

SWC#433 Digital Hybrid Key Systems Information **Contract Information and Usage Instructions**

Summary and Background Information. This Contract is for the Maintenance, Repair, and Replacement of premised based telephone equipment and services. The Contractor shall, at a minimum provide a Help Desk Service to manage requests for support. Existing installed base of equipment includes, but not limited to: Vertical (Comdial), Mitel, and NEC. Paging equipment, networking hardware, Telephony Cloud services and conferencing equipment. The Contractor installs and makes operable all DHKT's in all State locations as well as maintenance and repair of existing systems. The Contractor shall be solely responsible for successful interoperability of all hardware and software provided under this contract. Contact Norstan directly for support.

Contractor:

Norstan Communications, Inc. d/b/a Blackbox Network Services

Contract Information:

Term: 5-Year (Initial 3 years plus two 1 year options to extend)

Contract Start Date: September 1, 2023

Contract Expiration Date: August 31, 2026

Edison Contract # 77558

Contacts:

State of Tennessee

Richard Kotler, Category Specialist

615-253-4723

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Contractor

Jaimie Olson, Account Manager

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jaimie.olson@blackbox.com

Access to Contract Documents on-line:

1. Please check the following URL to ensure you are viewing the most recent version of the usage instructions:

<https://www.tn.gov/content/tn/generalservices/procurement/central-procurement-office--cpo-/state-agencies-/statewide-contract-instruction--swc-.html>

2. Click on the "Statewide Contract (SWC) Search" The link below will take you to the Statewide Contract List.

https://hub.edison.tn.gov/psp/paprd/SUPPLIER/ERP/c/TN_PUBLIC_SUPPLIER.TN_ACTIVE_SWC_CMP.GBL?Page=TN_ACTIVE_SWC&Action=U&ExactKeys=Y&TargetFrameName=None

Scroll down the list of contracts and locate the contract number you need.

Click on the picture of a folder under the "Details" column.

- You will get a rectangular box and one of the columns (to the right) will say "Contract Documents", and below will be a picture of a file folder, click on it and you will get a new box with multiple contract documents shown. Click on the picture of the document to view the attachment

Authorized State Agency Users -- Statewide Contract. This Contract establishes a source or sources of supply for all Tennessee State Agencies. "Tennessee State Agency" refers to the various departments, institutions, boards, commissions, and agencies of the executive branch of government of the State of Tennessee with exceptions as addressed in Tenn. Comp. R. & Regs. 0690-03-01-.01. The Contractor shall provide all goods or services and deliverables as required by this Contract to all Tennessee State Agencies.

The Contractor shall make this Contract available to the following entities, who are authorized to and who may purchase from this Statewide Contract ("Authorized Users"):

- a) all Tennessee State governmental entities (this includes the legislative branch; judicial branch; and commissions and boards of the State outside of the executive branch of government).
- b) Tennessee local governmental agencies.
- c) the board of trustees of the University of Tennessee system, the Tennessee board of regent's system, or the State university boards.
- d) any private nonprofit institution of higher education chartered in Tennessee; and,
- e) any corporation which is exempted from taxation under 26 U.S.C. Section 501(c)(3), as amended, and which contracts with the Department of Mental Health and Substance Abuse Services or the Department of Intellectual and Developmental Disabilities to provide services to the public (Tenn. Code Ann. § 33-2-1001).

These Authorized Users may utilize this Contract by purchasing directly from the Contractor according to their own procurement policies and procedures. The State is not responsible or liable for the transactions between the Contractor and Authorized Users.

Local Government Entity Instructions:

1. Local governments and other eligible entities are encouraged to use this contract.
2. Local entities should contact the vendor with respect to how they would like to conduct business transactions.
3. The State requires the Contractor to report all sales to Local Government entities making use of the State contract.