

# **REQUEST FOR PROPOSAL #11-3208-DW PBX SYSTEM AND VOICE APPLICATION MAINTENANCE AND SUPPORT**

Manatee County, a political subdivision of the State of Florida, (hereinafter "Manatee County" or the "County") will receive proposals from individuals, corporations, partnerships, and other business entities authorized to do business in the State of Florida, for the purpose of providing PBX System and Voice Application Maintenance and Support on an annual basis.

**DEADLINE FOR CLARIFICATION REQUESTS:** **November 10, 2011 at 5:00 PM** shall be the deadline to submit all inquiries, suggestions, or requests concerning interpretation, clarification or additional information pertaining to this Request for Proposal to the Manatee County Purchasing Office. This deadline has been established to maintain fair treatment for all potential bidders or proposers, while ensuring an expeditious transition to a final agreement.

**TIME AND DATE DUE:** **Proposals will be received until 2:30 PM on November 18, 2011,** at which time they will be **publicly opened.** All interested parties are invited to attend this opening.

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**Important Note:** A prohibition of Lobbying is in place. Please review paragraph A.16 carefully to avoid violation and possible sanctions.

## **FOR INFORMATION CONTACT:**

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Procurement Contracts and Buyer Manager  
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Manatee County  
Financial Management Department  
Purchasing Division

AUTHORIZED FOR RELEASE: \_\_\_\_\_

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**REQUEST FOR PROPOSAL #11- 3208-DW**

**PBX SYSTEM AND VOICE APPLICATION MAINTENANCE  
AND SUPPORT**

**SECTION A: INFORMATION TO PROPOSERS**

PROPOSERS MUST COMPLY WITH THE FOLLOWING INSTRUCTIONS TO BE CONSIDERED FOR SELECTION:

**A.01 OPENING LOCATION**

Proposals will be publicly opened at Manatee County Purchasing, 1112 Manatee Avenue West, 8th Floor, Suite 803, Bradenton, Florida 34205 in the presence of County officials at the time and date stated on the cover sheet. All Proposers or their representatives are invited to attend.

**A.02 PROPOSAL INFORMATION AND PROPOSAL DOCUMENTS**

**Bids and Proposals** on <http://www.mymanatee.org>

Bid or Proposal documents and the Notices of Source Selection related to those Bids or Proposals are available for download in a portable document format (.PDF) file on the Manatee County web page on the Purchasing tab under “Bids and Proposals”. You may view and print these files using Adobe Acrobat software. You may download a free copy of this software (Adobe) from the County's web page if you do not have it.

**Manatee County collaborates with the Manatee Chamber of Commerce** on distributing solicitations using the “RFP Tool” web page on the Chambers website: <http://www.Manateechamber.com> to post Bid and Proposal documents in a portable document format (.PDF) file. This step is in addition to the posting on Manatee County Government web pages.

Note: The County posts the **Notice of Source Selection** seven (7) calendar days prior to COMMENCING NEGOTIATIONS with the selected firms.

IT IS THE RESPONSIBILITY OF EACH PROPOSER, PRIOR TO SUBMITTING THEIR PROPOSAL, TO CONTACT THE MANATEE COUNTY PURCHASING OFFICE (see contact information on page one of this document) TO DETERMINE IF ADDENDA WERE ISSUED AND TO MAKE SUCH ADDENDA A PART OF THEIR PROPOSAL.

### **A.03 REQUIREMENTS FOR FORMAT AND DELIVERY OF PROPOSALS**

Any proposals received after the stated time and date will not be considered. It shall be the sole responsibility of the Proposer to have their proposal delivered to the Manatee County Purchasing Office for receipt on or before the stated time and date. If a proposal is sent by U.S. Mail, the Proposer shall be responsible for its timely delivery to the Purchasing Division. Proposals delayed by mail shall not be considered, shall not be opened at the public opening, and arrangements shall be made for their return at the Proposer's request and expense.

Proposals must be submitted in the format specified in Section B hereof. The contents of each proposal shall be **separated and arranged with tabs in the same order as listed in the Subsections within Section B** identifying the response to each specific item thereby facilitating expedient review of all responses.

### **A.04 CLARIFICATION & ADDENDA**

Each Proposer shall examine all Request for Proposal documents and shall judge all matters relating to the adequacy and accuracy of such documents. Any inquiries, suggestions or requests concerning interpretation, clarification or additional information pertaining to the Request for Proposal shall be made in writing through the Manatee County Purchasing Division. The County shall not be responsible for oral interpretations given by any County employee, representative, or agent. The issuance of a written addendum by the Purchasing Official's Division is the only official method whereby interpretation, clarification or additional information can be given.

Addenda shall be posted on <http://www.mymanatee.org>

It shall be the responsibility of each Proposer, prior to submitting their proposal, to contact the Manatee County Purchasing Division at (941)748-4501, ext. 3039 to determine if addenda were issued and to make such addenda a part of the proposal.

**Deadline for Clarification Requests:** **November 10, 2011 at 5:00 PM** shall be the deadline to submit all inquiries, suggestions, or requests concerning interpretation, clarification or additional information pertaining to this Request for Proposal to the Manatee County Purchasing Division.

This deadline has been established to maintain fair treatment for all potential Bidders or Proposers, while ensuring an expeditious transition to a final agreement.

**A.05 SEALED & MARKED**

**One signed Original (please mark the Original) and Five (5) copies** of your proposal shall be submitted in one sealed package, clearly marked on the outside "**Scaled Proposal #11- 3208-DW**" and addressed to:

Manatee County Purchasing  
1112 Manatee Avenue West, Suite 803  
Bradenton, FL 34205

**A.06 LEGAL NAME**

Proposals shall clearly indicate the legal name, address, email and telephone number of the Proposer (company, firm, partnership, individual). Proposals shall be signed above the typed or printed name and title of the signer. The signer must have the authority to bind the Proposer to the submitted proposal.

**A.07 PROPOSAL EXPENSES**

All expenses for making proposals to the County are to be borne by the Proposer.

**A.08 EXAMINATION OF PROPOSAL**

The examination of the proposal and the Proposer generally requires a period of not less than ninety (90) calendar days from the date of the opening of the proposals.

**A.09 DISCLOSURE**

Proposals become subject to Public Records inspection thirty (30) days after the proposal opening or if an award decision is made earlier than this time as provided by Florida Statute 119.071 (1) (b). **No review of the proposal documents will be conducted at the public opening of the proposals.**

Manatee County will make public at the opening, the names of the business entities that submitted an offer and any amount presented as offers without any verification of the mathematics or the completeness of the offer.

**A.10 ERRORS OR OMISSIONS**

Once a proposal is submitted, the County shall not accept any request by any Proposer to correct errors or omissions in the proposal.

#### **A.11 RESERVED RIGHTS**

The County reserves the right to accept or reject any and/or all proposals, to waive irregularities and technicalities, and to request resubmission. Any sole response received by the first submission date may or may not be rejected by the County, depending on available competition and timely needs of the County. The County reserves the right to award the contract to a responsible Proposer submitting a responsive proposal, with a resulting negotiated agreement which is most advantageous and in the best interests of the County. The County shall be the sole judge of the proposal, and the resulting negotiated agreement that is in its best interest and its decision shall be final. Also, the County reserves the right to make such investigation as it deems necessary to determine the ability of any Proposer to perform the work or service requested. Information the County deems necessary to make this determination shall be provided by the Proposer. Such information may include, but shall not be limited to: current financial statements prepared by an independent CPA; verification of availability of equipment and personnel; and past performance records.

#### **A.12 APPLICABLE LAWS**

Proposer must be authorized to transact business in the State of Florida. All applicable laws and regulations of the State of Florida and ordinances and regulations of Manatee County will apply to any resulting agreement. Any involvement with any Manatee County procurement shall be in accordance with Manatee County Code of Laws Chapter 2-26, as amended. Procedures and deadlines concerning protests related to this Request for Proposal shall be those which are set forth in §2-26-61 of the County Code.

#### **A.13 CODE OF ETHICS**

With respect to this proposal, if any Proposer violates or is a party to a violation of the Code of Ethics of Manatee County per Manatee County Code of Laws, Article III, Ethics in Public Contracting, and/or Florida criminal or civil laws related to public procurement including but not limited to Florida Statutes Chapter 112, Part III, Code of Ethics for Public Officers and Employees, such Proposer may be disqualified from performing the work described in this proposal or from furnishing the goods or services for which the proposal is submitted and shall be further disqualified from submitting any future proposals for work or for goods or services for Manatee County.

The County presumes that all statements made and materials submitted in a proposal will be truthful. If a Proposer is determined to be untruthful in its proposal or any related presentation, such Proposer may be disqualified from further consideration regarding this Request for Proposal.

#### **A.14 COLLUSION**

By offering a submission to this Request for Proposal the Proposer certifies the Proposer has not divulged to, discussed or compared his proposal with other Proposers and has not colluded with any other Proposer or parties to this proposal whatsoever. Also, the Proposer certifies, and in the case of a joint proposal, each party thereto certifies, as to their own organization that in connection with this proposal:

- a. any prices and/or data submitted have been arrived at independently, without consultation, communication or agreement, for the purpose of restricting competition, as to any matter relating to such prices and/or cost data, with any other Proposer or with any competitor;
- b. any prices and/or cost data quoted for this proposal have not been knowingly disclosed by the Proposer prior to the scheduled opening directly or indirectly to any competitor;
- c. no attempt has been made or will be made by the Proposer to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition;
- d. the only person or persons interested in this proposal as principal or principals is/are named therein and that no person other than therein mentioned has any interest in this proposal or in the contract to be entered into; and
- e. no person or agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees.

#### **A.15 PUBLIC ENTITY CRIMES**

In accordance with Section 287.133, Florida Statutes, a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal on a contract to provide any goods or services to a public entity, may not submit a proposal on a contract with a public entity for the construction or repair of a public building or public work, may not submit proposals on leases or real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017 for Category Two for a period of 36 months from the date of being placed on the convicted vendor list.

**A.15 PUBLIC ENTITY CRIMES** -continued:

In addition, Manatee Code of Laws Chapter 2-26 Article V prohibits the award of County contracts to any person or entity who/which has, within the past 5 years, been convicted of, or admitted to in court or sworn to under oath, a public entity crime or of any environmental law that, in the reasonable opinion of the Purchasing Official, establishes reasonable grounds to believe the person or business entity will not conduct business in a reasonable manner.

To ensure compliance with the foregoing, the Code requires all persons or entities desiring to contract with the County to execute and file with the Purchasing Official an affidavit, executed under the pain and penalties of perjury, confirming that person, entity, and any person(s) affiliated with the entity, does not have such a record and is therefore eligible to seek and be awarded business with the County. **Proposer is to complete Attachment “A” and submit with your proposal.**

**A.16 LOBBYING**

After the issuance of any Request for Proposal, prospective Proposers or any agent, representative or person acting at the request of such proposer shall not contact, communicate with or discuss any matter relating in any way to the Request for Proposal with any officer, agent or employee of Manatee County other than the Purchasing Official or as directed in the Request for Proposal. This prohibition begins with the issuance of any Request for Proposal and ends upon an award of the final contract, when all solicitations have been rejected, or when the request has been canceled. Violators of this prohibition shall be subject to sanctions as provided in the Manatee County Code of Law Chapter 2-26.

**A.17 EQUAL EMPLOYMENT OPPORTUNITY**

Manatee County, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 and the Regulations of the Department of Commerce (15 CFR, Part 8) issued pursuant to such Act, hereby notifies all prospective Proposers that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, women or minority business enterprises will be afforded full opportunity to participate in response to this advertisement and will not be discriminated against on the grounds of race, color, creed, sex, age or national origin in consideration for an award.

**A.18 AMERICANS WITH DISABILITIES ACT**

The Board of County Commissioners of Manatee County, Florida, does not discriminate upon the basis of any individual's disability status. This non-discrimination policy involves every aspect of the County's functions including one's access to, participation, employment, or treatment in its programs or activities. Anyone requiring reasonable accommodation for the public meetings specified herein (i.e. Information Conference or Proposal Opening), should contact the person named on the first page of this document at least twenty four (24) hours in advance of the activity to request accommodations.

**END SECTION A**

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## **SECTION B: FORM OF PROPOSAL**

This section identifies specific evaluation factors which are to be given written responses. The contents of each proposal shall be **separated** and **arranged with tabs** in the same order as listed in Sections B.01 through B.04 identifying the response to each specific item.

The information that Proposers provide shall be used to determine whether the Proposer has the ability to perform the Scope of Services as stated in this Request for Proposal in a way which best meet the needs of Manatee County. A review with those Proposers reasonably susceptible of being selected for award may be conducted for the purposes of clarification of both ability and benefit to Manatee County. See Section C, "Selection."

### **B.01 MINIMUM QUALIFICATIONS**

Proposals may be submitted by one (1) or more sole proprietorship, corporation, or partnership authorized to conduct business in the State of Florida.

Prior to any consideration of the responses to the criteria in this Request for Proposal, Proposers are to document in their proposals that they have provided **PBX System and Voice Application Maintenance and Support Services** similar in complexity and nature to the one being proposed in response to this Request for Proposal for at least five (5) continuous years.

Where Proposal is made by more than one (1) business entity, each entity must sign the Proposal.

To validate experience, expertise and capabilities, Proposers shall provide:

- A. A copy of Proposer's license, where applicable;
- B. Evidence of current NEC Authorized Associate accreditation;
- C. The state, county or city where the services were rendered;
- D. Name of the entity who issued the contracts;
- E. Contract Administrator for the named contracts; include telephone and email address information.

After Manatee County staff validates the Minimum Qualifications have been met, those Proposals found to be in compliance will be considered.

### **B.02 ADMINISTRATIVE SUBMITTAL**

- a. Proposal Signature Form.
- b. Public Contracting and Environmental Crimes Certification (Attachment A)
- c. PBX Monthly Maintenance Cost Schedule (Attachment B)
- d. Labor and Material Cost Schedule (Attachment C)

### **B.03 INFORMATION TO BE SUBMITTED REGARDING YOUR BUSINESS ENTITY:**

Tabs are required to identify each item defined in this Section.

- B.03.1. Background and Size:** Provide a description of the Proposer's background and size. Provide a general statement of qualifications that includes your firm's professional credentials, the legal status of your organization, and experience in providing the service enumerated in this Request for Proposal.
- B.03.2. Business Entity:** Provide an explanation of the business entity which you represent. Specify the business entity which would be bound by a contract, should your firm be selected: company or corporation; subcontractor roles; and if a joint venture, include the specific experience that the joint venture partners have working together on similar projects.
- If the Proposer is a joint venture, or partnership, the details of the responsibilities for provision of the required services must be clearly disclosed. Provide a narrative on how you anticipate the partnerships to manage the work and any prior experience that the individual entities may have had in working together on other projects. Disclose the lead firm of a joint venture.
- B.03.3. Legal Authority:** Provide a detailed explanation that your firm has the legal authority to perform the services described in this Request for Proposal and is authorized to conduct business in Florida.
- B.03.4. Ownership Interest:** Disclosure of any ownership interest in or operation of other entities involved in PBX system and voice application Maintenance and support services which may be a potential participant in this Request for Proposals. This ownership disclosure shall be included, whether such ownership occurs by the proposer through a parent, subsidiary or holding company or any other form of business entity. Submit entity names and the percent of ownership for each.
- B.03.5. Key Personnel:** Identify each principal of the firm and other key personnel who will be professionally associated with the County in the performance of the services described herein. Do not include personnel that will not have a key role in providing services. Describe their respective areas of expertise.

Provide documentation and/or certifications for all technicians and engineers that will be assigned to this account showing their experience.

For each identified person list:

- Full Name and Title
- Area of expertise, individual's roles and duties in providing services
- Office address
- Email address
- Telephone number
- Personalized resumes which identify the qualifications, training and experience of each key personnel.

**B.03.6. Organizational Chart:** Submit an organizational chart of your firm or organization, stating the names of the firm or organization's management and supervisory personnel to be assigned to this contract undertaking.

**B.03.7. Drug Free Workplace:** Submit your firm's policy or program as it relates to maintaining a zero tolerance drug free workplace.

**B.04**      **INFORMATION TO BE SUBMITTED REGARDING  
PROPOSED PBX SYSTEM AND VOICE APPLICATION  
MAINTENANCE AND SUPPORT SERVICES:**

**B.04.1. Staffing Plan:** Submit a staffing level statement for your organization, detailing how many total employees work for your firm or organization at any one time, including temporary, seasonal and part-time employees. List the ratios of full-time employees to part-time, temporary and seasonal employees.

Specify the number of staff that will be dedicated to the operations at the County. Ongoing staff training and professional development programs shall also be included in this section.

Include a detailed explanation of all pre-employment screening and background checks performed by the Proposer. The successful Proposer shall agree to perform full background checks on all employees, at the successful Proposer's expense, prior to assignment at the County. If requested, the successful Proposer shall provide background information to the County. Please include how you will ensure that any subcontractors that you are utilizing will be approved through this same process.

**B.04.2. Corporate References:** Provide three (3) external client references from clients who received similar services to those described herein. The minimum information that must be provided about each reference shall include:

- a. Name of individual or company for whom services were provided
- b. Address of individual or company
- c. Name and telephone(s) of contact person; e-mail address if available
- d. Type of services provided and dates services were provided.

**B.04.3. Proposed Staff References.** Provide one (1) external client reference for each proposed staff member. The minimum information that must be provided about each reference shall include:

- a. Name of individual or company for whom services were provided;
- b. Address of individual or company;
- c. Name and telephone(s) of contact person, e-mail address if available; and,
- d. Type of services provided and dates services were provided.

**B.04.4. Subcontractors:** Identify any operational areas where you intend to use subcontractors. Identify the services and roles that each subcontractor would assume in providing services.

**B.04.5. Economic Benefit:** Submit a narrative explaining the direct economic benefit to Manatee County to be realized by selecting your firm. During the term of this engagement detail the revenue maximizing activities, employment, subcontracting, and support services contracting as economic stimulus that your entity may generate that would directly benefit Manatee County.

**B.04.6. Experience and Qualifications:** Demonstrate the firms' experience and that of the staff experience in PBX system and voice application maintenance and support services. The successful Proposer shall be an NEC authorized associate and include evidence of that accreditation in the proposal. In addition, the successful Proposer shall provide proof of relationship with voice application vendors including AVST, Tapit and Verint.

- B.04.7. Operations Plan:** Submit an Operations Plan describing in specific detail the strategies, policies and procedures to be used in providing the services described herein to the County.

Please provide a flow chart(s) of the proposed maintenance process, describe how technicians are dispatched, and include an escalation procedure which will meet the County's requirements as outlined in this RFP which shall include of who handles the problem at each level of the escalation and the length of time spent at each level before further escalation is required.

In addition, discuss your remote monitoring, diagnostic and repair capabilities, focusing on your firm's ability to quickly and accurately identify and resolve reported troubles remotely. Describe the software used to accomplish this. Please include any necessary equipment that would be required to accomplish this task.

Provide examples of your firm's capabilities to support multiple and concurrent large projects.

- B.04.8. Response Time:** The County is requiring 7 x 24 support and expects that most calls will have a resolution within two (2) hours. Please provide details on your service metrics including major and minor outages. Describe your firm's alarm notification and escalation process including problem escalation to the manufacturer's technical support.

- B.04.9. Client Inquiries:** Provide details of how client communication will take place, e.g., phone, fax, e-mail, web access.

- B.04.10. Disaster Recovery:** Describe your firm's disaster recovery process in the event of a major outage or extensive damage to any system.

- B.04.11. Reports:** Please provide samples of available metrics reports that your firm can provide. Provide details on frequency, format, and how they would be delivered. Include a call service report in your samples as well as a copy of your preventative maintenance checklist.

- B.04.12. Security:** The system shall be maintained so that systems and passwords are held securely with qualified personnel only. Describe the security policies your firm maintains to ensure maximum security for the County.

- B.04.13. Implementation:** Provide a detailed implementation plan to be able to provide the highest quality of services to the County. Describe how the maintenance support will be transitioned with no service disruption.
- B.04.14. Upgrades:** Provide information on how system upgrades are handled.
- B.04.15. Software Assurance:** List as an alternate support option the provision to provide support to maintain equipment in an operational mode until eventual replacement.
- B.04.16. Customer Support Program:** Describe your firm's ability to support the schedule and equipment demands of the County; include your customer support program, hours of support, and anticipated response and resolution time. Provide a detailed description of your firm's service standards, methods of measuring quality of service, and plans for continuous improvement in all aspects of the delivery of those services.
- B.04.17. Requirements of the County:** List any requirements of the County that your firm deems necessary to implement the services described herein.
- B.04.18. Value Added Services:** Describe any value added benefits that your firm can provide to the County. Use this section to describe any other cost saving measures or benefits not outlined in prior sections.
- B.04.19. Compensation:** The cost for all services described herein shall be in the format on Exhibit "B," PBX Monthly Maintenance Cost Schedule, and Exhibit "C," Labor and Material Cost Schedule.

The County employs on-site IT staff whose primary responsibility is basic level support and add/move/changes of the County's PBX systems, all remote VoIP locations, and the various application systems. The IT on-site staff will work in concert with the successful Proposer to provide optimum service to the County.

The Proposer shall provide the option to have an on-site technician provided to the County for instances of absences such as sick leave, training, or vacation for the County IT on-site staff. This will be charged at an hourly rate stated in Exhibit “C,” Labor and Material Cost Schedule; in addition, the Proposer shall provide a monthly cost for an on-site technician dedicated to the County.

All costs shall be all-inclusive, unless otherwise directed herein, and shall include, but not be limited to, any and all of the costs associated with labor, personnel, supervision, and administration necessary to perform the work, and any and all of the costs necessary to perform the work in a professional and efficient manner as described in the Scope of Services.

**B.05 SUPPLEMENTAL INFORMATION**

Submit any other additional information which would assist the County in the evaluation of your proposal. Please provide any additional information in regards to the scope of these services that you think the County should consider and would deem valuable.

**NOTE:** The County reserves the right to make such investigation and solicit additional information or submittals as it deems necessary to determine the ability of any Proposer to perform the Scope of Services stated in this Request for Proposal.

**END SECTION B**

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## **SECTION C: SELECTION**

### **C.01 EVALUATION FACTORS**

Evaluation factors are price and demonstrated ability of the Proposer(s) to perform the Scope of Services as generally outlined in Section E of this Request for Proposal in the most timely and efficient manner and the proposal(s) which will provide the best solution to meet the needs of Manatee County as determined from the responses to this Request for Proposal and subsequent investigation.

### **C.02 RELATIVE IMPORTANCE OF EVALUATION FACTORS**

No weight has been assigned to the Evaluation Factors other than as stated above.

### **C.03 PRELIMINARY RANKING**

A Selection Committee shall determine from the responses to this Request for Proposal and subsequent investigation as necessary, the Proposer(s) most susceptible of being selected for award.

### **C.04 IN-PERSON REVIEW OF PROPOSERS AND PROPOSALS**

In-person reviews may be conducted with responsible Proposers who are deemed reasonably susceptible of being selected for award, for the purposes of assuring full understanding of (a) conformance to the solicitation requirements, (b) the abilities of the Proposer, and (c) the proposal submitted.

Proposers shall be available for presentations to and interviews with the Selection Committee, upon notification from the Purchasing Office. The date(s) and time(s) of any such presentations / interviews shall be determined solely by the County.

### **C.05 SELECTION FOR NEGOTIATION**

The Proposer, whose ability and proposal is determined to be the best proposal that is most advantageous to the County, taking into consideration the Evaluation Factors set forth in this Request for Proposal, shall be selected to negotiate an agreement for the County determined Scope of Services.

The selection of a Proposer for negotiation shall not be construed as vesting any contractual or other rights of any nature in the Proposer.

### **C.06 AWARD**

Award is subject to the successful negotiation and the approval by the Purchasing Official to execute the agreement.

**END SECTION C**



## **SECTION D: NEGOTIATION OF THE AGREEMENT**

### **D.01 GENERAL**

The following general terms and conditions apply to the proposal submitted for consideration and the subsequent negotiations:

- a. The proposal will serve as a basis for negotiating an agreement, but not compel adherence to its terms or conditions.
- b. Upon submission, all proposals become the property of the County which has the right to use any or all ideas presented in any proposal submitted in response to this Request for Proposal whether or not the proposal is accepted.
- c. All products and papers produced in the course of this engagement become the property of the County upon termination or completion of the engagement.

### **D.02 AGREEMENT**

The selected Proposer shall be required to negotiate an agreement in a form and with provisions acceptable to Manatee County.

Negotiated agreements may or may not include all elements of this Request for Proposal or the resulting successful proposal where alternative terms or conditions become more desirable to the County, and the parties agree to such terms.

**END SECTION D**

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## **SECTION E: SCOPE OF SERVICES**

### **E.01 BACKGROUND AND INTRODUCTION**

Manatee County ("County") through its Information Technology Division ("IT") provides services to satisfy the voice and data needs of all County departments to better serve the citizens of Manatee County quickly and efficiently.

The County is soliciting qualified firms to provide the maintenance and support of the various NEC PBX telephone systems and voice application servers including voice mail, ACD, and IVR that are installed throughout the County.

The County has selected NEC as the voice standard equipment manufacturer for all County locations. The successful Proposer shall have proven NEC experience engineering and installing new VoIP systems and other integrated applications as the County continues to expand its converged voice and data network.

The County telephone network is composed of various model NEC PBX products. The County telephone users enjoy four-digit dialing between switches as well as centralized voice mail. The interconnection between the switches is achieved via Common Channel Interexchange Signaling (CCIS) links over traditional T1 circuits and peer to peer CCIS IP connectivity. These switches provide access to the Public Switched Telephone Network (PSTN) over limited analog facilities and Integrated Services Digital Networks (ISDN) Primary Rate Interface (PRI) for both incoming and outgoing PSTN services.

The successful Proposer shall provide qualified staff and management with the technical and business expertise necessary for the effective and efficient performance in providing these services that maximize and create operational efficiencies for the County.

### **E.02 SCOPE OF SERVICES**

The County intends to award a single certified/accredited NEC vendor to maintain and service PBX and other telephony services for various County locations as the need arises. The successful Proposer shall be able to provide system installations, parts, changes and any other service needed for the County's various PBX and application systems.

The successful Proposer shall provide repair or replacement services for any component part, hardware and associated software included on Attachment "D," Equipment List, and shall be able to support the various systems that are on the Equipment List. The County reserves the right to add or subtract equipment from the Scope of Services.

### **E.02.1. Parts Ownership**

The County has various spare parts and telephones for several of their PBX systems. This inventory shall be depleted first before any purchases are made.

Title to parts installed during the repair process will pass to the County upon installation. Title to parts removed during the repair process will pass to the successful Proposer upon removal. The County will accept NEC certified and the various system refurbished components of equal or newer model/generation type of components for the replacement of a failed component with the approval of the IT department. The County will not accept older model/generation type of components for the replacement of a failed component on any platform.

### **E.02.2. Off-Site Critical Spares**

The successful Proposer shall provide off-site critical spare parts for emergencies at no charge. Critical spares are defined as any core component which in the event of malfunction would cause a major failure. Major failure exists when telecommunications services experience any of the following: (a) 20% or more of total stations inoperative, (b) 20% or more of the total trunks inoperative or (c) complete failure of any system feature required for call processing. Failure within any voice application server (ACD, Voice mail, IVR) which causes system irregularities or improper operation.

The successful Proposer shall maintain the necessary critical spare parts and retain ownership of the critical spare parts unless a part is installed as a replacement for a defective component. If a critical spare part is used in the repair of a defective component, a replacement component of equal or newer model / generation is to be received within five (5) business days.

The required critical spares are subject to change based upon the hardware installed.

### **E.02.3. System Monitoring**

The successful Proposer shall have the ability to provide 7 X 24 X 365 system monitoring (if requested) for all PBX systems and any remote locations and equipment, it's connectivity to remote locations, it's connectivity to the Local Exchange Carrier (LEC), and all applicable application hardware and software including ACD server (s), Voice Mail Server(s) and all other related PBX components.

#### **E.02.4. Preventative Maintenance**

The successful Proposer shall complete a bi-annual preventative maintenance on all NEC PBXs. Functions that are to be performed include, but are not limited to, (a) perform backup of the system, (b) test and check rectifier/battery system, (c) review the history files for any bug and/or error codes, (d) visually inspect system, (e) test all T1(s) and trunks, and (f) take care of any existing PBX problems.

#### **E.02.5. Third Party Systems**

The County currently utilizes the following third party or ancillary devices for various services and functionality. The successful Proposer shall be responsible for support of these systems:

- Trisys Nova Tapit server for Call Detail Reporting, and PBX traffic reporting,
- AVST CallXpress servers for voicemail and auto attendant
- NEC Q-Master and UCB for ACD functions
- NEC UCB for IVR server
- NEC OpenWorx BAS server
- Verint Audiolog call recording servers

#### **E.02.6. Service Site and Term**

There are currently (2) SV8500, (6) 2400IPX, (5) 2000IPS, (5) 2000DM and (6) SV8100 platforms. There are also ACD, voice mail systems, call accounting and IVR applications throughout the County.

The successful Proposer shall provide service for a period of twelve (12) months, beginning on the date of the contract execution. The County reserves the option to extend the contract for three (3) additional periods of twelve (12) months each.

#### **E.02.7. Service Levels**

The County expects the successful Proposer to meet the Service Levels described below. The successful Proposer shall report all such failures on a monthly basis and for each failure the successful Proposer shall demonstrate either that the failure was due to an Excusing Event (e.g. a Force Majeure event) or the successful Proposer must set forth a corrective action plan to insure that the failure will be cured prior to the next monthly report.

Section E: Scope of Services – continued

Type of Service Request	Measurement Window	Code	Compliance Period	Base-line Period	Steady-State Service Level	
Major Failure (Note 1)	24 hours per day 7 days per week	N/A	N/A	N/A	(a) During primary period (Note 3) of maintenance, response time shall be 100% in less than or equal to 2 hours; and (b) During non-primary period (Note 4) of maintenance, response time shall be 100% in less than or equal to 4 hours.	
Minor Failure (Note 2)	24 hours per day 7 days per week	N/A	N/A	N/A	(a) During primary period (Note 3) of maintenance, response time shall be 100% in less than or equal to 1 business day; and (b) During non-primary period (Note 4) of maintenance, response time shall be 100% in less than or equal to the next business day.	

1) Major Failure exists when telecommunications services experience any of the following: (a) 20% or more of total stations inoperative, (b) 20% or more of the total trunks inoperative or (c) complete failure of any system feature required for call processing. Failure within any voice application server (ACD, Voice mail, IVR) which causes system irregularities or improper operation.

2) Minor Failure is anything other than a Major Failure. It includes anything that prevents a telephone from making or receiving calls.

3) The Primary Period for Maintenance is 8:00 a.m. – 5:00 p.m. on business days.

4) The Non-Primary Period for Maintenance is from 5:01 p.m. through 7:59 a.m. during business days and all other non-business hours.

### E.02.8. Staffing

The successful Proposer shall provide a dedicated account manager who will be the single point of contact for all issues regarding the PBX Maintenance. This individual will work with the County and IT Staff to proactively address any and all problems/issues.

The successful Proposer shall provide full-time employees who are qualified to provide technical support for equipment and services purchased. Specifically:

- i) **Adequate Staffing** – The successful Proposer shall have a fully staffed business office, which includes at a minimum, one (1) person to answer service calls and operational questions and four (4) technical employees. After-hours telephone answering must be a direct line to the staffed NOC or 24 hour answering system.
- ii) **Full Service Coverage** – The successful Proposer shall provide normal service for the Primary Period of Maintenance between 8:00 a.m. and 5:00 p.m. Monday through Friday excluding County Holidays and Non-Primary Period of Maintenance between 5:01 p.m. – 7:59 a.m. Monday through Sunday including County Holidays. The successful Proposer shall provide emergency service 24 hours a day, seven days a week. Emergency service is defined as problems that occur which interfere with the normal operations of the County's business. All routine maintenance must be performed after hours if any service affecting re-boots are applicable.

- iii) **Timely Response** – The successful Proposer shall provide two (2) hour emergency response during the normal business hours, four (4) hour emergency response during non-primary period of maintenance. Primary and non-primary hours are described in Full Service Coverage above.
- iv) **Dispatch Number** – The successful Proposer shall provide a service dispatch number monitored 24 hours a day, 7 days a week.
- v) **Certified Technician/Engineer** – The successful Proposer shall provide a primary and three (3) secondary NEC certified technicians, who are full-time employees and are based geographically to allow for dispatch to Manatee County within the response times defined by the maintenance contract. The successful Proposer shall provide (1) NEC sales engineer.
- vi) **Adequate Parts Inventory** – The successful Proposer shall maintain a spare parts inventory that will allow the successful Proposer to meet maintenance requirements specified under the contract. The successful Proposer's spare parts inventory may be inspected at any time during the contract period for compliance. Failure to comply could cause forfeiture of the contract.

#### **E.02.9. Software Assurance**

Software assurance is desirable where it can be applied. The County recognizes that certain components may not qualify for software assurance during the life of the Post Warranty Maintenance period. The County also recognizes certain upgrades will be required to re-establish software assurance, in order to ensure components can be supported by the manufacturer. The County recognizes that integration of NEC legacy end of life equipment and current or future production equipment may not be supported.

#### **E.02.10. Preferred NEC Vendor**

The County is requesting a guaranteed discount off the Manufactured Suggested Retail Price (MSRP) for new NEC hardware and/or software. If any NEC Promotional Discounts are available at the time of purchase, the County will receive the greater of the discounted amounts.

#### **E.02.11. Quote Requests**

All quote requests for non-engineered systems or items must be returned within three (3) to five (5) business days. All quote requests requiring engineering must be returned within seven (7) to ten (10) business days.

#### **E.02.12. Planned and Future Implementations**

The County is planning to upgrade various locations within the next 12 – 24 months. The objective of the County is to replace all non-NEC Key/Hybrid/PBX Systems with VoIP solutions. These upgrades are critical to the County.

**END SECTION E**

||

**PROPOSAL SIGNATURE FORM**

**REQUEST FOR PROPOSAL NO. 11-3208-DW**

\_\_\_\_\_  
Firm Name

\_\_\_\_\_  
Mailing Address:

\_\_\_\_\_  
Email

\_\_\_\_\_

( ) \_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
City, State, Zip Code

The undersigned attests to his or her authority to submit this proposal and to bind the firm herein named to perform the services offered in a two party agreement. If the firm is selected by the County the undersigned certifies that he/she will negotiate in good faith to provide the selected services as may determined by the County which are detailed in this RFP #11-3208-DW.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Witness Signature

Date: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_  
Name and Title of Above Signer

\_\_\_\_\_  
Name and Title of Above Signer

\_\_\_\_\_  
Name and Title of Firm's Representative for Manatee County

\_\_\_\_\_  
Email for Firm's Representative for Manatee County

\_\_\_\_\_  
Telephone Number of Firm's Representative for Manatee County

||



ATTACHMENT "A"

**PUBLIC CONTRACTING AND ENVIRONMENTAL CRIMES CERTIFICATION**

**SWORN STATEMENT PURSUANT TO ARTICLE 6,  
MANATEE COUNTY PURCHASING CODE**

THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.

This sworn statement is submitted to the Manatee County Board of County Commissioners by \_\_\_\_\_  
[print individual's name and title]

\_\_\_\_\_ for \_\_\_\_\_  
[print name of entity submitting sworn statement]

whose business address is: \_\_\_\_\_

and (if applicable) its Federal Employer Identification Number (FEIN) is \_\_\_\_\_. If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: \_\_\_\_\_

I understand that no person or entity shall be awarded or receive a county contract for public improvements, procurement of goods or services (including professional services) or a county lease, franchise, concession or management agreement, or shall receive a grant of county monies unless such person or entity has submitted a written certification to the County that it has not:

- (1) been convicted of bribery or attempting to bribe a public officer or employee of Manatee County, the State of Florida, or any other public entity, including, but not limited to the Government of the United States, any state, or any local government authority in the United States, in that officer's or employee's official capacity; or
- (2) been convicted of an agreement or collusion among bidders or prospective bidders in restraint of freedom of competition, by agreement to bid a fixed price, or otherwise; or
- (3) been convicted of a violation of an environmental law that, in the sole opinion of the County's Purchasing Director, reflects negatively upon the ability of the person or entity to conduct business in a responsible manner; or
- (4) made an admission of guilt of such conduct described in items (1), (2) or (3) above, which is a matter of record, but has not been prosecuted for such conduct, or has made an admission of guilt of such conduct, which is a matter of record, pursuant to formal prosecution. An admission of guilt shall be construed to include a plea of nolo contendere; or
- (5) where an officer, official, agent or employee of a business entity has been convicted of or has admitted guilt to any of the crimes set forth above on behalf of such and entity and pursuant to the direction or authorization of an official thereof (including the person committing the offense, if he is an official of the business entity), the business shall be chargeable with the conduct herein above set forth. A business entity shall be chargeable with the conduct of an affiliated entity, whether wholly owned, partially owned, or one which has common ownership or a common Board of Directors. For purposes of this Form, business entities are affiliated if, directly or indirectly, one business entity controls or has the power to control another business entity, or if an individual or group of individuals controls or has the power to control both entities. Indicia of control shall include, without limitation, interlocking management or ownership, identity of interests among family members, shared organization of a business entity following the ineligibility of a business entity under this Article, or using substantially the same management, ownership or principles as the ineligible entity.

Any person or entity who claims that this Article is inapplicable to him/her/it because a conviction or judgment has been reversed by a court of competent jurisdiction, shall prove the same with documentation satisfactory to the County's Purchasing Director. Upon presentation of such satisfactory proof, the person or entity shall be allowed to contract with the County.

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR MANATEE COUNTY IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT ANY CONTRACT OR BUSINESS TRANSACTION SHALL PROVIDE FOR SUSPENSION OF PAYMENTS, OR TERMINATION, OR BOTH, IF THE CONTRACTING OFFICER OR THE COUNTY ADMINISTRATOR DETERMINES THAT SUCH PERSON OR ENTITY HAS MADE FALSE CERTIFICATION.

\_\_\_\_\_  
[Signature]

STATE OF FLORIDA  
COUNTY OF \_\_\_\_\_

Sworn to and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_ by \_\_\_\_\_

Personally known \_\_\_\_\_ OR Produced identification \_\_\_\_\_  
[Type of identification]

\_\_\_\_\_  
Notary Public Signature My commission expires \_\_\_\_\_

\_\_\_\_\_  
[Print, type or stamp Commissioned name of Notary Public]

**Signatory Requirement** - In the case of a business entity other than a partnership or a corporation, this affidavit shall be executed by an authorized agent of the entity. In the case of a partnership, this affidavit shall be executed by the general partner(s). In the case of a corporation, this affidavit shall be executed by the corporate president.

## ATTACHMENT “B”

### PBX Monthly Maintenance Cost Schedule

System / Component – County Admin	Monthly Cost	Annual Cost
NEC SV8500 (ID 1)	\$	\$
3 <sup>rd</sup> Party, Hardware and Software, AVST Call Xpress 8.1 (ID 26) 32 Port Line Side T1 – IP MCI integration	\$	\$
3 <sup>rd</sup> Party, Hardware and Software, Tapit Nova Call Acct. (ID 36)	\$	\$

System / Component – Utilities	Monthly Cost	Annual Cost
NEC SV8500 (ID 2)	\$	\$
3 <sup>rd</sup> Party, Hardware and Software, AVST Call Xpress 7.91 (ID 29) 12 Port Line analog – Serial MCI integration	\$	\$
3 <sup>rd</sup> Party, Hardware and Software, NEC UCB ACD server (ID 32)	\$	\$
3 <sup>rd</sup> Party, Hardware and Software, NEC UCB IVR server (ID 33)	\$	\$
3 <sup>rd</sup> Party, Hardware and Software, Verint call recording (ID 35)	\$	\$

System / Component – Historic Courthouse	Monthly Cost	Annual Cost
NEC 2400 IPX (ID 3)	\$	\$

System / Component – Judicial Center	Monthly Cost	Annual Cost
NEC 2400 IPX (ID 4)	\$	\$
3 <sup>rd</sup> Party, Hardware and Software, AVST Call Xpress 7.91 (ID 27) 16 Port Line analog – Serial MCI integration	\$	\$

System / Component – Public Safety	Monthly Cost	Annual Cost
NEC 2400 IPX (ID 5)	\$	\$
3 <sup>rd</sup> Party, Hardware and Software, AVST Call Xpress 7.91 (ID 28) 16 Port Line analog – Serial MCI integration	\$	\$
3 <sup>rd</sup> Party, Hardware and Software, NEC Q-Master ACD (ID 31)	\$	\$
3 <sup>rd</sup> Party, Hardware and Software, NEC Openworx BAS (ID 30)	\$	\$
3 <sup>rd</sup> Party, Hardware and Software, Verint call recording (ID 34)	\$	\$

System / Component – Property Appraiser	Monthly Cost	Annual Cost
NEC 2400 IPX (ID 6)	\$	\$

<b>System / Component – Transportation</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>
NEC 2400 IPX (ID 7)	\$	\$

<b>System / Component – Corrections</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>
NEC 2400 IPX (ID 8)	\$	\$

<b>System / Component – Health Dept</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>
NEC 2400 IPX (ID 9) 3 <sup>rd</sup> Party, Hardware and Software, AVST Call Xpress 7.91 (ID 37) 12 Port Line analog – Serial MCI integration	\$	\$

<b>System / Component – GT Bray</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>
NEC 2000IPS (ID 10)	\$	\$

<b>System / Component – EHB</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>
NEC 2000IPS (ID 11)	\$	\$

<b>System / Component – Landfill</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>
NEC 2000IPS (ID 12)	\$	\$

<b>System / Component – Central Library</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>
NEC 2000IPS (ID 13)	\$	\$

<b>System / Component – Braden River Library</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>
NEC 2000IPS (ID 14)	\$	\$

<b>System / Component – Island Library</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>
NEC 2000IPS (ID 15)	\$	\$

<b>System / Component – Palmetto Library</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>
NEC 2000IPS (ID 16)	\$	\$

<b>System / Component – Rocky Bluff Library</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>
NEC 2000IPS (ID 17)	\$	\$

<b>System / Component – South County Library</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>
NEC 2000IPS (ID 18)	\$	\$

<b>System / Component – EMD</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>
NEC 2000IPS (ID 19)	\$	\$

<b>System / Component – Animal Services</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>
NEC SV8100 (ID 20)	\$	\$

<b>System / Component – Buffalo Creek GC</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>
NEC SV8100 (ID 21)	\$	\$

<b>System / Component – Manatee GC</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>
NEC SV8100 (ID 22)	\$	\$

<b>System / Component – Marine Rescue</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>
NEC SV8100 (ID 23)	\$	\$

<b>System / Component – Parks Maintenance</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>
NEC SV8100 (ID 24)	\$	\$

<b>System / Component – Radio Shop</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>
NEC SV8100 (ID 25)	\$	\$

<b>System Totals</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>
<b>All Combined Maintenance Cost =</b>	\$	\$

## ATTACHMENT "C"

### Labor and Material Cost Schedule

<b>Technician- Labor Only</b>	<b>Hourly Rate</b>
Labor rate per Technician / per hour Monday-Friday excluding County Holidays 8:00 a.m.-5:00 p.m.	\$

<b>Technician- Labor Only</b>	<b>Hourly Rate</b>
Labor rate per Technician / per hour Monday-Friday including County Holidays 5:01 p.m.-7:59 a.m.	\$

<b>Technician- Labor Only</b>	<b>Monthly Rate</b>
Monthly rate per Technician (as per Section E.02.4, Scope of Services Monday-Friday excluding County Holidays 8:00 a.m.-5:00 p.m.	\$

<b>Material Only</b>	<b>Markup Percentage</b>
Percent of material / product markup to be applied to Proposer's cost including all shipping and handling charges.	%

Note: All station port listings are for physical TDM and IP telephones. Counts do not include virtual stations.

Trunk port counts include PRI,

ID	System Name	Address	Brand	Make/Model	Version	Physical Station Ports	Trunk Ports	Peer-to-Peer Ports	VOIP	Notes
1	County Administration	1112 Manatee Ave. W Bradenton, FL 34205	NEC	SV8500	S3-1.07	786 516		128		
2	Utilities Department	4410 66 St. W. Bradenton, FL 34210	NEC	SV8500	S2-2.00	440 87		32		
3	Historic Courthouse	1115 Manatee Ave. W Bradenton, FL 34205	NEC	2400IPX	R24.00.25.000	457 221		32		
4	Judicial Center	1051 Manatee Ave. W Bradenton, FL 34205	NEC	2400IPX	R23.02.02.000	333 101		16		
5	Public Safety Center	2101 47th Ter. E Bradenton, FL 34208	NEC	2400IPX	R21.03.01.001	460 180		24		
6	Property Appraiser	915 4th Ave. W. Bradenton, FL 34205	NEC	2400IPX	R12.05.00.021	112 54		0		
7	Transportation	1106 26th Ave. E Bradenton, FL 34208	NEC	2400IPX	R20e.03.03.003	332 70		23		
8	Corrections	14470 Harlee Rd. Palmetto, FL 34221	NEC	2400IPX	R22-05.01.001	287 37		16		
9	Manatee County Health	410 6th Ave. W. Bradenton, FL 34205	NEC	2400IPX	R21.03.01.001	192 23		0		
10	Parks and Recreation GT Bray	5502 33rd Ave. Dr. W. Bradenton, FL 34205	NEC	2000IPS	SC-3655 N1-0003.00	80 23		32		W/IM16 Voice Mail
11	Enb	600 US 301 Blvd. W. Bradenton, FL 34205	NEC	2000IPS	SC-3655 N1-0003.00	60 46		0		
12	Landfill	3333 Lena Road Bradenton, FL 34208	NEC	2000DM	SC-3713 P1-0001.04	44 5		32	YES-All Dterms	
13	Central Library	1301 Barcarota Blvd. Bradenton, FL 34205	NEC	2000DM	SC-3655 N1-0002.03	50 32		32		W/IM16 Voice Mail
14	Bradenton River Library	4915 53rd Ave. E. Bradenton, FL 34203	NEC	2000DM	SC-3655 N1-0002.03	14 2		16		IP REMOTE FROM CENTRAL
15	Island Library	5701 Marina Drive Holmes Beach, FL 34217	NEC	2000DM	SC-3655 N1-0002.03	7 2		16		IP REMOTE FROM CENTRAL
16	Palmetto Library	923 6th St. W. Palmetto, FL 34221	NEC	2000DM	SC-3655 N1-0002.03	12 2		16		IP REMOTE FROM CENTRAL
17	Rocky Bluff Library	7016 US 301 E. Ellenton, FL 34222	NEC	2000DM	SC-3655 N1-0002.03	6 2		16		IP REMOTE FROM CENTRAL
18	South County Library	6081 26th St. W. Bradenton, FL 34207	NEC	2000DM	SC-3655 N1-0002.03	14 2		16		IP REMOTE FROM CENTRAL
19	EMD	212 6th Ave. E. Bradenton, FL 34208	NEC	2000IPS	SC-3655 N1-0003.00	23 26		16		
20	Animal Services	305 25 St. W. Palmetto, FL 34221	NEC	SV8100	E4.01	16 8		16		ACD/Inmail/VRS
21	Buffalo Creek Golf	8100 Erie Rd Palmetto, FL 34221	NEC	SV8100	3.13	12 8		16		Inmail/VRS
22	MC Golf	6415 53rd Ave. W. Bradenton, FL 34210	NEC	SV8100	A3.13	12 8		16		Inmail/VRS
23	Marine Rescue Headquarters	2651 Gulf Dr. S. Bradenton Beach FL, 34217	NEC	SV8100	5.01	20 4		16		Inmail/VRS
24	Parks Maintenance	5161 65th St. W. Bradenton, FL 34210	NEC	SV8100	5.01	28 8		16		VRS
25	Radio Shop	1801 5th St. W. Bradenton, FL 34205	NEC	SV8100	5.01	20 4		16		Inmail

**Note:** All station port listings are for physical TDM and IP telephones. Counts do not include virtual stations.

Notes
Main Centralized Voice Mail
Auto Attendant Only
Auto Attendant Only
Auto Attendant Only
Business Attendant Console
ACD used for Emerg. Ops /
ACD - Utilities Cust. Service
IVR - Utilities Cust. Service -
Call recorder for BAS Operat
Call recorder for Utilities Cu
Call accounting system



Site: GTBRAY (ID 10)

PIM-2  
LEN

VM	LT00	LT01	LT02	LT03	LT04	LT05	LT06	LT07	LT08	LT09	LT10	LT11	LT12	LT13
207	215	223	231	239	247	255	263	271	279	287	295	303	311	319
200	208	216	224	232	240	248	256	264	272	280	288	296	304	312

I	P	-	P	W	1	2	1
---	---	---	---	---	---	---	---

PZ-PW122
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NEG	POS	NEG	POS
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PIM-1  
LEN

VM	LT00	LT01	LT02	LT03	LT04	LT05	LT06	LT07	LT08	LT09	LT10	LT11	LT12	LT13
107	115	123	131	139	147	155	163	171	179	187	195	203	211	219
100	108	116	124	132	140	148	156	164	172	180	188	196	204	212

P	Z	-	P	W	1	2	1
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PZ-PW122
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NEG	POS	NEG	POS
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PIM-0  
LEN

VM	LT00	LT01	LT02	LT03	LT04	LT05	LT06	LT07	LT08	LT09	LT10	LT11	LT12	LT13
007	015	023	031	039	047	055	063	071	079	087	095	103	111	119
000	008	016	024	032	040	048	056	064	072	080	088	096	104	112

S	D	L	C	S	D	L	C	S	D	L	C	S	D	L	C
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

PZ-PW122
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NEG	POS	NEG	POS
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Site: EMD (ID 19)

PIM-1  
LEN

P  
Z  
-  
P  
W  
1  
2  
1

PZ-PW122

VM	LT00	LT01	LT02	LT03	LT04	LT05	LT06	LT07	LT08	LT09	LT10	LT11	FM2	RET
107	115	123	131	139	147	155	163	139	147	155	163			
100	108	116	124	132	140	148	156	136	144	152	160			
	S L C A	S L C A	S L C A	S L C A	S L C A	S L C A		4 L C A				A P 0 0		

LYC1

LYC3

LYC0

LYC2

NEG

NEG

P  
Z  
-  
P  
W  
1  
2  
1

PZ-PW122

VM	LT00	LT01	LT02	LT03	LT04	LT05	LT06	LT07	LT08	LT09	LT10	LT11	FM2	RET
007	015	023	031	039	047	055	063	039	047	055	063			
000	008	016	024	032	040	048	056	036	044	052	060			
	S D L C	S D L C	S D L C				S C O T S			2 4 C C T A		C P		

LYC1

LYC3

LYC0

LYC2

NEG

NEG

Site: EHB (ID 11)

PIM-1  
LEN

P  
Z  
-  
P  
W  
1  
2  
1

PZ-PW122

VM	LT00	LT01	LT02	LT03	LT04	LT05	LT06	LT07	LT08	LT09	LT10	LT11	PP12	PP1
107	115	123	131	139	147	155	163	139	147	155	163			
100	108	116	124	132	140	148	156	136	144	152	160			
	R S T	8 D L C	8 D L C	8 D L C	4 L C A	8 C O T S		4 L C A						

LT00

LT01

LT02

LT03

NEG

NEG

P  
Z  
-  
P  
W  
1  
2  
1

PZ-PW122

VM	LT00	LT01	LT02	LT03	LT04	LT05	LT06	LT07	LT08	LT09	LT10	LT11	PP12	PP1
007	015	023	031	039	047	055	063	039	047	055	063			
000	008	016	024	032	040	048	056	036	044	052	060			
	8 D L C	8 D L C	8 D L C	8 D L C	8 D L C	8 D L C	8 D L C		2 4 P R T C	2 4 C C T A		C P		

LT00

LT01

LT02

LT03

NEG

NEG

Site: CENTRAL LIBRARY (ID 13)

PIM-2  
LEN

VM	LT00	LT01	LT02	LT03	LT04	LT05	LT06	LT07	LT08	LT09	LT10	LT11	ZPW2	PWT
	207	216	223	231	239	247	255	263	239	247	255	263		
	200	208	216	224	232	240	248	256	230	244	252	260		
I P - P A D													F P	

LTC1                      LTC3

LTC2                      LTC3

NEG [ ] PWT

NEG [ ] PWT

PIM-1  
LEN[illegible]PIM-0  
LEN

VM	LT00	LT01	LT02	LT03	LT04	LT05	LT06	LT07	LT08	LT09	LT10	LT11	LT12	LT13
	007	015	023	031	039	047	055	063	039	047	055	063		
	000	008	016	024	032	040	048	056	036	044	052	060		
	S D L C		S D L C	S D L C	I P - P A D					2 4 C C T A			C P	

LTG1                      LTG3

LYCG                      LYCS

PZ-PW122

NEG

NEG

NEG

NEG

LT1	8DLC	LT4	
AP1		AP4	
LT0	IP-PAD	LT3	8COTs
AP0		AP3	
MP	CP31A	LT2	8LCAA
FP		AP2	

LT1	8DLC	LT4	8COTs
AP1		AP4	
LT0	IP-PAD	LT3	8LCAA
AP0		AP3	
MP	CP31A	LT2	
FP		AP2	

Site: Braden River Library (ID 14)

LT1	8DLC	LT4	8DLC
AP1		AP4	
LT0	IP-PAD	LT3	8COTs
AP0		AP3	
MP	CP31A	LT2	8LCAA
FP		AP2	

LT1	8DLC	LT4	
AP1		AP4	
LT0	IP-PAD	LT3	8COTs
AP0		AP3	
MP	CP31A	LT2	8LCAA
FP		AP2	



LT1	8DLC	LT4	8COTs
AP1		AP4	
LT0	IP-PAD	LT3	8LCAA
AP0		AP3	
MP	CP31A	LT2	
FP		AP2	

LT1	8COTS	LT4	IP-PAD
AP1		AP4	
LT0		LT3	RST
AP0		AP3	
MP	CP31A	LT2	8LCAA
FP		AP2	

**PIM Location Key**  
NOTE: 16 PIMs MAX WITH This form.

IMG 0	IMG 1
03	07
02	06
01	05
00	04
SV8500-0 SV8500-1	TDSW

## ADMINISTRATION (ID 1) PAGE 1 OF 2

Cabinet, Slot, Card, Port Information			PIM # 00			PIM # 01			PIM # 02			PIM # 03		
Slot #	Card Type	SP#/Rev	Slot #	Card Type	SP#/Rev	Slot #	Card Type	SP#/Rev	Slot #	Card Type	SP#/Rev	Slot #	Card Type	SP#/Rev
00			00			00			00			00		
01	PA PW55-A		01	PA PW55-A		01	PA PW55-A		01	PA PW55-A		01	PA PW55-A	
02			02			02			02			02		
03	PA PW54-A		03	PA PW54-A		03	PA PW54-A		03	PA PW54-A		03	PA PW54-A	
04			04	16ELCJ BK	3935 V.01	04	16ELCJ BK	3935 V.01	04	16ELCJ BK	3935 V.01	04	16ELCJ BK	3935 V.01
05	16ELCJ BK	3935 V.01	05	16ELCJ BK	3935 V.01	05	16ELCJ BK	3935 V.01	05	16ELCJ BK	3935 V.01	05	16ELCJ BK	3935 V.01
06	16ELCJ BK	3935 V.01	06	16ELCJ BK	3935 V.01	06	16ELCJ BK	3935 V.01	06	16ELCJ BK	3935 V.01	06	16ELCJ BK	3935 V.01
07	16ELCJ BK	3935 V.01	07	16ELCJ BK	3935 V.01	07	16ELCJ BK	3935 V.01	07	16ELCJ BK	3935 V.01	07	16ELCJ BK	3935 V.01
08	16ELCJ BK	3935 V.01	08	16ELCJ BK	3935 V.01	08	16ELCJ BK	3935 V.01	08	16ELCJ BK	3935 V.01	08	16ELCJ BK	3935 V.01
09	16ELCJ W	3935 V.05	09	16ELCJ W	3935 V.05	09	16ELCJ W	3935 V.05	09	16ELCJ W	3935 V.05	09	16ELCJ W	3935 V.05
10	32IPDB	3835 V.14	10	32IPDB	3835 V.14	10	32IPDB	3835 V.14	10	32IPDB	3835 V.14	10	32IPDB	3835 V.14
11	24CCTA	3010 V.17	11	24CCTA	3010 V.17	11	24CCTA	3010 V.17	11	24CCTA	3010 V.17	11	24CCTA	3010 V.17
12	24PRTB	3029 V.13	12	24PRTB	3029 V.13	12	24PRTB	3029 V.13	12	24PRTB	3029 V.13	12	24PRTB	3029 V.13
13	SPH-SW10 TSW-UA		13	SPH-SW10 TSW-UA		13	SPH-SW10 TSW-UA		13	SPH-SW10 TSW-UA		13	SPH-SW10 TSW-UA	
14	16ELCJ W	3935 V.05	14	16ELCJ W	3935 V.05	14	16ELCJ W	3935 V.05	14	16ELCJ W	3935 V.05	14	16ELCJ W	3935 V.05
15	16ELCJ W	3935 V.05	15	16ELCJ W	3935 V.05	15	16ELCJ W	3935 V.05	15	16ELCJ W	3935 V.05	15	16ELCJ W	3935 V.05
16	16ELCJ W	3935 V.05	16	16ELCJ W	3935 V.05	16	16ELCJ W	3935 V.05	16	16ELCJ W	3935 V.05	16	16ELCJ W	3935 V.05
17	16ELCJ W	3935 V.05	17	16ELCJ W	3935 V.05	17	16ELCJ W	3935 V.05	17	16ELCJ W	3935 V.05	17	16ELCJ W	3935 V.05
18	16ELCJ W	3935 V.05	18	16ELCJ W	3935 V.05	18	16ELCJ W	3935 V.05	18	16ELCJ W	3935 V.05	18	16ELCJ W	3935 V.05
19	16ELCJ W	3935 V.05	19	16ELCJ W	3935 V.05	19	16ELCJ W	3935 V.05	19	16ELCJ W	3935 V.05	19	16ELCJ W	3935 V.05
20	16ELCJ W	3935 V.05	20	16ELCJ W	3935 V.05	20	16ELCJ W	3935 V.05	20	16ELCJ W	3935 V.05	20	16ELCJ W	3935 V.05
21	16ELCJ BK	3935 V.01	21	16ELCJ BK	3935 V.01	21	16ELCJ BK	3935 V.01	21	16ELCJ BK	3935 V.01	21	16ELCJ BK	3935 V.01
22	32IPDB	3835 V.14	22	32IPDB	3835 V.14	22	32IPDB	3835 V.14	22	32IPDB	3835 V.14	22	32IPDB	3835 V.14
23	CS33	3281 V.08	23	CS33	3281 V.08	23	CS33	3281 V.08	23	CS33	3281 V.08	23	CS33	3281 V.08

Cabinet, Slot, Card, Port Information			04	
Slot #	PIM #	Card Type	SP#/Rev	
00				
01	PA PW55-A			
02				
03	PA PW54-A			
04	16LCJ BK		3935 V.01	
05	16LCJ BK		3935 V.01	
06	16LCB W		3390 V.05	
07	16LCB W		3390 V.05	
08				
09	16COTB EB		3713 V.01	
10	32IPDB		3835 V.14	
11	24CCTA		3010 V.17	
12	24PRTB		3029 V.14	
13				
14				
15	16LCB W		3390 V.05	
16	16LCB W		3390 V.05	
17	16LCB W		3390 V.05	
18	16LCB W		3390 V.05	
19	16LCB W		3390 V.05	
20				
21				
22	32IPDB		3835 V.14	
23	CS33		3281 V.08	

Cabinet, Slot, Card, Port Information			05	
Slot #	PIM #	Card Type	SP#/Rev	
00				
01	PA PW55-A			
02				
03	PA PW54-A			
04	8TLTR		3002 V.17	
05	16LCB W		3390 V.05	
06	16LCB W		3390 V.05	
07	16LCB W		3390 V.05	
08	16LCB W		3390 V.05	
09	40ATB		0882 V.03	
10	PRTC		3925 V.03	
11				
12	24CCTA		3010 V.17	
13				
14				
15	8RSTL		3234 V.09	
16	16LCB W		3390 V.05	
17				
18	16LCB W		3390 V.05	
19	16LCB W		3390 V.05	
20				
21	32IPDB		3835 V.14	
22	24PRTB		3029 V.13	
23	CFTB		1114 V.02	

Cabinet, Slot, Card, Port Information			06	
Slot #	PIM #	Card Type	SP#/Rev	
00				
01	PA PW55-A			
02				
03	PA PW54-A			
04	16LCB E		0785 V.06	
05	80IDA		0509 V.04	
06	16LCBE		0785 V.06	
07	16ELCJ BK		3935 V.01	
08				
09				
10				
11	24CCTA		3010 V.17	
12	24CCTA		3010 V.17	
13				
14				
15				
16				
17				
18				
19				
20				
21	24CCTA		3010 V.17	
22				
23	24 CCTA		3010 V.17	

Cabinet, Slot, Card, Port Information			07	
Slot #	PIM #	Card Type	SP#/Rev	
00				
01	PA PW55-A			
02				
03	PA PW54-A			
04				
05				
06				
07				
08	16ELCJ BK		3935 V.01	
09	16LCB W		3390 V.05	
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				

**PIM Location Key**  
NOTE: 16 PIMs MAX WITH This form.

IMG 0	IMG 1	IMG 2	IMG 3
03			
02			
01			
00			
SV8500-0			
SV8500-1			

**UTILITIES (ID 2) PAGE 1 OF 1**

Cabinet, Slot, Card, Port Information			
PIM #		SP#/Rev	
Slot #	Card Type	SP#	Rev
00	PA PW55-C		
01	PA PW55-C		
02			
03			
04	16ELCJ BK	3514 V.07	
05	16ELCJ BK	3935 V.01	
06	16ELCJ BK	3935 V.01	
07	16ELCJ BK	3936 V.01	
08	16LCBJ B	3251 V.10	
09	16LCBJ B	3251 V.10	
10			
11	24CCTA	3010 V.17	
12			
13	SPH-SW10 TSW-UA		
14			
15	16LCBJ B	3251 V.10	
16	16LCBJ B	3251 V.10	
17	16LCBJ B	3251 V.10	
18	16LCBJ B	3251 V.10	
19	CFTB	0457 V.03	
20	8RSTAD	3898 V.04	
21			
22	24PRTB	3029 V.15	
23			

Cabinet, Slot, Card, Port Information			
PIM #		SP#/Rev	
Slot #	Card Type	SP#	Rev
00	PA PW55-C		
01	PA PW55-C		
02			
03			
04	16ELCJ BK	3935 V.01	
05	16ELCJ BK	3935 V.01	
06	16ELCJ BK	3935 V.01	
07	16ELCJ BK	3935 V.01	
08	16LCBJ B	3251 V.10	
09	16LCBJ B	3251 V.10	
10	16ELCJ BK	3935 V.01	
11			
12	32IPDA	3835 V.13	
13	PH-PC36		
14			
15	16LCBJ B	3251 V.10	
16	16LCBJ B	3251 V.10	
17			
18			
19	16COT AH	0537 V.09	
20			
21			
22	24PRT	3029 V.15	
23			

Cabinet, Slot, Card, Port Information			
PIM #		SP#/Rev	
Slot #	Card Type	SP#	Rev
00	PA PW55-C		
01	PA PW55-C		
02			
03			
04	16ELCJ BK	3935 V.01	
05	16ELCJ	3295 V.10	
06	16ELCJ BK	3935 V.01	
07	16ELCJ BK	3935 V.01	
08	16ELCJ BK	3935 V.01	
09	16LCBW	3390 V.05	
10			
11			
12	32IPDA	3835 V.14	
13	PH-PC36		
14			
15	16ELCJ	3295 V.10	
16			
17			
18			
19	4DATB	0882 V.03	
20	8RSTA E	3899 V.05	
21			
22	24DTR	3298 V.05	
23			

**PIM Location Key**  
NOTE: 16 PIMs MAX WITH This form.

IMG 0	IMG 1	IMG 2	IMG 3
03			
02			
01			
00	04		
CPU-0			
CPU-1	TDSW		

**COURTHOUSE (ID 3)- PAGE 1 OF 2**

Cabinet,Slot, Card, Port Information			
Slot #	PIM #	Card Type	SP#/Rev
00			
01	PA PW55-A		
02			
03	PA PW54-A		
04	16ELCJ B	3514 V.07	
05	16ELCJ B	3514 V.07	
06	16ELCJ B	3514 V.07	
07	16LCBW	3390 V.02	
08	16LCBW	3390 V.03	
09	16LCBW	3390 V.02	
10	16COTB E	3331 V.02	
11			
12	32IPDA	3835 V.12	
13	SPH-SW10 TSW-UA		
14	SPH-SW10 TSW-UA		
15	16LCBW	3390 V.02	
16	16LCBW	3390 V.02	
17	16LCBW	3390 V.03	
18	16LCBW	3390 V.02	
19	16LCBW	3390 V.02	
20	8RSTM	3234 V.07	
21			
22			
23	CS33	3281 V.04	

Cabinet,Slot, Card, Port Information			
Slot #	PIM #	Card Type	SP#/Rev
00			
01	PA PW55-A		
02			
03	PA PW54-A		
04	16ELCJ B	3514 V.07	
05	16ELCJ B	3514 V.07	
06	16ELCJ B	3514 V.07	
07	16LCBW	3390 V.02	
08	16LCBW	3390 V.02	
09	16LCBW	3390 V.02	
10	16COTB E	3331 V.02	
11			
12			
13	PH-PC36		
14	PH-PC36		
15	16LCB W	3390 V.02	
16			
17	16LCB W	3390 V.02	
18	16LCB W	3390 V.02	
19	16LCB W	3390 V.02	
20	16LCB W	3390 V.02	
21			
22	24CCTA	3010 V.17	
23			

Cabinet,Slot, Card, Port Information			
Slot #	PIM #	Card Type	SP#/Rev
00			
01	PA PW55-A		
02			
03	PA PW54-A		
04	16ELCJ B	3514 V.07	
05	16ELCJ B	3514 V.07	
06	16ELCJ B	3514 V.07	
07			
08	16LCBW	3390 V.02	
09	16LCBW	3390 V.02	
10	16COTB E	3331 V.02	
11	24PRTB	3029 V.13	
12			
13	PH-PC36		
14	PH-PC36		
15	16LCBW	3390 V.02	
16	16LCBW	3390 V.02	
17	16LCBW	3390 V.02	
18	16LCBW	3390 V.02	
19	16LCBW	3390 V.02	
20	8RSTM	3234 V.07	
21			
22	24DTR	3010 V.17	
23			

Cabinet,Slot, Card, Port Information			
Slot #	PIM #	Card Type	SP#/Rev
00			
01	PA PW55-A		
02			
03	PA PW54-A		
04	16ELCJ B	3514 V.07	
05	16ELCJ B	3514 V.07	
06	16LCBW	3390 V.02	
07	16LCBW	3390 V.02	
08	16LCBW	3390 V.02	
09	16LCBW	3390 V.02	
10	16LCBW	3390 V.02	
11	16ELCJ B	3797 V.02	
12			
13			
14			
15	16LCBW	3390 V.02	
16	16LCBW	3390 V.05	
17	16LCBW	3390 V.02	
18	16LCBW	3390 V.02	
19	16LCBW	3390 V.02	
20	16ELCH	3124 V.09	
21	16ELCH	3935 V.01	
22			
23			

Cabinet, Slot, Card, Port Information			
PIM #		04	
Slot #	Card Type	SP#/Rev	
00			
01	PA PW55-A		
02			
03	PA PW54-A		
04	16LCBW	3390 V.05	
05	16LCBW	0785 V.06	
06	16ELCJ B	3833 V.02	
07	CFTB	1114 V.02	
08	8TLTR	3002 V.17	
09	8TLTR	3002 V.16	
10	24CCTA	3010 V.17	
11	24PRTB	3029 V.13	
12			
13			
14			
15			
16			
17	4DATB	0882 V.03	
18			
19			
20	8TLTR	3002 V.17	
21	24CCTA	3010 V.17	
22			
23			

**PIM Location Key**  
NOTE: 16 PIMs MAX WITH This form.

IMG 0	IMG 1	IMG 2	IMG 3
02			
01			
00			
CPU-0			
CPU-1			

JUDICIAL ( ID 4)- PAGE 1 OF 1

Cabinet,Slot, Card, Port Information			
Slot #	PIM #	Card Type	SP#/Rev
00			
01	PA PW55-A		
02			
03	PA PW54-A		
04	16COTB E	3713 V.01	
05	16ELCJ B	3935 V.01	
06	16ELCJ B	3935 V.01	
07	16ELCJ B	3935 V.01	
08	16ELCJ B	3935 V.01	
09	16ELCJ B	3935 V.01	
10	24PRTB	3029 V.13	
11	32IPDA	3835 V.12	
12			
13	SPH-SW10 TSW-UA		
14	SPH-SW10 TSW-UA		
15	16LCB B	3251 V.10	
16	16LCB B	3251 V.10	
17	16LCB B	3251 V.10	
18	16LCB B	3251 V.10	
19			
20	8RSTM	3234 V.02	
21			
22			
23			

Cabinet,Slot, Card, Port Information			
Slot #	PIM #	Card Type	SP#/Rev
00			
01	PA PW55-A		
02			
03	PA PW54-A		
04	16ELCJ B	3797 V.02	
05	16ELCJ B	3797 V.02	
06	16ELCJ B	3797 V.02	
07	16ELCJ B	3797 V.02	
08	16ELCJ B	3797 V.02	
09	16ELCJ B	3935 V.01	
10	24PRTB	3029 V.13	
11			
12			
13	PH-PC36		
14	PH-PC36		
15	16LCDD	3876 V.03	
16	16LCDD	3876 V.03	
17	16LCBW	3390 V.05	
18			
19			
20	8RSTM	3234 V.04	
21	PRTC	3925 V.03	
22	24CCTA	3010 V.14	
23			

Cabinet,Slot, Card, Port Information			
Slot #	PIM #	Card Type	SP#/Rev
00			
01	PA PW55-A		
02			
03	PA PW54-A		
04	16LCB B	3251 V.09	
05	16LCB B	3251 V.09	
06	16LCB B	3251 V.10	
07	16LCB B	3251 V.10	
08			
09			
10			
11			
12			
13	PH-PC36		
14	PH-PC36		
15	16LCB W	3390 V.05	
16			
17			
18	16LCBE	0785 V.06	
19			
20			
21			
22			
23			

Cabinet,Slot, Card, Port Information			
Slot #	PIM #	Card Type	SP#/Rev
00			
01			
02			
03			
04			
05			
06			
07			
08			
09			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			



**PIM Location Key**  
NOTE: 16 PIMs MAX WITH This form.

IMG 0	IMG 1	IMG 2	IMG 3
02			
01			
00			
CPU-0			
CPU-1			

PSC ( ID 5)- PAGE 1 OF 1

Cabinet,Slot, Card, Port Information			
PIM #		SP#/Rev	
Slot #	Card Type		
00	PA PW55-A		
01	PA PW55-A		
02			
03	PA PW54-A		
04	16LCB B		
05	16LCBW		
06	16LCB B		
07	16LCDD		
08	16LCBW		
09	16COTBE		
10	24CCTA		
11			
12	24CCTA		
13	SPH-SW10 TSW-UA		
14	SPH-SW10 TSW-UA		
15	16ELC B		
16	16ELC B		
17	16ELC B		
18	16ELC B		
19			
20	4DATB		
21			
22	32IPLB		
23			

Cabinet,Slot, Card, Port Information			
PIM #		SP#/Rev	
Slot #	Card Type		
00	PA PW55-A		
01	PA PW55-A		
02			
03	PA PW54-A		
04	16LCB B		
05	16LCBW		
06	16LCB B		
07	16LCDD		
08	16LCBW		
09			
10	24CCTA		
11	24PRTB A		
12	PRTC		
13	PH-PC36		
14	PH-PC36		
15	16ELC B		
16	16ELC B		
17	16ELC B		
18	16ELC B		
19	16ELC BD		
20			
21	CFTB		
22	PRTC		
23	8RSTAD		

Cabinet,Slot, Card, Port Information			
PIM #		SP#/Rev	
Slot #	Card Type		
00	PA PW55-A		
01	PA PW55-A		
02			
03	PA PW54-A		
04	16LCB B		
05	16LCBW		
06	16LCB B		
07	16LCDD		
08	16LCBW		
09	8RSTAD		
10			
11	PRTC		
12	PRTC		
13	PH-PC36		
14	PH-PC36		
15	16ELC B		
16	16ELC B		
17	16ELC B		
18	16ELC B		
19	16ELC B		
20			
21			
22	24CCTA		
23			

**PIM Location Key**  
NOTE: 16 PIMs MAX WITH This form.

IMG 0	IMG 1	IMG 2	IMG 3
01			
00			
CPU-0			

PROPERTY APP ( ID 6)- PAGE 1 OF 1

Cabinet,Slot, Card, Port Information			
Slot #	Card Type	SP #/Rev	
00	PA PW55-B		
01	PA PW55-B		
02			
03			
04	16LCBW	3390 V.05	
05	16LCBW	3390 V.05	
06	16LCBW	3390 V.05	
07	16LCBW	3390 V.05	
08			
09	16COTB E	3713 V.1	
10			
11			
12			
13	PH-PC36		
14			
15	16 COTB E	3331 V.03	
16			
17	8TLTR	3002 V.17	
18	8TLTR	3002 V.16	
19			
20	8RSTM	3234 V.07	
21			
22	24CCCTA	3010 V.15	
23	CS33	3281 V.05	

**PIM Location Key**  
NOTE: 16 PIMs MAX WITH This form.

IMG 0	IMG 1	IMG 2	IMG 3
01			
00			
CPU-0			

TRANSPORTATION (ID 7) PAGE 1 OF 1

Cabinet, Slot, Card, Port Information			
PIM #		PIM #	
Slot #	Card Type	Card Type	SP #/Rev
00			
01	PA PW55-B		
02			
03			
04	4TLTC	16ELCJ B	3514 V.07
05	16ELCJ B	16ELCJ B	3514 V.07
06	16ELCJ B	16ELCJ B	3514 V.07
07	16ELCJ B	16ELCJ B	3887 V.01
08	16ELCJ B	16ELCBW	3390 V.05
09	16ELCBW	16ELCBW	3390 V.05
10	16ELCBW	16ELCBW	3390 V.05
11	16ELCBW	16ELCBW	3390 V.05
12	16ELCBW	16ELCBW	3390 V.05
13	SPH-SW10 TSW-UA	PH-PC36	
14			
15	16ELCBW	8RSTM	3234 V.08
16	16ELCBW	16ELCJ B	3935 V.02
17	16ELCJ B	16ELCJ B	3935 V.02
18	CFTB	16ELCJ B	3419 V.01
19		4DATB	0882 V.03
20	32IPLB	8RSTM	3234 V.08
21	16COTBE	32IPDA	3835 V.06
22	24CCTA	24PRTB A	3029 V.12
23	CS33	CS33	3281 V.08

**PIM Location Key**  
NOTE: 16 PIMs MAX WITH This form.

IMG 0	IMG 1	IMG 2	IMG 3
02			
01			
00			
CPU-0			
CPU-1			

**CORRECTIONS ( ID 8)- PAGE 1 OF 1**





Cabinet,Slot, Card, Port Information			
PIM #		SP#/Rev	
Slot #	Card Type		
00	PA PW54-A		
01	PA PW55-A		
02			
03	PA PW53-A		
04	16LCB		
05	16LCB		
06	16LCB		
07	16LCB		
08	16LCB		
09	16LCB		
10	8RST J		
11			
12			
13	SPH-SW10 TSW-UA		
14	SPH-SW10 TSW-UA		
15	16COTB E		
16	16LCB		
17			
18	16LCB		
19	16LCB		
20	16LCB		
21	24CCTA		
22			
23			

Cabinet,Slot, Card, Port Information			
PIM #		SP#/Rev	
Slot #	Card Type		
00	PA PW55-A		
01	PA PW54-A		
02			
03	PA PW54-A		
04	16LCB		
05	16LCB		
06	16LCB		
07	16LCB		
08	16LCB		
09	16LCB		
10	8RST J		
11	16LCB		
12	16LCB		
13	PH-PC36		
14	PH-PC36		
15			
16	16LCB		
17	16LCB		
18	16LCB		
19	16LCB		
20	16LCB		
21	16LCB		
22			
23			

Cabinet,Slot, Card, Port Information			
PIM #		SP#/Rev	
Slot #	Card Type		
00	PA PW55-A		
01	PA PW55-A		
02			
03	PA PW54-A		
04	16LCB		
05	16LCB		
06	41LTC		
07			
08			
09			
10	8RST M		
11			
12			
13	PH-PC36		
14	PH-PC36		
15			
16			
17	16LCB		
18	16LCB		
19			
20			
21	32IPDA		
22			
23			

## Blade Configuration

    
Refresh Home Help

Chassis 1	01 	CD-CP00 + PZ-321PL IP: 005~006	04 	CD-COT Tel: 001~004
	03.01		02.06	
	02 	CD-OLCA Tel: 001~016	05	
	02.06			
	03 	CD-LCA Tel: 017~020	06	
	02.00			

Reset Blades




Delete Blades




Version Information	
WebPro	5.01
PCPro Server	1.03.0k.ppk
Main Software	05.01
OBMS	v7.01x
FPGA	0220
DSP	0000
IPL	A/32

CPU MAC: 00-50-B8-D9-F3-50

User : neoi | Access Level : Manufacturer (MF) | Site Name : Manatee Marine Rescue | Installation Date : | WebPro 5.01 |

## Blade Configuration

    
Refresh Home Help

Chassis 1	01 	CD-CR60 + P2-321PLA IP: 009~024	04 	CD-DLCA Tel: 001~018
	03.01		02.05	
	02		05 	CD-COT Tel: 001~008
			02.06	
	03		06	

Version Information	
WebPro	4.03.01
PCPro Server	1.03 (1.01pk)
Main Software	E4.01
DBMS	v5.0H
FPGA	0200
DSP	0000

CPU MAC: 00-60-B9-D9-49-C2

Reset Blades

Delete Blades




User : necl | Access Level : Manufacturer (MF) | Site Name : Mandee Co. Animal Services | Installation Date : 29 April, 10 | WebPro 4.03.01 |

<http://10.220.32.132/Home.htm%3FsessionId%3D20292%26GOTO%282%29>

7/15/2011

**ANIMAL SERVICES ID (20)**

## Blade Configuration

    
Refresh Home Help

Chassis 1	<input type="checkbox"/>	01	CD-CP00 + P2-32PL	<input type="checkbox"/>	04	CD-LCA
	<input type="checkbox"/>	03.01	IP: 005--020	<input type="checkbox"/>	02.00	Tel: 017--020
	<input type="checkbox"/>	02	CD-COT	<input type="checkbox"/>	05	
	<input type="checkbox"/>	02.06	Trk: 001--004	<input type="checkbox"/>	06	
	<input type="checkbox"/>	03	CD-DLCA			
	<input type="checkbox"/>	02.06	Tel: 001--016			

Version Information	
WebPro	5.01
PCPro Server	1.03.06.000
Main Software	05.01
OSMS	197.0H
FGA	0104
DSP	0000
IPL	A/32

Reset Blades

Delete Blades

CPU MAC: 00-60-B9-0F-AF-E8




User : neco | Access Level : Manufacturer (MF) | Site Name : Manatee County Radio Shop | Installation Date : | WebPro 5.01 |





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7/15/2011

RADIO SHOP (ID 25)

## Blade Configuration

    
Refresh Home Help

Chassis 1	01 	CD-CPS0 + P2-32TRLA Trk: 009~024	04
	03.01		
	02		
	03 	CD-COT Trk: 001~008	05 
	02.06		02.03 CD-DLCA Tel: 001~008
			06 
			02.08 CD-LCA Tel: 009~012

Version Information	
WebPro	3.52
PCPro Server	1.03.01.pph
Main Software	03.13
CBAS	V5.0H
TPGA	0104
DSP	0000

CPU MAC: 00-60-B9-40-60-5C

Reset Blades

Delete Blades

User : necl | Access Level : Manufacturer (MF) | Site Name : Buffalo Creek Golf | Installation Date : 29 April, 10 | WebPro 3.52 |

<http://191.34.1.250/Home.htm%3FsessionId%3D20205%26GOTO%282%29>






7/15/2011

BUFFALO CREEK GC (ID 21)



## Blade Configuration

    
Refresh Home Help

Chassis 1	01 	CD-CP00 + P2-32IPL IP: 009~024	04
	03.01		
	02 	CD-COT Trk: 001~008	05 
	02.06		02.06
	03 	CD-LCA Tel: 001~004	06 
	02.00		02.06

Version Information	
WebPro	5.01
PCPro Server	1.03.0k.pipl
Main Software	05.01
OBMS	V7.01+
FPGA	010+
CSP	0000
IPL	A/32

Reset Blades

Delete Blades

CPU MAC: 00-60-B9-40-60-1A

User : nccu | Access Level : Manufacturer (MF) | Site Name : Parks and Rec Main | Installation Date : 29 April, 10 | WebPro 5.01 |





<http://10.218.0.6/Home.htm%3FsessionId%3D20156%26GOTO%282%29>

7/15/2011

PARKS MAINTENANCE (ID 24)

## Blade Configuration

    
Refresh Home Help

Chassis 1	01 	CD-CP00 + P2-320PLA Trk: 009~024	04
	03.01		
	02		05 
			02.06 CD-DLCA Tel: 001~008
	03 	CD-COT Trk: 001~008	06 
	02.06		02.00 CD-LCA Tel: 009~012

Version Information	
WebPro	3.52
PCPro Server	1.03.01.pipx
Main Software	A3.13
OSMS	v5.0H
FPGA	0104
DSP	0000

Reset Blades

Delete Blades

CPU MAC: 00-60-B9-40-60-24

User : nrech | Access Level : Manufacturer (MF) | Site Name : Perks and Rec Golf | Installation Date : 29 April, 10 | WebPro 3.52 |

<http://10.218.0.9/Home.htm%3FsessionId%3D20054%26GOTO%282%29>

7/15/2011

MANATEE GOLF (ID 22)