



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

September 27, 2017

TO: ALL STATE AGENCIES, SCHOOL DISTRICTS, MUNICIPALITIES, VOLUNTEER
FIRE COMPANIES AND POLITICAL SUBDIVISIONS

FROM: THERESA NEWMAN
PROCUREMENT OFFICER
302-857-4552

SUBJECT: **AWARD NOTICE – Addendum #2 effective June 3, 2019 - Extending Contract
through September 30, 2020.
CONTRACT NO. GSS17455-TELECOMM
Telecommunications Systems and Services**

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KEY CONTRACT INFORMATION

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GOVERNMENT SUPPORT SERVICES – CONTRACTING
100 ENTERPRISE PLACE – SUITE 4 – DOVER, DE 19904-8202
PHONE: (302) 857-4550 – FAX: (302) 739-3779 – GSS.OMB.DELAWARE.GOV

KEY CONTRACT INFORMATION

1. CONTRACT SUMMARY

This contract is in place to provide all equipment, materials, and labor to supplement the State of Delaware's need for Telecommunications Systems & Services.

2. IMPLEMENTATION

The use of this contract **for new systems** requires an approved business case by the Department of Technology and Information (DTI). Any questions should be directed to the DTI Customer Engagement Team (CET) at DTICustomerEngagementTeam@state.de.us. Agencies may contact vendors directly **for maintenance** on existing systems.

3. MANDATORY USE CONTRACT

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REF: Title 29, Chapter 6911(d) Delaware Code. Every state department and agency within the Executive Branch and Judicial Branch of the state government shall procure all material, equipment and nonprofessional services through the statewide contracts administered by Government Support Services, Office of Management and Budget. Delaware State University, Delaware Technical and Community College, the operations funded by Public School Districts, Delaware Transit Corporation, the Legislative Branch and the Board of Pension Trustees and their consultants are specifically exempted from the requirements of this subsection.

4. CONTRACT PERIOD

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Each contractor's contract shall be valid for a two (2) year period from October 1, 2017 through September 30, 2019. Each contract may be renewed for three (3) one (1) year periods through negotiation between the contractor and Government Support Services. Negotiation may be initiated no later than ninety (90) days prior to the termination of the current agreement.

The Contract has been extended through September 30, 2020, under the same pricing, terms and conditions.

5. VENDORS

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<p>GSS17455-TELECOMMV01 Acteon Networks, LLC 165 Indiana Ave. Fort Washington, PA 19034</p> <p>Contact: Betty Gorman Phone: 215-208-5030 Email: bgorman@acteon.net</p> <p>Spin #143005055 FSF #0000357739</p> <p>Removed - Effective 09/30/2019</p>	<p>GSS17455-TELECOMMV02 Continuant, Inc. 5050 20th Street East Fife, WA 98424</p> <p>Contact: Samuel Mosler Phone: 206-859-2332 Email: samuelm@continuant.com</p> <p>Spin #:143029776 FSF#:0000359866</p> <p>Removed - Effective 09/30/2019</p>
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<p>GSS17455-TELECOMMV03 Info Solutions, LLC 12 Penns Way New Castle, DE 19720</p> <p>Contact: William Riley Phone: 302-373-6909 Email: Wriley@infosolutionsllc.com</p> <p>Spin #: 143048603 FSF #: 0000049758</p>	<p>GSS17455-TELECOMMV04 MTM Technologies, Inc. 1675A South State St. Dover, DE 19901</p> <p>Contact: Brian Shuba Phone: 302-744-2250 Email: bshuba@mtm.com</p> <p>Spin #: 143004485 FSF #: 0000002776</p>
<p>GSS17455-TELECOMMV05 Netstream Technology, Inc. 26 Sheffield Manor Dr. Newark, DE 19711</p> <p>Contact: Michael Olivere Phone: 302-525-4867 Email: molivere@netstreamtechinc.com</p> <p>Spin #: 143049960 FSF #:0000358193</p>	<p>GSS17455-TELECOMMV08 TeleCaaS, LLC 700 E. Township Line Rd. Suite 200 Havertown, PA 19083</p> <p>Contact: Steven Slade Phone: 610-624-3085 Email: steve@telecaas.net</p> <p>Spin #: 143049380 FSF #:0000359857 Removed - Effective 09/30/2019</p>
<p>GSS17455-TELECOMMV07 DiRAD Technologies, Inc. 9 Corporate Drive Clifton Park, NY 12065</p> <p>Contact: Lisa Wissert Phone: 519-438-6000 Email: Lisa.wissert@dirad.com</p> <p>Spin #: NA FSF #:0000123861</p>	<p>GSS17455-TELECOMMV10 Hilyard's Inc. 1616 Newport Gap Pike Wilmington, DE 19808</p> <p>Contact: Michael Hilyard Phone: 302-995-2201 Email: mhilyard@hilyards.com</p> <p>Spin #143032526 FSF# 0000024510</p>
<p>GSS17455-TELECOMMV09 Arugie Enterprises Corp. dba/ARG Communications 612 S. Colonial Ave. Suite A Wilmington, DE 19805</p> <p>Contact: Joseph Ruggieri Phone: 302-225-2000 Email: sales@whyarg.com</p> <p>Spin #143035168 FSF# 0000000456</p>	

Vendor Services Matrix:

VENDOR	PBX & Key Systems	Voice Processor	IVR	IP Telephony	Call Loggers & Recorders	UPS	Maintenance	Supported by Vendor
Acteon	X	X		X	X	X	X	Univerge
ARG	X	X		X	X	X	X	NEC
Continuant							X	Maintenance Only
DiRAD			X	X			X	NEC, Cloud
Hilyard's	X	X				X	X	NEC
Info Solutions	X	X	X	X	X	X	X	Cisco, Avaya, Computer Instruments
MTM		X	X	X	X	X	X	Cisco
Netstream	X	X	X	X	X	X	X	Cisco
TeleCaaS				X		X		Cloud

6. SHIPPING TERMS

F.O.B. destination; freight pre-paid.

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7. PRICING

Prices will remain firm for the initial two (2) year term of the contract year.
Pricing can be found on the Award Notice Pricing Spreadsheet.

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ADDITIONAL TERMS AND CONDITIONS

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8. BILLING

The successful vendor is required to **"Bill as Shipped" to the respective ordering agency(s).** Ordering agencies shall provide at a minimum the contract number, ship to and bill to address, contract name and phone number.

9. PAYMENT

The agencies or school districts involved will authorize and process for payment each invoice within thirty (30) days after the date of receipt. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

10. PRODUCT SUBSTITUTION

All items delivered during the life of the contract shall be of the same type and manufacture as specified unless specific approval is given by Government Support Services to do otherwise. Substitutions may require the submission of written specifications and product evaluation prior to any approvals being granted.

11. ORDERING PROCEDURE

Successful contractors are required to have either a local telephone number within the (302) area code, a toll free (800) number, or agree to accept collect calls. Each agency is responsible for placing their orders and may be accomplished by written purchase order, telephone, fax or computer on-line systems.

The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

12. PURCHASE ORDERS

Agencies that are part of the First State Financial (FSF) system are required to identify the contract number GSS17455-TELECOMM on all Purchase Orders (P.O.) and shall complete the same when entering P.O. information in the state's financial reporting system.

13. REQUIREMENTS

Contractors must be able to supply single-source Telecommunications solutions to the State. This shall include, but not be limited to, demonstrations, design configuration and engineering assistance, implementation assistance, installation, and training for all system sizes. As new technologies emerge, it will be the responsibility of the vendors to advise the State of their availability. If the State feels these new technologies will benefit the State, it will allow the vendor to add them to the existing contract offering.

For a complete list of contract specifications please refer to the Scope of Work and Technical Requirements of original bid solicitation document(s). Any contract specific documentation will be accessible through the hyperlink(s) provided on this contract's details page.

14. HOLD HARMLESS

The contractor agrees that it shall indemnify and hold the State of Delaware and all its agencies harmless from and against any and all claims for injury, loss of life, or damage to or loss of use of property caused or alleged to be caused, by acts or omissions of the contractor, its employees, and invitees on or about the premises and which arise out of the contractor's performance, or failure to perform as specified in the Agreement.

15. NON-PERFORMANCE

In the event the contractor does not fulfill its obligations under the terms and conditions of this contract, the ordering agency may purchase equivalent product on the open market. Any difference in cost between the contract prices herein and the price of open market product shall be the responsibility of the contractor. Under no circumstances shall monies be due the contractor in the event open market products can be obtained below contract cost. Any monies charged to the contractor may be deducted from an open invoice.

16. FORCE MAJEURE

Neither the contractor nor the ordering agency shall be held liable for non-performance under the terms and conditions of this contract due, but not limited to, government restriction, strike, flood, fire, or unforeseen catastrophe beyond either party's control. Each party shall notify the other in writing of any situation that may prevent performance under the terms and conditions of this contract.

17. AGENCY'S RESPONSIBILITIES

The Agency shall:

- a. Examine and review in detail all letters, reports, drawings and other documents presented by the Contractor to the Agency and render to the Contractor in writing, findings and decisions pertaining thereto within a reasonable time so as not to delay the services of Contractor.

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- b. Give prompt written notice to the Contractor whenever the Agency observes or otherwise becomes aware of any development that affects the scope or timing of the Contractor's services.
- c. When an ordering agency first experiences a relatively minor problem or difficulty with a vendor, the agency will contact the vendor directly and attempt to informally resolve the problem. This includes failure to perform by the date specified and any unacceptable difference(s) between the purchase order and the merchandise received. Ordering agencies should stress to vendors that they should expedite correction of the differences because failure to reply may result in an unfavorable rating in the execution of the awarded contract.
- d. The state has several remedies available to resolve non-performance issues with the contractor. The Agency should refer to the Contract Terms and Conditions to view these remedies. When a default occurs, the Agency should first review the contract to confirm that the issue is a part of the contract. If the issue is not covered by the contract, the state cannot expect the contractor to perform outside the agreement. If the issue is a part of the contract, the Agency or GSS - Contracting must then contact the contractor, discuss the reasons surrounding the default and establish a date when the contractor will resolve the non-performance issue.
- e. If there is a performance deficiency, a Corrective Action Report (CAR) may be used. Complete this form to report concerns with vendors or commodities. Be sure to furnish as much detail as possible. <http://gss.omb.delaware.gov/divisionwide/forms.shtml>.