



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

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

Bid / Solicitation Number 725A

Contract Award Type MANDATORY

Current Effective Dates January 1, 2020 through December 31, 2023

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**ALL ORDERS PLACED AGAINST THIS CONTRACT WILL BE PROCESSED THROUGH THE DEPARTMENT OF INFORMATION TECHNOLOGY SERVICES.**

**Scope**

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

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

**Ordering and Vendor Contact Information**

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

**Repair Services**

To access repair services, go to: [www.phonerepair.nc.gov](http://www.phonerepair.nc.gov) .

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

All orders placed against this contract are required to be placed through the Voice Services Management (VSM) tool. To access the tool, go to: [www.phonepurchase.nc.gov](http://www.phonepurchase.nc.gov).

Authorized Vendors	Telephone	Manufacturer
Avaya, Inc. 2605 Meridian Pkwy Durham, NC 27713	Michelle Bueti, Account Manager (919) 425-8254 <a href="mailto:buetim@avaya.com">buetim@avaya.com</a>	Avaya
Black Box Network Services 930 Windy Road Apex, NC 27502	Scott Mitchell, Account Manager (877) 538-3478 <a href="mailto:Scott.mitchell@blackbox.com">Scott.mitchell@blackbox.com</a>	NEC
Bunn Communications, Inc. (Woman-owned) 288 Hein Drive Garner, NC 27529	Larry Bunn, Account Manager (800) 248-2866 <a href="mailto:lbunn@bunncom.com">lbunn@bunncom.com</a>	Centrex and Toshiba
Unify Inc. 1881 Campus Commons Drive Reston, VA 20191	Cindy Pitroff, Account Manager 972-756-4373 <a href="mailto:cindy.pitroff@atos.net">cindy.pitroff@atos.net</a>	Unify and Genesys

### **Manuals**

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

### **Minimum Order**

There is no minimum order requirement for this term contract.

### **Abnormal Quantity**

There is no abnormal quantity threshold for this term contract.

### **Warranty**

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

### **Taxes**

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

### **Attachments**

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

### **History**

2023-12-20	Contract Extension.
2022-12-21	Contract Extension.
2022-12-05	Updated the summary with Unify-Atos information.
2022-07-14	Technical contact update.

2022-04-07: Avaya contact update.  
2020-08-26: Vendor contact and information update.  
2019-12-23: Contract Renewal- 3 years plus two additional 1-year renewal options.  
2018-01-03: Contract Extension- vendor contact information update.  
2017-12-28: Contract Extension- vendor update.  
2017-10-17: Contract Administrator changed.  
2017-07-27: Contract Administrator changed.  
2017-06-20: Contract Administrator changed.  
2015-01-01: Vendor contact information updated.