



Memo

To: Board of Trustees
From: Robert Kosin, Administrator
Date: February 17, 2017
Re: Village Hall Telephone System Upgrade

Since the installation of the Village Hall telephone system there have been advances in technology, both in signaling (dial tone) and equipment.

The equipment is no longer manufactured and support may change within the quarter or before the end of the calendar year.

A company known as CallOne has, after examining the uses of the existing system in all departments, proposed a change in equipment and signaling. These changes in addition to precluding an inoperable condition from arising in the near future, also provide for savings in this fiscal year.

The initial proposal from CallOne is attached and outlines the possible cost for equipment, installation, support and signaling. There is a proposal to lease-purchase the equipment for five years and pay for the installation in this fiscal year. Savings from a change in signaling is only possible from the uses of this type of equipment whether this vendor or another.

It is proposed to present the proposal from CallOne to the Board of Trustees and with their consent proceed with the preparation to accept the proposal. There is also attached descriptive material about their experience in the Illinois municipal market.



Village of Barrington Hills Unified Communications Solution

Presented By: Blaze Viti, Sean Mahoney & Larry Widmer





Project Implementation and Training Guidelines

Call One Project Implementation Guidelines are designed to facilitate a smooth deployment of your new system. As a first step, Call One, after an internal project meeting, would like to introduce our team to yours. The kickoff meeting is to familiarize everyone with specific requirements for the new system and to define specific roles. Your assigned Project Manager will work with your team to make choices on how your phones will work. In order to minimize confusion, we ask that your organization assign one person to have the final say during the installation process. This primary contact is the only individual from whom Call One will accept instructions on functionality or any modifications to the contract. Often during system programming meetings, various departments will request different telephones or additional items not originally included in the contract. Any requests that Call One receives along those lines will be funneled back to the primary client contact for approval.

During the entire process, Call One will be requesting information from the main contact. This can range from auto-attendant scripts to IP addresses on the network. Timely responses to these requests are required in order to keep everyone on schedule for the projected installation date. Please note that any delays in receiving the requested information may affect the cut-over date.

Once the programming information has been collected, the primary contact will be asked to sign-off on the database of information. This is so that programming can be completed prior to cut. Please note that no changes to the database will be made two weeks prior to the system cut-over. Any requests for changes will be collected and implemented after system cut-over. This is to assure a timely accurate system cut-over.

End user training will be scheduled and conducted on-site by certified Call One personnel. We recommend training as close to cut as possible. End-users will be trained in classes of 15-20 on a live system. End users are generally grouped with other end users that have a similar job functions. A sign-in sheet will be circulated prior to the start of each class so that the firm can verify everyone attends training. Training is the single biggest factor in user acceptance and delight. Each user will be given a quick reference sheet during class and instructions on how to set-up voicemail greetings will be provided. Operators and their back-up will be trained separately as they are the first responders to the incoming calls to the organization and have unique needs.

End User information sessions are available through the ShoreTel website, and Call One encourages all end users to review these sessions prior to attending the on-site training classes. Users that familiarize themselves with the on-line information will be able to ask more productive questions and answers will be tailored to specific job functions. We understand everyone may not comply ☺.

Call One personnel will be available the day of cut in order to help everyone make a smooth transition to the new system.

Basic System Administration training is conducted directly by Call One personnel. System Administration training will be done on your actual system and lasts about four hours. We suggest training more than one administrator.

Illinois Municipalities

Northern Illinois

- Antioch
- Bannockburn
- Barrington
- Bartlett
- Batavia
- Berkeley
- Bolingbrook
- Buffalo Grove
- Burbank
- Carol Stream
- Carpentersville
- Cary
- Chicago Ridge
- Countryside
- Crete
- Crystal Lake
- Darien
- Deer Park
- Deerfield
- Downers Grove
- East Hazel Crest
- Elburn
- Elk Grove Village
- Evanston
- Flossmoor
- Fox River Grove
- Frankfort
- Geneva
- Gilbers
- Glen Ellyn
- Glencoe
- Glendale Heights
- Glenwood
- Grayslake
- Gurnee
- Hainesville
- Hampshire
- Harvard
- Hawthorn Woods
- Highland Park
- Homewood
- Huntley
- Inverness
- Itasca
- Joliet
- Justice
- Kenilworth
- LaGrange Park
- Lake Barrington
- Lake Forest
- Lake In The Hills
- Lake Zurich
- Lakemoor
- LaSalle
- Lemont
- Lincolnshire
- Lincolnwood
- Lindenhurst
- Lockport
- Long Grove
- Lyons
- Marengo
- Minooka
- Montgomery
- Naperville
- New Lenox
- North Barrington
- North Riverside
- Northbrook
- Northfield
- Northlake
- Norridge
- Oak Brook
- Oak Forest
- Oak Park
- Oakbrook Terrace
- Orland Park
- Oglesby
- Palos Heights
- Palos Park
- Park City
- Park City
- Park Forest
- Park Ridge
- Peru
- Plainfield
- Prospect Heights
- River Forest
- Riverside
- Robbins
- Rolling Meadows
- Romeoville
- Roselle Round Lake
- Schaumburg
- Schiller Park
- Shorewood
- South Chicago Heights
- South Holland
- Steamwood
- Streator
- Summit

Illinois Municipalities

Northern Illinois (cont.)

- Thornton
- Tinley Park
- Village of Wilmette
- Wauconda
- Waukegan
- West Chicago
- Westchester
- Wheaton
- Wheeling
- Winfield
- Wood Dale
- Woodridge
- Yorkville

Central Illinois

- Anderson
- Beecher
- Bourbonnais
- Canton
- Channahon
- Diamon
- Elwood
- Gardner
- Kankakee
- Leland Grove
- Lewistown
- Manhattan
- Manteno
- Milan
- Peoria Heights
- Peotone
- Wilmington

Southern Illinois

- Alorton
 - Alton
 - Bethalto
 - Cahokia
 - Caseyville
 - Glen Carbon
 - Godfrey
 - Granite City
 - Hartford
 - Maryville
 - Mount Vernon
 - Roxana
-

Suburban Purchasing Cooperative (SPC)

- Algonquin
- Algonquin Township
- Algonquin Lith Fire Dept
- Alton
- Bannockburn, Village Of
- Batavia
- Bellwood Public Library
- Bensenville
- Bensenville Fire Protection District
- Berkeley, Village Of
- Bloomingdale Fire Protection District #1
- Braidwood
- Bridgeview
- Brookfield
- Brookfield, Village Of
- Burbank
- Burr Ridge
- Cahokia
- Calumet Township
- Canton
- Carol Stream
- Carol Stream Fire Protection District
- Caseyville
- City Of Champaign Township
- Chicago Ridge
- Countryside, City Of
- Darien
- Delavan
- Downers Grove
- Dundee
- Dupage Township
- Ela Township
- Elmhurst Public Library
- Garner
- Gilberts
- Glen Carbon
- Glen Ellyn
- Glendale Heights
- Godfrey
- Granite City
- Grant Township
- Hampshire
- Hanover Township
- Hartford
- Harvard
- Harwood Heights
- Hinsdale
- Huntley, Village Of
- Inverness, Village Of
- Island Lake
- Itasca
- Itasca Fire Protection District
- Justice
- Kendall County
- Lake In The Hills, Vlg Of
- LaSalle
- Leyden Township
- Limestone Township
- Lisle
- Lisle - Woodridge Fd [630-690-2849]
- Lyons, Village Of
- Madison County
- Manteno
- Maryville
- Montgomery
- New Trier
- Norridge
- North Riverside, Village Of
- Northlake
- Oak Brook
- Oak Park
- Oakbrook Terrace Fire Protection Dist
- Oakbrook Terrace, City Of
- Oglesby
- Oswego
- Palos Park
- Peru
- Riverside, Village Of
- Roselle
- Roxana
- Schiller Park
- South Chicago Heights
- Stickney
- Township Of Stickney
- Streator
- Sugar Grove
- Summit
- Village Of Bourbonnais Central Services
- Warrenville
- Warrenville Fire Dept
- Warrenville Public Library District

Suburban Purchasing Cooperative (SPC)

- Wauconda (Township)
 - Waukegan Township
 - Waukegan Estb
 - West Chicago
 - West
 - Chicago Public Library
 - Westmont
 - Wheaton
 - Winfield
 - Winfield Fire
Protection District
 - Winnetka Northfield
Library District
 - Wood Dale
 - York Center Fire
Protection District
 - Yorkville
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STREAMLINE WORKFLOWS AND INCREASE PRODUCTIVITY WITH GOOGLE INTEGRATION

ShoreTel for G Suite combines UC functionality with G Suite to deliver a consolidated user experience.

Save time and eliminate duplicate work with ShoreTel for G Suite. ShoreTel for G Suite delivers a seamless unified communications experience between ShoreTel Connect and Google G Suite. View your contacts' presence, search your ShoreTel and Google directories, and place and accept calls directly from the Chrome web browser.

ShoreTel for G Suite is available for Connect CLOUD and ONSITE users with Essentials, Standard and Advanced service plans.

Benefits of ShoreTel for G Suite:



SEARCH FOR CONTACTS WITH EASE

Merge your ShoreTel contacts with your Google contacts for a single list. ShoreTel for G Suite lets you search through all of your contacts at once and place a call with a simple click.



GET STARTED IN SECONDS

ShoreTel for G Suite makes it easy to get Connect CLOUD and ONSITE users up and running fast. Simply download our Chrome extension from the Google store to get started.



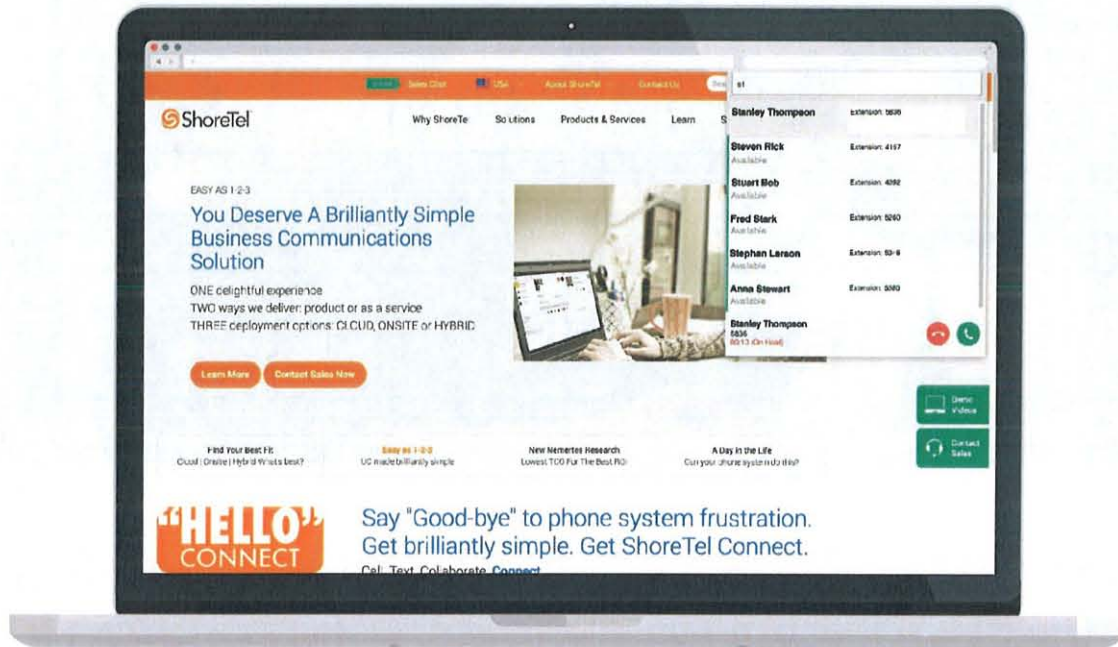
MAXIMIZE PRODUCTIVITY

Integrated call control allows users to dial contacts, place calls on hold and view contacts' presence from the Chrome web browser without having to flip back and forth between screens.



NO ADDITIONAL COSTS

ShoreTel for G Suite is available for Connect users with Essentials, Standard or Advanced service plans at no additional charge.



ShoreTel. Brilliantly simple business communications.

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple unified communications (UC) products, cloud services and IP phone systems powering today's always-on workforce. Its flexible communications solutions for contact centers and cloud, onsite and hybrid UC environments eliminate complexity, reduce cost and improve productivity.

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ShoreTel Connect ONSITE



A UNIFIED COMMUNICATIONS SOLUTION THAT EVERY DEPARTMENT CAN LOVE

ShoreTel® Connect ONSITE is easy on IT, delivers great financial returns, and unifies team communication for improved business performance

ShoreTel brings a fundamentally different approach to phone system technology. We focus on your most important assets—your people and their goals—and remove impediments to free-flowing communications so your team can focus on relationships, ideas and growth, not on getting technology to work. The result is a reliable, flexible and intuitive communications solution that seamlessly delivers services and applications that will work for you today and adapt gracefully as your business needs change in the future.

Discover the ShoreTel Connect ONSITE difference: an **exceptional user experience** that presents **robust system features** in an entirely user-friendly way. Distributed architecture that assures **business communications continuity**. An **outstanding management interface** that saves time and money, and **line of business integrations** that make time and money. All with the **lowest total cost of ownership** of any on-premises system.

Exceptional User Experience

A ShoreTel Connect ONSITE phone system works like any traditional phone system and offers call transfer, extension dialing, conference calling and other features straight from the phone handset and from your mobile device. But to get the most from your ShoreTel system—and from your work force—you'll want your team to access the collaborative **unified communications (UC)** features that can revolutionize the way they work. Instant messaging, audio and web conferencing, video calling and web desktop sharing can save time, reduce travel, and allow you to communicate and collaborate with ease.

To use the UC features, simply launch the ultra-sleek **ShoreTel Connect client**, which connects people, not just devices, for more natural and intuitive communications. **Built-in collaboration tools** make meetings more productive, ensuring your team will get more done faster and with less hassle. Communicate how you want, with immediacy and ease—the tools appear in the Connect client **as you need them**. You never

BENEFITS:

- Exceptional user experience
- Robust system features
- Business communications continuity
- Outstanding management interface
- Line of business integration
- Lowest total cost of ownership



ShoreTel Connect ONSITE
Your company owns, maintains and controls your ShoreTel system

A FUNDAMENTALLY DIFFERENT APPROACH TO PHONE SYSTEM TECHNOLOGY AND THE USER EXPERIENCE

need to launch a new app, or new window, or retrieve a complicate code to make things work.

ShoreTel Connect is the first **“forgiving” communications solution**. Its user-friendly and intuitive UI makes it easy for users to change their call routing or schedule an event. Plus, ShoreTel Connect ONSITE offers the same rich collaborative experience to external customers and clients via the ShoreTel Connect **web collaboration app**, which opens automatically on participants' desktops during online meetings.

Personalized App Features

The Connect client is a next-generation user interface that provides a personalized communications experience by presenting intuitive access to the information you use most.

As users engage the Connect client, the panel slides open to guide what a user might want to do next. Features appear as you need them, and include:

- **Action icons** that trigger calls, video, web sharing, call recording, raise hand, mute self, mute all, and add a participant
- **Contact timeline** that shows all past communication with a co-worker, including a drill down into detail
- **Favorites** to quickly access the people and groups you need most
- **Event wizard** to set up calls and collaborations including presenters, agendas, invitations, and more
- **Call outs** so meeting organizers can call late attendees and conference them into the meeting
- **Agenda timer** that tracks agendas in real time to help participants keep conferences on topic
- **Raise hand** feature to manage conversations with large groups
- **Visual audio monitoring** to mute participants who have distracting background noise
- **Integration with Outlook, AD and ICS calendars** for presence, meeting invitations and scheduling
- **No VPN** required for remote use

AN ENTERPRISE-GRADE CONTACT CENTER FOR BUSINESSES OF ALL SIZES

ShoreTel Connect Contact Center is a multi-modal contact center that makes customer engagement easy. Improve the quality of your sales and service with both inbound and outbound call automation; predict and accommodate call volume peaks quickly.

Agents can handle multiple interactions simultaneously with features like web chat, callbacks, and email routing. Supervisors can build complex call queues and IVR scripts in-house, and customizable reports display immediately.

ShoreTel Connect Contact Center is sold separately, and integrates seamlessly with your Connect ONSITE system.



The ShoreTel Connect Experience

The Connect client is there when you need it, and stays out of the way when you don't. The slim control panel can be compressed to fit your needs making it easy to interact and collaborate with others without taking up your entire screen.

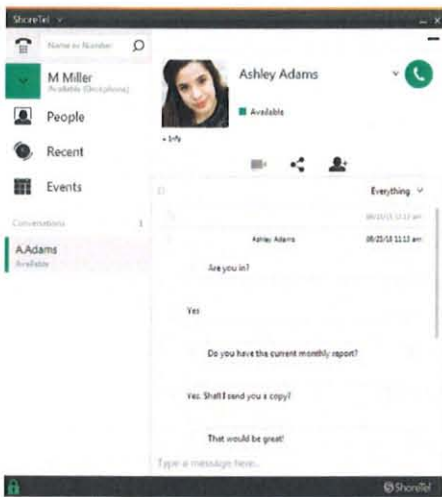
Ready-state features include:

- **Directory** to quickly locate contacts by name or number
- **Personal preferences** to set presence (availability status) and personal call handling

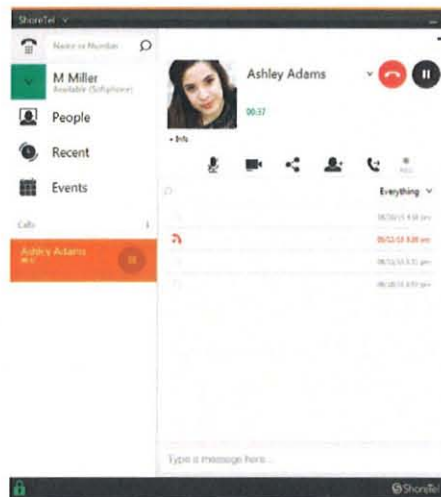
- **People** to view co-worker presence and organize contacts into favorites and groups
- **Recent** to see past communications and collaboration with co-workers
- **Events** to create and schedule meetings, generate alerts and provide one-click access to online meetings, calls and web collaborations
- **Conversations** for quick access to the people you've communicated with most recently



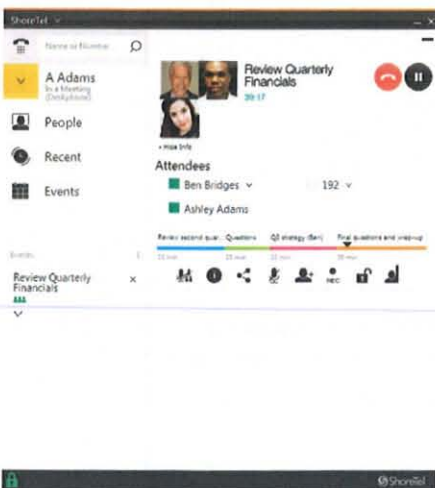
ShoreTel Connect client in its ready state. Panels slide open as users engage with IM, calls, conferences and online meetings.



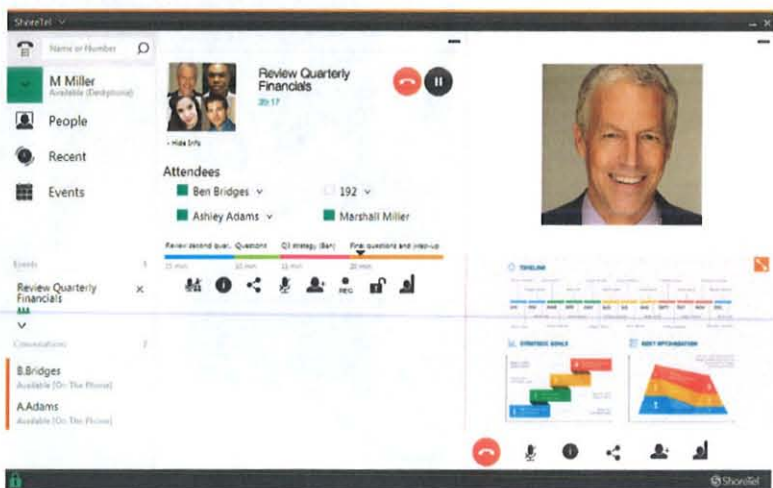
ShoreTel Connect during an IM session. Simply click the green "phone" icon to escalate to a call.



When on an active call, action icons appear to hang up, put on hold, mute, use video, share the desktop, conference, forward and record.



When setting up an online meeting, users can create an agenda which becomes a real-time, animated meeting timekeeper for all to see during the call



Online meetings can include peer-to-peer video as well as desktop sharing. It's easy to expand the Connect client view to see video and sharing full screen.

ShoreTel. Brilliantly simple business communications.

AN END-TO-END SOLUTION FROM PHONES, TO VOICE SWITCHES, TO CALL CONTROL APPLICATIONS, TO NETWORK SERVICES

Robust System Features

Like all ShoreTel Connect systems, ShoreTel Connect ONSITE is an end-to-end solution. ShoreTel designs and develops our own phones, voice switch technology, platform software and advanced applications. This ensures that all components are optimized for peak performance so you never need to worry that a system upgrade or new feature might cause an unexpected issue with performance.

Connect ONSITE phone systems include:

- **IP PBX telephony services**, with call control, call routing, voicemail, music on hold and automated attendant
- **ShoreTel desk phones** with feature keys for system directory, intercom, conference calling, transfer, redial, hold and other options; soft keys for presence status, pick up, park and more
- **ShoreTel Connect client** for PCs and Macs, for user call control, contacts, event scheduling, event history and collaboration suite control
- **ShoreTel Connect mobility app** for Android and iOS mobile and wearable devices, to extend full desk phone call handling and UC



Ad hoc audio conferencing is easy with ShoreTel Connect

suite capabilities to the user's mobile devices. More than simple call forwarding to a user's mobile device, the Connect mobility app includes:

- **One-click "Join" button** for conferences that eliminates dial-ins and passcode entries
- Automatic Wi-Fi/cellular **call handover**
- **"Dual persona"** separation between business and personal calls
- Peer-to-peer **video calling**
- **SRTP security** for both voice and UC signals, even in public hotspots.
- **Collaboration suite** delivers robust unified communications including instant messaging, audio conference calling, web collaboration, desktop sharing, point-to-point video calling and room-based video conferencing
- **Integration with Microsoft Outlook and ICS** calendars for event scheduling and invitation automation
- **Integrations with third-party applications** like ShoreTel for Salesforce®, MS Lync®, NetSuite®, and most popular CRMs
- **Operator** functionality makes it easy for supervisors to monitor calls and contact status with hover and drag-and-drop functionality
- **Productivity apps** like web dialer and app dialer
- **Softphone functionality** turns your computer into a phone by simply plugging in a headset
- **ShoreTel Connect Director**, the browser-based system administration program that provides a "single view" of the entire system status including individual phones, call detail recording (CDR), trunk lines, and user account moves/adds/changes and feature permissions

Additional Connect ONSITE products include:

- **ShoreTel Edge Gateway** to eliminate VPN login for remote and teleworkers
- **Advanced Applications** like emergency notification, caller directed routing, enhanced IVR campaigns, enhanced contact center reporting and dozens more
- **Workgroup functionality** for both supervisors and agents for additional call routing functionality

- **ShoreTel Connect ONSITE Contact Center** for multi-channel call and contact center operations

Business Communication Continuity

If you're like most companies, customer communication is the heart of your business. You can't afford a moment of downtime, especially if you've invested in integrating your line of business apps with your phone system.

If you're seeking fail-proof redundancy that's affordable and easy to manage, the ShoreTel Connect ONSITE modular architecture and simple **"N+1" system redundancy** provides automatic back-up for three possible points of failure:

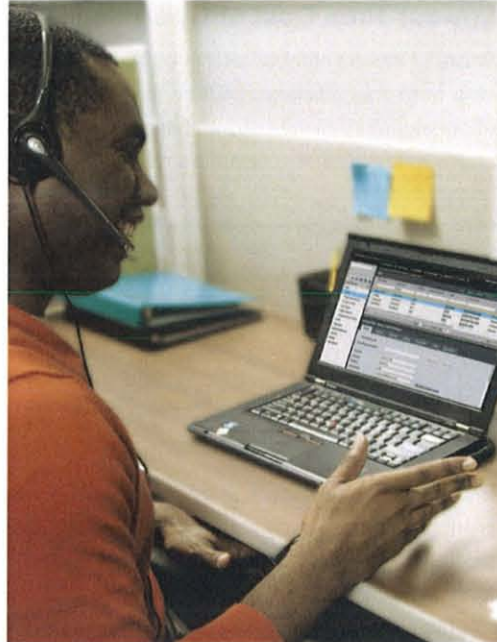
- A WAN outage
- A voice switch outage
- An application server outage.

ShoreTel voice switches can operate independently of the network, and your routers and phones are registered locally through the switch to the telco so they'll continue to work. You'll never lose dial tone. You can rest assured that ShoreTel Connect ONSITE is highly reliable, with 99.999% availability.

Outstanding Management Interface

We designed ShoreTel Connect ONSITE to simplify system administration, when compared to products from other on-premises communications providers. Our cross-browser compatible administrative app, ShoreTel Connect Director, delivers a "single image" view of your entire network, no matter how many phones or sites you manage.

Because we've streamlined provisioning, account set up, maintenance, and moves/adds/changes (MACs), your IT team will spend far less time thinking about your phones compared to solutions from other vendors—saving your team time and your bottom line money. In fact, ShoreTel Connect ONSITE is so easy to administer that non-technical employees can handle MACs in seconds.



The browser-based ShoreTel Connect Director system management software uses radio buttons to easily set up account and feature permissions, eliminating redundant and time-consuming configurations.

Line Of Business Integrations

Customer relationships are built on clear communication, and when business managers can measure and assess customer touch points they can improve the quality of their sales and service. When that information is directly integrated with the business phone system, the quality and usefulness is compounded. Your phone system becomes a tool to drive revenue.

ShoreTel Connect ONSITE includes packaged integrations with Outlook®, ShoreTel for Salesforce®, MS Dynamics®, NetSuite®, ACT!®, Zendesk®, desk.com® and other popular LOB apps. ShoreTel offers dozens of additional advanced applications and plug-ins that extend system utility:

- Merge call records with customer records to raise the efficiency of your customer service
- Identify sales trends, and optimize staffing
- Track cost accounting so clients are billed correctly for phone consultations.
- Contact specified phone extensions with custom messages in emergency situations

Lowest Total Cost of Operation

ShoreTel has an established reputation for long-term cost efficiency built on the strength of our signature distributed architecture, ease of use, and simplicity of administration. Our communications platform reduces the impact on IT resources, saving companies money.

In the recent issue paper, *How to Keep UCC Costs Down as Complexity Grows*, Nemertes Research found that ShoreTel's onsite solutions had both the Lowest First-Year Costs and Lowest Overall Costs among all vendors in their study, which included the major UC brands.¹

Investing Cap Ex in a ShoreTel Connect ONSITE platform creates future benefits by increasing the book value of your company and by reducing long-term costs through amortization and depreciation.

How It Works

ShoreTel Connect ONSITE is designed for optimum call quality and reliability, and it is so easy to deploy that it's practically plug-and-play. Our end-to-end solution includes phones, trunking, voice switches, IP PBX, mobility router, edge gateway, collaboration applications and the ShoreTel Connect apps for desktop and mobile devices.

ShoreTel ST Series Voice Switches

ShoreTel Connect ONSITE typically features a central deployment of ShoreTel ST series voice switches, the 5th generation of ShoreTel's pioneering approach to VoIP architecture. The voice switches aren't servers, they're flash-based appliances that provide the connection between your local telephone companies and your IP network. ShoreTel switches handle call



THE SHORETEL CONNECT ONSITE PRODUCT FAMILY

ShoreTel Connect ONSITE is a complete, end-to-end solution, including the ShoreTel ST Series phone and trunk switches and an array of phone models: (from lower left) the IP 655 for executives and conferencing; the IP 485g color display; the BB424 operator button box; the ShoreTel Dock, which converts any iOS mobile device into a fully featured desk phone; the 930D portable DECT phone with charger; the IP 420 for basic phone functionality and IP 480 and IP 480g for general office use.

control intelligence, including routing tables and database. They're available for SIP, PRI or analog trunking in either solid-state hardware, or virtualized form running on your X86 compliant server.

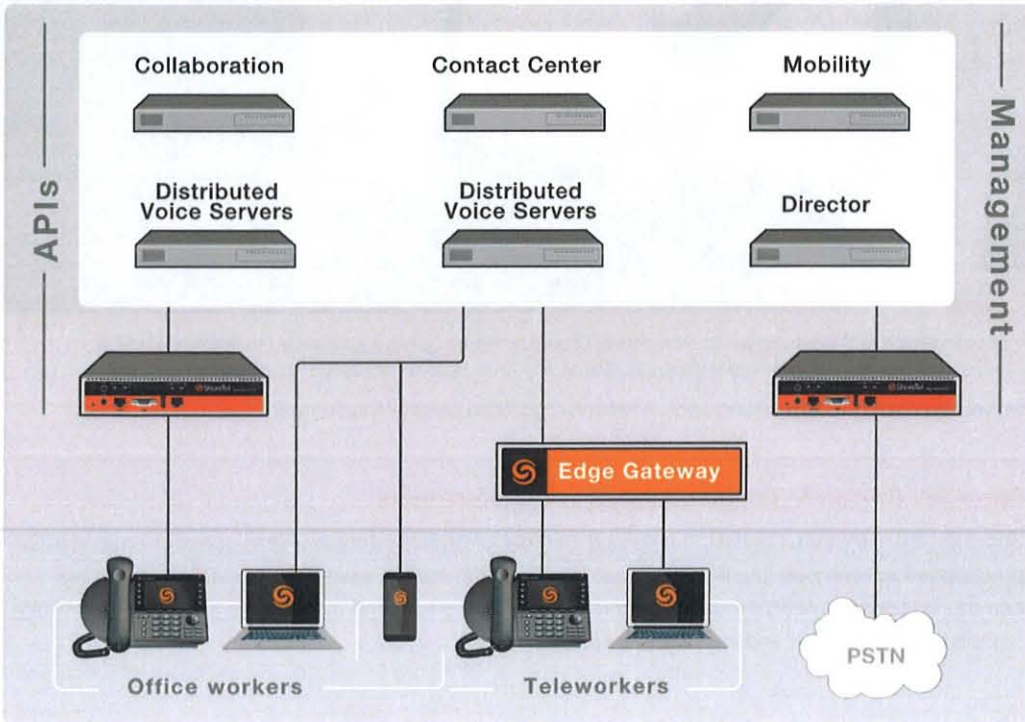
The all-new ST series switches feature two-stage upgrades, built-in conference ports, 500-port IP switches and USB ports for extended logging. They run on Linux DVS and are seamlessly interoperable with Windows DVS, including the OVA image for deployment on virtual machines. There's no need to install or manage the operating system, it's part of the ShoreTel software.

Your switch installation is supported by a single application server. No matter how large or spread out your operations may be, one server is all you'll ever need² for your entire ShoreTel system. On that server, you'll run our best-in-class network administration software, ShoreTel Connect Director, and the ShoreTel Connect desktop app.

To provision additional locations, simply add a voice switch to handle the number of phones needed at the new location. ShoreTel uses peer-to-peer connectivity to distribute your system's intelligence across all the installed devices. This enables multi-site phone systems to work like a single system, managed by a simple web interface. This "single image" architecture makes even huge deployments unbelievably easy to set up and maintain.

ShoreTel Edge Gateway

The ShoreTel Edge Gateway improves access to the ShoreTel Connect system for remote and teleworkers. With the ShoreTel Edge Gateway, there is no need for offsite users to launch a VPN to use ShoreTel Connect, their IP 400 series phones, and/or the ShoreTel Connect ONSITE Interaction Center application. Highly secure and Web RTC compatible, the Edge Gateway is a virtual appliance managed through ShoreTel Connect Director.

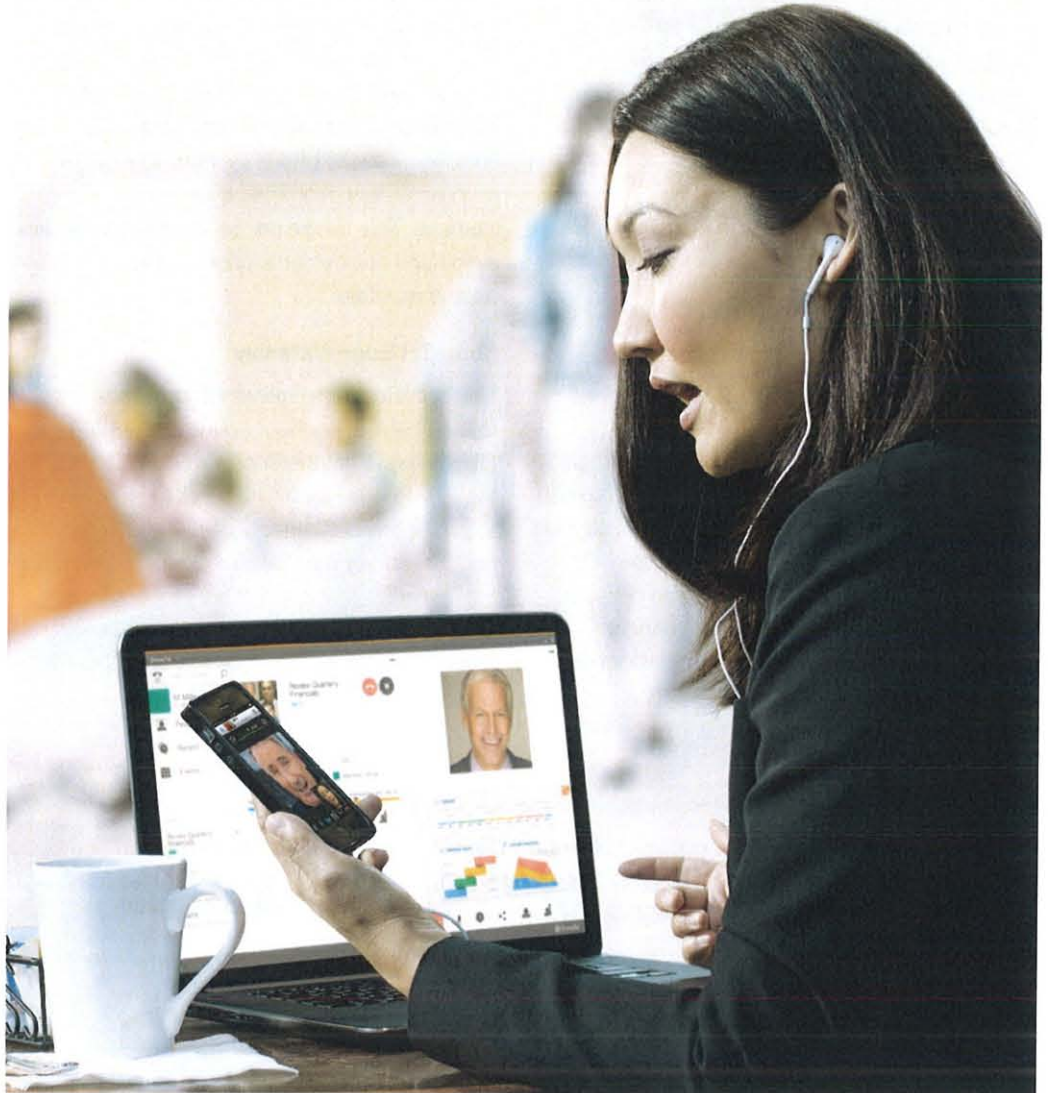


SHORETEL CONNECT ONSITE ARCHITECTURE

ShoreTel Connect ONSITE delivers 99.999% availability by distributing call control intelligence across your entire network. Adding a single redundant ShoreTel voice switch ensures call continuity in the event of a WAN outage, a switch outage, or an application server outage.

THE RIGHT CHOICE FOR EVERY BUSINESS

ShoreTel Connect extends our reputation for simplifying the way companies deploy, manage and maintain unified communications—no matter how many sites you serve.



1 *How to Keep UCC Costs Down as Complexity Grows* by Robin Gareiss, President Nemertes Research
<https://www.shoretel.com/sites/default/files/Nemertes-Total-Cost-of-Operation-issue-paper.pdf>

2 If your company exceeds 10,000 users, a second application server will be required.

Want to know more?
 Talk to an expert.
 Visit www.shoretel.com/findareseller

ShoreTel. Brilliantly simple business communications.

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple unified communications (UC) products, cloud services and IP phone systems powering today's always-on workforce. Its flexible communications solutions for contact centers and cloud, onsite and hybrid UC environments eliminate complexity, reduce cost and improve productivity.

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 ShoreTel

Overview

In government, communication is the link between needs and actions. It's how processes evolve. It's how issues get acknowledged and tasks accomplished. Yet while communication as an idea is valued tremendously, communication systems seem to carry less clout. As government budgets shrink, constituents are demanding higher quality communications services, and agencies are under pressure to modernize while doing more with less.

Today's practical and efficient government entities need communication systems that can rise to the challenge. They need advanced functionality that doesn't come at a hefty price. They need the ability to deploy fast and adapt even faster in the wake of staffing changes, reorganizations, or sudden growth. And they need simplified administration that allows existing IT staff to provide stellar support—without additional training or complications.

At the same time, communication is a two-way street. Government exists to serve the public, so callers must be able to navigate a communication system easily. They need prompt responses, direct attention, and straightforward features. Moreover, they need a highly available phone system they can rely on, especially during a disaster.

ShoreTel provides a brilliantly simple solution for government organizations. Our IP telephony system with fully integrated unified communications (UC) provides the cost-efficiency, rich feature set, reliability, and simplicity that governments need to function, serve, and succeed:

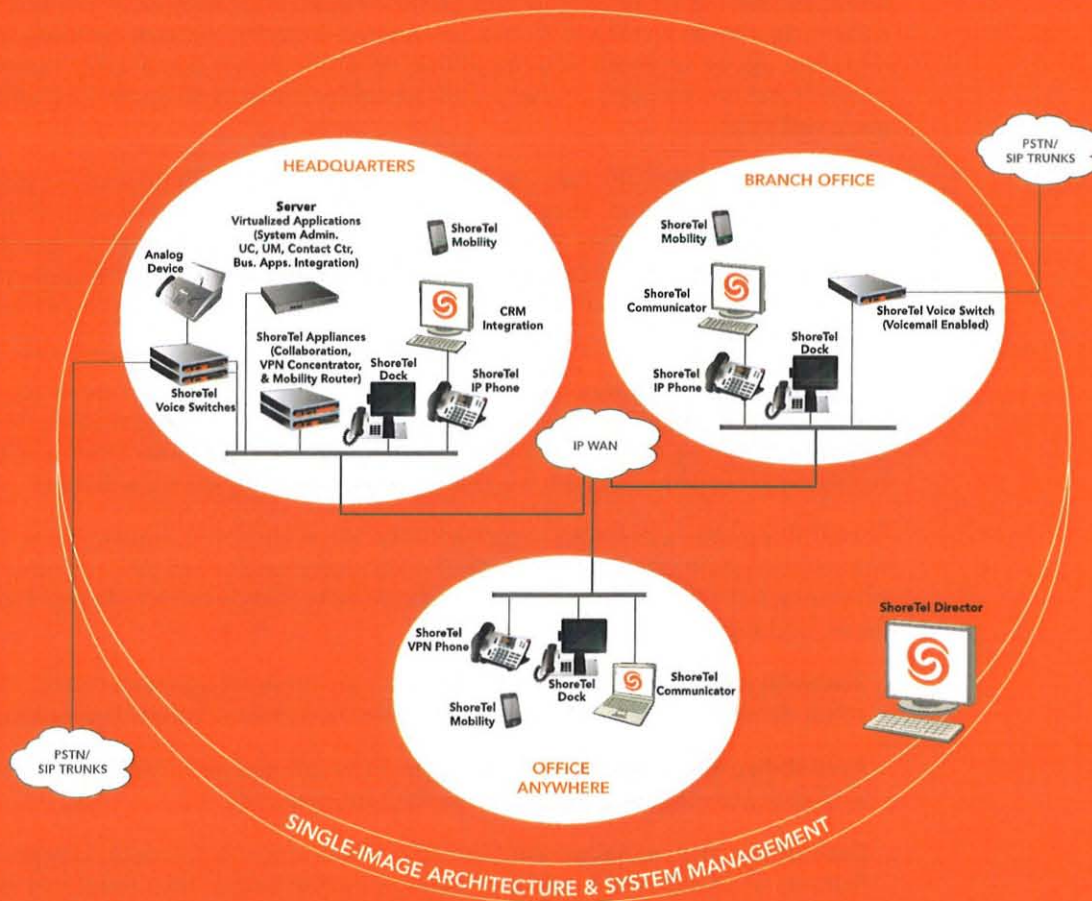
- **Scalability:** ShoreTel efficiently addresses a government agency's need to expand and adapt dynamically, without requiring an extensive infrastructure or technology investment.
- **Availability and reliability:** ShoreTel ensures high-quality services with enterprise-class availability to meet employee and constituent demands.
- **Ease of use and management:** ShoreTel makes it simple to access comprehensive features and functionality without tasking valuable limited resources, and without adding training or management headaches for users, administrators, or constituents.

For cash-strapped agencies looking to do more with less, ShoreTel's built-in advantages ultimately result in lower total cost of ownership (TCO) and higher customer satisfaction—two benefits that always win votes.

Purchasing Vehicles

- State of Arizona
- State of Louisiana
- State of Arkansas
- MiCTA
- CMAS
- State of Minnesota
- State of Georgia
- State of New Mexico
- GSA Schedule Group 70
- State of New York
- KCDA
- PEPPM
- State of Kentucky
- State of Texas

The ShoreTel distributed architecture



ShoreTel

Leading the industry by a landslide

- ShoreTel has a global presence and works with government agencies of all sizes and political structure.
- ShoreTel has been named best overall VoIP provider for six years running by Nemertes Research.
- ShoreTel continues to win industry accolades and awards from organizations such as Gartner, Deloitte and CustomerSat.

Scalability

By their very nature, government agencies must be everywhere to serve their public. As such, many government organizations have a number of far-flung offices—some with only a handful of employees and some with hundreds or even thousands.

In many cases, budget constraints prevent agencies from centralizing the management of existing communication systems across these locations and users. Yet productivity, service, and response requirements demand that their phone systems quickly add, subtract, and change account information with ease, especially during emergency situations.

Clearly, scalability is critical. With the ShoreTel system, the process of managing moves, adds, and changes is simple and seamless—and we make integration between geographies and legacy technologies a breeze. Here's how:

- A distributed, switch-based architecture that dynamically scales, so you can quickly accommodate fluctuations in phone lines and users when transitions occur.
- ShoreTel Director, our browser-based management interface, also gives you plug-and-play deployment—so you can rapidly add and then manage new users. New users are automatically assigned an extension, mailbox, and auto-attendant profile, and they're added to an ACD group. It's growth without the complexity.
- Straightforward integration with legacy phone systems means you maintain the ability to scale across multiple offices, geographies, and technologies—without affecting accessibility or service quality.

Availability and reliability

For most government agencies, reliability is synonymous with success. People need to know their government representatives are available at all times to respond to issues and act promptly—so a reliable communication system is vital.

Likewise, government employees depend on their phone systems to communicate effectively both internally and externally, day and night. They need to know they can get their messages across, especially in the event of a disaster.

ShoreTel helps slash the risk of downtime while increasing availability:

- Because the system leverages a distributed architecture, there is no single point of failure. If one component experiences difficulty, voice switches reroute data transparently.
- ShoreTel further boosts reliability through N+1 redundancy, which enables a single ShoreTel switch to back up any number (N) of other switches. The ShoreTel system also achieves redundancy to deliver more than 99.999 percent (five nines) availability.
- Unique features—including Find Me Follow Me, wireless integration, and Office Anywhere— support mobile and emergency government workers both within the office and on the go.
- ShoreTel reliability is extended through secure communications capabilities that help government agencies avoid the risks of viruses or other attacks. ShoreTel also offers features to prevent eavesdropping in sensitive environments.

Ease of use and ease of management

When government agencies implement a communications system, they want something that's user-friendly for all parties, from employees to residents to administrators.

When they interact with government, people need fast responses, self-service tools, and the ability to find who they're looking for quickly. Government employees need simple yet advanced functionality that makes both people and data accessible from multiple locations or devices. And administrators need management features that eliminate time-consuming setup and configuration processes.

ShoreTel's IP telephony system cuts the red tape for users and administrators alike:

- ShoreTel's easy-to-navigate interface requires little training, so employees are up and running on the system in no time.

"In addition to exceptional reliability, we've seen huge time savings and are paying about the same amount as our old system for far greater functionality. We're now looking at ways we can further improve productivity, including integrating our billing system to make it quicker and easier for customers to pay. This level of flexibility has improved our business agility and means we're well-positioned for future market changes."

— MIKE FAWBUSH, Information Systems Manager
Morristown Utility Systems, Tennessee

- Easy-to-understand options for self-service, based on ShoreTel's Interactive Voice Response (IVR) application, simplify call placement and speed for employees, constituents, and other callers. Employees can use 4-digit dialing internally to other offices, or even dial co-workers by name. And constituents can simply dial one number, regardless of office, and the automated attendant directs them to the right place.
- By integrating ShoreTel Communicator (formerly ShoreTel Call Manager) with a desktop email application, such as Microsoft Outlook, employees can quickly type in a name, bring up a number, and make calls from local online directories—all with a click of the mouse. In addition, ShoreTel Communicator lets employees know before they dial if the person they're intending to call or transfer to is on another line.
- ShoreTel centralizes voicemail and email for one-stop communications management. ShoreTel Director allows administrators to access the system from anywhere on the network and easily manage every site and feature.
- Easy integration with both off-the-shelf and custom government agency applications makes it possible to deliver new services without hassle—so callers can make their own public resource reservations, request or set their own appointments, and access their records automatically.

Benefits

ShoreTel cuts total cost of ownership for a ballot-pleasing budget

Thanks to its scalability, reliability, and ease of use and management, the ShoreTel system often helps government agencies reach full return on investment (ROI) in less than a year.

Here's how it happens:

- Seamless scalability and easy integration dramatically reduce the time and cost required to process moves, adds, and changes.
- With extreme reliability and N+1 redundancy, government organizations dramatically reduce the costs associated with unplanned failures or downtime.
- Centralized, simplified management helps decrease administrative overhead, while ease of use reduces the need for helpdesk calls.
- ShoreTel also lets you cut extraneous charges. For example, agencies can eliminate long distance toll charges by sending voice calls over the existing data network. They can also share voice trunks between locations and reduce the number of leased phone lines. And they can save on costly teleconferencing services with ShoreTel's conference bridge.
- Finally, ShoreTel's easy-to-use interfaces and unified applications help ramp up productivity and jumpstart response times—so employees can make more valuable contributions throughout the work day while staying aligned with organizational goals.

About ShoreTel

ShoreTel is a provider of business communication solutions whose brilliantly simple unified communications platforms, applications and mobile UC solutions promise a new rhythm of workforce engagement and collaboration. With costly complexity eliminated by design from its award winning, all-in-one IP phone system, UC and contact center solution, and its industry leading hosted business phone system, workers enjoy a freedom and self-reliance that other providers can't match. Users have full control to engage and collaborate, no matter the time, place or device, for the lowest cost and demand on IT resources in the industry. ShoreTel is headquartered in Sunnyvale, California, and has regional offices and partners worldwide. For more information, visit shoretel.com or shoretelsky.com



WORLD HEADQUARTERS

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ASIA PACIFIC

+61 (0)2 9959 8000 Tel.





Configured as Follows:

- | | |
|------------------------------|--|
| (1) ST100DA ShoreTel Switch | (50) Essential Connect Onsite Lic |
| (1) SA100 Appliance | (1) Courtesy Connect Onsite Lic (Extention Only) |
| (36) IP400 Series Deskphones | (1) Advanced Connect Onsite Lic |
| (2) HP Network Switches- Gig | (1) Operator Connect Onsite Lic |
| (1) UPS | (24) SIP Trunk Lic |
| | (4) Additional Site Lic |
| | (2) CD Port |
| | (254) Port Voice Mail |
| | (1) PRI Port |
| | (6) Analog Ext Port |

Date: 2/10/17

Prepared By:

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Quote For:

The Village of Barrington Hills
Bob Kosin
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Part Number	QTY	Description	Unit Price	Extended Price
60188	1	Connect Small Business Edition 100 HW bundle, digital trunking with server. Includes ST100DA, UC Server 25 and rack-mount tray.	\$ 2,995.00	\$ 2,995.00
60196	1	Connect Small Business Edition 100 SW bundle, 50 users. Includes 50 Essential, 1 Courtesy license bundles, 1 Operator license, 24 SIP Trunk licenses, 4 Additional Site license.	\$ 5,500.00	\$ 5,500.00
10495	9	ShoreTel IP Phone IP420, 10/100	\$ 189.00	\$ 1,105.65
10496	26	ShoreTel IP Phone IP480, 10/100	\$ 299.00	\$ 5,053.10
10498	1	ShoreTel IP Phone IP485g, 10/100/1000	\$ 429.00	\$ 278.85
10518	1	ShoreTel IP Phone BB424 for IP 485g	\$ 349.00	\$ 226.85
30149	1	Connect ONSITE Advanced license bundle. Includes Ext+Mbx, Connect desktop and mobility clients with IM, collaboration, softphone and video. Also includes Web and App Dialer, Remote Phone, CRM client integration and Operator	\$ 499.00	\$ 324.35
29153	1	KIT, USB Connect ONSITE Software	\$ -	\$ -
60125	1	Service Appliance 100 - required to host Conferencing and Instant Messaging	\$ 2,495.00	\$ 1,621.75
60047	1	Analog Harmonica and Telco cable (FF)	\$ 95.00	\$ 95.00
10533	7	IP 400 Wall Plate Mounting for IP400 Series Phones	\$ 19.85	\$ 138.95
60165	1	ShoreTel Paging Adapter PA-1. With contact closure support	\$ 65.00	\$ 65.00
1920-24G-PoE+	1	HP ProCurve 1920-24G-PoE+ switch, 24-port 10/100/1000, 4xSFP GB ports, managed, Layer 3	\$ 1,088.10	\$ 1,088.10
1920-48G-PoE+	1	HP ProCurve 1920-48G-PoE+ switch, 48-port 10/100/1000, 4xSFP GB ports, managed, Layer 3	\$ 1,323.40	\$ 1,323.40
E1500RTL2U	1	1500 VA Line Interactive Rack/Wall/Tower UPS w/ 8 Outlets	\$ 1,228.00	\$ 1,228.00

Quote Features

- | | |
|--|---------------------------------------|
| One Number Access Anywhere | Find Me / Follow Me |
| Simple Web Based Remote Administration | Extension Assignment |
| Single Image System- 1 Voice Mail System | Internal Chat/IM |
| Voice Mail to E-Mail | Presence |
| Hot Desking | Park Zones |
| Dial By Name Directory | Google Integration |
| Auto Attendants | Managed Layer 3 Lite Gig VoIP Network |

Gold Customer Care Includes

- Main System Component Parts Coverage (Including Phones)
- Labor Coverage to Restore Malfunctioning Equipment
- Priority On-call Dispatch for Major Malfunctions
- Software Assurance and Upgrades
- 30 Minutes/Day of System Administration Programming
- 8 Additional Training Hours Annually During Warranty Period
- Reduced Labor Rate for MAC Work

Equipment Subtotal	\$ 21,044.00
Labor/Project Management/Training	\$ 12,562.25
5 Year Gold Customer Care Support	\$ 12,454.55
Cabling Labor & Materials Budget (Estimate)	\$ 2,500.00
Sales Tax	N/A
Shipping	Included
Total	\$ 48,560.80
Meets SPC Discount Requirements	
60 Month \$1 Buyout Lease w/ 5 Yrs Gold	\$ 938.00

CAVEATS

- Any workstation, Dmark or network connectivity cabling will be completed on a T&M basis at \$125/hr before the install.
- Connectivity to existing paging is provided. No Overhead paging troubleshooting is included.
- Network Labor & Setup is quoted as an estimate and will be invoiced at actual costs.
- Network installation may require downtime. If this requires after hours labor, it will be billed at overtime rates.
- Network install is quoted as is and no new setup is provided.
- Customer will be provided the Connect Client MSI file. Customer responsibility to distribute & install client beyond the initial one.
- Quote includes a Single Zone Paging adaptor.
- Exact Lease rate is depending on credit approval.
- Customer must provide adequate space in the rack for all hardware. No rack included.

GENERAL COMMUNICATIONS PURCHASE AGREEMENT
Exhibit A: Continuation of List of Equipment Sold

Buyer Initials _____
Call One Initials _____

