Required" telecommunications and network services unless otherwise authorized by the Department of Technology.

#### 7. Disallowed Products and Services

- A. Cloud Computing

Cloud computing elements are not allowed under this Participating Addendum. However if State of California terms and conditions are developed for Software as a Service, Infrastructure as a Service, or Platform as a Service, the State reserves the right to amend this Participating Addendum to include such provisions and related goods and services.

- B. These restrictions do not apply to political subdivisions/local governments.



## 8. Price List

- A. Contractor shall submit a Product and Service Schedule (PSS) identifying all products and services offered under this Participating Addendum for the State's approval.
- B. The PSS shall include the following:
  - 1) Manufacturer Part Number or Item Number
  - 2) List Price
  - 3) Minimum Discount off List Price
  - 4) Contract Price
- C. Contractor shall maintain a website dedicated to this Participating Addendum which contains the State-approved PSS.
- D. Contractor shall submit a written notice of price increases/decreases and a revised PSS for the State's approval prior to updating the Contractor's dedicated website for this Participating Addendum.
- E. State-approved PSS will be posted on the State's eProcurement website.

## 9. Equipment Additions/Deletions

- A. Contractor may add or delete equipment introduced or removed from the market by the manufacturer under the following conditions:
  - 1) Equipment is within existing awarded categories under the WSCA-NASPO Master Price Agreement;
  - 2) Contractor has obtained prior approval from the Utah WSCA-NASPO Contract Administrator; and
  - 3) Contractor receives written approval from the California State Contract Administrator.
- B. Contractor shall submit a written notice of equipment additions/deletions and a revised PSS for the State's approval prior to updating the Contractor's dedicated website for this Participating Addendum.
- C. Contractor shall not add new categories or groups of equipment or services under this Participating Addendum that were not originally included in the WSCA-NASPO Master Price Agreement.

## 10. Servicing Subcontractors

- A. Nothing contained in this Agreement or otherwise, shall create any contractual relation between the State and any subcontractors, and no subcontract shall relieve Contractor of its responsibilities and obligations hereunder. Contractor agrees to be fully responsible to the State for the acts and omissions of its subcontractors and of persons either directly or indirectly employed by the Contractor. Contractor's obligation to pay its subcontractors is an independent obligation from the State's obligation to make payments to the Contractor.

- B. As the prime contractor, contractor is responsible for reports and fees required by the terms and conditions of the WSCA/NASPO Master Price Agreement and State Participating Addendum.
- C. Subject to the approval of the State, subcontractors may be added on a quarterly basis during the term of the contract. Contractors shall notify the State of any deleted subcontractors or changes to current subcontractors contact information at any time during the contract term.
- D. Contractor shall submit a subcontractor list identifying the company name, address, contact name, phone number and email of authorized subcontractors to the State's Contract Administrator for the State's approval prior to updating its California specific contract website.
- E. State-approved Servicing Subcontractor will be posted on the State's eProcurement website.

#### **11. Ordering Agency Responsibilities**

- A. State department and political subdivision/local government use of this Participating Addendum is optional.
- B. A User Instructions guide will be prepared and administered by the State Contract Administrator.
- C. Ordering agencies must follow the Contractor Selection and Request for Offer (RFO) process outlined within the User Instructions guide prior to executing orders against this Participating Addendum.

#### **12. Contractor Responsibilities**

Contractor must respond to the ordering agency's RFO to be eligible to receive a Purchase Order under this Participating Addendum.

#### **13. Invoicing**

The State Participating Addendum Number and Ordering Agency Purchase Order Number shall appear on each purchase order and invoice for all purchases placed under this Participating Addendum.

#### **14. Usage Reporting**

- A. Contractor shall submit usage reports on a monthly basis to the State Contract Administrator for all California entity purchases using the report template attached hereto as Attachment A.
- B. The report is due even when there is no activity.
- C. The report shall be an Excel spreadsheet transmitted electronically to the DGS mailbox at PDWSCA@dgs.ca.gov.

- D. Any report that does not follow the required format or that excludes information will be deemed incomplete. Contractor will be responsible for submitting corrected reports within five business days of the date of written notification from the State.
- E. Tax must not be included in the report, even if it is on the purchase order.
- F. Reports are due each month as follows:

Reporting Period and Due Date			
Jan -- Due Feb 15		May -- Due Jun 15	Sep -- Due Oct 15
Feb -- Due Mar 15		Jun -- Due Jul 15	Oct -- Due Nov 15
Mar -- Due Apr 15		Jul -- Due Aug 15	Nov -- Due Dec 15
Apr -- Due May 15		Aug -- Due Sep 15	Dec -- Due Jan 15

- G. Failure to meet reporting requirements and submit the reports on a timely basis shall constitute grounds for suspension of this contract.
- H. Amendments for term extensions may be approved only if all due reports have been submitted to the State.

**15. Administrative Fee**

- A. Contractor shall submit a check, payable to the State of California, remitted to the WSCA Payment Processing Unit for the calculated amount equal to one percent (0.01) of the sales for the quarterly period.
- B. Contractor must include the Participating Addendum Number on the check. Those checks submitted to the State without the Participating Addendum Number will be returned to Contractor for additional identifying information.
- C. Administrative fee checks shall be submitted to:
 

State of California  
 Department of General Services, Procurement Division  
 Attention: WSCA Payment Processing  
 707 3<sup>rd</sup> Street, 2<sup>nd</sup> Floor, MS 2-202  
 West Sacramento, CA 95605
- D. The administrative fee shall not be included as an adjustment to Contractor's WSCA-NASPO Master Price Agreement pricing.
- E. The administrative fee shall not be invoiced or charged to the ordering agency.
- F. Payment of the administrative fee is due irrespective of payment status on orders or service contracts from a purchasing entity.

G. Administrative fee checks are due for each quarter as follows:

Reporting Period	Due Date
JUL 1 to SEP 30	OCT 31
OCT 1 to DEC 31	JAN 31
JAN 1 to MAR 31	APR 30
APR 1 to JUN 30	JUL 31

H. Failure to meet administrative fee requirements and submit fees on a timely basis shall constitute grounds for suspension of this contract.

**16. Contract Management**

A. The primary Contractor Contract Manager for this Participating Addendum shall be as follows:

Contractor: ShoreTel Inc.  
 Name: Holly Davis  
 Phone: (408) 900-1195  
 E-Mail: [hdavis@shoretel.com](mailto:hdavis@shoretel.com)  
  
 Address: 960 Stewart Drive  
 Sunnyvale, CA 94085

B. Should Contractor Contract Manager information change, the Contractor will provide written notice with the updated information to the State Contract Administrator no later than ten business days after the change.

C. The State Contract Administrator for this Participating Addendum shall be as follows:

Name: Bonnie Bahnsen  
 Phone: (916) 375-4383  
 Fax: (916) 375-4663  
 E-Mail: [Bonnie.Bahnsen@dgs.ca.gov](mailto:Bonnie.Bahnsen@dgs.ca.gov)  
  
 Address: State of California  
 Department of General Services  
 Procurement Division  
 707 Third Street, 2nd Floor, MS 2-202  
 West Sacramento, CA 95605

D. Should State Contract Administrator information change, the State will provide written notice with the updated information to the Contractor Contract Manager no later than ten business days after the change.

17. Termination of Agreement

The State may terminate this Participating Addendum at any time upon 30 days prior written notice to the Contractor. Upon termination or other expiration of this Participating Addendum, each party will assist the other party in orderly termination of the Participating Addendum and the transfer of all assets, tangible and intangible, as may facilitate the orderly, nondisrupted business continuation of each party. This provision shall not relieve the Contractor of the obligation to perform under any purchase order or other similar ordering document executed prior to the termination becoming effective.

18. Amendment

No amendment or variation of the terms of this Participating Addendum shall be valid unless made in writing, signed by the parties and approved as required. No oral understanding or agreement not incorporated in the Participating Addendum is binding on any of the parties.

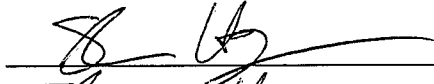
19. Agreement

- A. This Participating Addendum and the Master Price Agreement together with its exhibits and/or amendments, set forth the entire agreement between the parties with respect to the subject matter of all previous communications, representations or agreements, whether oral or written, with respect to the subject matter hereof. Terms and conditions inconsistent with, contrary or in addition to the terms and conditions of this Participating Addendum and the Master Price Agreement, together with its exhibits and/or amendments, shall not be added to or incorporated into this Participating Addendum or the Master Price Agreement and its exhibits and/or amendments, by any subsequent purchase order or otherwise, and any such attempts to add or incorporate such terms and conditions are hereby rejected. The terms and conditions of this Participating Addendum and the Master Price Agreement and its exhibits and/or amendments shall prevail and govern in the case of any such inconsistent or additional terms.
- B. By signing below Contractor agrees to offer the same products/and or services as on the Utah WSCA-NASPO Master Price Agreement Number AR627, at prices equal to or lower than the prices on that contract.
- C. IN WITNESS WHEREOF, the parties have executed this Participating Addendum as of the date of execution by both parties below.

STATE OF CALIFORNIA

ShoreTel Inc.

By: 

By: 

Name: Jim Butler

Name: Trace Harper

Title: Deputy Director

Title: Director, Vertical Programs

Date: September 5, 2014

Date: 8/6/2014

**NASPO (WSCA) MSA AR627 - Data Communications**

Feb 2017

Market Family	Item Type	SKU	Short Name	Description	Unit of Measure	List Price	Contract Discount	Contract Price
<b>IP Telephony</b>								
IP Telephony	Advanced Applications	18010	Call Router Application	Call Router Application - System-wide Caller ID and DNIS based routing with web-based Administration	Each	\$3,438	35%	\$2,234.70
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	Each	\$5,000	35%	\$3,250.00
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	Each	\$200	35%	\$130.00
IP Telephony	Advanced Applications	18026	Nuisance Call Handler	Nuisance Call Handler - System-wide monitoring and configurable re-direction of incoming calls based on calling party number	Each	\$2,500	35%	\$1,625.00
IP Telephony	Advanced Applications	18029	Enhanced Paging Application	Enhanced Paging Application - Base package - Enhanced Paging including Audio & Text Alerts	Each	\$5,500	35%	\$3,575.00
IP Telephony	Advanced Applications	18030	Enhanced Paging Application expansion	Enhanced Paging Application - Combine with Base Instance incrementally for distributed operation	Each	\$500	35%	\$325.00
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	Each	\$2,500	35%	\$1,625.00
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.	Each	\$200	35%	\$130.00
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.	Each	\$5,600	35%	\$3,640.00
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.	Each	\$3,438	35%	\$2,234.70
IP Telephony	Advanced Applications	18035	Call History Report	Call History Report - Enhanced CDR based historical report that presents lifecycle 'cradle to grave' information on a call by call basis.	Each	\$1,485	35%	\$965.25
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.	Each	\$3,438	35%	\$2,234.70
IP Telephony	Advanced Applications	18038	Phone Use Scheduler	Phone Use Scheduler - Automatically changes phone states for groups and individuals according to configurable schedules. Sets Call Handling Mode, User Group, and Sends users home. Complements Do Not Disturb (DND) Override.	Each	\$3,438	35%	\$2,234.70

**NASPO (WSCA) MSA AR627 - Data Communications**

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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.	Each	\$1,250	35%	\$812.50	
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.)	Each	\$1,485	35%	\$965.25	
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.	Each	\$1,485	35%	\$965.25	
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.	Each	\$3,500	35%	\$2,275.00	
IP Telephony	Advanced Applications	18048	Site Router	Site Router - Automatically routes inbound calls based on the Site of the calling party (a user)	Each	\$3,438	35%	\$2,234.70	
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.	Each	\$5,000	35%	\$3,250.00	
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.	Each	\$3,300	35%	\$2,145.00	
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.	Each	\$5,000	35%	\$3,250.00	
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.	Each	\$5,000	35%	\$3,250.00	
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.	Each	\$2,500	35%	\$1,625.00	
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.	Each	\$1,250	35%	\$812.50	
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.	Each	\$2,500	35%	\$1,625.00	

**NASPO (WSCA) MSA AR627 - Data Communications**

**Feb 2017**

		NASPO (WSCA) MSA AR627 - Data Communications					Feb 2017		
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	Each	\$2,500	35%	\$1,625.00	
IP Telephony	Advanced Applications	18078	ShoreTel for Zendesk	ShoreTel for Zendesk – Licensed per user.	Each	\$200	35%	\$130.00	
IP Telephony	Advanced Applications	18079	ShoreTel for Desk.com	ShoreTel for Desk.com – Licensed per user.	Each	\$200	35%	\$130.00	
IP Telephony	Application Servers	21020	Distributed Voice Services license	Distributed Voice Services License	Each	\$995	35%	\$646.75	
IP Telephony	Application Servers	29152	ShoreTel 14.2 Software (GA Release)	ShoreTel 14.2 Software (General Release) for SBE100 and Enterprise customers	Each	\$0	0%	\$0.00	
IP Telephony	Application Servers	30006	Softphone license	Softphone License (ShoreTel 7.5 and earlier versions)	Each	\$150	35%	\$97.50	
IP Telephony	Application Servers	30035	Extension & Mailbox license	Extension & Mailbox License	Each	\$200	35%	\$130.00	
IP Telephony	Application Servers	30039	Extension-only license	Extension-only License (Requires ShoreTel 5.2 or higher)	Each	\$140	35%	\$91.00	
IP Telephony	Application Servers	30040	Mailbox-only license	Mailbox-only License (Requires ShoreTel 5.2 or higher)	Each	\$90	35%	\$58.50	
IP Telephony	Application Servers	30041	Add'l Language license	Add'l Language License (Requires ShoreTel 5.2 or higher)	Each	\$995	35%	\$646.75	
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 5.6)	Each	\$50	35%	\$32.50	
IP Telephony	Application Servers	30044	Additional Site license	Additional Site License	Each	\$495	35%	\$321.75	
IP Telephony	Application Servers	30049	TAPI Application Server license	TAPI Application Server License (License to allow control of use of TAPI applications with system)	Each	\$495	35%	\$321.75	
IP Telephony	Client Software	30053	SIP Device license	SIP Device License (License to allow a SIP device to register with system. SIP devices also require SKU 30035 or 30039 to operate) - for US installations only	Each	\$30	35%	\$19.50	
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 ST7.5 or earlier to a single keyed SIP Device License for use with ST8. Requires proof of ownership of SIP Trunk License.)	Each	\$0	0%	\$0.00	
IP Telephony	Legacy Integration	30080	SIP-based 3rd party Messaging Integration license	License, SIP-based third party messaging integration. Allow a customer to use third party voicemail with the customer's SIP	Each	\$4,495	35%	\$2,921.75	
IP Telephony	Other Equipment	10151	Harmonica for SG40/8	Harmonica for SG-40/8	Each	\$35	0%	\$35.00	
IP Telephony	Other Equipment	10162	Handset for IP5XX/2XX/1XX series IP Phones	Handset for IP5XX/2XX/1XX series IP Phones	Each	\$25	0%	\$25.00	
IP Telephony	Other Equipment	10169	Wall Mount Kit for IP Phone IP560 / IP560g / IP565g	Wall Mount Kit for IP Phone IP560 / IP560g / IP565g	Each	\$10	0%	\$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	Each	\$10	0%	\$10.00	
IP Telephony	Other Equipment	10211	Wall Mount Kit for IP Phone IP212K / 230 / 230g / 235	Wall Mount Kit for IP Phone IP212K / 230 / 230g / 235	Each	\$10	0%	\$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.	Each	\$15	0%	\$15.00	



**NASPO (WSCA) MSA AR627 - Data Communications**

**Feb 2017**

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IP Telephony	Other Equipment	10269	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)	Each	\$20	0%	\$20.00	
IP Telephony	Other Equipment	10370	Phone Base for IP Phone IP110 / IP115 / BB24	Phone Base for IP Phone IP110 / IP115 / BB24	Each	\$7	0%	\$7.00	
IP Telephony	Other Equipment	10371	Phone Base for IP Phone IP210 / IP230 / IP230G /	Phone Base for IP Phone IP210 / IP230 / IP230G / IP265	Each	\$7	0%	\$7.00	
IP Telephony	Other Equipment	10372	Phone Base for IP Phone IP530 / IP560 / IP560G /	Phone Base for IP Phone IP530 / IP560 / IP560G / IP565G	Each	\$7	0%	\$7.00	
IP Telephony	Other Equipment	10373	Handset Cord (9 ft) for 1XX/2XX/5XX series IP	Handset Cord (9 ft) Spare, All models except IP655	Each	\$5	0%	\$5.00	
IP Telephony	Other Equipment	10381	Handset for IP Phone IP655, IP 400 series	Handset for IP Phone IP655, IP 400 series phones and Dock	Each	\$25	0%	\$25.00	
IP Telephony	Other Equipment	10388	Handset Charger for IP930D DECT Phone	Handset Charger for IP930D DECT Phone (spare)	Each	\$25	0%	\$25.00	
IP Telephony	Other Equipment	10397	Handset Cord (9 ft) for IP Phone IP655	Handset Cord (9 ft) Spare, IP 655 only	Each	\$5	0%	\$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)	Each	\$100	0%	\$100.00	
IP Telephony	Other Equipment	10428	Wall Mount Kit for IP Phone IP655	Wall Mount Kit for IP Phone IP655	Each	\$15	0%	\$15.00	
IP Telephony	Other Equipment	10449	IP 930D DECT Phone Repeater	Repeater - IP 930D DECT Phone – Requires ShoreTel 14 or later	Each	\$249	0%	\$249.00	
IP Telephony	Other Equipment	10450	IP930D Battery (Spare)	IP930D Battery (Spare)	Each	\$10	0%	\$10.00	
IP Telephony	Other Equipment	10478	PoE cable for IP930D DECT Repeater	PoE cable for IP930D DECT Repeater	Each	\$15	0%	\$15.00	
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	Each	\$20	0%	\$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).	Each	\$15	0%	\$15.00	
IP Telephony	Other Equipment	10536	Handset Cord (12 ft) for IP 400 series phones and Dock	Handset Cord (12 ft) for IP 400 series phones and Dock	Each	\$5	0%	\$5.00	
IP Telephony	Other Equipment	60047	Analog Harmonica & Telco 25PR Cable Kit for SG switches	Analog Harmonica & Telco 25PR (FF) Cable Kit for SG 30 / SG 50 / SG 90 and SG 220T1A switches	Each	\$65	0%	\$65.00	
IP Telephony	Other Equipment	60152	Wall Mount Kit for IP Phone IP480 /480g / 485g	Wall Mount Kit for IP Phone IP480 /480g / 485g	Each	\$15	0%	\$15.00	
IP Telephony	Other Equipment	60153	Wall Mount Kit for IP Phone IP420	Wall Mount Kit for IP Phone IP420	Each	\$15	0%	\$15.00	
IP Telephony	Phones	10495	IP Phone IP 420	IP Phone IP 420 – Requires ShoreTel 14 or later	Each	\$189	35%	\$122.85	
IP Telephony	Phones	10546	IP Phone IP 420g.	IP Phone IP 420g. Requires ShoreTel Connect ONSITE August 2016 Release, or later.	Each	\$219	35%	\$142.35	

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IP Telephony	Phones	10496	IP Phone IP 480	IP Phone IP 480 – Requires ShoreTel 14 or later	Each	\$299	35%	\$194.35	
IP Telephony	Phones	10497	ShoreTel IP Phone IP480g	IP Phone IP480g – Requires ShoreTel 14 or later	Each	\$369	35%	\$239.85	
IP Telephony	Phones	10498	IP Phone IP 485g	IP Phone IP 485g – Requires ShoreTel 14 or later	Each	\$429	35%	\$278.85	
IP Telephony	Phones	10429	IP Phone IP 655 with anti-glare screen	IP Phone IP 655 with anti-glare screen - (Requires ShoreTel 11.1 or later)	Each	\$749	35%	\$486.85	
IP Telephony	Phones	10401	Satellite microphones for IP Phone IP655	Satellite microphones for IP Phone IP655, Qty 2	Each	\$195	35%	\$126.75	
IP Telephony	Phones	10512	IP Phone IP420 - GSA Bundle	IP Phone 420 bundled with Extension and Mailbox (ONSITE Telephony) License - GSA Bundle	Each	\$389	35%	\$252.85	
IP Telephony	Phones	10513	IP Phone IP480 - GSA Bundle	IP Phone 480 bundled with Extension and Mailbox (ONSITE Telephony) License - GSA Bundle	Each	\$499	35%	\$324.35	
IP Telephony	Phones	10514	IP Phone IP480g - GSA Bundle	IP Phone 480g bundled with Extension and Mailbox (ONSITE Telephony) License - GSA Bundle	Each	\$569	35%	\$369.85	
IP Telephony	Phones	10515	IP Phone IP485g - GSA Bundle	IP Phone 485g bundled with Extension and Mailbox (ONSITE Telephony) License - GSA Bundle	Each	\$629	35%	\$408.85	
IP Telephony	Phones	10298	IP Phone IP 655 - GSA Bundle	IP Phone 655 bundled with Extension and Mailbox (ONSITE Telephony) License - GSA Bundle	Each	\$895	35%	\$581.75	
IP Telephony	Phones	10290	IP Phone IP 230g Black - GSA Bundle	IP Phone 230g Black bundled with Extension and Mailbox (ONSITE Telephony) License - GSA Bundle	Each	\$529	35%	\$343.85	
IP Telephony	Phones	10268	IP Phone IP 230g - Black	IP Phone IP 230g - Black (Requires ShoreTel 8.1 or later)	Each	\$329	35%	\$213.85	
IP Telephony	Phones	10384	IP 930D DECT Phone Starter Kit - US / Canada / Mexico	Starter Kit : IP 930D DECT Phone - US / Canada / Mexico (Includes Base, Handset & Charger) - Requires ShoreTel 14 or later	Each	\$599	35%	\$389.35	
IP Telephony	Phones	10386	IP 930D DECT Phone Add-on Base - US / Canada / Mexico	Base : IP 930D DECT Phone (Add-on) - US/ Canada - Requires ShoreTel 14 or later	Each	\$499	35%	\$324.35	
IP Telephony	Phones	10389	IP 930D DECT Phone Add-on Handset	Handset : IP 930D DECT Phone (Add-on) - includes handset charger - Requires ShoreTel 14 or later	Each	\$199	35%	\$129.35	
IP Telephony	Server Hardware	60169	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.	Each	\$1,500	0%	\$1,500.00	
IP Telephony	Small Business Edition	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.	Each	\$1,125	0%	\$1,125.00	
IP Telephony	Small Business Edition	10476	Small Business Edition Upgrade to Small Business Edition 100	Small Business Edition Upgrade to Small Business Edition 100	Each	\$1,995	0%	\$1,995.00	
IP Telephony	Small Business Edition	10480	SBE 100 bundle (15 users with server)	SBE 100 bundle, 15 Users with server. Includes UC Server 25, SG90, tray, 15 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 15 Communicator Personal access lic, 8 SIP trunk lic, 1 site lic. 5 Appl Dialer & 5 Web Dialer lic	Each	\$2,495	0%	\$2,495.00	

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IP Telephony	Small Business Edition	10481	SBE 100 bundle (20 users with server)	SBE 100 bundle, 20 Users with server. Includes UC Server 25, SG90, tray, 20 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 20 Communicator Personal access lic, 8 SIP trunk lic, 2 site lic, 5 Annl Dialer & 5 Web Dialer lic	Each	\$2,995	0%	\$2,995.00	
IP Telephony	Small Business Edition	10482	SBE 100 bundle (25 users with server)	SBE 100 bundle, 25 Users with server. Includes UC Server 25, SG220T1A, tray, 25 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 25 Communicator Personal access lic, 24 SIP trunk lic, 3 site lic, 5 Annl Dialer & 5 Web Dialer lic	Each	\$4,995	0%	\$4,995.00	
IP Telephony	Small Business Edition	10483	SBE 100 bundle (50 users with server)	SBE 100 bundle, 50 Users with server. Includes UC Server 25, SG220T1A, tray, 50 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 50 Communicator Personal access lic, 24 SIP trunk lic, 4 site lic, 5 Annl Dialer & 5 Web Dialer lic	Each	\$8,495	0%	\$8,495.00	
IP Telephony	Small Business Edition	10484	SBE 100 bundle (15 users without server)	SBE 100 bundle, 15 Users w/o server. Includes SG90, tray, 15 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 15 Communicator Personal access lic, 8 SIP trunk lic, 1 site lic, 5 Appl Dialer & 5 Web Dialer lic	Each	\$1,995	0%	\$1,995.00	
IP Telephony	Small Business Edition	10485	SBE 100 bundle (20 users without server)	SBE 100 bundle, 20 Users w/o server. Includes SG90, tray, 20 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 20 Communicator Personal access lic, 8 SIP trunk lic, 2 site lic, 5 Appl Dialer & 5 Web Dialer lic	Each	\$2,495	0%	\$2,495.00	
IP Telephony	Small Business Edition	10486	SBE 100 bundle (25 users without server)	SBE 100 bundle, 25 Users w/o server. Includes SG220T1A, tray, 25 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 25 Communicator Personal access lic, 24 SIP trunk lic, 3 site lic, 5 Appl Dialer & 5 Web Dialer lic	Each	\$4,495	0%	\$4,495.00	
IP Telephony	Small Business Edition	10487	SBE 100 bundle (50 users without server)	SBE 100 bundle, 50 Users w/o server. Includes SG220T1A, tray, 50 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 50 Communicator Personal access lic, 24 SIP trunk lic, 4 site lic, 5 Appl Dialer & 5 Web Dialer lic	Each	\$7,995	0%	\$7,995.00	
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)	Each	\$4,495	0%	\$4,495.00	
IP Telephony	Third Party Products	30058	VPN Concentrator Add-on licenses (qty 5 for 4550 / 5300LF2 / 7301)	VPN Concentrator Add-on licenses : Qty 5. For Model 4500 / 5300 Concentrators	Each	\$600	35%	\$390.00	
IP Telephony	Third Party Products	30059	VPN Concentrator Add-on licenses (qty 10 for 5300LF2 / 7301)	VPN Concentrator Add-on licenses : Qty 10. For Model 5300 Concentrator only	Each	\$1,000	35%	\$650.00	
IP Telephony	Third Party Products	30060	VPN Concentrator Add-on licenses (qty 25 for 5300LF2 / 7301)	VPN Concentrator Add-on licenses : Qty 25. For Model 5300 Concentrator only	Each	\$2,300	35%	\$1,495.00	

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IP Telephony	Third Party Products	60138	VPN Concentrator Model 4550	VPN Concentrator Model 4550 , Bundle (Includes Licenses for 5 connections). For use with ST 12.3 or later only	Each	\$2,495	35%	\$1,621.75
IP Telephony	Third Party Products	60141	VPN Concentrator Model 4550 (includes 10 connection licenses)	VPN Concentrator Model 4550, Bundle (Includes Licenses for 10 connections). For use with ST 8.1 or later only	Each	\$2,995	35%	\$1,946.75
IP Telephony	Third Party Products	80090	Ingate SIParator 21	Ingate SIParator 21. Includes 5 SIP session licenses and can be expanded up to 400 SIP sessions.	Each	\$1,290	35%	\$838.50
IP Telephony	Third Party Products	80151	Ingate SIParator 21 and failover unit. Includes 5 SIP session license pairs.	Ingate SIParator 21 and failover unit. Includes 5 SIP session license pairs for primary and failover units. Can be expanded up to 400 SIP sessions.	Each	\$2,180	35%	\$1,417.00
IP Telephony	Third Party Products	80131	Rack Mount Kit for Ingate SIParator 21	Rack Mount Kit for Ingate SIParator 21	Each	\$35	35%	\$22.75
IP Telephony	Third Party Products	80145	Ingate SIParator 52	Ingate SIParator 52. Includes 50 SIP session licenses and can be expanded up to 2,000 SIP sessions.	Each	\$6,035	35%	\$3,922.75
IP Telephony	Third Party Products	80148	Ingate SIParator 52 and failover unit	Ingate SIParator 52 and failover unit. Includes 50 SIP session license pairs for primary and failover units. Can be expanded up to 2,000 SIP sessions.	Each	\$9,225	35%	\$5,996.25
IP Telephony	Third Party Products	80123	Ingate Software SIParator. Includes 5 SIP session licenses.	Ingate Software SIParator. Includes 5 SIP session licenses and can be expanded up to 2,000 SIP sessions.	Each	\$1,100	35%	\$715.00
IP Telephony	Third Party Products	80124	Ingate Software SIParator. Includes 25 SIP session licenses.	Ingate Software SIParator. Includes 25 SIP session licenses and can be expanded up to 2,000 SIP sessions.	Each	\$1,997	35%	\$1,298.05
IP Telephony	Third Party Products	80125	Ingate Software SIParator. Includes 50 SIP session licenses.	Ingate Software SIParator. Includes 50 SIP session licenses and can be expanded up to 2,000 SIP sessions.	Each	\$3,280	35%	\$2,132.00
IP Telephony	Third Party Products	80126	Ingate Software SIParator. Includes 100 SIP session licenses.	Ingate Software SIParator. Includes 100 SIP session licenses and can be expanded up to 2,000 SIP sessions.	Each	\$5,700	35%	\$3,705.00
IP Telephony	Third Party Products	80127	Ingate Software SIParator. Includes 200 SIP session licenses.	Ingate Software SIParator. Includes 200 SIP session licenses and can be expanded up to 2,000 SIP sessions.	Each	\$10,300	35%	\$6,695.00
IP Telephony	Third Party Products	80128	Ingate Software SIParator. Includes 500 SIP session licenses.	Ingate Software SIParator. Includes 500 SIP session licenses and can be expanded up to 2,000 SIP sessions.	Each	\$17,910	35%	\$11,641.50
IP Telephony	Third Party Products	80095	Ingate SIParator additional 5 SIP session licenses	Ingate SIParator additional 5 SIP session licenses	Each	\$230	35%	\$149.50
IP Telephony	Third Party Products	80154	Ingate SIParator additional 100 SIP session licenses	Ingate SIParator additional 100 SIP session licenses	Each	\$3,400	35%	\$2,210.00
IP Telephony	Third Party Products	80156	Ingate SIParator additional 5 SIP session failover license pairs for primary and failover units	Ingate SIParator additional 5 SIP session failover license pairs for primary and failover units	Each	\$230	35%	\$149.50

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IP Telephony	Third Party Products	80155	Ingate SIParator additional 100 SIP session failover license pairs for primary and failover units	Ingate SIParator additional 100 SIP session failover license pairs for primary and failover units	Each	\$3,400	35%	\$2,210.00	
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	Each	\$65	0%	\$65.00	
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.	Each	\$6,495	35%	\$4,221.75	
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.	Each	\$1,995	35%	\$1,296.75	
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.	Each	\$2,995	35%	\$1,946.75	
IP Telephony	Voice Switches	10261	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.	Each	\$5,995	35%	\$3,896.75	
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.	Each	\$1,595	35%	\$1,036.75	
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.	Each	\$2,995	35%	\$1,946.75	
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.	Each	\$3,495	35%	\$2,271.75	
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.	Each	\$2,495	35%	\$1,621.75	
IP Telephony	Voice Switches	10325	Voice Switch SG-90V	Voice Switch SG-90V - 1U half width. Max Capacities: 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.	Each	\$3,695	35%	\$2,401.75	
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.	Each	\$45	35%	\$29.25	

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IP Telephony	Voice Switches	30135	Virtual phone capacity license (qty 50)	Virtual phone capacity license. Quantity 50. Each phone also requires an Extension license.	Each	\$1,750	35%	\$1,137.50
IP Telephony	Voice Switches	30136	Virtual phone capacity license (qty 200)	Virtual phone capacity license. Quantity 200. Each phone also requires an Extension license.	Each	\$5,000	35%	\$3,250.00
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.	Each	\$95	35%	\$61.75
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.	Each	\$2,125	35%	\$1,381.25
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.	Each	\$3,750	35%	\$2,437.50
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	Each	\$45	35%	\$29.25
IP Telephony	Voice Switches	60155	Voice Switch 144 FXS Port Analog Bundle	Voice Switch 144 FXS Port Analog Bundle (includes Voice Switch SG-24A and extension only licenses)	Each	\$24,000	35%	\$15,600.00

**Unified Communications**

Unified Communications	Advanced Applications	18008	Emergency Notification, 5 or fewer alerts	Emergency Notification, 5 or fewer	Each	\$2,200	35%	\$1,430.00
Unified Communications	Advanced Applications	18009	Emergency Notification, 6 or more alerts	Emergency Notification, 6 or more	Each	\$5,500	35%	\$3,575.00
Unified Communications	Advanced Applications	18011	EasyPop (Universal CRM Connector)	EasyPop (Universal CRM Connector) - Licensed per desktop seat	Each	\$200	35%	\$130.00
Unified Communications	Advanced Applications	18012	Application Dialer	Application Dialer - Desktop client application which allows highlight and click-to-call from any Microsoft Windows Application	Each	\$72	35%	\$46.80
Unified Communications	Advanced Applications	18027	Cost Recovery Integration Application	Cost Recovery Integration Application - Base package -- Includes server only, no desktop clients)	Each	\$4,000	35%	\$2,600.00
Unified Communications	Advanced Applications	18028	Cost Recovery Integration Application	Cost Recovery Integration Application - Call accounting system with built-in integrations to Equitrac and Copitrac cost recovery systems. Combine with base server if desktop client for assigning codes is desired.)	Each	\$40	35%	\$26.00
Unified Communications	Advanced Applications	18036	System Directory Synchronization	Enhanced CDR based historical report that presents lifecycle 'cradle to grave' information on a call by call basis.	Each	\$2,420	35%	\$1,573.00
Unified Communications	Advanced Applications	18041	ACT! Integration Application	ACT! Integration Application - Desktop integration to Sage ACT!. Licensed on a per user basis.	Each	\$200	35%	\$130.00
Unified Communications	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.	Each	\$4,500	35%	\$2,925.00

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Unified Communication s	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).	Each	\$500	35%	\$325.00	
Unified Communication s	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).	Each	\$800	35%	\$520.00	
Unified Communication s	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.	Each	\$70	35%	\$45.50	
Unified Communication s	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).	Each	\$30,000	35%	\$19,500.00	
Unified Communication s	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.	Each	\$500	35%	\$325.00	
Unified Communication s	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.	Each	\$800	35%	\$520.00	
Unified Communication s	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.	Each	\$70	35%	\$45.50	
Unified Communication s	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.	Each	\$30,000	35%	\$19,500.00	
Unified Communication s	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.	Each	\$600	35%	\$390.00	
Unified Communication s	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.	Each	\$1,000	35%	\$650.00	
Unified Communication s	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.	Each	\$90	35%	\$58.50	

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Unified Communication s	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.	Each	\$37,500	35%	\$24,375.00
Unified Communication s	Advanced Applications	18062	K-12 Applications Standard Bundle	Bundle of Advanced Applications for Staff Emergency Notification & Classroom Phones Management. Available only for K-12 Education customers.	Each	\$5,000	35%	\$3,250.00
Unified Communication s	Advanced Applications	18063	K-12 Applications Premium Bundle	Bundle of Advanced Applications for Staff Emergency Notification, Classroom Phones Management & Parent Outreach. Available only for K-12 Education customers.	Each	\$10,000	35%	\$6,500.00
Unified Communication s	Advanced Applications	18065	Enhanced Reporting Bundle	Enhanced Reporting Bundle. Includes three Enhanced historical reports (Call History, Calls by Dialed Party, Calls by Origin) and Report Scheduler	Each	\$5,000	35%	\$3,250.00
Unified Communication s	Advanced Applications	18066	Enhanced Workgroup Reporting Standard Bundle	Enhanced Workgroup Reporting - Standard Bundle. Includes four Enhanced Workgroup Reports (Abandoned Calls, Target Service Level, Agent Login/Logout, Agent Ring Time) and Workgroup Monitor Application. Consider Premium Bundle for even better value	Each	\$7,000	35%	\$4,550.00
Unified Communication s	Advanced Applications	18067	Enhanced Workgroup Reporting Premium Bundle	Enhanced Workgroup Reporting – Premium Bundle. Includes 7 Enhanced Reports (Abandoned Calls, Target Service Level, Agent Login/out, Agent Ring Time, Call History, Calls by Dialed Party, Calls by Origin) as well as Workgroup Monitor & Report Scheduler	Each	\$10,000	35%	\$6,500.00
Unified Communication s	Advanced Applications	41002	SALESFORCE Call Center Adapter Software	SALESFORCE Call Center Adapter Software - Cloud Softphone based on Salesforce Open CTI	Each	\$200	35%	\$130.00
Unified Communication s	Advanced Applications	41004	Netsuite CRM Integration Software	Netsuite CRM Integration Software	Each	\$200	35%	\$130.00
Unified Communication s	Advanced Applications	41005	Microsoft Dynamics CRM Integration (Includes ShoreTel Web Dialer)	Microsoft Dynamics CRM Integration	Each	\$200	35%	\$130.00
Unified Communication s	Advanced Applications	93111	Web Dialer (IE / Chrome / Firefox)	Web Dialer	Each	\$72	35%	\$46.80
Unified Communication s	Client Software	30052	Professional Access license	Professional Access License	Each	\$80	35%	\$52.00
Unified Communication s	Client Software	40005	Personal Access license	Personal Access License	Each	\$0	0%	\$0.00
Unified Communication s	Client Software	40006	Operator Access license	Operator Access License	Each	\$595	35%	\$386.75



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Unified Communications	Collaboration	30091	10 Concurrent Audio Conferencing Ports	10 Concurrent Audio Conferencing Ports. Requires ShoreTel 12 or later.	Each	\$1,750	35%	\$1,137.50
Unified Communications	Collaboration	30093	10 Concurrent Web Conferencing Ports	10 Concurrent Web Conferencing Ports. Requires ShoreTel 12 or later.	Each	\$1,750	35%	\$1,137.50
Unified Communications	Collaboration	30113	Web Conferencing Upgrade (Converged Conferencing to ShoreTel Conferencing. 10 ports)	Web Conferencing License Upgrade, Converged to Conferencing (10 Conferencing ports; requires ShoreTel 12 or later)	Each	\$0	0%	\$0.00
Unified Communications	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)	Each	\$0	0%	\$0.00
Unified Communications	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.	Each	\$2,495	35%	\$1,621.75
Unified Communications	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.	Each	\$12,995	35%	\$8,446.75
<b>Contact Center</b>								
Contact Center	Advanced Applications	18003	Workgroup Monitor Application	Workgroup Monitor Application - Realtime performance monitor for Workgroups, including graphical views	Each	\$3,713	35%	\$2,413.45
Contact Center	Advanced Applications	18004	Workgroup Exceptional/Abandoned Call Report	Workgroup Exceptional/Abandoned Call Report	Each	\$1,485	35%	\$965.25
Contact Center	Advanced Applications	18005	Workgroup Target Service Level Agreement Report	Workgroup Target Service Level Agreement Report	Each	\$1,485	35%	\$965.25
Contact Center	Advanced Applications	18006	Workgroup Agent Daily Login/Logout Report	Workgroup Agent Daily Login/Logout Report	Each	\$1,485	35%	\$965.25
Contact Center	Advanced Applications	18016	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.	Each	\$5,495	35%	\$3,571.75
Contact Center	Advanced Applications	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	Each	\$1,095	35%	\$711.75
Contact Center	Advanced Applications	18018	Contact Center Agent Dashboard	Contact Center Agent Dashboard - Base package (5 concurrent users) - Web-based agent dashboard providing real-time agent & queue statistics. Must be run on separate server from CC server.	Each	\$1,250	35%	\$812.50
Contact Center	Advanced Applications	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.	Each	\$150	35%	\$97.50

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ShoreTel Vertical Programs		NASPO (WSCA) MSA AR627 - Data Communications					Feb 2017	
Contact Center	Advanced Applications	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-requisite CCIR Transform Service. Runs on separate server from CC server.	Each	\$2,750	35%	\$1,787.50
Contact Center	Advanced Applications	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.	Each	\$400	35%	\$260.00
Contact Center	Advanced Applications	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 Base license. Requires separate server from CC server.	Each	\$1,950	35%	\$1,267.50
Contact Center	Advanced Applications	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.	Each	\$3,000	35%	\$1,950.00
Contact Center	Advanced Applications	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 the time it occurred and the duration that the call rang at the agent extension.	Each	\$1,485	35%	\$965.25
Contact Center	Advanced Applications	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.	Each	\$25	35%	\$16.25
Contact Center	Advanced Applications	18080	ShoreTel Contact Center Wrap Application	ShoreTel Contact Center Wrap Application ("Wrap App") - Licensed per Contact Center Server.	Each	\$1,500	35%	\$975.00
Contact Center	Application Servers	30133	ECC 9 Base 10 package	ECC Base 10 Package for release 9 - Includes server based software for contact center. Includes 10 Agent licenses (inbound voice / callbacks), 30 IVR Port, 1 Supervisor, 2 group/agent feed licenses. Only one Base Package needed per server.	Each	\$8,504	35%	\$5,527.60
Contact Center	Application Servers	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.	Each	\$0	0%	\$0.00
Contact Center	Application Servers	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.	Each	\$6,500	35%	\$4,225.00
Contact Center	Application Servers	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.	Each	\$200	35%	\$130.00

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Contact Center	Application Servers	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.	Each	\$350	35%	\$227.50	
Contact Center	Application Servers	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.	Each	\$350	35%	\$227.50	
Contact Center	Application Servers	30090	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 licenses.	Each	\$600	35%	\$390.00	
Contact Center	Application Servers	30056	Contact Center TAPI App Server license	Contact Center TAPI App Server License - Allows use of Contact Center TAPI apps with ST system. Needed if the app is on distributed servers for each additional server other than the primary server.	Each	\$495	35%	\$321.75	
Contact Center	Client Software	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.	Each	\$825	35%	\$536.25	
Contact Center	Client Software	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.	Each	\$825	35%	\$536.25	
Contact Center	Client Software	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.	Each	\$400	35%	\$260.00	
Contact Center	Client Software	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.	Each	\$400	35%	\$260.00	
Contact Center	Client Software	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.	Each	\$400	35%	\$260.00	

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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.	Each	\$600	35%	\$390.00
Contact Center	Client Software	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 an CC agent with inbound voice capability.	Each	\$600	35%	\$390.00
Contact Center	Client Software	40007	Workgroup Agent Access license	Workgroup Agent Access License	Each	\$295	35%	\$191.75
Contact Center	Client Software	40008	Workgroup Supervisor Access license	Workgroup Supervisor Access License	Each	\$595	35%	\$386.75
<b>Mobility</b>								
Mobility	Application Servers	30141	license, Virtual ShoreTel Mobility Router, 10 client access licenses	License, Virtual ShoreTel Mobility Router, 10 client access licenses and software media kit.	Each	\$1,995	35%	\$1,296.75
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).	Each	\$150	35%	\$97.50
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.	Each	\$55	35%	\$35.75
Mobility	Docks	10492	ShoreTel Dock (Apple Lightning), model number D100/L	ShoreTel Dock (Apple Lightning), model number D100/L. This product requires separate purchase of ShoreTel Mobility in order to integrate with UC systems.	Each	\$349	35%	\$226.85
Mobility	Docks	60164	ShoreTel Dock (Apple Lightning) iPad Air bracket	Bracket allows use of the iPad Air with the ShoreTel Dock (Apple Lightning). This product requires separate purchase of ShoreTel Dock (Apple Lightning).	Each	\$20	35%	\$13.00
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.	Each	\$4,995	35%	\$3,246.75
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.	Each	\$6,995	35%	\$4,546.75
<b>Global Services</b>								
Global Services	Enterprise Support	91076	Enterprise Advanced Queue Access 1 year - First Engineer	Enterprise Advanced Queue Access 1 year - First Engineer	Each	\$18,000	15%	\$15,300.00
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, Business Hours (8:00AM-5:00PM Monday - Friday). Hourly rate, two hours minimum.	Each	\$280	15%	\$238.00

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Global Services	Enterprise Support	91093	TAC Remote Break-Fix Support, Evening and Weekend Hours	TAC Remote Break-Fix Support for Customers with no Support Agreement, Evening and Weekend Hours (5:01PM-7:59AM Monday - Friday, all day Saturday and Sunday). Hourly rate, two hours minimum.	Each	\$410	15%	\$348.50	
Global Services	Enterprise Support	91094	TAC Remote Break-Fix Support, Holidays (ShoreTel Holidays)	TAC Remote Break-Fix Support for Customers with no Support Agreement, Holidays (ShoreTel Holidays). Hourly rate, two hours minimum.	Each	\$560	15%	\$476.00	
Global Services	Enterprise Support	91095	TAC On-Site Break-Fix Support, Business Hours	TAC On-Site Break-Fix Support for Customers with no Support Agreement, Business Hours (8:00AM-5:00PM Monday - Friday). Hourly rate, two hours minimum. Travel and expense charges not included.	Each	\$2,240	15%	\$1,904.00	
Global Services	Enterprise Support	91096	TAC On-Site Break-Fix Support, Evening and Weekend Hours	TAC On-Site Break-Fix Support for Customers with no Support Agreement, Evening and Weekend Hours (5:01PM-7:59AM Monday - Friday, all day Saturday and Sunday). Hourly rate, two hours minimum. Travel and expense charges not included.	Each	\$3,280	15%	\$2,788.00	
Global Services	Enterprise Support	91097	TAC On-Site Break-Fix Support, Holidays (ShoreTel Holidays)	TAC On-Site Break-Fix Support for Customers with no Support Agreement, Holidays (ShoreTel Holidays). Hourly rate, two hours minimum. Travel and expense charges not included.	Each	\$4,480	15%	\$3,808.00	
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. List price is placeholder to reflect a 15% discount of standard rate. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	
Global Services	Enterprise Support	91101	Standard license Lockout Recovery Service	Standard License Lockout Recovery Service (Work completed within 1 business day)	Each	\$400	15%	\$340.00	
Global Services	Enterprise Support	91102	Expedited license Lockout Recovery Service	Expedited License Lockout Recovery Service (Work completed within 2 hours)	Each	\$600	15%	\$510.00	
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	

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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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85

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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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85

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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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Enterprise Support	95111	Enterprise Support (1 Year, No Phones)	Enterprise Support (1 Year, No Phones) Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Enterprise Support	95112	Enterprise Support (1 Year, Full)	Enterprise Support (1 Year, Full Coverage) Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Enterprise Support	95131	Enterprise Support (3 Year, No Phones)	Enterprise Support (3 Year, No Phones) Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Enterprise Support	95132	Enterprise Support (3 Year, Full)	Enterprise Support (3 Year, Full Coverage) Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Enterprise Support	95151	Enterprise Support (5 Year, No Phones)	Enterprise Support (5 Year, No Phones) Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Enterprise Support	95152	Enterprise Support (5 Year, Full)	Enterprise Support (5 Year, Full Coverage) Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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) Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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) Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85



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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) Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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) Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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) Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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) Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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) Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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) Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85

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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) Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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) Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Implementation Services	10143	On-site Travel Expense (T&E estim. for the first day)	On-site Travel Expense (T&E estim. for the first day)	Each	\$1,000	0%	\$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.	Each	\$150	15%	\$127.50
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.	Each	\$100	15%	\$85.00
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	Each	\$1,500	15%	\$1,275.00
Global Services	Implementation Services	91077	Enterprise Advanced Queue Access 1 year - Additional Engineer	Enterprise Advanced Queue Access 1 year - Additional Engineer	Each	\$6,000	15%	\$5,100.00
Global Services	Implementation Services	91086	High Touch Implementation Service	High Touch Implementation Service - Implementation services price for High Touch model that includes onsite delivery during business hours. List price is placeholder to reflect a 15% discount of standard rate. Contract price will be provided on a statement of work (SOW) to the customer based on project requirements	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Implementation Services	91087	Shared Implementation Service	Shared Implementation Service - Implementation services price for remote shared service model during business hours. List price is placeholder to reflect a 15% discount of standard rate. Contract price will be provided on a statement of work (SOW) to the customer based on project requirements	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Implementation Services	91090	Miscellaneous minor parts charge	Miscellaneous minor parts charge when does implementation	Each	\$250	15%	\$212.50

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Global Services	Implementation Services	91098	Contact Center Implementation (includes remote discovery and onsite programming)	Contact Center Implementation includes Remote Discovery, Project Management and Onsite Programming during business hours. List price is placeholder to reflect a 15% discount of standard rate. Contract price will be provided on a statement of work (SOW) to the customer based on project requirements	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Implementation Services	91136	Contact Center Reports Consulting - Remote	Contact Center Reports Consulting - Remote	Each	\$1,200	15%	\$1,020.00
Global Services	Implementation Services	91137	Contact Center Reports Consulting - Onsite	Contact Center Reports Consulting - Onsite	Each	\$2,400	15%	\$2,040.00
Global Services	Implementation Services	91138	Contact Center Reports Consulting + 4 Reports - Remote	Contact Center Reports Consulting + 4 Reports - Remote	Each	\$2,400	15%	\$2,040.00
Global Services	Implementation Services	91139	Contact Center Reports Consulting + 4 Reports - Onsite	Contact Center Reports Consulting + 4 Reports - Onsite	Each	\$3,600	15%	\$3,060.00
Global Services	Implementation Services	91140	Contact Center Reports Consulting + 6 Reports - Remote	Contact Center Reports Consulting + 6 Reports - Remote	Each	\$2,900	15%	\$2,465.00
Global Services	Implementation Services	91141	Contact Center Reports Consulting + 6 Reports - Onsite	Contact Center Reports Consulting + 6 Reports - Onsite	Each	\$4,100	15%	\$3,485.00
Global Services	Implementation Services	91142	Contact Center Reports Consulting + 8 Reports - Remote	Contact Center Reports Consulting + 8 Reports - Remote	Each	\$3,300	15%	\$2,805.00
Global Services	Implementation Services	91143	Contact Center Reports Consulting + 8 Reports - Onsite	Contact Center Reports Consulting + 8 Reports - Onsite	Each	\$4,500	15%	\$3,825.00
Global Services	Implementation Services	91280	Mobility Pilot Implementation (T&E not included)	Mobility Pilot Implementation - excludes travel and expenses	Each	\$9,000	15%	\$7,650.00
Global Services	Implementation Services	91293	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.	Each	\$15,000	15%	\$12,750.00
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.	Each	\$15,000	15%	\$12,750.00
Global Services	Implementation Services	91295	Remote Healthcheck service for Contact Center solution deployments	Healthcheck service for Contact Center solution deployments. Remote.	Each	\$12,500	15%	\$10,625.00
Global Services	Implementation Services	91296	Remote Healthcheck service for Unified Communication solution deployments	Healthcheck service for Unified Communication solution deployments. Remote.	Each	\$12,500	15%	\$10,625.00

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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. List price is placeholder to reflect a 15% discount of standard rate. Contract price will be provided on a statement of work (SOW) to the customer based on project requirements.	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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. List price is placeholder to reflect a 15% discount of standard rate. Contract price will be provided on a statement of work (SOW) to the customer based on project requirements.	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Implementation Services	91310	Custom work engagement based on a Statement of Work	Custom work engagement based on a Statement of Work. List price is placeholder to reflect a 15% discount of standard rate. Contract price will be provided on a statement of work (SOW) to the customer based on project requirements.	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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. List price is placeholder to reflect a 15% discount of standard rate. Contract price will be provided on a statement of work (SOW) to the customer based on project requirements.	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Implementation Services	91312	Services - Expedite fee	Services - Expedite fee	Each	\$1,800	0%	\$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.	Each	\$8,700	15%	\$7,395.00
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.	Each	\$3,780	15%	\$3,213.00
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.	Each	\$9,980	15%	\$8,483.00
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.	Each	\$3,960	15%	\$3,366.00

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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.	Each	\$5,310	15%	\$4,513.50
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.	Each	\$2,340	15%	\$1,989.00
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	Each	\$4,500	15%	\$3,825.00
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.	Each	\$400	15%	\$340.00
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.	Each	\$600	15%	\$510.00
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.	Each	\$800	15%	\$680.00
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. List price is placeholder to reflect a 15% discount of standard rate. Contract price will be provided on a statement of work (SOW) to the customer based on project requirements.	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Implementation Services	92483	Remote Network Design (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 mngd svcs router & 1 WLAN controller with APs, as required. Doesn't include network assessment.	Each	\$450	15%	\$382.50
Global Services	Implementation Services	92484	Remote Network Design (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.	Each	\$675	15%	\$573.75
Global Services	Implementation Services	92485	Remote Network Design (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.	Each	\$900	15%	\$765.00

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Global Services	Implementation Services	92486	Remote Network Design (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.	Each	\$1,125	15%	\$956.25	
Global Services	Implementation Services	92487	Remote Network Design (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.	Each	\$1,575	15%	<del>\$1,338.75</del>	
Global Services	Implementation Services	92488	Remote Network Design (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.	Each	\$2,250	15%	\$1,912.50	
Global Services	Implementation Services	92489	Remote Network Design (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.	Each	\$3,150	15%	\$2,677.50	
Global Services	Implementation Services	92490	Remote Network Design (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.	Each	\$4,275	15%	\$3,633.75	
Global Services	Implementation Services	92491	Remote Network Design (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.	Each	\$5,625	15%	\$4,781.25	
Global Services	Implementation Services	92492	Remote Network Design (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.	Each	\$7,200	15%	\$6,120.00	
Global Services	Implementation Services	92493	Remote Network Design (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.	Each	\$9,000	15%	\$7,650.00	
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 & configs, written report, and conf call to discuss results.	Each	\$1,000	15%	\$850.00	

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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, excludes remediation. No charge for first 500 phones & 5 sites if behavior is caused by ShoreTel system.	Each	\$1,500	15%	\$1,275.00
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 500 phones/5 sites if behavior caused by ShoreTel system. US/Canada only. Custom quote if Int'l or over 500 phones/5 sites.	Each	\$2,800	15%	\$2,380.00
Global Services	Implementation Services	92497	Non-standard Network Services work (requires custom quote)	Non-standard Network Services work. Requires custom quote. List price is placeholder to reflect a 15% discount of standard rate. Contract price will be provided on a statement of work (SOW) to the customer based on project requirements.	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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)	Each	\$250	15%	\$212.50
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, two hours minimum.	Each	\$225	15%	\$191.25
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, two hours minimum.	Each	\$337	15%	\$286.45
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, two hours minimum.	Each	\$450	15%	\$382.50
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)	Each	\$1,800	15%	\$1,530.00
Global Services	Implementation Services	93197	Replace phrase "ShoreTel" with a customer designated company name in the SA-100/400 prompts	Replace phrase "ShoreTel" with a customer designated company name in the SA-100/400 prompts. Customer must provide WAV file with proper pronunciation.	Each	\$1,350	15%	\$1,147.50
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.	Each	\$3,500	15%	\$2,975.00
Global Services	Implementation Services	97142	Up to 15k sq ft additional coverage for WLAN VoIP readiness assessment (onsite, 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.	Each	\$1,000	15%	\$850.00
Global Services	Implementation Services	97143	Remote WLAN VoIP readiness assessment (up to 15k sq ft)	Shared Wireless LAN (802.11 Wi-Fi) Assessment for Mobility; customer/partner conducts all on-site activity; up to 15k sq ft; unlimited APs	Each	\$2,000	15%	\$1,700.00

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Global Services	Implementation Services	97144	Implementation service for Mobility (requires custom SOW)	Implementation service for Mobility; onsite delivery during business hours; end price per custom SOW; submit SOW for final service price quote. List price is placeholder to reflect a 15% discount of standard rate. Contract price will be provided on a statement of work (SOW) to the customer based on project requirements	Based on Statement of Work (SOW)	\$1	15%	\$0.85	
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.	Each	\$2,250	15%	\$1,912.50	
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.	Each	\$3,600	15%	\$3,060.00	
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.	Each	\$4,200	15%	\$3,570.00	
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.	Each	\$4,800	15%	\$4,080.00	
Global Services	Out of Warranty / Expired Support	10000	Voice Switch Re-certification Fee	Voice Switch Re-certification Fee	Each	\$750	15%	\$637.50	
Global Services	Out of Warranty / Expired Support	91073	Voice Switch Repair for out-of-warranty devices	Voice Switch Repair for out-of-warranty devices	Each	\$750	15%	\$637.50	
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	



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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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	
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. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	
Global Services	Partner Support	91456	Partner Support - Advantage Core (5 Year, No Phones)	Partner Support - Advantage Core, 5-Yr, No Phones. 5 year service agreement providing Partner Support excluding phones, with essential Technical Account Manager services. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	
Global Services	Partner Support	91457	Partner Support - Advantage Core(1 Year, Full)	Partner Support - Advantage Core, 1-Yr, Full. 1 year service agreement providing Partner Support including phones, with essential Technical Account Manager services. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	

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Global Services	Partner Support	91458	Partner Support - Advantage Core (3 Year, Full)	Partner Support - Advantage Core, 3-Yr, Full. 3 year service agreement providing Partner Support including phones, with essential Technical Account Manager services. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Partner Support	91459	Partner Support - Advantage Core (5 Year, Full)	Partner Support - Advantage Core, 5-Yr, Full. 5 year service agreement providing Partner Support including phones, with essential Technical Account Manager services. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Partner Support	91460	Partner Support - Advantage Pro (1 Year, No Phones)	Partner Support - Advantage Pro, 1-Yr, No Phones. 1 year service agreement providing Partner Support excluding phones, with Full Technical Account Manager services. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Partner Support	91461	Partner Support - Advantage Pro (3 Year, No Phones)	Partner Support - Advantage Pro, 3-Yr, No Phones. 3 year service agreement providing Partner Support excluding phones, with Full Technical Account Manager services. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Partner Support	91462	Partner Support - Advantage Pro (5 Year, No Phones)	Partner Support - Advantage Pro, 5-Yr, No Phones. 5 year service agreement providing Partner Support excluding phones, with Full Technical Account Manager services. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Partner Support	91463	Partner Support - Advantage Pro(1 Year, Full)	Partner Support - Advantage Pro, 1-Yr, Full. 1 year service agreement providing Partner Support including phones, with Full Technical Account Manager services. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Partner Support	91464	Partner Support - Advantage Pro (3 Year, Full)	Partner Support - Advantage Pro, 3-Yr, Full. 3 year service agreement providing Partner Support including phones, with Full Technical Account Manager services. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Partner Support	91465	Partner Support - Advantage Pro (5 Year, Full)	Partner Support - Advantage Pro, 5-Yr, Full. 5 year service agreement providing Partner Support including phones, with Full Technical Account Manager services. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85

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Global Services	Partner Support	91466	Partner Support - Plus Core (1 Year, No Phones).	Partner Support - Plus Core, 1-Yr, No Phones. 1 year service agreement providing Partner Support excluding phones, with essential Technical Account Manager services. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Partner Support	91467	Partner Support - Plus Core (3 Year, No Phones)	Partner Support - Plus Core, 3-Yr, No Phones. 3 year service agreement providing Partner Support excluding phones, with essential Technical Account Manager services. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Partner Support	91468	Partner Support - Plus Core (5 Year, No Phones)	Partner Support - Plus Core, 5-Yr, No Phones. 5 year service agreement providing Partner Support excluding phones, with essential Technical Account Manager services. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Partner Support	91469	Partner Support - Plus Core(1 Year, Full)	Partner Support - Plus Core, 1-Yr, Full. 1 year service agreement providing Partner Support including phones, with essential Technical Account Manager services. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Partner Support	91470	Partner Support - Plus Core (3 Year, Full)	Partner Support - Plus Core, 3-Yr, Full. 3 year service agreement providing Partner Support including phones, with essential Technical Account Manager services. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Partner Support	91471	Partner Support - Plus Core (5 Year, Full)	Partner Support - Plus Core, 5-Yr, Full. 5 year service agreement providing Partner Support including phones, with essential Technical Account Manager services. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Partner Support	91472	Partner Support - Plus Pro (1 Year, No Phones)	Partner Support - Plus Pro, 1-Yr, No Phones. 1 year service agreement providing Partner Support excluding phones, with Full Technical Account Manager services. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Partner Support	91473	Partner Support - Plus Pro (3 Year, No Phones)	Partner Support - Plus Pro, 3-Yr, No Phones. 3 year service agreement providing Partner Support excluding phones, with Full Technical Account Manager services. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85

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Global Services	Partner Support	91474	Partner Support - Plus Pro (5 Year, No Phones)	Partner Support - Plus Pro, 5-Yr, No Phones. 5 year service agreement providing Partner Support excluding phones, with Full Technical Account Manager services. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Partner Support	91475	Partner Support - Plus Pro(1 Year, Full)	Partner Support - Plus Pro, 1-Yr, Full. 1 year service agreement providing Partner Support including phones, with Full Technical Account Manager services. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Partner Support	91476	Partner Support - Plus Pro (3 Year, Full)	Partner Support - Plus Pro, 3-Yr, Full. 3 year service agreement providing Partner Support including phones, with Full Technical Account Manager services. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Partner Support	91477	Partner Support - Plus Pro (5 Year, Full)	Partner Support - Plus Pro, 5-Yr, Full. 5 year service agreement providing Partner Support including phones, with Full Technical Account Manager services. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Partner Support	93182	Two Months Service Contract Extension	Two Months Service Contract Extension	Each	\$0	0%	\$0.00
Global Services	Partner Support	94111	Partner Support (1 Year, No Phones)	Partner Support (1 Year, No Phones) Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Partner Support	94112	Partner Support (1 Year, Full)	Partner Support (1 Year, Full Coverage) Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Partner Support	94131	Partner Support (3 Year, No Phones)	Partner Support (3 Year, No Phones) Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Partner Support	94132	Partner Support (3 Year, Full)	Partner Support (3 Year, Full Coverage) Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Partner Support	94151	Partner Support (5 Year, No Phones)	Partner Support (5 Year, No Phones) Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85

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Global Services	Partner Support	94152	Partner Support (5 Year, Full)	Partner Support (5 Year, Full Coverage) Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Professional Services	93080	Professional Services Custom Software	Professional Services Custom Software (NOTE: Due to inherent variability in delivery timeframe, custom software must be submitted on a separate order and can not be combined in a single order with other products). List price is placeholder to reflect a 15% discount of standard rate. Contract price will be provided on a statement of work (SOW) to the customer based on project requirements	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Professional Services	18068	Advanced Applications Remote Support (1 hour of time)	Advanced Applications Remote Support - 1 hour of time for design or installation assistance from an Advanced Applications software developer.	Each	\$400	15%	\$340.00
Global Services	Professional Services	18069	Advanced Applications Remote Support (2 hours of time)	Advanced Applications Remote Support - 2 hours of time for design or installation assistance from an Advanced Applications software developer.	Each	\$800	15%	\$680.00
Global Services	Professional Services	18070	Advanced Applications Remote Support (4 hours of time)	Advanced Applications Remote Support - 4 hours of time for design or installation assistance from an Advanced Applications software developer.	Each	\$1,600	15%	\$1,360.00
Global Services	Shared Support	91144	Shared Support for Applications (1 Year, Full)	Shared Support for Applications, 1-Yr, Full. 1 year service agreement providing Partner Support for the IPBX and Enterprise Support for Apps. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Shared Support	91145	Shared Support for Applications (3 Year, Full)	Shared Support for Applications, 3-Yr, Full. 3 year service agreement providing Partner Support for the IPBX and Enterprise Support for Apps. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Shared Support	91146	Shared Support for Applications (5 Year, Full)	Shared Support for Applications, 5-Yr, Full. 5 year service agreement providing Partner Support for the IPBX and Enterprise Support for Apps. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Shared Support	91147	Shared Support for Mobility (1 Year, Full)	Shared Support for Mobility, 1-Yr, Full. 1 year service agreement providing Partner Support for the IPBX and Enterprise Support for Mobility. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85

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Global Services	Shared Support	91148	Shared Support for Mobility (3 Year, Full)	Shared Support for Mobility, 3-Yr, Full. 3 year service agreement providing Partner Support for the IPBX and Enterprise Support for Mobility. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	
Global Services	Shared Support	91149	Shared Support for Mobility (5 Year, Full)	Shared Support for Mobility, 5-Yr, Full. 5 year service agreement providing Partner Support for the IPBX and Enterprise Support for Mobility. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	
Global Services	Shared Support	93189	Shared Support for Contact Center (1 Year, Full)	Shared Support for Contact Center - 1-Yr, Full. 1 year service agreement providing Partner Support for the IPBX and Enterprise Support for the Contact Center. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	
Global Services	Shared Support	93190	Shared Support for Contact Center (3 Year, Full)	Shared Support for Contact Center - 3-Yr, Full. 3 year service agreement providing Partner Support for the IPBX and Enterprise Support for the Contact Center. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	
Global Services	Shared Support	93191	Shared Support for Contact Center (5 Year, Full)	Shared Support for Contact Center - 5-Yr, Full. 5 year service agreement providing Partner Support for the IPBX and Enterprise Support for the Contact Center. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	
Global Services	Shared Support	97147	Shared Support for Contact Center (1 Year, No Phones)	Shared Support for Contact Center, 1-Yr, No Phones. 1 year service agreement providing Partner Support for the IPBX and Enterprise Support for the ECC with no phones support. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	
Global Services	Shared Support	97148	Shared Support for Contact Center (3 Year, No Phones)	Shared Support for Contact Center, 3-Yr, No Phones. 3 year service agreement providing Partner Support for the IPBX and Enterprise Support for the ECC with no phones support. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	
Global Services	Shared Support	97149	Shared Support for Contact Center (5 Year, No Phones)	Shared Support for Contact Center, 5-Yr, No Phones. 5 year service agreement providing Partner Support for the IPBX and Enterprise Support for the ECC with no phones support. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85	

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Global Services	Shared Support	97150	Shared Support for Mobility (1 Year, No Phones)	Shared Support for Mobility, 1-Yr, No Phones. 1 year service agreement providing Partner Support for the IPBX and Enterprise Support for Mobility with no phones support. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Shared Support	97151	Shared Support for Mobility (3 Year, No Phones)	Shared Support for Mobility, 3-Yr, No Phones. 3 year service agreement providing Partner Support for the IPBX and Enterprise Support for Mobility with no phones support. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Shared Support	97152	Shared Support for Mobility (5 Year, No Phones)	Shared Support for Mobility, 5-Yr, No Phones. 5 year service agreement providing Partner Support for the IPBX and Enterprise Support for Mobility with no phones support. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Shared Support	97153	Shared Support for Applications (1 Year, No Phones)	Shared Support for Applications, 1-Yr, No Phones. 1 year service agreement providing Partner Support for the IPBX and Enterprise Support for Apps with no phones support. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Shared Support	97154	Shared Support for Applications (3 Year, No Phones)	Shared Support for Applications, 3-Yr, No Phones. 3 year service agreement providing Partner Support for the IPBX and Enterprise Support for Apps with no phones support. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
Global Services	Shared Support	97155	Shared Support for Applications (5 Year, No Phones)	Shared Support for Applications, 5-Yr, No Phones. 5 year service agreement providing Partner Support for the IPBX and Enterprise Support for Apps with no phones support. Contract price will be provided on a statement of work (SOW) to the customer based on account size and level of support	Based on Statement of Work (SOW)	\$1	15%	\$0.85
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)	Each	\$3,500	15%	\$2,975.00
Global Services	Training	93051	3201 Communicator Training (per student)	3201 Communicator Training (per student)	Each	\$195	15%	\$165.75
Global Services	Training	93052	3201 Communicator Group Training (up to 8 students)	3201 Communicator Group Training (up to 8 students)	Each	\$1,250	15%	\$1,062.50
Global Services	Training	93053	3205 System Administrator Training (per student)	3205 System Administrator Training (per student)	Each	\$649	15%	\$551.65

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Global Services	Training	93054	3205 System Administrator Group Training (up to 6 Students)	3205 System Administrator Group Training (up to 6 Students)	Each	\$3,125	15%	\$2,656.25	
Global Services	Training	93061	3200 Implementing the IP System Training (per student)	3200 Implementing the IP System Training (per student)	Each	\$3,125	15%	\$2,656.25	
Global Services	Training	93066	Custom Training / Customer Quote	Custom Training List price is placeholder to reflect a 15% discount of standard rate. Contract price will be provided on a statement of work (SOW) to the customer based on training requirements.	Based on Statement of Work (SOW)	\$1	15%	\$0.85	
Global Services	Training	93069	3405 Contact Center System Administrator Training (per student)	3405 Contact Center System Administrator Training (Per Student)	Each	\$395	15%	\$335.75	
Global Services	Training	93071	3404 Contact Center Supervisor Training (per student)	3404 Contact Center Supervisor Training (Per Student)	Each	\$195	15%	\$165.75	
Global Services	Training	93072	3401 Contact Center Agent Training (per student)	3401 Contact Center Agent Training (Per Student)	Each	\$99	15%	\$84.15	
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)	Each	\$3,500	15%	\$2,975.00	
Global Services	Training	93078	3400 Implementing Contact Center Training (per student)	3400 Implementing Contact Center Training (per student)	Each	\$3,125	15%	\$2,656.25	
Global Services	Training	93079	3210 Maintaining and Supporting the IP System Training (per student)	3210 Maintaining and Supporting the IP System Training (per student)	Each	\$3,125	15%	\$2,656.25	
Global Services	Training	93193	3500 Implementing the Mobility Solution Training (per student)	3500 Implementing the Mobility Solution Training (per student)	Each	\$2,250	15%	\$1,912.50	
Global Services	Training	93194	3401sp Contact Center Agent Training, Self-Paced eLearning (Per Student)	3401sp Contact Center Agent Training, Self-Paced eLearning (Per Student)	Each	\$49	15%	\$41.65	
Global Services	Training	93195	3404sp Contact Center Supervisor Training, Self-Paced eLearning (Per Student)	3404sp Contact Center Supervisor Training, Self-Paced eLearning (Per Student)	Each	\$99	15%	\$84.15	
Global Services	Training	93196	Onsite Mobility Training - End Users & Administrators	Onsite Mobility Training - End Users & Administrators - Full Day - Up to 80 Students Per Site (Travel & Expenses Included)	Each	\$3,500	15%	\$2,975.00	
Global Services	Training	93255	3410 Maintaining and Supporting Contact Center Training (per student)	3410 Maintaining and Supporting Contact Center Training (per student)	Each	\$2,250	15%	\$1,912.50	



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Global Services	Training	93256	3406 Using and Designing ShoreTel Contact Center Reports Training (per student)	3406 Using and Designing ShoreTel Contact Center Reports Training (per student)	Each	\$750	15%	\$637.50
Global Services	Training	93257	3510 Maintaining and Supporting the Mobility Solution Training (per student)	3510 Maintaining and Supporting the Mobility Solution Training (per student)	Each	\$1,500	15%	\$1,275.00
Global Services	Training	93258	3205sp System Administrator Training, Self-Paced eLearning (per student)	3205sp System Administrator Training, Self-Paced eLearning (per student)	Each	\$449	15%	\$381.65
Global Services	Training	93259	3505 Mobility System Administrator Training (per student)	3505 Mobility System Administrator Training (per student)	Each	\$595	15%	\$505.75
Global Services	Training	93260	3206 Implementing the IP 930D Wireless Phone Training, Self-Paced eLearning (Per Student)	3206 Implementing the IP 930D Wireless Phone Training, Self-Paced eLearning (Per Student)	Each	\$125	15%	\$106.25
Global Services	Training	93261	3200u Implementing the UC Solution Release Update Training, Self-Paced eLearning (Per Student)	3200u Implementing the UC Solution Release Update Training, Self-Paced eLearning (Per Student)	Each	\$250	15%	\$212.50
Global Services	Training	93262	3200s Implementing the UC Solution course, Self-Study (Per Student)	3200s Implementing the UC Solution COURSE, Self-Study (Per Student)	Each	\$1,000	15%	\$850.00
Global Services	Training	93263	3210s Maintaining and Supporting the UC Solution course, Self-Study (Per Student)	3210s Implementing the UC Solution COURSE, Self-Study (Per Student)	Each	\$1,000	15%	\$850.00
Global Services	Training	93264	3400s Implementing Contact Center course, Self-Study (Per Student)	3400s Implementing Contact Center COURSE, Self-Study (Per Student)	Each	\$1,000	15%	\$850.00
Global Services	Training	93265	3410s Maintaining and Supporting Contact Center course, Self-Study (Per Student)	3410s Maintaining and Supporting Contact Center COURSE, Self-Study (Per Student)	Each	\$750	15%	\$637.50
Global Services	Training	93266	3420s Using and Designing ShoreTel Contact Center Reports Course, Self-Study (Per Student)	3420s Using and Designing Contact Center Reports COURSE, Self-Study (Per Student)	Each	\$250	15%	\$212.50
Global Services	Training	93267	3500s Implementing the Mobility Solution, Self-Study Course (Per Student)	3500s Implementing the Mobility Solution, Self-Study Course (Per Student)	Each	\$750	15%	\$637.50

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Global Services	Training	93268	3510s Maintaining and Supporting the Mobility Solution, Self-Study Course (Per Student)	3510s Maintaining and Supporting the Mobility Solution, Self-Study Course (Per Student)	Each	\$500	15%	\$425.00
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)	Each	\$3,125	15%	\$2,656.25
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)	Each	\$125	15%	\$106.25
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)	Each	\$125	15%	\$106.25
Global Services	Training	91347	3405SP ECC System Administrator Training, Self-Paced ELearning (per student)	3405SP ECC System Administrator Training, Self-Paced ELearning (per student)	Each	\$249	15%	\$211.65
Global Services	Training	91348	3411SP Call Control Scripting, Self-Paced ELearning (per student)	3411SP Call Control Scripting, Self-Paced ELearning (per student)	Each	\$99	15%	\$84.15
Global Services	VoIP Network Services	91063	Network Design Service (per hour)	Network Design Service (per hour)	Each	\$250	15%	\$212.50
<b>Other</b>								
Other	Fees	91313	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.	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.	Each	\$2,500	15%	\$2,125.00

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Other	Fees	91342	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.	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.	Each	\$500	15%	\$425.00
Other	Finance/Internal	93154	Same Day Processing Fee	Same Day Processing Fee	Each	\$75	0%	\$75.00
Other	Finance/Internal	93192	Additional Freight Fee - UPS re-route per package	Additional Freight Fee - UPS re-route per package	Each	\$15	0%	\$15.00
Other	User Documentation	10304	Voice Mail Quick Reference Doc Pack (qty 25)	Voice Mail Quick Reference, Doc. Pack, Qty 25	Each	\$10	0%	\$10.00
Other	User Documentation	10305	IP110 IP Phone Quick Reference Doc Pack (qty 25)	IP110 IP Phone Quick Reference, Doc. Pack, Qty 25	Each	\$10	0%	\$10.00
Other	User Documentation	10306	IP110 IP Phone User Guide Doc Pack (qty 25)	IP110 IP Phone User Guide, Doc. Pack, Qty 25	Each	\$125	0%	\$125.00
Other	User Documentation	10307	IP212k IP Phone Quick Reference Doc Pack (qty 25)	IP212k IP Phone Quick Reference, Doc. Pack, Qty 25	Each	\$10	0%	\$10.00
Other	User Documentation	10308	IP212k IP Phone User Guide Doc Pack (qty 25)	IP212k IP Phone User Guide, Doc. Pack, Qty 25	Each	\$125	0%	\$125.00
Other	User Documentation	10311	IP560/560G IP Phone Quick Reference Doc Pack (qty 25)	IP560/560G IP Phone Quick Reference, Doc. Pack, Qty 25	Each	\$10	0%	\$10.00
Other	User Documentation	10312	IP530/560/560G IP Phone User Guide Doc Pack (qty 25)	IP530/560/560G IP Phone User Guide, Doc. Pack, Qty 25	Each	\$125	0%	\$125.00
Other	User Documentation	10313	IP115 IP Phone Quick Reference Doc Pack (qty 25)	IP115 IP Phone Quick Reference, Doc. Pack, Qty 25	Each	\$10	0%	\$10.00
Other	User Documentation	10314	IP115 IP Phone User Guide Doc Pack (qty 25)	IP115 IP Phone User Guide, Doc. Pack, Qty 25	Each	\$125	0%	\$125.00
Other	User Documentation	10315	IP265 IP Phone Quick Reference Doc Pack (qty 25)	IP265 IP Phone Quick Reference, Doc. Pack, Qty 25	Each	\$10	0%	\$10.00
Other	User Documentation	10316	IP265 IP Phone User Guide Doc Pack (qty 25)	IP265 IP Phone User Guide, Doc. Pack, Qty 25	Each	\$125	0%	\$125.00
Other	User Documentation	10327	IP565G IP Phone Quick Reference Doc Pack (qty 25)	IP565G IP Phone Quick Reference, Doc. Pack, Qty 25	Each	\$10	0%	\$10.00
Other	User Documentation	10328	IP565G IP Phone User Guide Doc Pack (qty 25)	IP565G IP Phone User Guide, Doc. Pack, Qty 25	Each	\$125	0%	\$125.00

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Other	User Documentation	10331	IP230/230G IP Phone Quick Reference Doc Pack (qty 25)	IP230/230G IP Phone Quick Reference, Doc. Pack, Qty 25	Each	\$10	0%	\$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	Each	\$125	0%	\$125.00
Other	User Documentation	10382	IP655 IP Phone Quick Reference Doc Pack (qty 25)	IP655 IP Phone Quick Reference, Doc. Pack, Qty 25	Each	\$10	0%	\$10.00
Other	User Documentation	10383	ShoreTel 655 IP Phone User Guide Doc Pack (qty 25)	IP655 IP Phone User Guide, Doc. Pack, Qty 25	Each	\$125	0%	\$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	Each	\$10	0%	\$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	Each	\$10	0%	\$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	Each	\$10	0%	\$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	Each	\$125	0%	\$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	Each	\$125	0%	\$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	Each	\$125	0%	\$125.00
<b>Unified Communications</b>								
Unified Communications	Client Software	30145	Connect ONSITE Courtesy license	Connect ONSITE Courtesy license. Includes Extension Only with no Connect client capability.	Each	\$99	35%	\$64.35
Unified Communications	Client Software	30146	Connect ONSITE Telephony license	Connect ONSITE Telephony license. Includes Ext+Mbx with no Connect client capability.	Each	\$159	35%	\$103.35
Unified Communications	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.	Each	\$199	35%	\$129.35
Unified Communications	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 licenses. Also includes Web and App Dialer, Remote Phone and CRM client integration.	Each	\$299	35%	\$194.35

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Unified Communications	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.	Each	\$499	35%	\$324.35
Unified Communications	Client Software	30150	Connect ONSITE Telephony to Essentials upgrade license bundle	Connect ONSITE Telephony to Essentials upgrade license bundle	Each	\$40	35%	\$26.00
Unified Communications	Client Software	30151	Connect ONSITE Telephony to Standard upgrade license bundle	Connect ONSITE Telephony to Standard upgrade license bundle	Each	\$140	35%	\$91.00
Unified Communications	Client Software	30152	Connect ONSITE Telephony to Advanced upgrade license bundle	Connect ONSITE Telephony to Advanced upgrade license bundle	Each	\$340	35%	\$221.00
Unified Communications	Client Software	30153	Connect ONSITE Essentials to Standard upgrade license bundle	Connect ONSITE Essentials to Standard upgrade license bundle	Each	\$100	35%	\$65.00
Unified Communications	Client Software	30154	Connect ONSITE Essentials to Advanced upgrade license bundle	Connect ONSITE Essentials to Advanced upgrade license bundle	Each	\$300	35%	\$195.00
Unified Communications	Client Software	30155	Connect ONSITE Standard to Advanced upgrade license bundle	Connect ONSITE Standard to Advanced upgrade license bundle	Each	\$200	35%	\$130.00
<b>Connect Onsite</b>								
Contact Center	Application Servers	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.	Each	\$8,504	35%	\$5,527.60
Contact Center	Application Servers	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.	Each	\$4,000	35%	\$2,600.00
Mobility	Application Servers	30157	Connect ONSITE Virtual Mobility Router	Connect ONSITE Virtual Mobility Router software media kit	Each	\$0	35%	\$0.00
IP Telephony	Phones	10518	Button Box BB424 for IP 485g 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	Each	\$349	35%	\$226.85
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 N.A., Europe, UK, Australia. One Adapter required when connecting 2, 3 or 4 BB424 units to a phone.	Each	\$20	0%	\$20.00

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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, softphone, or ShoreTel Conferencing for the Web client	Each	\$150	35%	\$97.50	
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)	Each	\$0	35%	\$0.00	
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. Use Dual Switch Tray (SKU 10223) for rack mounting.	Each	\$2,000	35%	\$1,300.00	
IP Telephony	Voice Switches	10524	Voice Switch ST100A (Requires ShoreTel Connect)	Voice Switch ST100A, 1U half-width. Max Capacities: 100 IP Phones, 6 Analog Exts, 14 SIP Trunk, 8 LS Trks. Made in USA. Use Dual Switch Tray (SKU 10223) for rack mounting.	Each	\$3,200	35%	\$2,080.00	
IP Telephony	Voice Switches	10525	Voice Switch ST100DA (Requires ShoreTel Connect)	Voice Switch ST100DA, 1U half-width. Max Capacities: 100 IP Phones, 6 Analog Exts, 38 SIP Trunk, 2 LS Trks, 1 Dig. Trunk (T1 or E1). Made in USA. Use Dual Switch Tray (SKU 10223) for rack mounting.	Each	\$6,100	35%	\$3,965.00	
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. Use Dual Switch Tray (SKU 10223) for rack mounting.	Each	\$3,000	35%	\$1,950.00	
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. Use Dual Switch Tray (SKU 10223) for rack mounting.	Each	\$5,400	35%	\$3,510.00	
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. Use Dual Switch Tray (SKU 10223) for rack mounting.	Each	\$4,500	35%	\$2,925.00	
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. Use Dual Switch Tray (SKU 10223) for rack mounting.	Each	\$10,000	35%	\$6,500.00	
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. Ready for rack mounting.	Each	\$3,000	35%	\$1,950.00	
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. Ready for rack mounting.	Each	\$5,400	35%	\$3,510.00	
IP Telephony	Other Equipment	60165	ShoreTel Paging Adapter PA-1	ShoreTel Paging Adapter PA-1. With contact closure support.	Each	\$45	0%	\$45.00	

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ShoreTel Vertical Programs		NASPO (WSCA) MSA AR627 - Data Communications					Feb 2017	
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	Each	\$55	0%	\$55.00
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 60193-60196, or 60203). One HW bundle per SBE 100 system only.	Each	\$1,495	0%	\$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 60193-60196, or 60203). One HW bundle per SBE 100 system only.	Each	\$2,995	0%	\$2,995.00
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 60193-60196, or 60203). One HW bundle per SBE 100 system only.	Each	\$995	0%	\$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 60193-60196, or 60203). One HW bundle per SBE 100 system only.	Each	\$2,495	0%	\$2,495.00
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 15 Essential, 1 Courtesy license bundles, 1 Operator license, 8 SIP Trunk licenses, 1 Additional Site license. Requires HW bundle (SKU 60183-60186). One SW bundle per SBE 100 system only.	Each	\$1,000	0%	\$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 20 Essential, 1 Courtesy license bundles, 1 Operator license, 8 SIP Trunk licenses, 2 Additional Site licenses. Requires HW bundle (SKU 60183-60186). One SW bundle per SBE 100 system only.	Each	\$1,500	0%	\$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 25 Essential, 1 Courtesy license bundles, 1 Operator license, 24 SIP Trunk licenses, 3 Additional Site license. Requires HW bundle (SKU 60183-60186). One SW bundle per SBE 100 system only.	Each	\$2,000	0%	\$2,000.00

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ShoreTel Vertical Programs		NASPO (WSCA) MSA AR627 - Data Communications					Feb 2017		
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 50 Essential, 1 Courtesy license bundles, 1 Operator license, 24 SIP Trunk licenses, 4 Additional Site license. Requires HW bundle (SKU 60183-60186). One SW bundle per SBE 100 system only	Each	\$5,500	0%	\$5,500.00	
IP Telephony	Small Business Edition	60203	Connect Small Business Edition 100 SW bundle (GSA)	Connect Small Business Edition 100 SW bundle, GSA. Includes 1 Courtesy license bundle, 1 Operator license, 8 SIP Trunk licenses, 1 Additional Site license. Requires HW bundle (SKU 60183-60186). One SW bundle per SBE 100 system only. GSA contracts only	Each	\$500	0%	\$500.00	
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 25 Essential, 4 Standard, 1 Advanced and 1 Courtesy license bundles, 26 virtual IP phone, 10 virtual SIP trunk and 3 Additional Site licenses.	Each	\$2,500	0%	\$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 50 Essential, 4 Standard, 1 Advanced and 1 Courtesy license bundles, 51 virtual IP phone, 20 virtual SIP trunk and 4 Additional Site licenses.	Each	\$6,000	0%	\$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 50 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	Each	\$8,000	0%	\$8,000.00	