

ShoreTel - Telephony Product & Services - [2273613 / T640]
Buyer's Guide

Purpose

This guide provides summarized information for the buyer of active, enterprise contract products and services. By clicking on quick links — [underlined, blue-colored words or sentences](#) — one is redirected to various documents; such as, the awarded contract, the Invitation to Bid (ITB), guides and brochures that will assist in building a purchase order for the products and services on the specific contract, and in some guides allow direct access to the e-mail addresses or Web sites of vendor contacts.

Award Date	Duration	Estimated Re-bid Year
09/01/2015	5 years	2020

Description

The Alabama Department of Finance, Division of Purchasing on behalf of the Information Services Division (ISD) established contracts to purchase Telephony Products and Services, Maintenance, and Training offered in the ShoreTel Inc. telephony product and services catalog to include core telephony, SIP applications, end user UC devices/phones, and media gateway type equipment **only**. Established also, are contracts to purchase technical services offered by Vendor's Technical Services catalog. The established contracts are to be used by State for the support and operation of a statewide enterprise network. Multiple qualified vendors were awarded ShoreTel Inc. Telephony Products and Services catalog contracts from this bid. Multiple qualified vendors were awarded Technical Services catalog contracts from this bid. State intends to purchase goods and services from the lowest cost, responsible provider(s), but reserves the right to purchase any item from one or more awarded Vendors. Awarded vendor(s) agree to accept payment(s) from leasing contractor, as determined by State.

Please note that this bid is for ShoreTel Inc., telephony products and services only. All other inclusions of catalog items such as servers, and any other non-core product or endpoint devices will not be accepted.

Line item (1) one is for ShoreTel Inc. telephony products only.

1. Hardware (UC Devices, phones, controllers, etc.)
2. Software
3. Maintenance
4. Services (Sky, etc.)
5. Miscellaneous and Bundles (manufacturer only)
6. Cloud Unified Communications

Line item two (2) of the bid is for Vendor's technical services only.

1. *ShoreTel Trained – Sr. Engineer/Architect* – Senior level professional, project leader, plans, designs, enables, implements, and maintains ShoreTel Inc. products, implementation enterprise statewide system including installation, configuration, and troubleshooting.
2. *ShoreTel Trained – Engineer* – Plan, implements, and verify a ShoreTel, Inc.'s products implementation statewide system including installation, configuration, and troubleshooting.
3. *ShoreTel Trained – Service Technician* – Installs, configures and operates as well as troubleshoots a ShoreTel Inc. products.
4. *ShoreTel Trained – Field Technician/Implementation Specialist* – Installs, places and configures ShoreTel Inc. products.

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Contract Notice of Award

[Link to Contract](#)

ITB Package

[Link to ITB](#)

Product Guide & How to Order

Use the [Product Guide](#) to obtain the summarized contract information such as; company names, catalog links, discount rates, product descriptions, and contact information. If applicable and if available, link to the vendor's website to review the product line and determine all specifications for the product or service that you wish to purchase. If the website offers capabilities such as; product comparisons and fill-a-cart or creation of a basket for purchasing, then take advantage of those features. Finally, complete a purchase order for one item and [print the completed purchase order](#) to use as a worksheet. You cannot purchase the product from the vendor's site, but the worksheet will assist with your State purchasing request.

Employee Discount

Not applicable for this contract.

Vendor Brochure

Links or complete brochures will be provided when available from the vendor.