915B - Paging Service and Equipment

Term Contract Number:	915B
Effective Dates:	March 1, 2018 – February 28, 2026
Contract Administrator:	Beverly Satterfield, Statewide IT Procurement Office beverly.satterfield@nc.gov (919) 754-6614
Technical Contact:	Keith Blackley, DIT Service Delivery keith.blackley@nc.gov Phone (919) 754-6745

Scope

This contract provides paging service and equipment.   It is intended to cover the State's normal requirements for services and equipment as described herein.

This contract shall be a **mandatory statewide term contract** for use by Executive State government agencies as directed by the Department of Information Technology (DIT). Further, it shall be a **non-mandatory convenience contract** accessible for use by non-state agencies such as the North Carolina University System and its member campuses, instructional components of the Department of Public Instruction and the Community College System, as well as local (municipal and county) governments.

Authorized Vendor

Spok Inc.
91-1199104
Main Contact: Gilliane Melvin

Contact number: **(617) 778-4771**
Email: Gilliane.Melvin@spok.com
Billing & Service Questions: 866-676-8246
Email: specgovt@spok.com

Contract Information
Contact: Michelle Wolfe
Contact number: 513-243-6147
Email: michelle.wolfe@spok.com

Minimum Orders

There are no minimum order quantity requirements for the contract.

Ordering Information

Orders will be issued directly to the respective contractor. Contract Users must determine which paging equipment and services represent the best value to meet the needs of their agency. There are several factors that a Contract User should consider when selecting a paging service provide. The Contract User should consider:
• the type of pager needed, either numeric or alphanumeric display;
• the geographical coverage requirements;
• the type of service needed;
• performance issues;
• and the price.

Pager Types Available

One-way Pagers: There are two types of pagers generally used for conventional one-way paging. The numeric (digital) pager has a small window that displays only the phone numbers of callers. The alphanumeric pager will display a phone number and/or text message. Text messages can be useful for advising the paged party of the nature of the call. Most pager requirements are for numeric pagers. Contract Users are reminded that alphanumeric pagers and paging services are more expensive than numeric.

Two-way Pagers: In addition to the usual one-way paging, 1.5-, 1.7-, and 2-way paging are available. The pagers for these types of paging services are equipped with a transmitter used to verify the receipt of a page. 1.5- and 1.7-way paging simply acknowledge the correct receipt of a page. Two-way paging not only acknowledges the receipt of a page but also permits the sending of short email messages in response to the original page. These enhanced paging features are only available in certain areas of the State.

Coverage

A pager is ineffective if it is outside the range of the paging company's facilities. A pager used in a spotty coverage area may not perform reliably. Local coverage may provide the best overall coverage for a particular area. Statewide coverage should provide coverage in all the major metropolitan areas of the State but may not cover the more rural areas. Statewide coverage is appropriate where business requirements are focused in the major metropolitan areas of the State. National coverage covers only the major metropolitan areas of the United States.

Check paging coverage at https://www.spok.com/solutions/paging-services/check-paging-coverage/.

Delivery

It is the responsibility of the Vendor to complete delivery of equipment and services at their expense to the Contract User. Delivery will be made FOB Destination to any location within North Carolina with all transportation prepaid and included in bid price and must be completed within five (5) consecutive calendar days after receipt of purchase order.

In the event delivery is not received within five (5) consecutive calendar days, the Vendor may be held in default in accordance with Paragraph 25, Default, in the North Carolina Information Technology Procurement Office General Terms and Conditions for Goods and Related Services.

User Manuals

User manuals and operating instructions shall be provided with each piece of equipment. Delivery is not considered complete until one copy of each required manual is delivered.

Taxes and Surcharges

Prices shown do not include taxes.
- The total telecommunications services sales tax is 6.75% for State contract customers except the Department of Transportation.
- There is no State sales tax on telecommunications equipment associated with this contract.

Allowable Surcharges
- The Wireless E911 surcharge is an applicable surcharge. The surcharge is no more than $0.80/pager/month.
- The Universal Service Fund surcharge is an applicable surcharge for wireless services provided through the State Paging Service and Equipment contract. The rate is 1.6% and is subject to change by the FCC.

Non-allowable Taxes and Surcharges
- Franchise taxes are non-applicable taxes for wireless services procured through the State Paging Services and Equipment contract.
- The Department of Transportation does not pay taxes on telecommunications services or equipment.
- The addition of other taxes or surcharges is prohibited without prior written approval from the Contract Administrator.

Contract Pricing Information

Vendor: Spok, Inc.

TYPE OF SERVICE		Local/Statewide	Nationwide
Numeric Pager		$4.45/month	$12.45/month
Alphanumeric Pager		$6.95/month	$17.45/month
Notify@Once Software – Receive Only		$2.50/month	$4.50/month
Notify@Once Software – Send and Receive		$4.50/month	$4.50/month
800 Phone Number		$5.00/month	$5.00/month
Voice Mail - 10 Messages		$1.75/month	$1.75/month
Voice Mail - 10 Plus Messages		$4.10/month	$4.10/month
Voice Mail - 15 Messages		$5.90/month	$5.90/month
Weather Alert		$2.45/month	$2.45/month
Cell Text Messaging		$3.00/month	$3.00/month
Ready Call (Local Only)		$6.95/month	N/A
Page Sync		$10.45/month	N/A
ASSURED MESSAGING			
DEVICES		**PURCHASED**	**LEASED**
2.0 Nationwide Service using M90/ST902 Paging Unit			
25K Char Pkg (plus $0.07 overage)		$15.00/month	$15.00/month
250K Char Pkg (plus $0.05 overage)		$19.00/month	$19.00/month
GenA™ Pager*			$2.00 upcharge per month/device
INSURANCE AND DEDUCTIBLE			
TYPE OF EQUIPMENT		**MODEL**	**INSURANCE**
Numeric Pager		All	$2.00/month
Alphanumeric Pager		All	$3.00/month
2 Way Communicator		All	$3.95/month
Ready Call		Coaster Pagers	$2.50/month

EQUIPMENT PURCHASE		
TYPE OF EQUIPMENT	**MODEL**	**COST**
Numeric Pager	ST800	$39.00
Numeric Pager	Bravo 502	$39.00
Alphanumeric Pager	Advisor Elite	$69.00
Alphanumeric Pager	Bravo 802	$69.00
2 Way Communicator Pager	Motorola ST902	$149.99
2 Way Communicator Pager	M90	$99.00
Ready Call Charger Base		$49.95
Ready Call	Coaster Pagers	$69.95

Spok Mobile Connect: This service allows a message that is sent to a Spok pager to be forwarded directly to a smartphone device.

Spok Mobile without a pager: $6.95 per month
Spok Mobile in addition to a pager: $10.00 per month
Encrypted Paging (HIPAA Compliant): $3.00 per month additional charge

*GenA™ Encrypted Message Pager: Main features of the device include:
- Large, high-contrast e-Paper screen (122x250px)
- Advanced encryption and security features
- Antimicrobial case
- Automatic low light sensor turns on front light for easy reading, even in the dark
- Modern, improved user interface
- Longer battery life
- Over-the-air remote programming for groups and screen names

Amendments:

3/9/2010 – Added Federal Tax ID number for Morris Communications

3/31/2010 – Added rate information about the Universal Service Fund

4/14/2010 – Added USA Mobility Service Level Expectations

9/23/2010 – Corrected the Nationwide Rate for Alphanumeric pagers for USA Mobility

3/1/2011 – Renewed the contract for one additional year. Deleted Morris Communications

2/29/2012 – Renewed the contract for one (1) additional year

11/5/2013 – Updated USA Mobility Contact Information

2/28/2014 – Renewed the contract for one (1) additional year

2/28/2015 – Renewed the contract for one (1) additional year; Name change; New service added to contract

3/28/2016 – Updated Contract Administrator

6/28/2016 – New Service Added

2/28/2017 – Renewed Contract; Pricing reduced on Ready Call Coastal Pager Service

3/1/2018 – Renewed Contract for one (1) additional year

3/1/2022 – Renewed Contract for three (3) additional years and updated Vendor contact information

8/18/2023 – New Service Added; Contract Administrator and Technical Contact Changed

2/14/2025 - New DIT Owner

5/12/2025 - Gilliane Melvin is replacing Andrew Falls as main contact