

Miscellaneous Telephone Products for I.T. department

Product Description

Miscellaneous telephone products needed for full functionality of I.T. Department.

Line Items

Telephone	Avaya	9641GS	IP Telephone / Color Graphical Display / Touch Screen / HD Audio	20		
Telephone	Avaya	9611G	IP Telephone / Color Graphical Display / HD Audio	20		
Telephone	Sennheiser	SC 45	USB Headset / 3.5 mm Jack/	20		
Telephone	Plantronics	Blackwire CS10	USB Headset / Wired	20		
Telephone	Jabra	BIZ 2300	USB Mono Headset	20		
Total						

Vendor requirements & Financial Terms

- ✓ Must be an authorized manufacturer VAR (Value Added Reseller) of the products sold to us with credit limits that are adequate to service the order without pre-payment requirements.
- ✓ Must assign a dedicated account representative to our account who is available during normal business hours, is familiar with the products they offer, and must turn around quotes within one hour.
- ✓ Must provide Support/Software Patches and/or updates included and available 24x7x365 (TIER 1 – Incident reporting, Tier 2 – Problem Management, Tier 3 Engineering support).
- ✓ Vendor must stock all inventory/replacement parts that comprise functional deliverables within the USA, with ability to deliver such replacement parts within 24 hours of notice.
- ✓ Vendor must provide a minimum of 1-year warranty on hardware and software replacement and provide evidence to demonstrate its ability to provide manufacturer's authorized warranty services for the entire term.