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

Statewide IT Contract Number	**725T – SIP Trunking Services**
Bid / Solicitation Number	ITS-006491
Contract Award Type	MANDATORY
Current Effective Dates	November 6, 2020 through November 5, 2027
Contract Administrator	Jennie Elias Email: jennie.elias@nc.gov Tel: 919-754-6615
DIT Program Manager	Keith Blackley Email: Keith.Blackley@nc.gov Tel: 919-754-6284

Scope

The scope of this contract is limited to the State's normal requirements for comprehensive IP based telecommunications access services using the Session Imitation Protocol (SIP). Use of the SIP protocol for purposes of this contract is limited to IP based PSTN access services within the State of NC and SIP based hosted VOIP services for government agencies located within NC.

This contract is a **Mandatory Contract**, with approved exceptions, for the use of **Executive State Government Agencies** (and/or portions thereof) and a **Convenience Contract**, but not mandatory for all non-State Agencies as permitted by law. Such entities presently include the North Carolina University System and its member campuses, Instructional components of the Department of Public Instruction, Instructional components of the Department of Community Colleges, as well as local (municipal and county) governments.

Agencies with the need to acquire equipment/services not covered by this contract are required to follow the established Purchasing procedures of the Department of Information Technology (DIT).

Product Information and Pricing

All vendors under this contract can provide SIP based services for delivery of ingress and egress telephone call traffic to any wire center (Local exchange) throughout the State of NC. Such call traffic can consist of normal local exchange call traffic, outbound long distance, and inbound toll-free call traffic. Vendors can provide access to their services via secure dedicated WAN connections or via the Internet. Users of SIP based services must be able to provide and maintain a suitable data network infrastructure and telephony infrastructure as deemed necessary to support this service. Pricing for the service is based on submission of a specific Statement of Work (SOW) on a case-by-case basis. Vendors on the contract may provide pricing as either a fixed price for guaranteed capacity or on a consumption-based model.

In addition, amendments to the contract also allow agencies to solicit the provision of vendor network Hosted VOIP services. Such services may vary in scope based on the requestor's individual requirements, network, and location. Solicitation of such services also requires submission of a requestor specific SOW to the competing vendors. The SOW must provide specific details of the requestor's service requirements. Requests for SIP access and Hosted VOIP services can be accommodated in a single SOW. Prices for Hosted VOIP services vary based on features offered and/or number of subscribers. All billing for Hosted VOIP services is on a per seat subscription basis.

For additional information about the contract and service ordering, please use the following link: http://www.siptrunking.nc.gov/

Vendor Contact Information

Manufacturer Brand	Vendor Contact Information
AT&T	AT&T **Brian Smith** 919-788-2404 CS8342@att.com
CenturyLink	CenturyLink ****EFFECTIVE NOVEMBER 6, 2026, CENTURYLINK HAS BEEN REMOVED FROM THE 725T CONTRACT**
SEGRA South Carolina Telecommunications Group Holdings dba Segra	SEGRA **Lynn Fralick** Senior Director, Southeastern Government Office: 803-726-4028 Lynn.fralick@segra.com

Minimum Orders

There are no minimum order requirements on this contract.

Abnormal Quantity

There is no abnormal quantity amount on this contract. The State reserves the right; however, to negotiate lower than contract pricing on items purchased from this contract.

Transportation Charges

Goods (e.g. desk phones, gateways, etc.) shall be delivered to agency locations within the State of North Carolina **F.O.B. Destination**. Freight, handling, charges for pallets, charges for special shipping requirements, and distribution charges shall be included in the total price of each item.

Delivery

The delivery of services ordered must be delivered and installed if applicable within 90 days after receipt of purchase order.

Taxes

Prices shown do not include North Carolina sales or use taxes.

Service

Vendor should utilize best efforts to resolve service problems in a timely fashion through the use of acceptable servicing methods; to include but not be limited, to verbal problem analysis and remote diagnostics. This service/warranty requirement does not impose any additional duty on the State to make other than normal and good faith problem resolution efforts or expenditures of time.

In the event that a product needs to be shipped out for repair or replacement, the contract will provide shipping container (if required) and shipping instructions.

Warranty

Vendors warrant that the products furnished under this contract to fulfill Hosted VOIP service requirements shall be newly manufactured of good material and workmanship, free of defects, and covered by a manufacturer's warranty of no less than 90 days. Warranty shall include the replacement of defective products during the warranty period at no additional charge to the State.

Vendors warrant that SIP services provided under the contract meet contract terms for Service Level Availability and voice quality. Vendors also warrant the SIP services provided under this contract also meet State of NC data security standards as applicable.

Ordering

Orders will be placed throughout the contract period on an as-needed basis for the quantity required at the time and will be issued directly to the respective Vendor or their designated suppliers/authorized dealers.

Vendors are required, upon request, to provide the user with catalogs, descriptive literature and/or web sites, and current net prices. This information is to be provided to the ordering agency within the time stipulated in the requestor SOW. Such information shall be provided at no charge.

History

2026-11-06	Revised to extend contract; CenturyLink declined to extend the contract and was removed.
2023-11-05	Revised to extend contract.
2023-10-25	Revised to extend contract.
2023-05-01	CenturyLink contact update
2022-01-04	AT&T contact information update.
2021-12-16	SEGRA contact information added.
2021-08-23:	Revised to update CenturyLink information.
2020-11-05:	Revised to extend contract.
2019-11-04:	Revised to extend contract.
2018-05-07:	Revised AT&T contact phone number.
2019-05-07:	Revised to add Keith Blackley- Program Manager
2018-05-31:	Updated CenturyLink contact information.
2017-10-17:	Contract Administrator changed. Extended contract one (1) year through November 5, 2018.

2017-07-26: Contract Administrator changed.
2017-06-20: Contract Administrator changed.
2016-11-05: STC 725T (ITS-006491) second renewal option exercised one (1) year through November 5, 2017
2015-11-01: STC 725T (ITS-006491) first renewal option exercised for one (1) year through November 5, 2016. Renewal done under ITS-009595